



Important Information About Your Timber Building Purchase

1. Timber Building Bases & Building Sizes

- 1.1 Your timber building will require a firm and level base, this can be provided by a concrete base or a timber frame. HAYMAC can provide and install the necessary base for your building.
- 1.2 If you choose to provide the timber building base for HAYMAC to install your timber building on, please ensure it is level and flat and of the correct size, please ask for the base dimensions and layout of the floor bearers of your timber building at point of order. Should the base you provide be of incorrect size / orientation or not level and flat, your timber building may not be able to be erected on the day of delivery. In such cases your timber building may be left on site, and you will be charged for a re-visit to erect your timber building at a later date, you will not be eligible to reclaim your original installation costs. Bases should be no smaller than the dimension of your timber building floor.
- 1.3 If the base you provide is not suitable for your timber building but request the installation to proceed, HAYMAC will, at their discretion, attempt to complete the installation but you will have waived your rights to any guarantee offered on your timber building.
- 1.4 HAYMAC recommend a timber support frame is installed under the timber building floor bearers if using patio slabs / brick paving or an existing concrete base that is larger than your timber building floor dimension as the timber building base to ensure the floor bearers of your timber building do not sit in water. If your timber building is installed in such case without a support frame, any damage to the timber building floor through water damage will be outside of any guarantee.
- 1.5 Your timber building build dimensions will be based around the floor size and will be in metric - so, a 6ft x 4ft timber building equivalent in metric will have a floor size of 1.8m x 1.2m, and so on with other sizes. Please note that the external dimensions of the timber building will be larger than the floor size due to walls overhanging the floor and the roof overhang, these additional dimensions are available on request.

2. Delivery & Installation

Delivery of Your Timber Buildings for Self-Installation

- 2.1 Delivery only timber buildings are delivered to a kerb side location, please ensure the delivery driver can park on your drive or directly outside your property. Your timber building, where possible, will be left in your front garden or on your drive for you to carry to the installation site. No drive or front garden- see item 2.2.
- 2.2 It is your responsibility on the day of delivery to ensure you have adequate help available to carry your timber building into your garden if you do not have the space to offload your timber building as in item 2.1. The HAYMAC delivery driver will not be able to assist with carrying your timber building into your garden. You can request HAYMAC to provide additional staff to assist in delivery to your garden at extra cost. See item 4.7.

HAYMAC Delivery & Timber Building Installation

- 2.3 Please ensure on the day of delivery and installation that the HAYMAC delivery & installation team can park on your drive or directly outside your property as the 'carry' allowed for your installation is limited to 20m.
- 2.4 The panels for your timber building must be carried around the outside of your property and not through your house. There must be a clear and unrestricted route of a minimum 1.0m in width with no height restrictions on the route used to deliver and install your timber building. HAYMAC allow a 'carry' length for installation of no greater than 20m from the HAYMAC delivery vehicle to the site of timber building installation due to the weight of the timber building panels. If your 'carry' is greater than 20m, please let HAYMAC know at the time you place your order to avoid problems on the day of delivery and installation, additional costs for extra-long 'carries' may need to be added to your timber building installation cost. Extra-long 'carries' may not be able to be completed on the day of delivery and installation unless previously identified. In such cases your timber building may be left on site, and you will be charged for a re-visit to erect your timber building at a later date, you will not be eligible to reclaim your original installation costs.
- 2.5 If necessary and in order to facilitate the installation of your timber building, please remove fence panels or any obstructions (i.e. overhanging tree limbs, arches, wires or gutters etc.) prior to the day of delivery and installation. If going through gates or alleyways, there must be no tight bends shorter than the length of the longest panel of your timber building, no arches, timbers or lintels above any gates. HAYMAC installation team will not lift your timber building panels over any fences, gates or walls or through garages or remove any obstacles or height restrictions on the day of delivery and installation. Should any of the restrictions identified be present and you or the HAYMAC team cannot remedy the issues quickly and easily, your timber building may be left on site and you will be charged for a re-visit to erect your timber building at a later date, you will not be eligible to reclaim your original installation costs.
- 2.6 All pets must be kept safely away from HAYMAC staff at all times - please keep your dogs in the house during installation periods.

- 2.7 All dog mess must be removed from the installation site and access route on the day of delivery and installation. HAYMAC staff will not work where dog mess is present. In such cases, where the dog mess is not removed, your timber building may be left on site and you will be charged for a re-visit to erect your timber building at a later date once the dog mess has been removed, you will not be eligible to reclaim your original installation costs.
- 2.8 For HAYMAC to safely install your timber building, HAYMAC require a minimum of 450mm (18") clearance around all sides of the building. If you choose to self-install your timber building due to wanting your building installed in what HAYMAC consider an unsuitable location, please allow a minimum of 125mm for roof overhang on all sides of your building over the base dimension of your building to ensure the building fits where you intend to install it.

