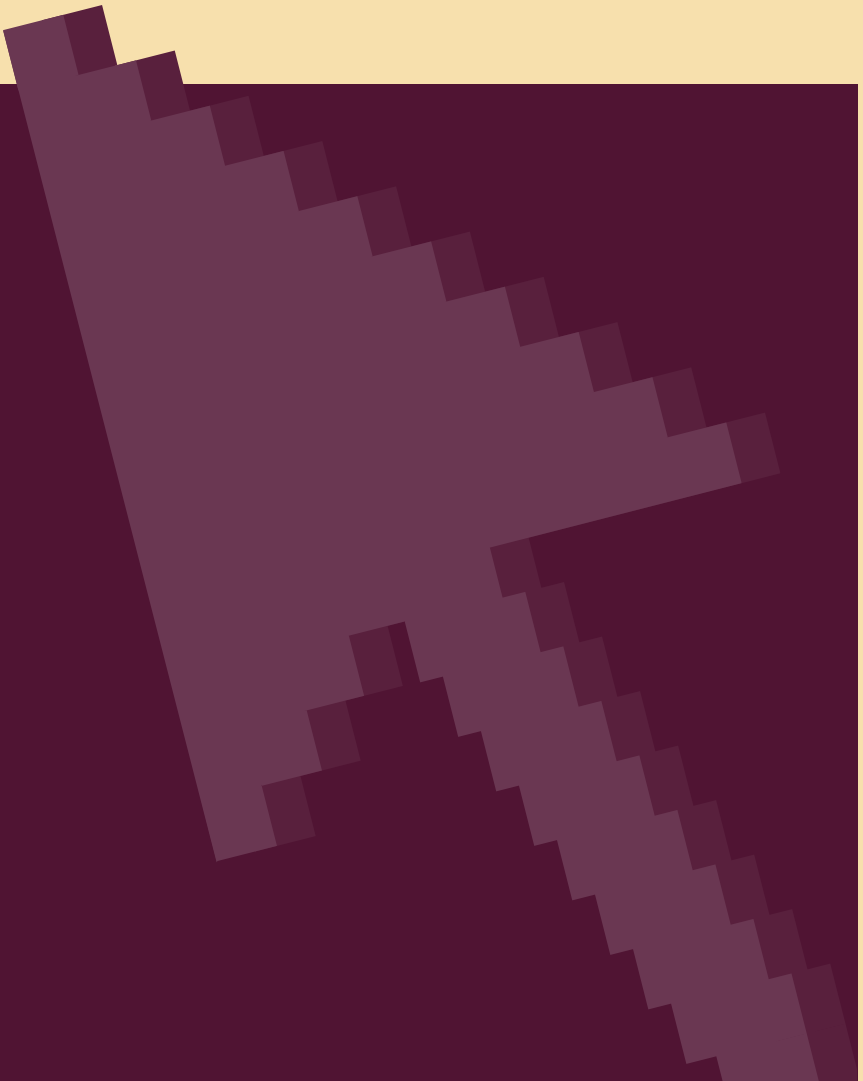




# Terms & Conditions



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# Howarth Timber Group Ltd and Subsidiary Companies Terms of Trading

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## 1. BUSINESS CUSTOMERS AND CONSUMERS

1.1. Some of these terms apply to consumers only; some apply to business customers only. Those terms are marked as such.

1.2. All other terms apply to all customers.

1.3. You are classified as a business customer if you indicate to us that the goods supplied by us will be used in the course of your business or if you use the goods in the course of your business.

1.4. If you are not a business customer, you are a consumer. You have certain statutory rights as a consumer which are not affected by these terms. Contact your local trading standards office for more information. Words in italic type are legal words which clarify, rather than alter, the meaning of the relevant clause.

## 2. PRICE

2.1. The price quoted excludes VAT (unless otherwise stated). VAT will be charged at the rate applying at the time of delivery.

