



Heritage

• Garden Buildings •

SCI Heritage – Terms and Conditions

Definitions: SCI Heritage is a subsidiary of SCI Environmental Group when referred to in the terms and conditions.

Quotations: All quotations for work will be provided based on the information given to SCI Heritage by the customer. Any variations to the work following the issue of the quotation and prior to commencement of work shall result in a revised quotation being issued for acceptance.

Quotations shall remain valid for acceptance by the customer for a period of three calendar months from the date issued, following the issue of the quotation and work is to commence within four calendar months from the date of the quotation, if this is past the time a new quotation will be required.

Deposit: A non-refundable deposit is required when placing an order.

Payment: Full payment must be received by delivery date or on delivery.

Payments not cleared by the delivery date will result in the order being placed on hold and further costs may incur for administration and rearrangement of delivery.

Unforeseen Costs: The customer shall be liable to meet the cost of any additional work, services or fittings that need to be provided to rectify any event or situation which arises during the course of the works that are unexpected or are beyond SCI Heritage control. SCI Heritage cannot be held responsible for such events or situations.

Cancellation and Refunds: If a refund is required a £30 admin fee & 10% of the order cost will be deducted from the deposit, where the cancellation charge is greater than the deposit amount the deposit will not be refunded. All bespoke buildings / made to specific requirements are non-refundable.

All refunds will be returned by the original payment method used where possible.

Bases: The customer is responsible to ensure that the ground under any base i.e. a concrete base, eco base (unless supplied by SCI Heritage), platform base etc. is firm enough to support the weight of the base and the building. It is the responsibility of the customer to ensure their completed base is 100% flat, level, solid and of adequate size to fully support the building. All concrete bases, eco bases or slab bases must not have any shallow or raised areas. The

customer is responsible for allowing 1ft of clearance around the building to allow for the roof overhang and fitting of all components.

Buildings are raised when a base is fitted, it is the customers' responsibility to work out all height restrictions and take full responsibility for any planning issues that may arise. It is the customer's responsibility to ensure bases are installed in the correct position as once installed they cannot be moved. SCI Heritage will not be held responsible for any problems arising due to faulty base work constructed by the purchaser or purchasers chosen contractor.

Access: All items must go around your property not through it. If necessary, and in order to accommodate, please remove fence panels or any obstructions. (i.e. over hanging tree limbs, arches, wires or gutters etc.). If going through gates, there must be no arches, bars or lintels above. Remember some items are very heavy and normally there are only two people on each van. SCI Heritage fitters are employed to erect your garden building and not rectify your base or access problems. If you have any worries, please call us to advise and we will be happy to help where possible. It is the customers' responsibility to ensure that the site is safe and free from obstructions that could cause any damage or cause injury to the person(s) / fitter(s) that deliver and erect the building.

Animal Waste: Please ensure animal waste is removed and disposed of prior to installation, SCI Heritage fitters reserve the right to refuse installation if the area is not suitable to work in.

Delivery Only: All buildings sold for delivery only will be delivered to the front of the premises. Please ensure there is someone at the property to check and sign your delivery, and a flat level area for the building to be stacked on. You will be responsible protect the building from bad weather and the building must be treated as soon as possible.

Delivery and Fitting: Delivery is included. Fitting of the building is included. Please ensure that the installation team have suitable space to park their vehicle and unload building, advise of any difficulties e.g. parking obstructions, overhead obstructions, walls, hedges, satellite dishes, brick archways, overhead cables, etc. prior to the delivery date. The fitting service will be void if we cannot deliver and fit at the same time, this will result in the goods being stacked (where possible) on / at the delivery site. If SCI Heritage are unable to erect the building due to an unsuitable base or access restrictions a recall charge of £75 is applicable upon rearrangement. If your building is erected in the rain or damp conditions, you must ensure you leave adequate ventilation to allow the building to dry. Failing to let air circulate the building whilst timbers are drying out can cause condensation or mould to occur. This will produce drips of water inside the building, which can be mistaken for leaks. Condensation will also occur on the inside of the windows. Leave windows (where applicable) and doors open to air the building in dry weather. Never use

a heater this can cause the building to dry out too quickly and cause cracks and warping, especially to the roof where heat will rise. It is essential that you are available when the installation team arrive and when they have finished fitting the building to ensure that the product is installed in the correct location and to your satisfaction. The installation team will ask you to sign a fitting form. You should note on this form any problems that you have with the building at this point. If problems haven't been noted at this point and a re-visit is required to resolve the problem you will be charged a call out fee of £75.

