

Scottish Wood Sawmill & Timber-shop - Terms and Conditions

1. Introduction

Welcome to Scottish Wood Sawmill & Timber-shop. By accessing or purchasing from our Sawmill or onsite Timber-shop, you agree to comply with and be bound by the following terms and conditions. These terms apply to all visitors, customers, and others who access or use our services.

2. Products and Services

- **Description:** We provide a variety of timber products, which may vary in size, quality, and type, price accordingly for species, thickness and grade. We strive to ensure any product descriptions given are accurate but do not guarantee that product descriptions or other content are error-free.
- **Availability:** All products are subject to availability. We reserve the right to discontinue any product at any time.

3. Pricing and Payment

- **Pricing:** All prices are listed in GBP (£) with VAT added on at purchase unless otherwise stated. Prices are subject to change without prior notice but we will aim to give as much as possible, where possible.
- **Payment:** Payment can be made via major credit/debit cards, bank transfer, or other payment methods as specified onsite/online. Full payment is required before Timber leaves our premises or before dispatching any order.

4. Purchase or Timber

- **Sawmill Orders:** Orders are discussed via email/phone or onsite. Once discussed and upon placing an order, you will receive an order confirmation and an Invoice with detailed order and pricing. Work will not be carried out until this has been settled (or deposits made for larger Sawmill orders).
- **Timber Selection onsite**
- **Self-Selection:** Customers are welcome to visit our onsite Timber-shop, sheds and stores to personally select timber. We recommend bringing appropriate tools and clothing for the stores, as timber selection can be a manual process. Our Timber-shop is more accessible.
- **Assistance:** Our staff are available to assist and provide advice during your selection. However, the final choice of timber rests with the customer.
- **Natural Variations:** Timber is a natural product and may vary in colour, grain, and characteristics. These natural variations are not considered defects.
- **Inspection:** It is the customer's responsibility to inspect each piece of timber selected from our shop/stores before purchase and ensure it is fit for purpose/your project.

5. Returns and Refunds

- **Returns:** We accept returns within 7 days of purchase for Timber sold through our Timber-shop, provided the products are unused and in their original condition (no cuts/sanding etc) with proof of purchase. Cut-to-order and custom orders cannot be returned. If you should need to discuss your order this can be done directly at enquiries@scottishwood.co.uk

- **Refunds:** Refunds from our Timber-shop will be processed once the returned products are received and inspected onsite. Refunds are issued via the original payment method within 7 days.
- **Exchange and Credit notes:** Purchases returned out-with the 7 days (up to 14 days) may be eligible for an instore exchange or Credit note at our discretion.
- **Online store:** On Online store policy's can be found under Shop Policy.
- **6. Delivery:** Sawmill & onsite Timber-shop orders can be delivered at additional.
- **Delivery Areas:** We deliver to regions within Scotland and the UK.
- **Delivery Time:** Delivery times are estimates and subject to delays beyond our control. We are not liable for any delays.
- **Delivery Charges:** Delivery charges are calculated based on location and the size of the order. These will be discussed prior to order process and dispatch.
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7. Liability

- **Product Use:** Scottish Wood Sawmill & Timber-shop is not liable for any damage or injury caused by the misuse of our products. It is the customer's responsibility to ensure the correct and safe use of all products.

8. Privacy and Data Protection

- **Data Collection:** We collect personal data necessary for processing your orders. This data is handled in accordance with our Privacy Policy.

- **Third-Party Services:** We may share your data with third-party service providers, only where necessary for fulfilling your order, such as delivery companies.

9. Amendments

Scottish Wood Sawmill & Timber-shop reserves the right to amend these terms and conditions at any time without notice. Your continued use of our services signifies your acceptance of any revised terms.

10. Contact Information

For any queries regarding these terms and conditions, please contact us at:

- **Email:** enquiries@scottishwood.co.uk
- **Phone:** 01383 851-328
- **Address:** Scottish Wood Inzievar Woods Dunfermline KY12-8HB