

Internet Sales Policy

Welcome to www.thewoodheatingcompany.co.uk. Please read these conditions carefully before using our website. By continuing to browse and use this website you agree to comply and be bound by the terms and conditions of use listed below.

Disclaimer

Any information provided about products on this web site does not form part of a contract of sale. Product information is offered in good faith, but should only be regarded as a guide only. Please confirm any details before making a purchase or entering any contractual arrangements.

Dimensions and other specifications given on this site are mostly as provided by the manufacturer and may be approximate. Specifications may change without notice. Please confirm any specific details before ordering. We are always happy to provide advice in person to visitors at our Cramlington showroom or over the telephone.

Neither Chimfix (Northern) Limited trading as The Wood Heating Company, The Wood Heating Company (Biomass) Ltd, nor any affiliated companies or their associates or employees hereafter referred to as the supplier can accept any liability for errors or omissions on this web site. We make every effort to provide accurate information. E&OE.

All goods and prices are subject to availability from our suppliers and are subject to change without notice.

Ordering

When an order is placed with us you will receive an email with your invoice and details of the products you have ordered. We ask all customers to double check that what has been ordered is correct, we will allow 12 hours after ordering for you to check your order.

Payment

If you do not wish to pay for your items immediately please select the cheque payment option during the checkout process. Payment can be made online by debit or credit card. Please note we do not accept American Express or Diners Club cards. If you wish to pay by bank or building society cheque, please make it payable to The Wood Heating Company and write your name and address on the reverse. Your order will not be processed until the cheque has cleared.

All prices shown on this website contain VAT at the current rate. For products listed on the 'biomass boilers' page only, our prices include VAT at the reduced rate of 5%. We can only charge this reduced rate of VAT if we supply and install the product, so if you intend to arrange for your purchase to be installed by someone else we will have to charge VAT at the current standard rate, and the price you pay will be amended to include the additional VAT payable.

Goods shall remain the property of the supplier until paid for in full.

Delivery

We believe that it is always best that you purchase your stove, boiler and associated heating equipment from a local company who can provide the highest level of customer service. For this reason we would only encourage you to buy from us if you live in our area, as defined on our website, or to deal with a supplier local to you if you live elsewhere. If there is likely to be a problem with access for a 7.5 tonne delivery vehicle, please contact us at the time of placing your order and we may be able to make alternative delivery arrangements.

If our carriers are unable to deliver to you, due to you not being there or are unable to take delivery of the goods for any reason other than damage as set out elsewhere, or you have not advised us of any potential problems regarding access etc, then we will hold you liable for all abortive costs or charges which may be incurred.

If you cancel an order after we have started to ship it, we regret that we have to make a shipping charge to return it to our warehouse, even if the products have not reached your address. Returned goods are dealt with elsewhere in this agreement.

Dispatch for delivery of stoves and accessories normally takes up to two weeks, depending on availability, however, it can take up to six weeks in some instances, particularly for biomass boilers and components. Should the lead time be longer than six weeks, then you will be informed by email of the estimated lead time for your goods. Cheque payments must be cleared before goods can be released from stock.

We will contact you a day or two before delivering, to advise you of the delivery day. We are unable to give specific times for normal deliveries. Timed deliveries are available at additional cost - please contact us for details and a quotation.

Delivery for stoves and larger accessories and biomass components will usually be made on a pallet; smaller accessories and items are delivered by courier. Biomass boilers and large components will be made on a tail lift lorry equipped with a pallet truck. Please note that the delivery driver will only offload his vehicle onto the nearest hard standing and is not responsible for transporting goods inside your property. This is for insurance and health and safety reasons.

A crane lorry may be supplied at extra cost. Please contact us for further information and a quotation.

Please ensure that there will be someone at the delivery address on the day scheduled for delivery to help the driver unload and take the items to the delivery destination.

