



Website Delivery and Returns Policy

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Introduction

This document outlines the delivery and returns policies for purchases made on our website. We aim to provide a clear and transparent process for our customers, ensuring a satisfactory shopping experience.

Delivery Policy

Before placing your order, please check dimensions of internal and external access points including doors, corridors, stairs, etc particularly if you are ordering larger items of furniture, pergolas and gazebos.

Please ensure there is someone at the property to receive and sign for the goods. Ensure all access points are clear of obstacles. Self-assembly items will remain in their boxes.

Delivery access is down to your discretion and if you request us to go above and beyond we accept no blame if damage to property is done in due course. And therefore you undertake delivery of the items at your own risk.

Some deliveries are by third party couriers that use pallets. If the pallets are left, it is your responsibility to dispose of it.

Many third party couriers also only deliver to your door meaning it is your responsibility to place the item in its desired location.

We cannot be held responsible for late deliveries or deliveries to the wrong address if the customer has specified the incorrect address or postcode during checkout. If the order must then be forwarded to a new address, a charge for re-delivery will apply and we also reserve the right to deduct any such charge from any refund given should the order be subsequently cancelled.

Specific instructions passed directly to the 3rd party carrier are treated as a non-guaranteed requests and are carried out at the carrier's own discretion.

Proof of delivery is sufficient evidence to establish that goods have been received.

Shipping Options and Costs

We offer various shipping options to cater to different needs. Shipping costs are calculated based on the delivery location, the weight and dimensions of the items, and the chosen shipping speed.

Shipping Option	Description	Estimated Delivery Time
Smaller Items - Standard Shipping	Our most economical option.	3-5 business days
Standard Larger Items - Pergolas, slabs and furniture.	Our most economical option for larger and heavy items.	4-5 weeks
Express Larger Items - Pergolas, slabs and furniture.	Our express service for large and heavy items.	1-3 weeks dependant on UK stock levels

Delivery Times

Estimated delivery times are provided as a guideline and may vary due to factors such as public holidays, adverse weather conditions, and unforeseen logistical delays. We will endeavor to keep you informed of any significant delays.

Our standard delivery time to mainland UK is between 2 to 7 working days and can be anytime between the hours of 8am and 8pm. Alternative delivery requests such as AM deliveries, next day deliveries etc. can be arranged if possible but may incur additional costs.

GEL Landscaping and Groundworks Ltd will not entertain any claim for compensation because of a late delivery, which is handled by a third-party carrier and is out of our control. We cannot accept any liability for time or economic loss for advanced installation bookings, employment holiday, event delay and alike.

Failed Deliveries

If a delivery attempt is unsuccessful, the courier will typically leave a "failed delivery" notice with instructions on how to reschedule delivery or collect your parcel from a local depot. If the parcel is returned to us due to a failed delivery or non-collection, additional shipping charges may apply for re-delivery.

We cannot be held responsible for late deliveries or deliveries to the wrong address if the customer has specified the incorrect address or postcode during checkout. If the order must then be forwarded to a new address, a charge for re-delivery will apply and we also reserve the right to deduct any such charge from any refund given should the order be subsequently cancelled.

Specific instructions passed directly to the 3rd party carrier are treated as a non-guaranteed requests and are carried out at the carrier's own discretion.

Proof of delivery is sufficient evidence to establish that goods have been received.

Damaged or Missing Items

Damages can occur in transit and issues can arise to prevent the delivery that are out of our control, we cannot accept any liability for time or financial loss as a result of, for example but not limited to; advanced fitter booking, employment holiday etc. These provisions made are by your choice and at your discretion, but do not affect your statutory rights.

We would also ask all customers to check their order in full prior to arranging any additional services or aforementioned costs, as we cannot be held liable for additional costs incurred. If your order is found to be incorrect on delivery or inspection, we will arrange for a replacement item or refund for any incorrect items at no additional cost to you.

If the order you received has any damage on the exterior packaging you must check the contents and make the driver aware of any damages when signing to accept delivery. Any damage must be reported to GEL Landscaping and Groundworks Ltd within 24 hours of signing.

Provide photographic evidence of any damage to assist us in resolving the issue quickly.

If someone else is signing on your behalf they must be made aware of the above. If the outer packaging or roll is damaged and you have failed to make any attempt to list this on the delivery note, GEL Landscaping and Groundworks Ltd or the carrier cannot be held responsible.

Acceptance of Material Supplied

We will not entertain any compensation claims regardless of fault due to errors in size or material supplied, we cannot accept any liability for time or economic loss as a result of, but not limited to; advanced installation bookings, employment holiday, event delay and alike. We recommend that you time your delivery to allow at least 5 working days before the required date so that you can fully check your order.

Website Items Returns Policy

Returns

The company operates a 30-day return policy in line with the Consumer Rights Act of 2015. If you wish to return goods, you must notify the company within 14 days of receipt of the goods. This must be done in writing by email to info@gellandscaping.co.uk

The company will not arrange collections for non-faulty goods being returned, it is the buyer's responsibility to return goods to the company's premises at GEL Landscaping Centre, Westerleigh Road, Westerleigh, Bristol, BS37 8QZ. The customer will be liable for

return costs and any goods that are returned must be within 14 days of the company's agreement to accept the returns.

Once the goods are received at our premises the company will inspect the goods. Subject to the goods arriving at our premises in a re-sellable condition we will issue a refund. We reserve the right to withhold any refund in the case of the goods being returned to us in less than a re-sellable condition.

All refunds will be processed using the same method used when payment was made and will be issued within 7 days of the company's receipt of the items.

How to Initiate a Return

To initiate a return, please follow these steps:

1. **Contact GEL Landscaping Centre:** Email our customer service team at info@gellandscaping.co.uk or call us at 01454 805808 to request a Returns number. Please provide your order number and the reason for the return.
2. **Package Your Items:** Securely package the items in their original packaging, including all accessories, manuals.
3. **Include Returns Number:** Clearly write the provided RN number on the outside of the package.
4. **Ship Your Return:** Send the package to the address provided by our customer service team. We recommend using a trackable shipping service as we cannot be responsible for returns lost in transit.

Return Shipping Costs

- **Faulty or Incorrect Items:** If the return is due to a fault with the item or an error on our part (e.g. incorrect item sent), we will cover the cost of return shipping.
- **Change of Mind:** If you are returning an item due to a change of mind or misuse of a product, you will be responsible for the return shipping costs.

Refunds and Exchanges

- **Refunds:** Once your return is received and inspected, we will notify you of the approval or rejection of your refund. If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within 7-10 business days.
- **Exchanges:** If you request an exchange, the new item will be dispatched once the returned item has been received and inspected. Any difference in price will be adjusted accordingly.

Non-Returnable Items

The following items are generally not eligible for return:

- Special order items
- Non stocked lines
- Cube Bioclimatic Pergolas
- Cedar Gazebos
- Patio Slabs
- Furniture
- Installation fees

Customer Service

If you have any questions or require further assistance regarding our delivery and returns policies, please do not hesitate to contact our customer service team:

- **Email:** info@gellandscaping.co.uk
- **Phone:** 01454 805808
- **Operating Hours:** Monday - Friday, 9:00 am - 4:00 pm GMT

We are committed to ensuring your satisfaction and will do our best to resolve any issues promptly and fairly.