



## Terms & Conditions January 2024

**Payment** – We take a 20% deposit to confirm the order with the balance due on day of delivery. We accept bank transfer or cash. All goods remain the property of Timberteck until full payment is made. Any and all goods which remain unpaid will be collected from the customers property. Full payment must be received before any painting/staining of the unit commences by the customer.

**Access** - Customers must advise on ordering if the distance to carry from van to site location is more than 30 metres. An additional labour charge is incurred for long distance access and may be added to customers final invoice if not declared on ordering.

**Obstacles** – Customers must advise of any obstructions or tight turns between buildings, walls, fences etc on ordering. This includes any overhead obstacles such as trees & hedges, satellite dishes, archways, property eaves, etc. We need to ensure large panels will fit through the access route and if not adjustments may need to be made during the manufacturing process. This can not be done on the day of installation! Additional charge of £50.00 per hour on installations that have undeclared access issues. Minimum charge 1 hour.

**Bases** - It is the customers responsibility to ensure that the ground under any base is firm enough to support the weight of the base and the building. It is the responsibility of the customer to ensure their completed base is 100% flat, level, solid and of adequate size to fully support the building, sizes quoted are for the floor area unless otherwise stated. All concrete bases or slab bases must not have any shallow or raised areas. We recommend leaving a clearance around the building for maintenance. It is the customers responsibility to ensure bases are installed in the correct position. Timberteck will not be held responsible for any problems arising due to base work constructed by the customer or any third party.

**Installation** – If your garden building is installed in damp conditions, you must ensure you leave adequate ventilation to allow the building to dry. Failing to ventilate the building whilst timbers are drying out can cause condensation or mould to occur. This will produce droplets of water inside the building, which can be mistaken for leaks. Condensation will also occur on the inside of windows. Leave windows and doors open to air the building on fair weather days. Never use a heater as this can cause the building to dry out too quickly and cause cracks and warping, especially the roof.

**Roof Covering** – Heavy duty mineral felt is supplied as standard with your garden building. Timberteck hold no responsibility for damage or lifting of roof coverings due to adverse weather conditions.

**Maintenance** – Please remember you will need future access to all sides of your garden building to maintain and treat as required. Timber is porous and requires waterproofing regularly. It is the customers responsibility to maintain and treat their building. All products come treated with an anti-fungal solution to protect against damp weather but do need further coats of paint/stain once installed and repeatedly throughout its lifespan. We do not recommend using varnish or silicone paint. If issues arise due to lack of maintenance Timberteck hold no responsibility and the customers guarantee will not be valid.

**Planning** – It is the customers sole responsibility to check with their local planning authority regarding any planning permission needed for their garden building being installed. Timberteck will not be held responsible for any problems regarding planning permission (if applicable). Please note bases and blocks will raise the height of the building.

**Compliance**- Timberteck terms and conditions apply to all orders. On payment of deposit all terms and conditions will be deemed to be agreed upon by the customer.

### **After Care**

We recommend you now look to get your unit fully waterproofed. If using a water-based stain/paint then, if possible, leave your unit for a couple of weeks (weather permitting) before doing this as the anti-fungal solution your unit was dipped in prior to installation has a waxy consistency. Leaving a little time before weatherproofing will let the solution fully bed in and make applying the stain easier. If you decide to use an oil-based stain/paint then you could weatherproof straight away. Please do not use varnish or silicone paint recommend you use a wood preserver first and then apply the stain/paint of your choice following the manufacturers guidelines.

Garden sheds and summerhouses can suffer from moisture and damp issues throughout the year when there may be a high level of moisture in the air. This is caused by wet and damp conditions. Remember to open doors or windows on fair weather days to air out your building. The effects of moisture are premature rot, mould on interior panels and roof, warping and sagging of the timber. Weatherproofing both the interior and exterior of your timber building will help keep all timber fully sealed.

### **Product Guarantee (self build not included)**

We offer a 1-year manufacturing guarantee on all products except self build.

Timber is a natural product and prone to changes in appearance, including some movement and the occurrence of small knot holes or splits in extreme temperatures and weather conditions. Any splits, knots or similar visual imperfections in the timber will not affect the structural integrity of the product in any way, are not considered to be damage, and do not render the product unfit for purpose. Whilst every effort is made to hand pick timber without visible knotholes or splits there may be occasions where timber is selected in good faith that contains what appears to be a solid knot. Over the course of time / during movement of the product etc. it may occur that these small knot holes are then dislodged from the timber leaving a small knot or crack. Unfortunately, we cannot be held responsible for this maturing of the product and can only offer our best advice as how to deal with this situation in the unlikely event that it should occur.

*Please note:* Our guarantee does not cover for any damage due to adverse weather conditions. It also does not cover for timber splits/ knot holes /swelling/warping or twisting. These are natural characteristics of timber products and not defects. None of these circumstances be accepted as a valid reason for cancellation or refund of an order, as this can occur naturally over time.

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