

Mitcham Builders Merchants will exchange or refund any unopened and unused goods which are returned to Mitcham Builders Merchants within 14 days of purchase. Please call our branch with your order number which will be stated on the invoice and our staff members will be happy to help and instruct further. The terms below, must be adhered to when returning goods,

1) A valid and Original Receipt.

2) All returns will be subject to a restocking charge of 25% (i.e. the invoice price of such goods less 25%).

3) No refunds or credit notes will be given on any bespoke goods or specially ordered goods.

4) Customer will incur a collection charge if requiring Mitcham Builders Merchants to collect goods for refund or exchange. Goods requiring collections must be packaged as sold, Goods must be located within the arc of the crane for a kerbside collection. The Collection Charge is £50 plus VAT.

5) Refunds will be processed in 4/5 working days to the original payment details.

6) The following products we do not offer any refunds on,

- Bulk Bags, mini and maxi bags of aggregate
- Chemicals
- Paints, Varnishes
- Cut to size timber (i.e Fairings)
- Powder products (i.e. plaster, cement, grouts)
- All Concrete Products
- Clay products

Cancellations

If the customer requires cancellation of an order, Mitcham Builders Merchants must be informed a minimum of 24 hours prior to delivery, either by email sales@mitchambm.co.uk or by phone 020 8684 6764. If cancellation occurs outside of these times customer will incur a failed delivery charge of £50 (plus VAT) and a restocking charge of 25% (i.e. the invoice price of such goods less 25%).

Shortages and Damages

Although Mitcham Builders Merchants aim to deliver Goods that are as near as possible to quantity ordered, standard packaging and measurements means that there may be under deliveries and damages of up to 10%. The customer is not entitled to reject the goods or any of them by reason of such downfalls/damages. The customer will have notified Mitcham Builders Merchants within 48 hours of delivery of any shortages and damages (which exceed the tolerance level in condition of up to 10%).