



TERMS AND CONDITIONS

Delivery Lead times :

- Shukuma Bricks will endeavour to do all deliveries as soon as possible. Please note however that delivery lead times are subject to availability of product and trucks, weather conditions and receipt of payment for COD clients.

Deliveries:

- All bricks and pavers delivered will be offloaded outside the premises or at the nearest accessible point.
- Trucks may NOT enter customer's property or offload over boundary walls or fences.
- If our drivers are requested to enter premises against their original judgment, it is then done at the customer's own risk, and Shukuma Bricks will not accept liability for resulting damages to buildings, paving, gates, fences or any other property or person.
- Offloading area must be level.
- It is the responsibility of the customer to notify our Sales Person of any difficulties to access the delivery site.
- Delivery addresses must be correctly supplied with your order. If incorrect, and a second attempt at delivery must be made, a new delivery charge will be due for a repeat delivery of a returned consignment.
- To avoid problems we do need contact details of a responsible person on your site to receive the bricks.
- No bricks will be moved if offloaded incorrectly due to there not being someone to receive the bricks.
- No customers will be phoned before delivery is done, unless specifically instructed by the customer when the order is placed.

Breakage Policy:

- Due to the nature of the product, please accept that breakages will occur during the normal transportation of goods from the factory to the site.
- Please allow for up to 5% non-replaceable breakages.
- Breakage of less than 5% of the individual items comprising the goods delivered is acceptable and will not entitle the customer to return the goods or to claim a refund in respect thereof.

Refund Policy:

- Should orders be cancelled after delivery, or should we have to remove bricks for reasons other than that relating to incorrect bricks being delivered on our part, refunds will exclude delivery charges and a 10% handling fee.