

## **Terms of Business for I Buy Caravans**

### **Payment**

A non-refundable deposit of 20% of the purchase price is required to secure the purchase.

The balance is due within 14 days and in any case before the goods are loaded for delivery to the customers premises.

Goods remain the property of Perpendicular Ltd until paid for in full.

### **Warranty**

Our second-hand caravans are disconnected when they are collected from our suppliers and as such appliances and systems are untested and require commissioning by a suitably qualified engineer. These are used items and as a result may be worn or damaged in some areas, in keeping with their age. The caravan is sold without warranty.

### **Delivery**

Delivery of the goods will be as soon as reasonably practical after receipt of the deposit.

We cannot be held responsible for any damage caused or failure to deliver, due to restrictions in the access to your address. i.e. overhanging trees, narrow lanes, gateways etc. In addition, the customer is responsible for ensuring sufficient space for off-loading the goods at the delivery address. Delivery will be as near to your site as the lorry can access, whilst remaining on paved roads/ground. If the goods cannot be delivered, the customer will be responsible for the cost of returning the goods to the premises at EX144LB. Refunds for insufficient access are not available.

Delivery does not include final positioning and siting (jack & levelling).

### **If the consumer has not viewed the caravan in person:**

The consumer has the right to cancel the order within 14 days of receipt of the goods. Such cancellation must be made in writing to the invoice address of the Company or by email to [james.ostler@i-buy-caravans.net](mailto:james.ostler@i-buy-caravans.net)

If the consumer cancels the order after the goods have been delivered, the consumer will pay for the return of the goods to the premises at EX144LB. The delivery charge will not be refunded. The delivery and collection charge will be a minimum of £1,000 each way.

### **Complaints procedure:**

All complaints should be made in writing to the invoice address of the Company or by email to [james.ostler@i-buy-caravans.net](mailto:james.ostler@i-buy-caravans.net)

*Perpendicular Ltd T/A I Buy Caravans, The Warren, Chaldon Herring, Dorchester, DT28DN.*

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9<sup>th</sup> March 2023