
BRISTOL WOOD RECYCLING PROJECT

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TERMS AND CONDITIONS

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OUR TERMS AND CONDITIONS CAN BE FOUND IN STORE, ON OUR WEBSITE AND VIA LINK ON DEPARTMENT EMAIL ADDRESSES

As a Social Enterprise and Cooperative, we aim to minimise any disappointment/confusion of the goods and services we provide by having transparency in our T&Cs. We do our utmost to meet and exceed your expectations whenever possible and genuinely care about the experience you have with our business.

TERMS

“WE / US / OUR” – Bristol Wood Recycling Project, Registered Company No. 5081319

“YOU / YOUR” – A buyer of material, stock or goods from us.

“Goods” – any purchase of any kind that you make from us, excepting:

“Finished Goods” – any transformation of raw materials by us at your request.

1.YOUR RIGHTS

You and We are protected by statutory (legal) rights, according to the laws of England and Wales or any European Legislation which applies in England. Where statutory legislation exists, or new legislation comes into force, your and our statutory rights are not affected by your agreement to purchase from us, and those rights take precedence over any terms we may have.

2.PRIVACY

When placing an order, we may require various personal details from you. You can be assured that we treat your personal details, including email address and telephone numbers in confidence. We do not disclose such details to any third party or use them in any way for financial gain. We do not send out unsolicited emails ('spam') and your email address will not be added to any mailing lists (unless requested). We will not use details of your purchases in our marketing/publicity materials or any other promotion without your consent and your credit/debit card details are not stored or retained on the web server. These policies exclude any disclosure which we are required by law to make, crime prevention, legal action or any issues relating to product safety.

3.DEBT RECOVERY COSTS.

All costs, charges and expenses incurred by us in recovering any debt shall be paid by you. If a payment made by cheque bounces, or an electronic transaction is rejected you shall be liable for all reasonable costs incurred as a result.

4.RETURNS.

SHOP ITEMS

No sale of Goods can be accepted for return without prior agreement and the original till receipt. You must contact us beforehand to arrange for delivery of returned Goods. This may incur a fee. No Goods will be accepted for return after 14 days from the date of purchase. Any Goods returned must be in original unmarked condition. Any goods that have been defaced, written on, damaged or marked in any way cannot be accepted for return. No refund can be issued unless these conditions are met.

COLLECTED ITEMS

Any Goods left with us for collection by the customer have 14 days to be collected. A notification will be sent to you if collection is overdue. If the Goods are not collected within the 14 days (or a date given after prompting), they will be put back out for sale and no refund given.

WOODWORM

Any Goods found to have woodworm after purchase will not be eligible for refund without a receipt. The Goods must be returned in their original condition, within the 14 day period. Any Goods found with woodworm whilst in store will be quarantined or disposed of if they pose a potential risk to other stock. Any customer order (workshop/cutting order) found with woodworm will fall under these terms and the customer will be offered a replacement or refund. Any workshop/cutting orders that have been completed and delivered/collected which show signs of woodworm after delivery, can be refunded for the price of the timber only and not the workshop labour. Any delivery charges will not be refunded. A collection fee may also apply. No discounts will be given on Goods which show signs of woodworm.

LIVE EDGE TIMBERS

Our sustainably sourced, Live Edge timbers are seasoned off site. We cannot guarantee with certainty that they will not move and change once in your home. We provide guidance only when asked how to manage these goods and cannot take responsibility for any natural changes after purchase. It is reasonable to state that any goods chosen by you should take the above into consideration and therefore we cannot be held responsible for your purchase. A refund can be given with a receipt if no changes have been made to the goods. Any finished goods chosen and purchased by you will not be refunded fully if you have an issue once getting the goods home. This includes any delivery/collection charges.

5. DELIVERED ITEMS

If Goods have been delivered and are incorrect with fault on our part, any redelivery or collection charges will be waived. If the fault is on your part, any additional deliveries or collections will be charged at our usual rate of £35/hour. Terms and conditions will be available in store and via a link from the info@ or collections@ email as well as online.

6. ORDERS

All workshop order receipts should include a pink slip to be read over. If payment is made via a payment link, you can request a photo of your receipt and slip. The terms and conditions document is available in store, online and via link on any email sent from the info@ or workshop@ email. It is your duty to read the terms and conditions to ensure you fully understand our requirements.

Any finished goods that are incorrect on our part (based on the specifications you gave on your order form) will be either refunded or amended accordingly. Please see the delivery section for clarification on these fees.

Any finished goods that are correct by the specifications agreed upon of your original order, but you later, after completion of the order, discover to be unsuitable to your needs will not be eligible for a refund and charges will apply to amend any changes.

We can only manage expectations and give guidance on; finished looks, durability, functionality and intended use of goods based on your designs, needs, specifications and aesthetic. It is your responsibility to be certain with your order.

Any Goods that are canceled before completion will lose their deposit if not canceled at least 28 days in advance or 2 months for any orders over £3000.

Any orders that need to be amended may incur a fee. This is to be determined by the workshop team at their discretion. If you are unhappy with the additional charges and choose to cancel your order, you will lose your deposit.

7. WARRANTIES AND INDEMNITIES.

We warrant that the goods sold will be reasonably fit for any particular purpose for which the Goods are being bought, to the best of our knowledge. However, all goods are 'sold as seen' – we will give advice to the properties and qualities of Goods sold but we cannot guarantee that this information will be accurate.

We shall not be liable for:

Loss or consequential damage arising from the failure or defect of goods supplied.

Any defect (twisting, warping, cupping, shrinking), unsuitability or safety issue or otherwise of the Goods supplied for the intended purpose of the Goods where the Goods are manufactured, altered or modified in accordance with your instructions or according to drawings or design or specification supplied by or on behalf of you.

Any defect arising from fair wear and tear, willful damage, negligence, abnormal working conditions, failure to follow our instructions (whether oral or in writing), misuse or alteration or repair of the Goods.

Subject to the conditions set out above, if the Goods do not conform to a reasonable standard, we will replace or issue a refund or credit note against such Goods acknowledged to be faulty

provided that such faults have not been caused by your misuse of the Goods or your negligent handling of them.