2.2. Our quotations lapse after 30 days (unless otherwise stated).

2.3. The price quoted includes delivery between 7.30am to 5.00pm, Monday to Friday and 7.30am to 12.00pm on Saturdays (not all products can be delivered on weekend).

2.4. Business customers only: unless otherwise stated, the price quoted to business customers is an illustrative estimate only and the price charged will be our price current at the time of delivery.

2.5. Business customers only: rates of tax and duties on the goods will be those applying at the time of delivery.

2.6. Business customers only: at any time before delivery we may adjust the price to reflect any increase in our costs of supplying the goods.

## 3. DELIVERY

3.1. All delivery times quoted are estimates only.

3.2. If we fail to deliver within a reasonable time after the quoted delivery time, you may (by informing us in writing) cancel the contract, however:

3.1.1. You may not cancel if we receive your notice after the goods have been dispatched; and

3.1.2. If you cancel the contract, you can have no further claim against us under that contract.

3.2. If you accept delivery of the goods after the estimated delivery time, it will be on the basis that you have no claim against us for delay (including indirect or consequential loss, or increase in the price of the goods).

3.3. We may deliver the goods in instalments. Each instalment is treated as a separate contract.

3.4. We may decline to deliver if:

3.4.1. We believe that it would be unsafe, unlawful or unreasonably difficult to do so; or

3.4.2. The premises (or the access to them) are unsuitable for our vehicle.

3.5. We may charge you for storage (and abortive delivery costs) if you do not accept delivery at the quoted delivery time (or any later time agreed in writing).

3.6. New Build - Hard standing needs to be sound and firm. Accessibility, low bridge, width, height, weight restrictions must be stipulated by the customer when placing the order. Failure to notify this may result in non delivery and a subsequent re-delivery charge.

3.7. We cannot delivery to the following Post Code areas: BT, GY, HS, IM, IV, JE, KA, KW, PA, PH, PO, TR, ZE.

#### 4. RISK

4.1. The goods are at your risk from the time of delivery.

4.2. Delivery takes place either:

4.2.1. At our premises (if you are collecting them or arranging carriage); or

4.2.2. At your premises or address specified by you (if we are arranging carriage).

4.3. You must inspect the goods on delivery. If any goods are damaged or not delivered, you must write to tell us within three days of delivery or the expected delivery time. You must give us (and any carrier) a fair chance to inspect the damaged goods.

#### 5. PAYMENT TERMS

5.1. You are to pay us in cash or in cleared funds on or prior to delivery, unless you have an approved credit account.

5.2. Business customers only: If you have an approved credit account, payment is due nett monthly, that is at the end of the month following the month of the date of our invoice, unless otherwise agreed in writing.

5.3. If you fail to pay us in full on the due date we may:

5.3.1. Suspend or cancel future deliveries;

5.3.2. Cancel any discount offered to you;

5.3.3. Business customers only: charge you interest at the rate set under s.6 of the Late Payment of Commercial Debts

(Interest) Act 1998; a) calculated (on a daily basis) from the date of our invoice until payment; b) before and after any judgment (unless a court orders otherwise);

5.3.4. Consumers only: Charge you interest at a rate equivalent to the rate set for business debts under s.6 of the Late Payment of Commercial Debts (Interest) Act 1998;

5.3.5. Claim fixed sum compensation from you under s.5A of that Act to cover our credit control overhead costs; and

5.3.6. Recover (under clause 5.8) the cost of taking legal action to make you pay.

5.4. If you have an approved credit account we may withdraw it or reduce your credit limit or bring forward your due date for payment. We

may take any of these actions at any time and without notice.

5.5. Business Customers only: you do not have the right to set off any money you may claim from us against anything you may owe us.

5.6. Consumers only: you may only set off money you claim from us against money you owe us with our written agreement and on such terms as we may state.

5.7. While you owe money to us, we have a right to keep any property we may hold of yours until you have paid us in full (a lien).