Please do not sign for, or accept, any goods until unpacked and checked in full. Please inspect your stove/goods very carefully at delivery. If the glass is damaged sign "Glass Damaged" and accept the stove, we will have replacement glass to you within two days. If the stove's castings or steelwork is damaged in any way, then send it back immediately with the delivering courier and then phone us immediately.

Only sign once you are entirely satisfied with the condition of your purchase. Items which have been signed for are deemed to be complete and in good condition, and we cannot then accept claims for damage in transit or missing items after 48 hours of receipt.

Goods which are ordered by you and correctly supplied by us but subsequently discovered to be incorrect may be exchanged for the correct goods at the full purchase price less a re-stocking charge

of 15% in the case of stock items. We are unable to accept back any returned goods which are specially ordered. Carriage costs in respect of returned goods shall be your responsibility.

Collection

If you would prefer to collect your product(s) from our showroom in Cramlington you are welcome to do so. Not all of our products are held in stock; we will contact you when your purchase is ready for collection. Photo identification (a current driving licence or passport) will be asked for when collecting your products for security reasons. Collection may be refused if you cannot provide this. Collections can only be arranged for Monday-Friday, 9am-4pm.

Installation

We offer a professional installation service using our own time-served fitters. We obviously prefer to install all appliances that we sell to ensure that they are installed correctly and will give you many years of trouble free service; however we recognise that some customers will want to arrange their own installation. If you are not using our installation service it is your responsibility to choose a product of appropriate fuel type, chimney needs and dimensions, etc, and to ensure that it is installed in accordance with the manufacturer's instructions and all relevant regulations by a suitably qualified installer/competent person.

If arranging your own installation we recommend that you do not book a date for fitting until the item has been delivered and accepted.

Costs incurred by you

We are not liable for any costs incurred by you or for any loss of earnings. For example, if a delivery is delayed in any way and you have to rebook an installer then we are not liable for any extra charges that the installer may charge you. We always recommend that you do not book an installer until you are in receipt of the goods. We are also not liable for any loss of earnings as a result of you taking time off work to accept a delivery which then turns up late, or not at all or any other consequential loss, howsoever caused.

Cancellations & returns

Mail order, telephone and internet sales to individuals (not businesses) are covered by the Consumer Protection (Distance Selling) Regulations 2000 (UK Law Directive 97/7/EC), which protect you by providing a 7 working day 'cooling off' period after the day after the product has been delivered.

You have the option to cancel any order between the time of placing it and 7 working days after delivery. **Cancellations must be in writing by post or by email to sales@thewoodheatingcompany.co.uk** (but not to ANY other email address) and quoting the relevant order number.

You have the right to receive a refund within 30 days of cancellation. We normally pay refunds within 14 days of cancellation or of the goods being safely returned (whichever is the later). A re-stocking charge of 15% in the case of stock items shall be made. We are unable to accept back any returned goods which were specially ordered. Carriage costs in respect of returned goods shall be your responsibility.

You are advised to retain the packaging. You will find it difficult to return the item without appropriate packaging.

The goods must not have been fitted, installed or used in any way and must be unmarked and free from blemishes of any kind and must be returned in a saleable condition. We cannot accept return of products which are damaged after delivery.

When choosing a carrier to return your goods to us, you must make sure that we are allowed to open and inspect the contents when we receive it. If the carrier will not allow us to open the goods then our warehouse will refuse delivery and the goods will be returned to you on your carrier. This could incur further costs to you.

Your package will not be accepted by our warehouse unless a valid Returns form has been completed and you have received a Returns number from us.

Please contact us for further details of our returns procedure.

Liability

Our liability to the buyer shall at no time exceed the price of the goods supplied. We shall be under no liability for any direct loss and/or expense or any indirect loss and /or expense suffered by the buyer or liability to third parties incurred by the buyer.

The Wood Heating Company shall be under no liability whatsoever for any loss or damage whether direct or indirect resulting from the supply of goods.

The contract between us shall be governed by the laws of England and Wales. Any dispute will be resolved exclusively in the Courts of England & Wales.