Delivery & Installation Dates, Aborted Works

- 2.9 The date you have been given for collection, delivery or delivery & installation may be subject to change as timber buildings cannot be installed during periods of bad weather, bad weather causes a delay to our complete timber building works programme. HAYMAC will endeavour to identify any delay to the dates you have been given one week in advance of your given dates. In cases of rain or high winds you may be notified on the day of delivery or installation that the works cannot proceed and you will be given an alternative date. Should you not be able to remain flexible with the delivery and installation dates please do not purchase your timber building from HAYMAC.
- 2.10 Aborted works due to access, verbal abuse, threats or any problems outside of HAYMAC control where your timber building has to be returned to HAYMAC, will be charged at an additional £80.00 inclusive of VAT offloading and storage fee for your timber building, you will not be eligible to reclaim your original delivery or installation costs and will be charged to re-deliver or re-deliver and install at a later date.

3. Timber Building Maintenance

Please visit our website at www.HAYMAC-goodwithwood.co.uk to see how best to look after your new timber building.

- 3.1 Your timber building will require painting & waterproofing immediately after installation, ensure your building is given 3 coats of quality timber treatment, paying particular attention to where the cladding boards are nailed to the framework as this area needs to be sealed against water ingress. Your timber building will require annual exterior painting and waterproofing. If your building is in a position where driving rain may be present, please ensure additional coats of timber treatment are applied.
- 3.2 Please note that your building is made from timber which is a natural product and is susceptible to warping & twisting with splits & cracks forming in the timber. These natural irregularities cannot be avoided and are not considered faults covered by any guarantee.
- 3.3 As your building is made from timber, some water penetration is inevitable. The more adequately you paint and waterproof your building, the less likely your building is to suffer from water penetration. Please note timber building doors and opening windows are not 100% waterproof and driving rain may be forced in through door and window shuts, water penetration through nails and fixing points that have been inadequately waterproofed are not building defects. Your timber building will have been made using an exterior grade treated cladding which has a rebated overlap, this overlapping rebate is susceptible to shrinking within its own rebate - this is normal - as the cladding must be allowed to move within the rebate to avoid the cladding swelling and splitting, this cladding shrinkage, as long as the overlap remains in place, is not a building defect and cannot be avoided, you may see light penetration from inside the building but the building will still remain water tight. Building panels which face direct sunlight will be more susceptible to cladding shrinkage.
- 3.4 Where your building has been installed on a damp, wet and rainy day, always ensure adequate air-flow is maintained to the inside of the building until fully dry as if this is not undertaken there is a likelihood that the damp atmosphere inside the building may promote the growth of mould. If the building has become very wet inside, you may consider some additional temporary heating inside the building to help expedite the drying out process or the use of a dehumidifier.

4. Terms and Conditions of Payment

- 4.1 A minimum deposit payment of £200.00 is payable on ordering your standard timber building.
- 4.2 A deposit payment of 40% of invoice value is payable on ordering your fully bespoke timber building.
- 4.3 Cancellation post deposit payment - deposits for timber buildings are refundable up to 14 days from deposit payment, deposits will not be refunded after 14 days.
- 4.4 If your timber building is to be constructed within 14 days from deposit payment you will have waived your right to a cancellation deposit refund in line with items 4.1 & 4.2.
- 4.5 Payment of the final balance of your timber building invoice is required 10 working days before collection, delivery or installation.
- 4.6 Cancellation post final balance payment - after final balance payment has been made you will not receive a full refund, your refund will be 50% of the timber building collected price. Bespoke buildings will not receive any refund.
- 4.7 Additional works required to complete your timber building installation on site due to unforeseen problems, and HAYMAC confirm that time and additional staff are available to complete the works the same day, will be charged at £70.00 per hour plus VAT (per 2 man team) plus any materials needed. You will be given an estimate of costs

prior to additional works being started. Additional works will require a payment of the estimated value given for additional works prior to any works being started.

5. Planning Consent & Building Regulation Compliance

5.1 Compliance with any and all necessary local and Governmental planning consents for your timber building is your responsibility, any advice given by HAYMAC is for reference only and requires validation. Building regulation compliance is your responsibility, any advice given by HAYMAC is for reference only and requires validation.