5.8. You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly and including finance costs, legal costs on a full indemnity basis and the costs of instructing a debt collection agency to recover a debt due to us if any) following any breach by you of any of your obligations under these terms.

5.9. Consumers only: clause 5.8 means that you are liable to us for losses we incur because you do not comply with these terms.

We may claim those losses from you at any time and if we have to take legal action we will ask the court to make you pay our legal costs.

#### 6. TITLE

6.1. Consumers only: your statutory rights are unaffected.

6.2. Business customers only: until you pay all debts you may owe us:

6.2.1. All goods supplied by us remain our property;

6.2.2. You must store them so that they are clearly identifiable as our property;

6.2.3. You must insure them (against the risks for which a prudent owner would insure them) and hold the policy on trust for us;

6.2.4. You may use those goods and sell them in the ordinary course of your business, but not if:

a) we revoke that right (by informing you in writing); or

b) you become insolvent.

6.2.5. Business customers only: you must inform us (in writing) immediately if you become insolvent.

6.3. Business customers only: if your right to use and sell the goods ends you must allow us to remove the goods.

6.4. Business customers only: we have your permission to enter any premises where the goods may be stored:

6.4.1. At any time, to inspect them; and

6.4.2. After your right to use and sell them has ended, to remove them, using reasonable force if necessary.

6.5. Despite our retention of title to the goods, we have the right to take legal proceedings to recover the price of goods supplied should you not pay us by the due date.

6.6. You are not our agent. You have no authority to make any contract on our behalf or in our name.

#### 7. WARRANTIES

7.1. We warrant that the goods:

7.1.1. Comply with their description on our acknowledgement of order form; and

7.1.2. Are free from material defect at the time of delivery (as long as you comply with clause 7.4).

7.1.3. Natural products such as timber or quarried products may vary in grain or shading from the samples supplied.

7.1.4. If materials are supplied at the request of the customer to be a specific grade, no warranty is given that the grade will be suitable for the purposes required by the customer.

7.2. Business customers only: We give no other warranty (and exclude any warranty, term or condition that would otherwise be implied) as to the quality of the goods or their fitness for any purpose.

7.3. Consumers only: the warranty in clause 7.1 is in addition to your statutory rights.

7.4. If you believe that we have delivered goods which are defective in material or workmanship, you must:

7.4.1. Inform us (in writing), with full details within:

a) three days of delivery if defect, damage or variance is reasonably discoverable on careful examination on delivery;  
or

b) six months of supply if defect, damage or variance is not reasonably discoverable on careful examination on delivery;

7.4.2. Any damage to fully finished frames must be recorded on the delivery note at the time of delivery; and

7.4.3. You must allow us to investigate (we may need access to your premises and product samples).

7.5. If the goods are found to be defective in material or workmanship (following our investigations), and you have complied with those conditions in clause 7.4) in full, we will (at our option) repair or replace the goods or refund the price.

7.6. We are not liable for any other loss or damage arising from the contract or the supply of goods or their use, even if we are negligent, including (as examples only);

7.6.1. Direct financial loss, loss of profits or loss of use; and

7.6.2. indirect or consequential loss

7.7. Our total liability to you (from one single cause) for damage to property caused by our negligence is limited to £15,000,000.

7.8. Where we are not the manufacturer of the goods supplied by third parties our liability is limited only any benefit that we may receive under any manufacturer warranty or guarantee of the goods.

7.9. For all other liabilities not referred to elsewhere in these terms our liability is limited in damages to the price of the goods.

