



These terms and conditions apply to the supply of goods or services from DrabestUK, to you the customer, and by placing an order, you agree to be bound by them. Our terms and conditions will take precedence over any terms and conditions supplied or referred to by you the customer. No part of these terms and conditions affects your statutory rights as a consumer.

- **DESCRIPTIONS...**

All pictures and illustrations used on this site are for illustrative purposes only and show or represent the product described as accurately as possible. However, where product illustrations are unavailable or unsuitable, we reserve the right to substitute an alternative picture which most closely resembles that product.

We endeavour to provide accurate material descriptions, sizes, heights and weights of all our products. However, due to the constant development of the products we supply, we cannot guarantee absolute accuracy and such information should be treated only as a guide.

- **PRICES & PAYMENT...**

All prices given are inclusive of VAT and delivery within 3-5 working days (unless not in stock or made to order) Next Day dedicated deliveries can be also added at extra cost. The total price shown in your shopping cart when checking out is the price you will be charged. A full VAT invoice will be emailed to you upon completion of the order process. Please check your email inbox for this receipt as we do not send receipts by post.

You may pay for your order by credit or debit card, Paypal or electronic bank transfers. All orders will be dispatched as soon as cleared funds arrive in our bank account. Therefore, an extended delivery time must be anticipated for some non-instant payment methods. Would you have any questions please contact our sales team on 01902 715 535 or via email sales@drabestuk.com

- **DELIVERY...**

We do not guarantee exact time or date for your delivery as it depends on aspects such as when your payment clears, your location and time and day you make an order, it also depends on couriers however you will be contacted by the courier via text message of planned delivery Our only liability is limited to refunding any surcharges you may have paid for services we were unable to fulfil. We respectfully advise that you should not arrange for contractors, fitters or workmen who require the items in your order to attend site before your order has arrived and you have checked it thoroughly. Title and risk of the goods shall be passed to you the purchaser upon delivery, and receipt by our courier of a signed delivery note.

Please understand that items ordered and delivered, but refused at the point of delivery for reasons such as "too heavy", "too long", "too short" or "not suitable" will only be credited when the item is returned to us by our courier in an undamaged & saleable condition. The cost of the goods will then be

credited in full, less the cost of return carriage to our warehouse at a standard rate of £30. Please therefore, check all sizes, weights & descriptions carefully prior to ordering.

- **RETURNS POLICY...**

Customers have 24 hours to contact us about their will to return an order. This also applies to ladders being delivered damaged – in this case customer must also sign couriers POD as damaged in order for the claim to be successful. Full returns policy can be seen in the RETURNS POLICY panel. Customers are also notified of their rights when receiving a ladder which are attached on the ladder packaging by their delivery details.

- **CANCELLATION...**

All orders placed until 1pm are dispatched same day – unless not in stock or payment has not cleared in our account. Please note we will only accept cancellations until 3pm daily. After that time we will be unable to cancel the order, and charges will apply to have the order returned and credited.