

Returns, Cancellation and Refund Policy

Cancellation of Turf orders

Orders must be cancelled three working days before the day selected by a customer for delivery. If orders are cancelled, the turf and products ordered will not be dispatched to the customer and Chinnor Turf and Paving Company Ltd will refund the customer for the order price paid in full, less an administration charge of 5%. If a customer wished to cancel an order before the day and time agreed for delivery but with less than three working days' notice, Chinnor Turf and Paving Company Ltd will prevent delivery of turf or other products to the customer. A refund will be made to the customer but less any costs incurred by Chinnor Turf and Paving Company Ltd in trying to satisfy the customer's order prior to cancellation. Turf received by the customer as ordered in good condition cannot be returned by the customer to Chinnor Turf and Paving Company Ltd for a refund. This is because the short "shelf life" of turf would make the product unsuitable for resale by Chinnor Turf and Paving Company Ltd.

Return of defective or damaged products

If a customer received turf, topsoil or lawn products which are not as ordered or are defective or in any way damaged, when the customer should contact Chinnor Turf and Paving Company Ltd to arrange to return the goods, if appropriate, and to receive a refund or replacement. Contact should be made within 12 HOURS of receipt of turf and within 3 days for any other product.

If turf received is not satisfactory, the company may not require the turf to be returned but may ask for a photograph to be provided to show the condition of the turf on receipt.

Topsoil products

Topsoil or lawn products should be returned to an address agreed with the company in their original packaging and in the condition in which they were received by the customer. Arrangements can be made with the Company to collect unwanted products at an agreed fee. Returns must be made within 2 days of delivery of goods.