

Upton Home Hardware Limited's DELIVERY, COLLECTION and RETURNS POLICY during COVID 19

From the 01 April 2020 until further notice this policy shall apply to all collections, deliveries, and returns.

Our normal returns policy will be suspended until further notice. This does not affect your statutory rights. Damaged products must be notified to us in writing within 24 hours of delivery or collection.

Customer orders for delivery or collection will be accepted on a case by case basis subject to our capacity to fulfil the order. We reserve the right to charge a reasonable delivery charge and or surcharge on any orders which will be notified at the time of order. Goods for delivery will be left on the customers doorstep as notified to us and there will be no need for us to obtain confirmation of receipt. Any claims of non-delivery must be notified to us in writing within 24 hours of your estimated delivery time to enable us to consider.

Payment will be accepted via bank transfer. You will be notified of our bank details for the transfer via the method you originally contacted us by, or otherwise agreed. Upton Home Hardware take no liability or responsibility for payments being sent to an incorrect bank account or any malicious scam messages claiming to be from Upton Home Hardware. Goods will not be released until full payment has been received by Upton Home Hardware. Card payments over the phone will only be taken if we are delivering to the address the card is registered to.

Collection will be by arrangement only for a specific time slot and only once full payment has been received. If goods are not collected during an agreed slot, then you will need to arrange another time to collect as we will not provide refunds for items that have not been collected.