Aborted Installation - What happens if we cannot install your garden building?

If the installation team arrive and are not able to complete the installation of your building for any of the following reasons, including but not limited to:

A suitable base is not available.

No suitable access to your garden or location of your base.

If you are not present at your property on the installation date. The Installation of your building will be aborted. The building will be left on site for self-installation, this voids the 1 year warranty as explained in the Terms and Conditions. If you still require the building to be installed then the cost of the re-visit will be £75.

Duty of Care: SCI Heritage accepts that it has a duty of care to the customer in respect of materials, workmanship, property and belongings and will conduct its business in a manner such that the highest level of care is provided. In some cases photos of before/after will be taken to avoid any ambiguity.

Delivery Dates: Dates given are a guide only and may change depending on circumstances beyond our control (i.e. breakdowns, accidents and adverse weather conditions). Customer cancellations, 24 hours' notice is required to avoid a rebooking fee of £75.

Specification: Specifications made by the customer will be adhered to as far as possible, SCI Heritage reserves the right to make any alterations which may be necessary at the time of building. Building layout, show buildings, website and catalogue models may be different to the style or model you receive.

Specifications of windows and doors style may change without notice, this is due to the suppliers at the time of manufacturing, where SCI Heritage have been informed we will endeavour to let the customer know of any changes before purchasing. SCI Heritage cannot be held responsible for variations in colour of treated timber or online purchases where the colour differs due to monitor calibration. Please note - timber will naturally bleach in the sun.

Planning: It is the customers' responsibility to check with their local planning authority regarding planning permission for their building. SCI Heritage will not

be held responsible for any problems regarding planning permission (if applicable). Roof height may vary depending on size of building. Where stated building under 2.5m, this is only a guideline and may vary slightly. Please advise us of any planning restrictions at the time of order, this will be taken into consideration.

Securing the Building: This is the customers' sole responsibility.

Maintenance: You will need future access to all sides of your building to maintain and treat as required in our aftercare leaflet provided at the time of purchase. Timber is a porous material and requires treating regularly. All timber buildings will require regular maintenance and re-coating with treatment. It is the customers' responsibility to maintain and treat as required to maintain the condition of their building.

Waterproofing: SCI Heritage will endeavour to provide watertight buildings, however, we do not supply a waterproof guarantee on our buildings. SCI Heritage will not cover under warranty any problems caused by damp issues where inferior water sealants have been used by the customer. Inferior products will allow water penetration that in due course can lead to swollen doors, panels and roof timbers which may swell and impede the building for further use.

Accessories: Any accessories (ventilation vents, locks, guttering etc.) that are fitted by SCI Heritage will be fitted in accordance with our company policy and positioned advantageously. Once accessories are fitted they cannot be removed, if attempted the warranty is void. After Installation some adjustment may be necessary due to building movement, this is the customers' responsibility.

Warranty: Buildings purchased from SCI Heritage are guaranteed for 1 year against product and parts failure through normal use after being installed by an official SCI Heritage fitter, if your product develops a fault in that period, we will arrange for it to be repaired, including parts and labour or replaced if necessary.

Please note – Buildings with bases provided by the purchaser or purchasers contractor that do not meet the specific requirements of SCI Heritage will not be covered under warranty, if complications with the base are advised at the time of installation SCI Heritage will not issue the 1 year warranty cover form and reserve the right to withhold the building if not in agreement with the customer or customers contractor.

Please note - Buildings modified by the customer or if the customer fails to maintain the building to the standard detailed in our aftercare leaflet the warranty will be void.

Timber is a natural product and SCI Heritage cannot be held responsible for shrinkage, knot holes and movement in the building. Timber may be up to 6m long, which can cause some of the timbers to twist, crack and warp, this is beyond our control and is easily fixed with filler.

Faults/Defects: SCI Heritage are entitled to a reasonable period of time to rectify any faults / defects. SCI Heritage will not reimburse you if you choose to rectify any defects yourself or if you appoint a 3rd party to carry out repairs on your behalf.

Cancellations and Returns: SCI Heritage reserves the right to cancel any contract, order or services without prior notice or reason. SCI Heritage will not accept cancellations or returns if the goods have been delivered, erected or modified in any way. In the unlikely event that SCI Heritage permits collection of goods from you a charge will apply and we would request that the goods are returned with original packaging if possible. We would like to remind you that you have a statutory duty to take care of goods.

