

Sail Shade World Ltd – Terms & Conditions

Business Address: Unit 5a Pound Farm, Pound Lane, Shipley, West Sussex, RH13 8QB

1. AGREEMENT & CONSENT When you proceed with payment, you are agreeing to be bound by these Terms & Conditions and consenting to any action we take pursuant to these terms.

2. CANCELLATION & REFUNDS

- **Cancellation:** Orders can be cancelled until manufacture begins, typically within 12 to 24 hours of placement. If manufacture has not started, a full refund will be issued minus a 3% credit card processing fee.
- **No Returns/Refunds:** As all shade sails are custom-made to order, they are strictly non-returnable and non-refundable.
- **Defective Goods:** Construction or size faults must be reported within 48 hours of delivery for a free replacement.

3. MANDATORY SAFETY & MAINTENANCE

- **Weather Removal:** Shade sails are tensioned structures and must be removed immediately if **snowfall, high winds, or wind gusts** are expected. Failure to remove the sail under these conditions significantly increases the risk of structural failure and damage.

4. SHADE SAIL POLES & QUOTATION DISCLAIMER

- **Basis of Quotation:** Suggested pole specifications generated via the ***shadepoles.co.uk*** quotation system are based on customer-provided information, including sail size, local wind conditions, shade type, fabric, and intended usage.
- **Formula vs. Engineering Study:** These suggestions are derived from a proprietary formula that has proven reliable over several decades. However, this recommendation does **not** constitute a formal site-specific engineering study.
- **Limitation of Liability:** Sail Shade World Ltd cannot be held responsible for any failures, property damage, or injuries resulting from the use of supplied shade sail poles or reliance on the quotation system's recommendations. Customers are advised to consult a local structural engineer if they require certified assurance for their specific site.

5. TAXES, DUTIES & PERFORMANCE

- **Local Charges:** Customers are responsible for all local customs duties and sales taxes. If goods are returned due to non-payment of these fees, no refund will be issued, and any re-shipping costs will be charged to the customer.
- **Passing of Risk:** The Risk of loss or damage passes to the customer once goods are delivered to the carrier. We will assist in facilitating claims against the carrier where applicable.