

Apex Canopies – Sales Terms, Returns & Refund Policy (Made-to-Order Products)

Effective Date: 17/03/26

Company: Apex Canopies

Website: www.apexcanopies.co.uk

1. General Sales Terms

All products sold by Apex Canopies are **made to order** and manufactured specifically for each customer.

By placing an order, you confirm that:

- All measurements, specifications, and selections are correct
- You understand the product is made specifically for you

Once an order is placed, it is subject to the terms outlined below.

2. Pricing & Payment Terms

2.1 Pricing

All prices are listed in GBP (£) and include VAT unless stated otherwise. Delivery charges are calculated at checkout.

2.2 Payment

Full payment is required at the time of order. Production will not begin until payment has been received.

2.3 Late Payment (Where Applicable)

For any agreed invoice-based orders:

- Payment terms are **30 days from end of invoice month**, unless agreed otherwise
- Late payments may incur:
 - Interest at **8% above the Bank of England base rate**
 - Fixed compensation fees under the Late Payment of Commercial Debts (Interest) Act 1998

We reserve the right to suspend orders or withhold delivery until payment is received in full.

3. Order Cancellation & Changes

3.1 Before Production Begins

Orders may be cancelled or amended **only if production has not yet started**.

3.2 After Production Has Started

Once manufacturing has begun:

- Orders **cannot be cancelled, amended, or refunded**
- This is because the product is made specifically to your requirements

We aim to begin production as quickly as possible, so cancellation requests must be made within 48 hours of ordering.

4. Delivery

Delivery timeframes are estimates and may vary depending on production schedules and courier availability.

Customers are responsible for:

- Providing accurate delivery details
- Ensuring access and availability for delivery

Failed deliveries or missed appointments will result in additional charges should we incur them. Where charges are incurred, redelivery of products will not happen until outstanding balance is settled.

5. Returns Policy (Made-to-Order Products)

5.1 No Right to Return for Change of Mind

As all products are made to order, **returns are not accepted for:**

- Change of mind
- Incorrect measurements provided by the customer
- Ordering the wrong product or specification

Under the Consumer Contracts Regulations, customised or made-to-order goods are **exempt from the standard 14-day cancellation right**.

6. Faulty, Damaged or Incorrect Items

You must inspect your order upon delivery.

If your item is:

- Damaged in transit
- Faulty
- Incorrect

You must notify us within **48 hours of delivery**, providing:

- Photos of the issue
- Your order details

Once verified, we will:

- Repair, replace, or refund the item as appropriate
- Cover any reasonable return or collection costs where the issue is confirmed

Failure to report issues within this timeframe may limit our ability to resolve the claim.

7. Refunds

Refunds are only issued where:

- A product is confirmed to be faulty, damaged, or incorrect
- A cancellation is accepted before production begins

Refunds will be processed within **5–10 working days** and returned to the original payment method.

8. Installation Responsibility

Customers are responsible for ensuring:

- The product is suitable for their property
- Installation is carried out correctly

We are not liable for:

- Damage caused by incorrect installation

- Costs associated with removal, reinstallation, or third-party labour
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9. Limitation of Liability

Our liability is limited to the value of the goods supplied.

We are not responsible for:

- Indirect or consequential losses
- Delays outside of our control

Nothing in these terms affects your statutory rights.

10. Contact Information

Apex Canopies

Website: www.apexcanopies.co.uk

Email: enquiries@apexcanopies.co.uk

Phone: 01684 211719