TERMS AND CONDITIONS

Private Customers · Supply & Installation
Adept GRP Cabinets Limited · Revised November 2026

1. ABOUT THESE TERMS

1.1 We are Adept GRP Cabinets Limited, a company registered in England and Wales (company number 13913258). Our trading address is Unit 1, Burry Port Industrial Estate, Burry Port, Llanelli, SA16 0NN. You can contact us on 01269 843355 or at sales@adeptgrp.co.uk.

1.2 These terms apply when you buy from us as a private individual, for purposes wholly or mainly outside any trade, business, craft or profession. If you are buying for a business, our Business Terms and Conditions apply instead.

1.3 Please read these terms carefully before you order, in particular section 5 (your right to cancel) and section 10 (our responsibility for loss or damage). Your contract with us is made up of these terms, your quotation and our order acknowledgement.

2. QUOTATIONS AND YOUR ORDER

2.1 Your quotation is valid for 30 days from its date unless it says otherwise.

2.2 Our contract with you begins when we send you a written order acknowledgement.

2.3 For made-to-order enclosures, we will send you drawings to approve. Please check them carefully, because once you approve them they become the specification we build to.

2.4 If you want to change your order after approving the drawings, let us know. We will tell you whether the change is possible and whether it affects the price or lead time, and we will only go ahead once you agree.

3. PRICE AND PAYMENT

3.1 The price is set out in your quotation and includes VAT. Delivery, offloading and installation are included only where your quotation says so.

3.2 Once we accept your order the price will not change, unless you ask us to change the order or you delay or postpone delivery or installation, in which case we will tell you about any extra cost before it is incurred.

3.3 Unless your quotation says otherwise, we ask for payment in full before we start work, including drawings. We do not charge extra for paying by card.

3.4 If you do not pay on time, we may pause delivery or installation until you do, and charge interest on the overdue amount at 4% a year above the Bank of England base rate.

4. DELIVERY AND INSTALLATION

4.1 Lead times in your quotation are estimates. We will agree a delivery date with you and keep you updated. If we are delayed by events outside our control, we will let you know as soon as possible.

4.2 If we miss the agreed delivery date, you can give us a reasonable further period to deliver. If we still do not deliver, you can cancel and we will refund you for anything not delivered.

4.3 **Your site.** Unless your quotation says otherwise, groundworks and the concrete base are your responsibility. Before the agreed date, please make sure that:

- **(a)** a level, fully cured concrete base is ready, built to the sizes on your approved drawings (we recommend a stepped base);
- **(b)** our delivery vehicle and its crane (Hiab) can safely reach and offload next to the base;
- **(c)** the working area is clear, and any buried pipes or cables near the base are marked; and
- **(d)** you have told us, before we manufacture, about any narrow access, gates, steps or other restrictions on the route to the base.

4.4 **Offloading.** We offload at the delivery point. If the enclosure is going somewhere our vehicle cannot reach, you will need to arrange for the panels to be moved there.

4.5 **Site rules.** If there are any access rules at your site, such as restricted hours, security or a site induction, please tell us when you order.

4.6 **If a visit can't go ahead.** If we cannot deliver or install on the agreed date because the site is not ready, access is not as described, or nobody is available, we may charge the reasonable costs we actually incur for the wasted visit and the rearranged one. If you need to change the date, please give us at least 5 working days' notice so we can avoid these costs.

4.7 We will take care when working at your property, and we will make good any damage we cause.

5. YOUR RIGHT TO CANCEL

5.1 **When it applies.** If you ordered by phone, email or online, or away from our premises, you have a legal right to cancel within 14 days without giving a reason. The 14 days start the day after you receive the goods, or, for installation-only work, the day after our contract begins.

5.2 **When it does not apply.** The right to cancel does not apply to goods made to your specification or clearly personalised, which includes enclosures made to your approved drawings.

5.3 **How to cancel.** Tell us clearly before the 14 days end, by email to sales@adeptgrp.co.uk, by phone or by post. You can use the cancellation form at the end of these terms, but you do not have to.

5.4 **Returning goods.** If goods have been delivered, you must return them, or make them available for us to collect, within 14 days of cancelling. Because our cabinets cannot be sent by normal post, you will need to pay the direct cost of returning them. We estimate this will be about the same as the delivery charge for your order.

5.5 **Your refund.** We will refund everything you paid, including standard delivery, within 14 days of receiving the goods back or proof you have returned them, or within 14 days of you cancelling if nothing has been delivered. We refund using the method you paid with, and we do not charge any fee for the refund.