Health and Safety: SCI Heritage will take appropriate and practical measures to ensure the environment in which works are being carried out is safe to avoid risk of injury to SCI Heritage employees and other parties; the customer is expected to do the same. SCI Heritage accepts no liability for the actions of the customer or other household members or guests which result in damage or injury to persons or property.

SCI Heritage reserves the right to refuse to undertake work in an environment which is deemed to be unsafe or where the works are considered to be unsafe or where SCI Heritage considers the other parties will be put at risk as a result of the works being undertaken.

If the customer suspects any situation, property, equipment or materials that they believe to be unsafe they must mention it to SCI Heritage immediately.

SCI Heritage reserves the right to refuse to carry out any work which is deemed unsafe, illegal or otherwise non-compliant with company policies.

Pricing Disclaimer: All prices on the website are subject to change without notice. Whilst we make every effort to provide you with the most accurate, up-to-date information, occasionally one or more items on our website may be mispriced due to inflation or sale reductions.

In the event a product is listed at an incorrect price due to typographical, photographic, or technical error or error in pricing information received from our suppliers, SCI Heritage reserves the right to refuse or cancel any orders placed for products listed at the correct price.

Health and Safety and insurance liabilities prevent us from entering your property for access and should you live in a flat we will only be able to deliver

the building and will have to abort the installation, all costs incurred will be the responsibility of the purchaser.

Data Protection Policy: We are aware that you may have concerns over disclosing information about yourself to us, we have provided point by point insight into the information / data we collect.

Information we collect on the website: Log file information, cookies, including IP addresses. You can visit public areas of the site without identifying yourself or providing any personal information

Tracking IP addresses (the computer's internet address)

We don't link IP addresses to anything that can identify you personally, ensuring you can remain anonymous. Nevertheless, we will attempt to use IP addresses to identify a user when we feel it is necessary to protect our services and other users.

Personal data we collect: Any personal data relating to you gathered by us in the ordering process or during your use of the service / website will be recorded and only be used in accordance with our Privacy Policy.

The service we provide requires order / booking forms to enable us to complete the sale of product and provide the necessary service for installation of your garden building.

In most cases you will need to provide us with information such as your title, name, address, postcode, contact details (telephone number, mobile telephone number and email address).

Any personal data we collect during the ordering process or otherwise is designed to allow us to:

Process the service you require, from point of order to installation and aftercare.

Enable us to revert back to the point of sale when needed, including but not limited to warranty purposes

If you request further information or contact us we may keep a record of that correspondence and incorporate the information it contains into our database(s), which we will keep secure in accordance with the requirements of the General Data Protection Regulation 25th May 2018

We will not transfer your personal data to any third parties unless:

We have your consent to do so.

The third party is a subcontractor or a member of our group of companies, who is processing personal data on our behalf securely and in accordance with our instructions or

It is otherwise authorised under the General Data Protection Regulation 25th May 2018.

Internet security: The webserver that hosts the website site is not used to store personal information of any kind.

Any personal information that you do provide is stored on a separate and secure database server within our IT support network. There is no direct link between this database server and the internet and access is strictly limited to authorised staff and site administrators only.

Whilst we do not directly track or record your usage of this website, in the event that we become aware that site security has been compromised as a result of external activity (including but not limited to external security attacks) we shall take reasonable measures which we deem appropriate. This includes but is not limited to internal investigation and reporting, and notification to and cooperation with law authorities.

This privacy policy may not apply to you if we believe you are misusing the website or if we are required to disclose information by a court of law or other relevant body.

Third party sites:

Please be aware that some of the websites to which we provide links may collect personally identifiable information about you. We do not control these sites and are not responsible for the content or practices of third party websites. The privacy policy does not cover such sites.

Privacy Policy:

Privacy - We've put together this notice to tell you about how we process any personal data collected or received by us from you. By visiting our website, you are accepting and consenting to the practices described in this policy.

About us - This website is owned and managed by SCI Heritage. SCI Heritage is a company registered in England (registered number 5364049). Our registered office is Unit 13/14 Canal View Business Park, Wheelhouse Road, Rugeley, Staffordshire WS15 1UY. The terms and conditions "we" or "us" refers to by SCI Heritage.

We are registered with the Information Commissioner's Office in the United Kingdom as a data controller (registration number ZA037445). We are committed to protecting individuals' personal information which is disclosed to or collected by SCI Heritage.

What information does SCI Heritage collect and how do you collect it? We may collect personal data about you when you contact us, using our website, social media platforms, or in writing to our postal address and when placing orders.

