

For Purchases Online

Ordering Goods

Our online store can only accept orders from holders of credit or debit cards registered in the United Kingdom. We also only accept orders from addresses located in the United Kingdom with delivery only to the address the card is registered to. Wetherby Building Systems will confirm receipt of your order by sending an email to you using the address provided when registering on our website.

This email is only an acknowledgement and does not constitute legal acceptance by us of your order. No contract will exist until payment has been received and goods have been dispatched. This will be deemed to be our acceptance of your order and to have been effectively communicated to you. We cannot be held responsible for costs occurring as a result of delayed or cancelled deliveries. All delivery timescales are given in good faith and are not legally binding.

Complaints and Queries

If you are not happy with any aspect of our online service, discover a fault with our website, or if you have any queries or comments relating to an order placed online, please either e-mail us at adam.marsh@wbs-ltd.co.uk or telephone us on 01942717100.

Colours and Specifications

Representations of colours online are as accurate as photographic and electronic processes will allow. Please note that colour online can also be affected by the calibrations of different output devices. Samples of all our products are available and we therefore strongly recommend you request a sample for confirmation prior to any order. We cannot be held responsible for the wrong choice in colour or product being made. Depending on the colour made for you we reserve the right to refuse a return or charge a handling fee to do so.

Cancellations and returns

As a consumer under the Consumer Contracts Regulations 2013 you have the right to cancel an order up to 14 days after receiving the products from us. If the order has been delivered in multiple deliveries then your rights extend to 14 days after the final delivery. This applies to all products on our website excluding products that are produced to your specification which would include (but is not limited to) purchases of tinted render and tinted paint. Cancellation requests should be made in writing by email to adam.marsh@wbs-ltd.co.uk or by post to WBS 1 Kidglove Road Golborne WA3 3GS. A full refund will be processed within 14 days of the date of your cancellation.

If cancellation occurs after receiving your goods then the cost of collection will be deducted from your refund. If free delivery was provided with your purchase then a standard collection charge of £65 per 1 tonne pallet is applicable. We will arrange collection of the goods on your behalf on a day that is convenient with you, no longer than 5 working days after your letter of cancellation. If you miss the collection on the date provided then a further cost of collection at the same rate as the first collection will be applicable.

If the second collection attempt is missed then you will be responsible for returning the goods back to us within 14 days of your notice of cancellation at your own expense before a refund is provided. The two collection charges will be deducted from your overall refund.

If you have provided a company name on your order then you are excluded from the Consumer Contracts Regulations 2013 and the 14-day cooling off period. All goods must be returned unopened and in the same condition as you received them.

A full copy of our terms and conditions are available upon request.

Pallet deliveries

Our delivery service is a curbside delivery using a tailgate and pump-truck only. It is the customer's responsibility to internally transfer goods from the pallet off the curb to its final destination on your premises. Our delivery partners and their drivers will not usually agree to carry goods past the entrance threshold to other parts of the building. It is the customer's responsibility to inform us of any restricted access that could result in failure of vehicle access, low bridges or narrow access are a good example. WBS can arrange for different delivery and vehicle methods if needed at an extra cost, should you require this service please contact adam.marsh@wbs-ltd.co.uk 01942717100 for further details.

If you're not sure about any of our terms, send an e-mail to adam.marsh@wbs-ltd.co.uk or alternatively, give him a ring on 01942717100 – Adam will be only too happy to help.