



Deliveries will be delivered kerb side by 1 driver. If you require additional assistance please call the office and we can make the necessary arrangements

### **Terms & Conditions for Delivery**

- Your order has now been processed and we will begin the manufacturing procedure shortly. Please ensure you check our paperwork before it is too late. You have until 5pm today to amend any order details.
- Once the order has arrived at the depot it will be inspected by our staff to ensure it is in good condition.
- It is your responsibility to check the products for any damage during delivery. In the unlikely event that the product is damaged please state on the delivery note when signing and we will fast track the replacement for you.
- Damaged products must not be installed.
- If we do not receive notification of damaged goods on the delivery note, the customer will be deemed to have accepted the items as satisfactory. We cannot be held liable for any consequential damage.
- If you are experiencing problems with your goods or you believe there to be errors on the order please report a case on our website: <http://www.homehubgroup.co.uk/reportanissue.html>

Head Office: Unit 6, The Western Centre, Western Road, Bracknell, Berkshire RG12 1RW  
T:01344 381980 F:0845 280 6299 E: info@homehubgroup.co.uk www.homehubgroup.co.uk

Home Hub Group:





### Returns and Refund Policy

- Home Hub Group will provide a detailed order confirmation which will include the sizes, style, configuration, colours and specification.
- Home Hub Group will not commence manufacture until an order confirmation has been checked, signed and approved by the customer.
- Once the order confirmation has been approved and manufacturing has commenced, we are unable to make any changes to the order.
- Every product Home Hub Group manufacture is custom built and unique to the customers requirements and therefore we are unable to offer refunds on these bespoke items.
- Any damaged goods should be reported in writing within 48 hours of accepting delivery.
- Home Hub Group will either replace or repair damaged parts if reported within the 48 hour window.
- If you wish to report any product defect please visit [homehubgroup.co.uk/reportanissue](http://homehubgroup.co.uk/reportanissue) to generate a case number.

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