7.10. Nothing in these terms restricts or limits our liability for death or personal injury resulting from negligence.

7.11. Nothing in these terms affects or limits our liability for fraudulent misrepresentation.

#### 8. SPECIFICATION

8.1. If we prepare the goods in accordance with your specifications or instructions you must ensure that:

8.1.1. The specifications or instructions are accurate;

8.1.2. Goods prepared in accordance with those specifications or instructions will be fit for the purpose for which you intend to use them;

8.1.3. Your specifications or instructions will not result in the infringement of any intellectual property rights of a third party, or in the breach of any applicable law or regulation; and

8.1.4. You are responsible for rechecking your specification or instructions to verify they meet your requirements.

8.2. Business Customers only: We reserve the right;

8.2.1. To make any changes in the specifications of our goods that are necessary to ensure they conform to any applicable safety or statutory requirements; and

8.2.2. To make without notice any minor modifications in our specifications we think necessary or desirable.

## 9. RETURN OF GOODS

9.1. We will accept the return of goods from you only:

9.1.1. By our prior agreement (confirmed in writing);

9.1.2. On payment of an agreed handling charge (unless the goods were defective when delivered); and

9.1.3. Where the goods are as fit for sale on their return as they were on delivery.

## 10. EXPORT TERMS

10.1. Clause 10 of these terms applies (except to the extent that it is inconsistent with any written agreement between us) where we supply the goods over an international border or overseas.

10.2. The Incoterms' of the International Chamber of Commerce which are in force at the time when the contract is made apply to exports, but these terms prevail over the Incoterms to the extent that there is any inconsistency.

10.3. Unless otherwise agreed, the goods are supplied ex works our place of manufacture.

10.4. Where the goods are to be sent by us to you by a route including sea transport we are under no obligation to give a notice under section 32(3) of the Sale of Goods Act 1979.

10.5. You are responsible for arranging testing and inspection of the goods at our premises

before shipment (unless otherwise agreed). We are not liable for any defect in the goods which would be apparent on inspection unless a claim is made before shipment. We are not liable for any damage during transit.

10.6. We are not liable for death or personal injury arising from the use of the goods delivered in the territory of another State (within the meaning of s.26 (3) (b) Unfair Contract Terms Act 1977).

## 11. CANCELLATION

11.1. You may not cancel the order unless we agree in writing (and clauses 3.1.2 and 11.2 then apply).

11.2. If the order is cancelled (for any reason) you are then to pay us for all stock (finished or unfinished) that we may then hold (or to which we are committed) for the order.

11.3. We may suspend or cancel the order, by written notice if:

11.3.1. You fail to pay us any money when due (under the order or otherwise);

11.3.2. You become insolvent;

11.3.3. You fail to honour your obligations under these terms.

## 12. WAIVER AND VARIATIONS

12.1. Any waiver or variation of these terms is binding in honour only unless:

12.1.1. Made (or recorded) in writing;

12.1.2. Signed on behalf of each party; and

12.1.3. Expressly stating an intention to vary these terms.

12.2. All orders that you place with us will be on these terms (or any that we may issue to replace them). By placing an order with us, you are expressly waiving any printed terms you may have to the extent that they are inconsistent with our terms.

## 13. FORCE MAJEURE - BUSINESS CUSTOMERS ONLY

13.1. If we are unable to perform our obligations to you (or able to perform them only at unreasonable cost) because of circumstances beyond our control, we may cancel or suspend any of our obligations to you, without liability.

13.2. Examples of those circumstances include act of God, accident, explosion, war,

terrorism, fire, flood, transport delays, strikes and other industrial disputes and difficulty in obtaining supplies.

## 14. PERFORMANCE

14.1. Unless otherwise agreed in writing you must, at no cost to us:

14.1.1. Erect, maintain, dismantle and move all scaffolding and plant required for the work;

14.1.2. Provide any water supply, artificial lighting and electric power required for the work;

14.1.3. Unload goods, plant and material immediately on arrival at the place of delivery and provide secure and dry storage and other reasonable facilities; and

14.1.4. Ensure that all safety, health, welfare facilities and arrangements (where applicable) comply with current health and safety legislation.

14.2. You must keep all joinery supplies in well stored and dry place. White joinery supplies must be primed or stained immediately on receipt. Any subsequent cut service must be primed or stained before fixing in position.

14.3. We shall carry out work on a continuous basis during normal working hours (see clause 2.3) and the price is fixed accordingly.

