CANCELLATION POLICY

Business and consumer customers
Adept GRP Cabinets Limited · Revised November 2026

This policy explains how to cancel an order with Adept GRP Cabinets Limited and what it costs. It covers orders placed online, by phone or by email, and sits alongside our Returns Policy and our Business or Consumer Terms and Conditions. Where your quotation states different cancellation terms, the quotation applies.

1. WHO THIS APPLIES TO

- **Business customers** buy for a business, trade or public body. Sections 2, 3, 4 and 6 apply.
- **Consumers** are private individuals buying for their own use. Sections 2, 4, 5 and 6 apply. Nothing in this policy affects your statutory rights.

2. HOW TO CANCEL

Tell us as soon as possible. Email **sales@adeptgrp.co.uk** or call **01269 843355** (option 2 for existing orders), quoting your order number. Once we have accepted your order, a business order can only be cancelled with our written agreement, and the cancellation takes effect when we confirm it to you in writing.

3. BUSINESS CUSTOMERS - STANDARD PRODUCTS

Standard products are items from our standard range, not made to order. Once we have accepted your order, a **cancellation fee of 15%** of the goods value applies. This covers order processing, production scheduling and administration. What else you pay depends on when you cancel:

When you cancel	What you pay
Before dispatch	The 15% cancellation fee. Any delivery charge you have paid is refunded.
After dispatch, before delivery	The 15% cancellation fee, plus the delivery charge and the cost of bringing the goods back to us.
After delivery	Treated as a return under our Returns Policy: 15% restocking fee, return carriage deducted and the delivery charge is not refunded. Returns must be agreed within 14 days of delivery.

4. BESPOKE AND MADE-TO-ORDER GOODS

This covers anything made to your order or specification, including bespoke enclosures, non-standard colours and sizes, and factory-fitted extras.

- **Business customers** pay the **greater of** the 15% cancellation fee and the cost of work carried out and materials bought or committed up to the date of cancellation. Drawings produced for an order that is later cancelled are charged at **£350.00 + VAT**.
- **Consumers** pay only the reasonable costs we have actually incurred, including work carried out, materials bought or ordered, and drawings, as set out in our Consumer Terms and Conditions.
- Bespoke goods cannot be returned once delivered, except under our product warranty.

5. CONSUMERS BUYING ONLINE

If you are a private individual and ordered online, by phone or by email, you can cancel standard products **without a cancellation fee** under the Consumer Contracts Regulations 2013:

- You can cancel at any time before delivery, and up to **14 days** after the day you receive the goods, without giving a reason.
- If the goods have been delivered, you have a further 14 days to return them. You pay the cost of returning them, which we estimate will be about the same as the delivery charge for your order.
- We refund the price of the goods and the standard delivery charge you paid. We may reduce the refund if the goods have been handled more than needed to inspect them, or damaged while in your care.
- This right does not apply to bespoke or made-to-order goods (section 4).

6. REFUNDS

- Refunds are made within 14 days of us confirming your cancellation, or of receiving the goods back if they had been delivered.
- Refunds are made to the original payment method, or by bank transfer for orders paid that way.
- For business customers, card and online payment processing fees are non-refundable.
- VAT is refunded on the amount refunded and charged on any cancellation fee.

QUESTIONS

If you have any questions about cancelling an order, please contact our sales team on **01269 843355** or **sales@adeptgrp.co.uk**. We are here to help.