



## Terms of Business

No contract will exist between you and Paul Norman Plastics Ltd for the sale of our product until you receive confirmation by e-mail that your order has been shipped or actioned. Acceptance will be deemed complete and will be assumed to have been effectively communicated at the time at which the email is sent to you (whether you receive that email). This does not affect your statutory rights. Products are normally held in stock and despatched within 2 business days.

However, if exceptional demand results in stock shortages, we reserve the right to fulfil the order within 21 days. Delivery is carried out by post or carrier – post and packing charges are identified clearly on the product page and displayed as a separate item in your shopping cart. You are always welcome to call us on 01453 833388 (9am-5pm Monday-Friday, 9am – 3pm Friday) to check if we can despatch immediately for you (or to collect if you wish) or email your query to us at [orders@pnplastics.co.uk](mailto:orders@pnplastics.co.uk). We are always delighted to call you if we can help - just email your name, number and time/day you wish to be called and we'll do the rest!

**Returns & Replacements:** You will only be able to exercise this right if you are able to return the goods you ordered to us unused, undamaged and with all original packaging as originally supplied. You must notify us of intention to cancel the order within 14 days from the date you receive your order. You must then return the item(s) to us within the next 14 days. The customer is required to pay for postage of non-faulty returned items but postage on incorrect/faulty products will be refunded by Paul Norman Plastics Ltd. Please allow at least 2 weeks for us to process your refund once we have received your goods. The refund will be credited to the payment card used at the point of purchase and you should be notified by email once the refund transaction has been completed. We will endeavour in all circumstances to refund your purchase within 24 hours of the receipt of the returned goods.