We will make additional charges if we are:

14.3.1. Denied access;

14.3.2. Waiting on site; and

14.3.3. Returning on site to commence or continue work due to clause 14.3.1.

## 15. GENERAL

15.1. English law is applicable to any contract made under these terms. The English and Welsh courts have non-exclusive jurisdiction.

15.2. Any dispute arising out of the contract may be referred to the arbitration of an agreed arbitrator, or, failing that, an arbitrator appointed by the Chartered Institute of Arbitrators.

15.3. If you are more than one person, each of you is liable for all of your obligations under these terms (joint and several liability).

15.4. If any of these terms are unenforceable as drafted:

15.4.1. It will not affect the enforceability of any other of these terms; and

15.4.2. If it would be enforceable if amended, it will be treated as so amended.

15.5. We may treat you as insolvent if:

15.5.1. You are unable to pay your debts as they fall due; or

15.5.2. You (or any item of your property) becomes the subject of:

a) any formal insolvency procedure (examples of which include receivership, liquidation, administration, voluntary arrangements (including a moratorium) or bankruptcy);

b) any application or proposal for any formal insolvency procedure; or

c) any application, procedure or proposal overseas with similar effect or purpose.

15.6. Business customers only: all brochures, catalogues and other promotional materials are to be treated as illustrative only. Their contents form no part of any contract between us and you should not rely on them in entering into any contract with us.

15.7. Business customers only: any notice by either of us which is to be served under these terms may be served by leaving it at or by delivering it to (by first class post or by fax) the other's registered office or principal place of business. All such notices must be signed.

15.8. No contract will create any right enforceable (by virtue of the Contracts (Rights of Third Parties) Act 1999) by any person not identified as the buyer or seller.

15.9. The only statements upon which you may rely in making the contract with us are those made in writing by someone who is our authorised representative and either:

15.9.1. Contained in our estimate (or any covering letter) and not withdrawn before the contract is made; or

15.9.2. Which expressly state that you may rely on them when entering into the contract.

15.10. Please note that we may transfer personal information about you to those we may appoint to administer your account or recover amounts owing. That may include, for example, passing information about you to our insurers, debt recovery agents and solicitors, if you fail to pay us.

# Customer Service and Goods Return Policy

## DELIVERIES TO SITE/HOME

Standard UK Delivery is to Mainland UK only; some Postcode Delivery Exclusions apply to delivery services. Please refer to the Customer Services pages for details of these exclusions.

Howarth Online offer a delivery service where we aim to deliver goods within 7 - 15 working days of processing the order. Please note your delivery schedule is based on the first working day from the order being processed. All orders placed before 2pm will have that day included as a working day, for all orders placed after this time the first working day will be classed as the next day after the order is placed.

All orders are subject to a minimum delivery charge as advised at the checkout. All items are paid for delivery to roadside and adequate assistance must be available for the driver to off load materials when goods arrive.

Delivery will be made by our suppliers or their nominated delivery service. No provision is offered for customer collections.

For your security, first-time orders can only be shipped to the cardholder's billing address that can be verified. Customers may also be subjected to standard fraud prevention checks.

## SITE ACCESS

Any problems with access to site, narrow roads, low bridges, end of a dirt track road, farm buildings, etc, should also be notified at the time of order so that the type of vehicle required to make such delivery can be selected. On assessment by our delivery company if special vehicles and staff are required to make delivery then an additional charge will be advised prior to goods being dispatched. We reserve the right to refuse delivery and a full refund will be given.

## MISSED DELIVERIES

Delivery will be made to you by/on the agreed date. Deliveries will normally be made between 7am and 7pm, Monday – Friday. In the event

of a problem our Customer Service Team will contact you within 24 hours, at weekends this will be on the following Monday (Bank Holidays are excluded from this).

