



### **Payment**

*Payment must be made in full using a credit/debit card or Paypal, before your order will be shipped.*

*Ordering online with us at Inka Roofing Supplies is 100% safe and secure. We use Paypal as our secure payment provider and we do not store your payment details.*

### **Delivery**

*Our aim as a company is to keep a sufficient stock of all products at all times, however, occasionally we may run low on stock for certain items. In this event please allow longer than specified delivery times.*

*If for any reason we cannot adhere to our usual delivery schedule, we will notify you before processing your order.*

*The delivery charge is based on the weight of your order therefore your total delivery cost will be processed when you have added all of your items to the shopping cart.*

### **Pricing**

*All prices are subject to current UK VAT rate.  
Prices are correct at time of publication.*

### **Product Quality**

*The quality of goods we supply is of great importance to us. Your order will have passed our quality control checks before leaving our premises and we expect that you should receive your goods in excellent condition. We encourage you to check your delivery on arrival, alerting the courier immediately of any issues you have.*

*If however you do not receive your goods in excellent condition please contact us immediately and alert the courier of the damage/problem. When possible please take photographic evidence so we can produce this to the courier when claiming for damage.*

### **Complaints**

*If you feel the service you have received at any point during your ordering process is unacceptable then please do not hesitate to contact us by email or phone. Your complaint will be dealt with as promptly and efficiently as possible, we endeavour to respond within 5 working days.*

### **Refund**

*You can claim a refund on any products returned to us unopened and undamaged, in a re-saleable condition, within 14 days of receipt of your goods. You will be required to pay the delivery costs of returning any items.*