

Burning Blocks – Full Terms and Conditions

Welcome to our website. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Burning Blocks relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

The term 'Burning Blocks' or 'us' or 'we' 'Samantha Harrison and Russell Harrison trading as Burning Blocks' refers to the owner of the website whose registered office is 4 Sandhampton, Astley, Stourport on Severn, DY13 0RQ email: mail@burningblocks.co.uk. The term 'you' refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
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- Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
- From time to time, this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Northern Ireland, Scotland and Wales.

The information contained in this website is for general information purposes only. The information is provided by Burning Blocks and while we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

Through this website you are able to link to other websites which are not under the control of Burning Blocks. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, Burning Block takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

Privacy

This privacy policy sets out how Burning Blocks uses and protects any information that you give Burning Blocks when you use this website.

Burning Blocks are fully committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Burning Blocks may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

We do not hold any information regarding our customer's financial details. We do not share or pass on any customer information with a third party. No other companies or organisations are able to access any of our customer files or data.

All transactions via our website are handled by Sage Pay or Paypal. This means that sensitive information is kept private and you will have greater protection against fraud. We cannot accept responsibility, if through no fault of our own, these details are intercepted and used by a third party.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

In addition to the above, credit card details are entered on a secured page and that they are transferred using SSL or another technology, we use Sage Pay to collect/process transaction information, their security policy is available at <http://www.sagepay.co.uk/policies/security-policy>

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Delivery

Burning Blocks will endeavour to comply with any delivery date or period agreed with the customer, but shall be under no liability for any delay in delivery caused or contributed by any fire, industrial dispute pertaining to obtaining materials, accident breakdown, force majeure or any other occurrence or circumstances beyond the control of the Company.

Any agreed delivery date or quoted delivery date shall run from the date that the Company accepts the customer's order.

Delivery is made using palletline network who deliver to the kerbside and or as close to the property as is possible, pallets are delivered on tail lift and pallet truck solutions. If you have delivery restrictions such as narrow access, gravel drive or soft delivery please advise in advance so we might arrange a 7.5 tonne truck for easy access.

Please note:- Pallets cannot be moved across gravel, grass, soft ground or hills / inclines using pallet trucks.

Cancellation>Returns/Refunds

Orders may be cancelled at any time prior to collection from our warehouse. Burning Blocks will refund the full cost of the transaction at this stage if requested. Once the products have left our warehouse you can still cancel your order but will incur the full cost of product retrieval.

Any returns will be made at the customers cost unless otherwise agreed within 14 days of the order being received. We will refund the cost of any unopened bags in a saleable condition; these must have been stored in a dry environment.

Products that have been allowed to get wet cannot be returned as are unsalable. Any opened bags or bulk deliveries cannot be refunded unless otherwise agreed.

In the case that goods are defective or damaged or at variance with specification, the Company may at its option discharge such liability by replacing the goods free of charge.

Before replacing any such goods, the Company will be entitled to the return of the goods, which on receipt will become the property of the Company.

The Company will be discharged from all liability in respect of the goods which are defective or at variance with specification, unless written notice of the defect or variance from specification (by recorded delivery) is received within 7 days from the date of delivery by the Company.