

RETURNS POLICY

We will only offer a full refund if an item is faulty or is not as described.

We reserve the right, at our discretion, to refuse refunds on any of the grounds below:

- If the customer had reason to suspect the item was faulty, or unfit for purpose, at the time of purchase.
- For managers specials, reduced items or any items out of our seconds area.
- For items that have been damaged after purchase.
- For items that have been used in part or in full, altered in any way, used or installed by the customer prior to return.
- If the item is bespoke or made to your specifications – e.g. bespoke gates, panels or garden buildings.
- For water features we do not guarantee the pump as the life of the pump depends on how the consumer has used it. We can order new pumps but the cost of this will be the responsibility of the customer.
- If the packaging has been opened.
- If the product HAS passed its use by date (eg.postfix /cement).

For weather related issues, such as cracking, we only accept unwanted items up to a month after the purchase and only with proof of purchase – the item must be in the same condition as when it was purchased. Weathered items will not be refunded.

CRACKED TIMBER

- Timber is a natural product and reacts to weather conditions. As a living organism, it is influenced heavily by its surroundings, swelling and contracting depending on the ambient moisture levels.
- Summer historically is a time when customers perceive 'defects' in timber by customers when 99% of the time no defect exists at all. Sometimes alarmingly large cracks can open up but as the moisture in the air increases so will the free water absorbed by capillary action in the wood and the cracks will close up.
- None of these splits or cracks in the timber will affect its structural integrity or inherent strength. Therefore we will not offer a refund or replacement for cracked timber during the summer months.
- If these cracks have not resolved themselves during the autumn months, and at our discretion, we may consider replacing the item.

PROOF OF PURCHASE

- We require proof of purchase from Job Earnshaw's and Bros Ltd. This could be a sales receipt, delivery note or email proof of purchase.
- Evidence such as a bank statement will only be accepted if the customer can prove the amount on the statement is the same as the price of the item and the purchase was from Job Earnshaw's and Bros Ltd.
- We will only transfer money back to the card that was used to make the purchase.

Please check your receipt / change before leaving as mistakes cannot be rectified once you have left the shop.