

Delivery Defects Policy

Symphony®

To eliminate all defects in delivery performance and quality of supply

Objectives

It is one of Symphony's key objectives to eliminate all defects in delivery performance and quality of supply. This policy aims to clearly communicate a standard procedure, ensuring any defects are quickly identified and rectified.

On Delivery

All deliveries are computer scanned to ensure accuracy. Customers should satisfy themselves that their delivery is complete and sign the driver's scanner handset. Any discrepancy must be noted by the driver on the handset and/or delivery note and damaged items returned to Symphony on the lorry. Subsequent claims for missing items may be rejected.

After Delivery

The customer must advise our Customer Service Department within 7 calendar days of any delivery defect that was not apparent at the time of delivery (i.e. damaged or incorrectly delivered item under packaging) supplying the invoice number. For product supplied flatpack, the time allowed for reporting delivery defects is 28 days. These items must be retained in a secure area to prevent any further loss or damage until inspection or collection. In the case of high value items, such as sinks and appliances, a chargeable replacement will be provided for damaged or incorrect items and credit may be given on receipt of the original item, subject to condition.

In all instances, please note:

- Symphony reserves the right to inspect products within 42 calendar days from the notification date under this defects policy. If no inspection has taken place within this timescale the product may be recycled.
- Product which has been prepared for installation or previously fitted is deemed to have been accepted, and cannot be claimed against.
- Defect claims reported more than 28 days after delivery will not be accepted.
- Where deliveries are signed 'unchecked' the goods are deemed to have been delivered in full and correct.
- Deliveries that are turned away or cancelled will incur abortive delivery charges to cover our costs.
- Replacement product will be supplied as soon as reasonably possible.
- Supply & Fit Deluxe service deliveries are signed for by the offload team who take the goods into the plots. This may include any remedials under this service.
- Supply Only, Supply & Fit Standard service and van deliveries are signed for by the customer.
- Specific additional arrangements are applicable to our supply and fit service.
- This policy does not affect your statutory rights or our standard terms and conditions of sale.



Richard Bunton
Managing Director