



1. Company Details

DIYSHEDS LIMITED
28 Charles Street, Willenhall, WV13 1HG

Telephone: 01902 636 529
Email: info@shedsdiy.co.uk

2. Ordering & Contract Formation

All orders placed constitute an offer to purchase. A legally binding contract is formed once:

- You complete checkout or place an order with our team, **AND**
- DIYSHEDS LIMITED accepts and begins processing your order.

DIYSHEDS LIMITED reserves the right to cancel an order prior to delivery where necessary, in which case a full refund will be issued. This does not affect your statutory rights.

These Terms apply to all orders placed via our website, telephone sales, and third-party retailers.

3. Pricing

- All prices are in GBP (£) and include VAT where applicable
- Prices may change prior to order acceptance
- The total price includes:
 - Product price
 - Any selected upgrades or add-ons
 - Delivery and/or installation (if applicable)

If an order is cancelled by DIYSHEDS LIMITED before manufacture or dispatch, a full refund will be issued. No compensation is payable for inconvenience or consequential loss.

4. Payments (Stripe Only)

DIYSHEDS LIMITED accepts payment only via Stripe Checkout, including:
We do not accept cash, cheques, or payment on delivery.

- Visa
- Mastercard
- American Express
- Apple Pay
- Google Pay

Payment Terms

- Full payment is required at checkout unless otherwise stated
- All buildings are made to order
- Once manufacture has begun, payments are non-refundable

5. Cancellation Rights & Returns

5.1 24-Hour Cancellation Window

You may cancel your order within 24 hours of placing it without charge, provided manufacture or dispatch has not begun.

5.2 Cancellation After 24 Hours / Dispatch

After 24 hours, or once the order has been dispatched, cancellation will incur delivery and courier charges, as these costs will already have been incurred.

5.3 Bespoke / Made-to-Order Buildings

Many of our buildings are made to order or to customer specification.

Under the Consumer Contracts Regulations, the right to cancel does not apply once manufacture has begun on goods that are made to order or personalised.

Manufacture is deemed to have started once materials have been allocated, cut, or prepared specifically for your order, or where non-standard options have been selected, including but not limited to:

- Custom sizes
- Window or door positioning
- Layout changes
- Bespoke modifications

5.4 After Delivery – Change of Mind

If goods have been delivered and you subsequently change your mind, you will be responsible for:

- The original delivery charge, and
- Any return or collection charges incurred

Returns are accepted within 14 days of delivery for non-bespoke items only. Returned goods must be unused and in original condition.

5.5 Damaged on Delivery

No delivery or return charges will apply only where damage is clearly recorded on the Proof of Delivery (POD) at the time of delivery.

Damage not noted on the POD at the time of delivery may not be accepted.

This does not affect your statutory rights relating to faulty or damaged goods.

6. Redelivery & Aborted Installation

If delivery or installation cannot proceed due to circumstances outside our control, including but not limited to:

- No one present on site
- Base not level or unsuitable
- Obstructed or unsafe access
- Unsafe working conditions
- Customer refusal of delivery

A redelivery or aborted installation fee will apply to cover reasonable costs incurred, which may be up to 50% of the order value, depending on circumstances.

Any applicable fee must be paid before re-delivery or re-installation is attempted.

7. Customer Responsibilities Before Delivery

You must ensure:

- A solid, level base within 10mm tolerance across the full footprint
- Clear access for a 3.5-tonne flatbed (minimum 700mm width unless otherwise agreed)
- No obstructions, hazards, pets, vehicles, or debris
- Someone aged 18+ present for the full day
- Safe working conditions and adequate working space

Where access requires passing through your property, DIYSHEDS LIMITED accepts no liability for damage to flooring, walls, décor, or internal fixtures.

8. Delivery & Installation

- Delivery dates are estimates only, not guarantees
- Delays may occur due to weather, traffic, staff illness, or supply issues
- DIYSHEDS LIMITED is not liable for loss of earnings, missed work, or other consequential losses

If no one is present within 15 minutes of arrival, the delivery will be treated as failed.

On Installation Day

- The customer or representative must inspect and sign off the building
- If no one is present, the installation will be deemed satisfactory
- Once installation has started, the building cannot be repositioned

This does not affect your statutory rights relating to faulty goods or workmanship.

9. Sizing, Materials & Product Variations

- All buildings are manufactured using metric measurements
- Timber is a natural material and may exhibit:
 - Knots
 - Colour variation
 - Small splits
 - Expansion or shrinkage
 - Minor movement or warping

These are natural characteristics and not defects. Product images are for illustration only and may vary due to lighting or screen settings.

10. Base Preparation

The base must be:

- Level within 10mm
- Solid, stable, and suitable for the building size and weight

If the base is unsuitable:

- Installers may require a signed disclaimer to proceed, **OR**
- Installation may be aborted and redelivery charges applied

Base suitability is entirely the customer's responsibility.

11. Aftercare & Maintenance

To maintain performance and warranty validity, you must:

- Treat the building within 30 days of installation
- Use a high-quality oil- or spirit-based preservative
- Re-treat annually
- Install guttering to divert water
- Silicone all windows internally and externally
- Ensure regular ventilation
- Keep vegetation clear
- Keep floors dry and free from standing water

Failure to maintain the building will void the warranty.

12. Rectifying Defects

If you believe a component is defective:

1. Email info@shedsdiy.co.uk with clear photos
2. We will assess the issue
3. If a genuine defect is confirmed, resolution may include:
 - Replacement parts
 - Repair
 - Partial refund (management discretion)

We do not cover:

- Misuse or neglect
- Lack of treatment or maintenance
- Poor base or site conditions
- Storm or weather damage
- Felt damage caused by wind
- Condensation or mould
- Customer modifications
- Third-party alterations or repairs

Failure to allow inspection or repair may invalidate future claims.

13. Warranty

DIYSHEDS LIMITED provides:

- 10-Year Anti-Rot Warranty (timber components)
- 1-Year Workmanship Warranty

The warranty does not cover:

- Natural timber movement or characteristics
- Extreme weather or storm damage
- Roof felt damage
- Water ingress due to lack of maintenance
- Condensation or mould
- Customer or third-party modifications
- Poor base preparation or ground movement

14. Limitation of Liability

DIYSHEDS LIMITED is not liable for:

- Loss of earnings or income
- Time taken off work
- Consequential or indirect losses
- Property damage where access is restricted
- Delays due to weather, illness, transport, or supply issues

Liability is limited to the value of the product purchased.

Nothing in these Terms limits or excludes liability where it would be unlawful to do so under UK law.

15. Privacy & Data Protection

We comply with:

- UK GDPR
- Data Protection Act 2018

Customer data is collected solely to process and deliver orders. Payment details are never stored and are securely handled by Stripe.

Data requests should be sent to: info@shedsdiy.co.uk

16. Force Majeure

DIYSHEDS LIMITED shall not be liable for delays or failure to perform due to circumstances beyond our control, including but not limited to:

- Severe weather
- Illness
- Transport failure
- Supplier delays
- Industrial action
- Accidents or emergencies
- Acts of God

17. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

By placing an order with DIYSHEDS LIMITED (via website, telephone, or any third-party retailer), you agree to the described Terms & Conditions. If you do not agree, you must notify us before manufacture or delivery begins.