

Customer Delivery Charter

STEP 1 – DELIVERY ISSUES

- In accordance with our commitment to excellent customer service, this delivery has been checked prior to despatch for correct quantity, quality and packaging presentation
- If palletised, this delivery will be completely pallet wrapped in a good presentable state and this charter will be present and undamaged on the outer wrap of the pallet
- In the event the presentation of the pallet does not meet our standard upon arrival, or this charter is damaged, then it may be possible the pallet(s) have been tampered with or damaged en route. Please inform us of this.
- Shortages or transit damaged products must be reported within **7 days of delivery**. Please report to tradeservice@leisuregrow.com or admin@leisuregrow.com or contact 01462 744500.
- LeisureGrow will respond to all delivery issues within **5 working days**

STEP 2 – PRODUCT ISSUES

- Any notable issues with the product must be reported within **7 days of delivery**
- Any quality issues, damages or breakages to products must be reported within **7 days of delivery**
- We are unable to accept any claims outside of this Delivery Charter

If you wish to raise a credit request, please use the **Credit Request Form** which accompanies your delivery. Alternatively, the **Credit Request Form** can be downloaded from our website at www.leisuregrow.com

We understand that prompt effective customer service is paramount in maintaining our position as the market leader in the supply of quality seasonal products, therefore we **GUARANTEE** to respond to delivery issues within **5 working days**.

This charter does not affect consumer returns under the Sales of Goods Act 1979.

LeisureGrow Products Ltd, Dewmead Farm, New Inn Road, Hinxworth, Hertfordshire SG7 5HG