5.6 **What we may deduct.** We may reduce your refund to reflect any loss in value caused by handling the goods beyond what is needed to inspect them, such as installing or drilling them. If you chose a more expensive delivery option than our standard one, we only refund the standard delivery cost.

5.7 **Starting work early.** If you ask us in writing to start installation within the 14 days and then cancel, you will pay a fair proportion of the price for the work we have done up to that point.

6. OTHER CANCELLATIONS

6.1 If the right to cancel in section 5 does not apply, or has expired, you can still ask to cancel. We will agree to this if we can, but you will need to pay the reasonable costs we have actually incurred up to that point, including work carried out, materials we have bought or ordered, and drawings. We will show you how these costs are made up.

6.2 We may cancel the contract if you do not pay us when due, or if events outside our control mean we cannot carry it out. If we do, we will refund anything you have paid for goods or work you have not received.

7. OWNERSHIP AND RISK

7.1 The goods are your responsibility from the time they are delivered to you.

7.2 The goods become yours once we have received payment in full. Until then, please keep them safe and do not sell or dispose of them.

8. QUALITY, WARRANTY AND YOUR LEGAL RIGHTS

8.1 We are required by law to supply goods that are as described, of satisfactory quality and fit for purpose, and to carry out any installation with reasonable care and skill.

8.2 If your goods are faulty, you are entitled to a refund within 30 days of delivery. After 30 days, and for up to six years, you are entitled to a repair or replacement, or if that does not put things right, a refund or price reduction. For installation work that is not carried out with reasonable care and skill, you can ask us to put it right, or if we cannot, receive a price reduction. This is a summary of your key legal rights under the Consumer Rights Act 2015. For more detail, visit Citizens Advice at citizensadvice.org.uk or call 0808 223 1133.

8.3 On top of your legal rights, we provide a Product Warranty on completion, giving ten years' cover for structural integrity and twelve months' cover for moving parts, subject to its terms. The warranty does not affect your legal rights.

8.4 Please check your goods on delivery and tell us about any damage or missing items as soon as you can, as this helps us put things right quickly.

8.5 Alterations to the enclosure by anyone we have not authorised, such as cutting new holes, may affect your Product Warranty. If you choose not to use a stepped base, we cannot be responsible for water getting in beneath the base flange.

9. EVENTS OUTSIDE OUR CONTROL

9.1 We are not responsible for delays caused by events outside our control, such as severe weather, supplier or carrier failure, or shortages of materials. We will tell you as soon as possible and do what we reasonably can to reduce the delay. If the delay is likely to be substantial, you can cancel and receive a refund for anything you have paid for but not received.

10. OUR RESPONSIBILITY FOR LOSS OR DAMAGE

10.1 If we break this contract or fail to use reasonable care and skill, we are responsible for loss or damage you suffer that is a foreseeable result of that. Loss is foreseeable if it is obvious it will happen, or if we and you both knew it might happen when the contract was made.

10.2 We do not limit our liability for death or personal injury caused by our negligence, for fraud, for breach of your legal rights described in section 8, or for defective products under the Consumer Protection Act 1987.

10.3 We only supply goods for domestic and private use. We are not responsible for any business losses, such as loss of profit or business interruption.

11. COMPLAINTS

11.1 If you are unhappy with anything we have supplied, please contact us at sales@adeptgrp.co.uk or on 01269 843355. We will look into it and respond as quickly as we can.

12. OTHER IMPORTANT TERMS

12.1 Our drawings remain our intellectual property.

12.2 Nobody else has any rights under this contract, except that the benefit of the Product Warranty passes with the enclosure in line with its terms.

12.3 If a court finds part of these terms unlawful, the rest will continue in force.

12.4 If we do not insist straight away on you doing something you are required to do, that does not stop us doing so later.

12.5 These terms are governed by the law of England and Wales. You can bring legal proceedings in the courts of England and Wales. If you live in Scotland or Northern Ireland, you can also bring proceedings in your local courts, and you keep the protection of the laws that apply there.

CANCELLATION FORM

Complete and return this form only if you wish to cancel the contract under section 5. You can also cancel by email or phone without using this form.

To: Adept GRP Cabinets Limited, Unit 1, Burry Port Industrial Estate, Burry Port, Llanelli, SA16 0NN. Email: sales@adeptgrp.co.uk

I/We hereby give notice that I/We cancel my/our contract of sale of the following goods / for the supply of the following service:

GOODS OR SERVICE

ORDERED ON / RECEIVED ON

QUOTATION OR ORDER REFERENCE

NAME OF CONSUMER(S)

ADDRESS OF CONSUMER(S)

SIGNATURE OF CONSUMER(S) (ONLY IF THIS FORM IS SENT ON PAPER)

DATE