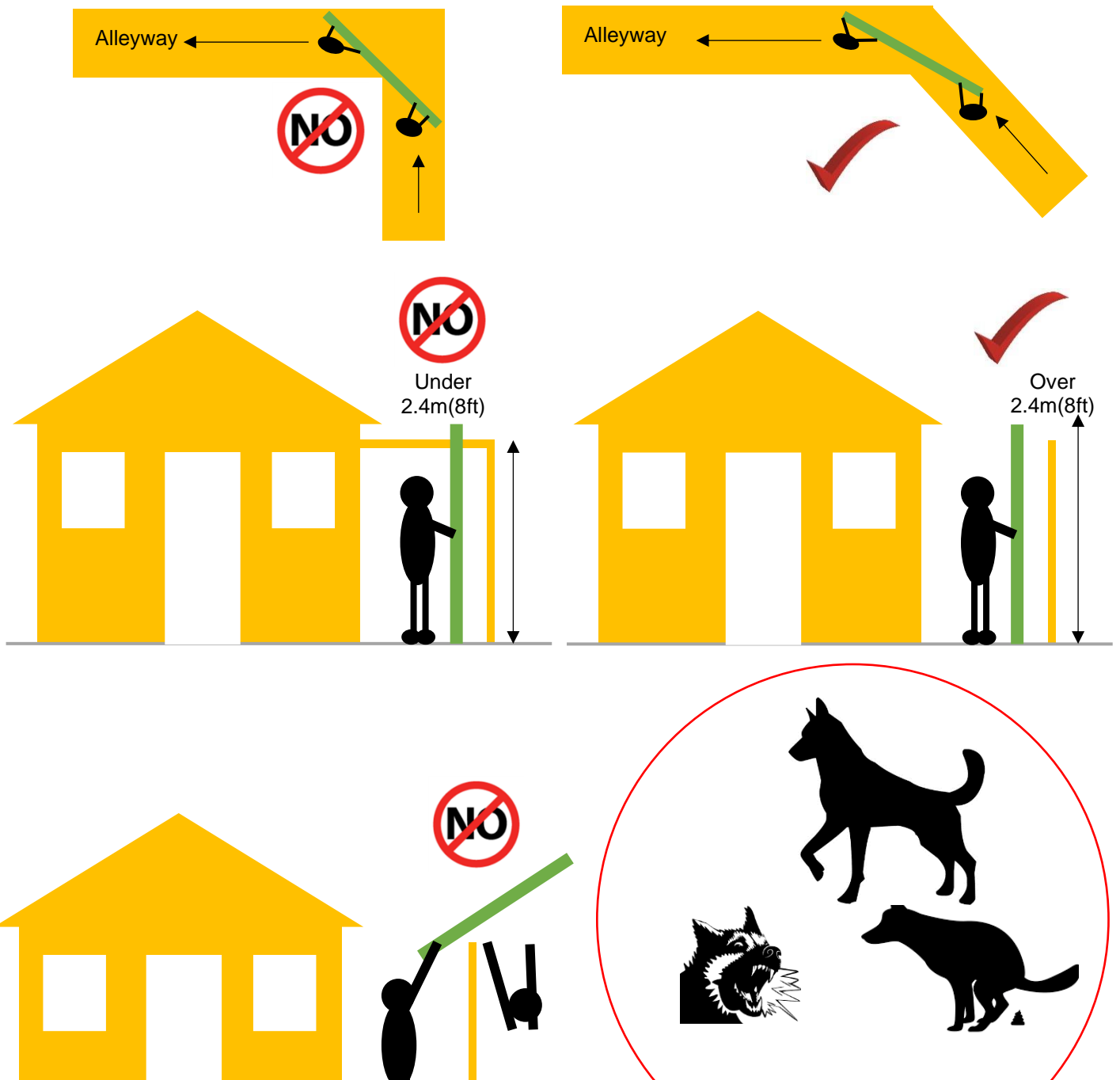
6. Timber Building Guarantee

6.1 Please visit our website at www.HAYMAC-goodwithwood.co.uk for timber building guarantees.

Access for Delivery & Installation

Access to the installation site

Your new HAYMAC garden timber building will come in sections, the longest section we make our timber building panels in is 3.6m/12ft in length and up to 2.4m/8ft high. You must ensure that the route these panels need to be carried on is clear of all obstructions, there must be no restriction in height under 2.4m / 8ft and no tight corners to turn in alleyways or around your garden that cannot easily have a 3.6m/12ft panel section carried around by two people. These panels cannot be carried through houses or garages, be lifted over fences or other obstacles, and excessive amounts of steps also cause a problem. HAYMAC can make your timber building in small panel sections that can fit through a doorway, but tight bends will still be a problem. The maximum distance allowed for the carry from our vehicle to the installation location on our standard installation cost is 20m. The site must be clear and clean, all dogs must be put safely away, dog faeces and urine must be cleared away, and the area disinfected, please.





Installation & Maintenance of your building at the onsite location

Your new timber building will require access around the entire building of at least 450mm / 18 inches if HAYMAC is installing your timber building. If you are self-installing we recommend you maintain this level of clearance for future maintenance of your timber building, review our information sheets - General Maintenance of Your HAYMAC Timber Building & Timber Building Painting and Weather Proofing. The base, if you have provided one, should be firm and level, review our information sheet - HAYMAC Timber Building Bases.

