



## Returns and Refunds

If you wish to return items to us, we ask you to contact the collection or delivering branch (either Grimsby or Brigg) by telephone (01472 350151 or 01652 658082), email ([sales@bennettstimber.co.uk](mailto:sales@bennettstimber.co.uk)) or in writing within 7 working days (or 3 days for damaged items) of the collection or delivery date. You will need to quote your invoice or collection/delivery note number so that we can deal with your request promptly.

The collection or delivering branch will discuss your reason for return or refund and will advise the return or refund process accordingly and as governed by our [Terms & Conditions of Sale](#).

If you are returning an unwanted item, it must be in un-used condition and fit for immediate re-sale. If it is a packaged item, the packaging must be factory sealed, intact and in good condition. We may apply a re-stocking charge of 20%, depending on the circumstances, and we reserve the right not to accept items for return or refund.

We are unable to offer return or refund on non-stock items, goods that have been fitted or goods that have been specially manufactured.

For more information, please refer to our [Terms & Conditions of Sale](#) which are available to read on our website.

## Cancellations

You may not cancel an order unless we agree in writing.

If the order is cancelled (for any reason) you are then to pay us for all stock (finished or unfinished) that we may then hold (or to which we are committed) for the order.

We may suspend or cancel the order, by written notice if:

- you fail to pay us any money when due (under the order or otherwise);
- you become insolvent;
- you fail to honour your obligations under these terms.