In the event that you are not able to accept the delivery at the requested date and delivery is attempted, then goods will be returned to the transport depot. You must contact our Customer Service Team in order to re-arrange delivery and accept a charge of £60 for the re-delivery. This must be made within 5 working days otherwise goods will be returned to our supplier and be subject to a handling charge of £60 plus a re-stocking charge of 25% of the goods value.

## RETURNS MUST BE NOTIFIED WITHIN 7 WORKING DAYS

Most of our products are covered by our money-back guarantee and we'll either exchange them or offer a full refund of the goods value. Goods that are returned to our supplier will be subject to a handling charge of £60 plus a re-stocking charge of 25% of the goods value. You must contact our Customer Service Team in order to arrange collection. Goods must be unused, in their original packaging and be available for the driver to collect from the roadside in the same condition as when delivered.

Any goods found to be damaged upon return will not be refunded. Refunds for goods, less deduction of handling and restocking costs, will be made within 30 days of collection and return of goods.

Please note there is no facility to return goods which have been purchased online to any Howarth Timber Merchant.

## DAMAGED ITEMS MUST BE REPORTED WITHIN 24 HOURS

Howarth Timber and Building Supplies Ltd will accept no responsibility for any goods that are damaged and then fitted, it is important that all items are inspected on delivery.

Additionally, where applicable it is important that manufacturer's installation/fitting/finishing instructions are followed.

In the event that items are found to be damaged on delivery a Web Returns Request Form will need to be completed, which can be found in this booklet. Additionally, digital photographs should be taken and emailed to our Customer Service Team along with the completed form.

Contact will be made within 48 hours of receipt of the completed form to discuss the problem.

## CANCELLATION OF ORDER

Under the Distance Selling Regulations, you have a right to cancel your order for any item purchased on this website for a full refund. This does not apply to items personalised or made to your specification; audio/video recordings or software that you have unsealed; items such as earrings and cosmetics that, by reason of their nature, cannot be returned; perishable goods, and periodicals/magazines.

You must contact our Customer Service Team in order to cancel your order. Goods can be cancelled and monies will be refunded if delivery has not been attempted. Restocking and or delivery charges will only be made when goods have been signed for and received.

The Distance Selling Regulations do not apply to Financial and Insurance Services.

## PRODUCT FAULTS AND ISSUES PROCEDURE

Howarth Timber Online work with leading suppliers and manufacturers to ensure that the products we supply to you are manufactured in accordance with current legislation and to some of the highest standards available in the industry today. To us, quality counts.

In general most problems we find occur when the manufacturer's assembly, fitting, finishing or maintenance instructions are not followed.

Timber is a natural product and there will always be an element of variation and inherent defect in the material. When ordering a timber product such as flooring, you would normally expect to allow a waste factor of between 5-10% of materials supplied to allow for natural inherent defects.

However, there may be occasions when products of inferior standards do pass through quality control checks. It is therefore very important that you/your installer check the product prior

to installation. Any problems with quality or with missing items must be notified to our Customer Service Team.

Manufacturers provide their own product warranties/guarantees and for this it is important that you ensure that you keep your initial invoice for future reference should you need to make claim against this. You should also keep a copy of the manufacturers installation details and make a note of the contact number in the event that a claim has to be made.

In the event that you feel the product supplied is faulty, Howarth Online will initially deal with the manufacturers on your behalf for a period of 30 days from the date of delivery. After this time all claims must be made directly with the manufacturers.

If you do have a problem you need to do the following within 30 days of receipt of goods:

1 Print out the Web Returns Request Form at the end of this booklet.

2 This must be completed and details of the exact nature of the complaint should be listed and returned via email, along with any digital photographs you can take highlighting the area of complaint or problem.

3 This should be returned to our Customer Services Team. Once received, your complaint will be acknowledged and contact will be made to discuss your situation.

4 In the event that the problem cannot be resolved over the phone and it is felt a site inspection is required, Howarth Online will make a charge of £100 plus vat to cover the cost of this call out. (It is important that you check that all the manufacturers' installation instructions have been followed before contacting us).