We also gather data about the use of our websites, or social media platforms, such as which pages are most visited (or of interest) or how many people are visiting or “liking” us on platforms such as Facebook. Some of this data takes the form of “cookies”. For more information about cookies in use on this website, please see below.

What does SCI Heritage use this information for? We only use personal data where necessary, so while we may use personal data for any of the following reasons, it’s unlikely all of the below will be relevant for you.

We use personal data for the following reasons:

- Taking orders and service providing
- Providing you with information
- Improving our services and responding to feedback request
- Responding to you queries

We don’t sell your personal data to third parties.

Do you share my personal data with third parties? We don’t share your personal data with third parties.

There are circumstances where we may need to disclose your personal data to third parties where we are legally obliged to do so, or in order to apply or enforce our legal rights.

Storing your information: We’re a UK-based company, and as such the vast majority of your personal data will be stored in the UK, in a secure physical or electronic form. However, we use third party service providers to provide email capabilities, host our social media presence and support our website.

Therefore, we may need to use the services of a supplier outside the European Economic Area. Where this is the case, we will take all reasonable steps to ensure that your data is treated securely and in accordance with our data protection policy.

How long does SCI Heritage keep my data for? We keep records for as long as required in accordance with legal requirements. Where your information is no longer required, we will dispose it in a secure manner.

How do I know what personal data SCI Heritage has about me? Just ask! Under data protection legislation, you can request a copy of personal information we hold about you at any time. If you find any inaccuracies, we’re obliged to correct that! Please do remember though, that we are under an obligation to

keep personal data secure, so please understand if we require reasonable proof of ID.

Please address any requests to:

Data Protection, Unit 13/1 Canal View Business Park, Wheelhouse Road, Rugeley, Staffordshire, WS15 1UY.

We'll respond as soon as we are able, and in any event within the statutory timescale set, but please do provide as much information as you can about why you think we hold your data so we can locate records quickly.

We reserve the right to charge a fee for this process.

What does this policy apply to, and how often does it change? This policy only applies to websites owned or operated by SCI Heritage. When using social media, or third party websites (including those we provide links to in this website), you should familiarise yourself with those websites to see how they protect your personal data or use cookies. We cannot accept responsibility or liability for the privacy practices of such third party websites.

We may update this policy at any time – so feel free to check it from time to time. Any significant changes will be notified by placing a prominent notice on our website. By continuing to use our website you will be deemed to have accepted these changes.

What is a cookie? Cookies are small text files that web sites often store on the computer hard drives of visitors to their sites. They are often used to improve website functionality, as well as to provide information to website owners. A cookie often contains a unique number, which can be used to recognise your computer when a user of your computer returns to a website that it visited previously.

When visiting a website for the first time, a cookie is downloaded onto your computer. If you return to that website, your computer will send information in that cookie back to the website. This informs the website that you've visited before, and can be used to tailor what appears on screen. Some cookies can also be used to record how long you spend on a site, or what links you select.

What types of cookies do we use? Two types of cookies may be used on our site – “session cookies” and “persistent cookies”.

As the name suggests, session cookies are temporary, remaining on your device until you leave the site.

A persistent cookie remains on your device for much longer, or indeed until you manually delete it (the time for which a cookie remains on your device is dependent upon the lifetime of the cookie and your browser settings).

Some pages you visit may collect information that may be shared with third parties to track user activity. For example, website usage information about visitors to the site. The information is not, however, personally identifiable.

Liability: SCI Heritage can only be held liable for the works carried out by SCI Heritage. No liability shall be accepted in respect of defects after the valid warranty period has expired. SCI Heritage shall not be held responsible for any loss or damage to property, materials or injuries to individuals caused by the personal actions of the customer or other household members or guests before, during or after such works have been carried out.

All advice provided by SCI Heritage is offered as an opinion only and the customer accepts such opinions at their sole discretion and risk. The customer employs the services of SCI Heritage at his or her sole risk at all times.

Insurance: As a professional business, SCI Environmental Group and its subsidiaries maintains annual policies of insurance with NFU, the following arrangements are in place:

Public Liability £10m

Product Liability £10m

Employers Liability £10m

Complaints and Compliments: Should the customer have a complaint about the service or work provided by SCI Heritage, these should be raised with the SCI Heritage agent or in writing to SCI Environmental Group registered office at:

SCI Environmental Group

Unit 13 / 14 Canal View Business Park

Wheelhouse Road

Rugeley

Staffordshire

WS15 1UY