



Contempo Plain Speaking Returns and Refund Policy, before the Techy, Geeky, Legal bit at numbers 9 - 18 below.

Our competitors don't make your rights plain, we do....and in plain English. This policy is applicable whether you buy Upvc doors, Composite doors or indeed any products within this site.

1. Check the Quantity, You Must; Check the quantity immediately the doors or products arrive, DO NOT SIGN AS OK, in the unlikely event that something is missing please be sure to sign the courier delivery docket making sure to mark it clearly with what exactly is missing, signing for the delivery/order without noting an error or shortage and then telling us you are missing a door or other product is not acceptable, Email us immediately if a product is missing.
2. If Packaging is Damaged, You Must; Sign the couriers delivery docket as DAMAGED if any packaging is badly ripped, shredded, holed etc., DO NOT SIGN AS OK, never let a courier tell you he is in a hurry, Email us immediately if a product packaging is damaged, we will then allow 24 hours for you to check the goods.
3. Time for Checking and Reporting Damaged Goods, You Must; Make sure all goods are checked within 24 hours and ANY ISSUE emailed to us immediately but always adhering to number 5 and 6 above in those circumstances.
4. Changed your mind, If you have changed your mind and decided you do not want the product you must do so within 14 DAYS of delivery, you are required to return the goods in the same condition as they were received by you, due to logistics we will require you to arrange your OWN COURIER, we will not collect and we will only refund you for products that are returned without damage, we cannot accept returns if the 14 day cooling off period from delivery has elapsed.
5. Goods already fitted and damage noticed, you are too late to inform us, we will not accept any request for a refund or FOC replacement.
6. Wrong sizes or quantities ordered by you, for the best outcome you must let us know within 7 DAYS of delivery but see number 11 below for exceptions, we will ask you to return the goods in the same condition as they were received by you, we will require you to arrange your OWN COURIER for the returns, due to logistics we will not collect, we will refund you 75% for products that are returned without damage and which our supplier will accept back to their warehouse, we cannot accept returns if the 14 day cooling off period from delivery has elapsed.
7. Special Orders, Made to Measure and Standard products that we have adjusted for you at your request, these will not be accepted for return under any circumstances.
8. Please be aware that no door or frame product will be accepted for credit unless it is returned in the original packaging, to remove the pvc packaging carefully (in the case of doors) please cut along the top of the door (not the face of the door) and slip the packaging up and away, if the door or frame is boxed please open

where it is taped and retain all the packaging for reuse in the unlikely event that you need to return the product.

9. PLEASE DO NOT USE ANY SHARP OBJECT TO CUT AWAY OUR PACKAGING WITH THE EXCEPTION OF THE TOP EDGE AND BOTTOM EDGE, NEVER EVER USE A KNIFE OR SHARP OBJECT ACROSS THE DOOR FACE.

The real legal bit is below, generally a duplicate of the above but necessary none the less.

1. A deposit will be required where goods are to be adjusted in any way or where goods are not held in stock, no deposit will be returned if the goods which were ordered have been cut, adjusted or altered in any way by us prior to collection or delivery.
2. Any deposit for adjusted, altered, Bespoke or special orders will not be refunded if the order placed by the customer is subsequently cancelled by the customer due to a delay or change of specification caused by a third party and through no fault of Contempo.
3. A restocking charge of 25% of the returned goods will be levied against customers invoices when goods are returned to stock which have been correctly supplied from stock or by order from Contempo., no refund will be given for the delivery charge element of the invoice for goods which are subsequently returned, see further conditions below.
4. Quality. Please check thoroughly at all times, we will not refund any deposit or payment of items which have been fitted by you or your tradesman and are then found to be damaged, please check before installation.
5. Delivery Checks; Distance Selling Regulations allow you a reasonable time to check that goods supplied are as per contract. Our agent will require you to sign a delivery document confirming that the packaging has not been damaged or to state that it has been damaged. You should unwrap and check the goods for damages, defects or unsuitability when, or soon after, they're delivered Please report damages, defects or unsuitability within 24 hours, thereafter we cannot accept any claims for these issues after this time. Please count the quantity of doors on arrival before signing for the delivery as shortages must be reported immediately.
6. Failure to be present and available at your specified shipping address for any pre-booked delivery/uplift will incur a charge of £40 + VAT.
7. Cancellation rights: Distance Selling Regulations allow a contract to be cancelled. This right expires after 14 days, the first day being the day after you receive goods. However, there are exceptions. Goods made to your own specification, that is, Special order, adjusted, altered or bespoke goods, are not cancellable. They are identified on the website. To cancel any other products, you must do so in writing (email preferred). You will be required to pay for the standard unaltered goods courier costs to return them to us; while in your possession you must take reasonable care of them. Once the goods are received and pass a condition check, you will be refunded in a minimum of 75% but more likely in full. Refunds for goods which we accept for return will be processed once the goods have been inspected upon their return to our premises to check they are received back in the condition they were received by you, any cancellation prior to supply may result in a 3% Credit Card processing

charge but as mentioned previously Bespoke goods cannot be cancelled as the manufacturing process will begin from the day the order is placed.

8. COOLING OFF PERIOD; There is a 14 day cooling off period with regard to any orders placed by customers, this could in effect delay your orders, please make sure you advise us should you wish us to hold your order back from processing for the 14 day cooling off period.
9. Failure to accept pre-arranged deliveries which are then cancelled by you or have to be re-scheduled due to your circumstances changing with regard to delivery, please note there will be a transport charge of £25 + vat per 1st door and £10 + vat for each and every other door on the order for deliveries which have been accepted by you the customer for delivery and which are subsequently cancelled or delayed by you, our site states Free Delivery but this will not be the case if we have to reschedule your delivery.
10. Credit or Debit Card processing charges, any cancellation prior to supply may result in a 3% Credit or Debit Card charge.
11. No goods will be accepted for return if 14 days has expired from the delivery date and any decision thereafter to accept goods for return as a goodwill gesture will be subject to our returns charges outlined above.