5 If it is found that the fault is in the manufacture of the products supplied then we will immediately refund the cost for the inspection and provide replacement items, or give a full refund. No liability will be accepted for the cost of reinstating materials.

## PROMOTIONS

Discounts are issued in the form of either '£ savings' or a 'percentage off' and are offered to customers via promotional emails, advertisements, on-site banners, social networking or 3rd party communications.

Promotions are non-negotiable and non-refundable and there are no cash or credit alternatives.

Unless otherwise stated, discounts are only applicable to full price items (sale and clearance items are not included).

Howarth Online reserves the right to cancel or change any promotion without notice, at any time.

#### **FREE DELIVERY**

Free Delivery offers apply to Standard UK Delivery, unless otherwise stated.

In all cases, the delivery charge only will be deducted. No taxes, duties or customs charges will be removed.

#### **PROMOTION EXPIRATIONS**

All promotions will have a 'valid until' or 'expiry' date. Please refer to the original promotion source for this information.

Promotional codes cannot be used in conjunction with any other offer, unless otherwise stated.

Promotional codes are valid for one transaction per person and cannot be used on multiple accounts, unless otherwise stated.

Promotional codes cannot be applied retrospectively to previous orders.

#### **USING PROMOTIONAL CODES**

If using a promotional code, the code provided should be entered in the appropriate box at the checkout.

Some promotions will be subject to a minimum spend threshold. Please refer to the original source of the promotion.

Wherever a minimum spend threshold applies, the minimum spend does not include Delivery costs.

#### **RETURNING AN ITEM BOUGHT UNDER A PROMOTION**

If returning an item purchased using a promotional code, the code used will remain valid if the retained items exceed the threshold required (if a threshold is applicable).

If the retained items fall below the minimum spend, you will be refunded accordingly and the promotional code will be expired.

Howarth Online will not cover the cost of returning any items purchased under a promotion.

#### **COMPETITIONS**

Prizes are non-negotiable and non-refundable and there are no cash or credit alternatives.

Promotional Codes and Gift certificates are non-transferable to any other person and they can only be used by the competition winner.

Competitions and prizes will vary. Please refer to the competition source for details of full terms and conditions.

As with all purchases (with or without a Promotional Code or Gift certificates), Howarth Online usual terms and conditions apply.

#### **PRICES**

All prices on Howarth Online include any VAT payable.

On occasion, the prices payable in respect of goods advertised on Howarth Online may differ from those prices payable at the same time in Howarth Timber branches. We are under no obligation to honour any Howarth Timber branch prices in the event that they differ from those on Howarth Online. Similarly, Howarth Timber branches are under no obligation to honour any Howarth Online prices in the event that they differ from those in-store.

Although we endeavour to ensure that all pricing information on Howarth Online is accurate, occasionally an error may occur and goods may be mispriced. If we discover a pricing error we will, at our discretion, either contact you and ask you whether you wish to continue with the

order at the correct price or notify you that we have cancelled your order. We will not be obliged to supply goods at the incorrect price.

Prices that are reduced for sales and promotions are only valid for the specified period.

We reserve the right to adjust prices, offers, goods and specifications of goods on Howarth Online at our discretion at any time before (but not after) we accept your order.

#### **YOUR ORDER**

All orders made by you through Howarth Online are subject to acceptance by us. We may choose not to accept your order for any reason and will not be liable to you or to anyone else in those circumstances.

After submitting an order to us we will send you an order acknowledgement email with your order number and details of the goods that you have ordered. Please note this email is an acknowledgement and is not an acceptance of your order.

Information concerning stock availability is not available on Howarth Online. If you order goods which are not available from stock, we will contact you by e-mail or by telephone to discuss how you wish to proceed. You will have the option to wait until the goods are available from stock, or cancel your order in accordance with our returns policy.

# Privacy Policy

## Privacy Policy

Howarth Timber Group Ltd is committed to respecting your privacy. In general, you can visit Howarth Online without revealing any information about yourself however some information is required in order to process orders. We may analyse this data for trends and statistics to help us provide you with a better service.

