



Returns Policy

If you should change your mind and wish to return anything purchased from Jubilee Building Supplies Ltd we will be happy to refund or exchange the goods within 28 days of delivery or collection, provided the return is made in accordance with our terms below:

- a. If you need to return an item, please contact us with details about the product you would like to return. We will then advise how to return items from your order.
- b. A valid receipt of purchase must be produced.
- c. Goods must be in a pristine condition, unopened and in original packaging (we do not offer refunds on certain items, please refer to the list below for further details).
- d. We reserve the right to charge a restocking charge of 20% on all returned items.
- e. We will endeavor to process refunds within 7 working days and all payments will be credited against the original card holder's payment details where possible.
- f. If you have changed your mind after delivery, a delivery/collection charge may be applicable to collect.

Please see below lists of products we do not offer refunds:

- Perishables and other items that may deteriorate with short shelf life
- Powders (Plaster and Cement etc.)
- Chemicals
- Paint
- Bulk Bags/Mini Bags of aggregates and sand
- Timber machined to your specification
- Cut to size items i.e. artificial grass/timber
- Special Orders (Products that are not stocked by our company and have been purchased specifically for your order)

Due to the nature of the above goods unless they are faulty, we're unable to offer a refund or exchange.

Our returns policy does not affect and is in addition to your statutory rights.