To process your order, we require your name, billing address, phone number, email address and credit card information. We use this information to process your order and, if any questions should arise, to contact you about your order.

If we need to contact you, we will contact you via email first. If unsuccessful (or time is critical), we will try to contact you by phone.

## Credit Card Details

When you make a purchase from Howarth Online, your web browser connects with the HSBC website through an SSL ("Secure Sockets Layer"). SSL is an industry-standard protocol for encryption over the Internet.

When information is encrypted, it is scrambled between your computer and the server. The information is only unscrambled when it safely reaches HSBC. It's fast and safe, and it ensures that your personal information cannot be read by anyone else.

During the order process, no Credit Card information is stored on any systems owned or operated by Howarth Timber Group Ltd.

## Cookie Information

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer or mobile phone (referred to here as a "device") browser from a website's computer and is stored on your device's hard drive. Each website can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a website to access the cookies it has already sent to you, not the cookies sent to you by other

websites. Many websites do this whenever a user visits their website in order to track online traffic flows.

We may collect information about activity on our websites, or we may use other organisations to collect the information and to share the results with us. We use this information to analyse statistics; track pages and paths used by visitors to our websites; target the banner adverts on our websites and on the websites of other organisations; and track the use of our internet banner adverts and other links from our marketing partners' websites to our websites.

For these purposes, we and the other organisations we use keep information on the path you take to get to our websites and on the pages you visit on our websites, using cookies and web beacons. You cannot be personally identified from the information that we or these other organisations collect.

Information supplied by cookies can help Howarth Online to analyse the profile of our visitors, what products they are interested in and what they buy. This helps us to provide future visitors with a better shopping experience.

Users have the opportunity to set their devices to accept all cookies, to notify them when a cookie is issued, or not to receive cookies at any time. The last of these means that certain personalised features cannot then be provided to that user and accordingly they may not be able to take full advantage of all of the website's features. Each browser is different, so check the "Help" menu of your browser to learn how to change your cookie preferences.

Information on deleting or controlling cookies and what they are used for is available at these websites [www.AboutCookies.org](http://www.AboutCookies.org) and <http://www.youonlinechoices.com/uk/>. Please note that by deleting our cookies or disabling future cookies you may not be able to access certain areas or features of our site.

# Web Returns Request Form

**This form is to be completed in full and returned via email: [customerservices@howarthonline.co.uk](mailto:customerservices@howarthonline.co.uk) or via fax: 0844 801 3331 to enable Howarth Online to review your requests.**

Name: \_\_\_\_\_ Date of Order: \_\_\_\_\_

Order Number: \_\_\_\_\_

Delivery Number: \_\_\_\_\_ Delivered Date: \_\_\_\_\_

**Please select from the following options what is wrong with the products received:**

Reason for Return	Product Code	Quantity
<b>Wrong product sent</b> <input type="checkbox"/> Notify Howarth Online within 7 working days from Delivery		
<b>Customer Cancellation</b> <input type="checkbox"/> Notify Howarth Online within 7 working days from Delivery Collection charge will apply		
<b>Duplication</b> <input type="checkbox"/> Notify Howarth Online within 7 working days from Delivery		
<b>Damaged</b> <input type="checkbox"/> Notify Howarth Online within 24 hours from Delivery Howarth Online will clarify nature of damaged item		
<b>Manufacturing Fault</b> <input type="checkbox"/> Notify Howarth Online within 7 working days from Delivery Howarth Online will clarify nature of fault to returned items		

**If the reason for the return is due to damage please provide full information of the damaged areas and if possible please email digital photographs along with this form.**

**Please state the reason for wanting to return item/s:**

**Is the product still in its packaging?**

YES  NO

**Does the product require replacements?**

YES  NO

Requested by: \_\_\_\_\_

**Items will be collected from the original delivery address**