

IMPORTANT INFORMATION



Thank you for ordering a garden building with Merit Timber Products Ltd

Please check your order carefully and let us know if any of the information is incorrect. Please make sure that the width and depth of the building you require is correctly marked on the order form and ensure any extras or nonstandard requirements to the order are stated and a drawing (where applicable) is provided.

When we process your order, we will be making the building to the information written on the order.

Please note if you would like to cancel your order notice must be given in writing and a minimum charge of 10% of the sale value of the building is non-refundable. If the building has been manufactured, we can insist on completion of the order as these are made to a specific order.

PLANNING PERMISSION & BUILDING REGULATIONS

You may need to seek planning permission for your building, we do suggest that if you are in doubt to check with your local planning authority. Examples of where you may need to seek planning permission are:

- Outbuilding is forward of the principal elevation fronting a highway
- The maximum eaves height exceeds 2.5 metres and maximum overall height exceeds four metres with a dual pitched roof or three metres for any other roof
- The maximum height is greater than 2.5m within two metres of a boundary
- No more than half the area of land around the "original house" would be covered by additions or other buildings
- The building is to be erected in the grounds of a listed building, a conservation area or green belt land

This information is a guide and not a definitive list of all situations where planning permission may need to be obtained. You may find the website www.planningportal.gov.co.uk useful. **Merit Timber Products Ltd cannot accept liability in any cases where a building has been erected without the necessary planning permission or where the necessary building regulations rules have not been followed.**

BASE PREPARATION

It is essential that your building is erected onto an adequate base. It must be square, level, firm and at least the same size as the building, with enough clearance around for the roof and for us to assemble it. If you are using an existing base, it is your responsibility to check that the base is adequate and large enough for the building and that is flat and solid with no run offs. Whichever base method you choose it is essential that you allow approximately 9" extra clearance all the way around your base area to allow for the roof overhang of your building. By preparing an adequate base, you will eliminate the risk of problems with doors and windows sticking due to poor foundations. Our sales staff can provide you with a base diagram if required.

CUSTOMER ATTENDANCE

We do realise that customers are sometimes unable to be present when we deliver their garden building. If you have requested for your building to be installed our fitters are happy to install the building without anybody at home. If you will not be at home, it would be helpful if you sent us by post or email or phoned any special instructions prior to the day of delivery or if a particular orientation is required, a note on the base would be appreciated. Can you also ensure there is a reliable contact, in case there are any problems on the day.

PLEASE CHECK THE FOLLOWING POINTS BEFORE CONFIRMING DELIVERY OF YOUR GARDEN BUILDING



ACCESS

Is the access to the base, clear of any obstacles, such as ground works, steps, garden furniture, hanging baskets, etc?



HEIGHT RESTRICTIONS

Is the access free of any height restrictions?

Each building is made in panels of different sizes and the largest panels we make are 8ft x 8ft. Please ring us for advice if you know there are height restrictions into your garden.



WIDTH

Is the journey between the unloading point and base free of any sharp or narrow bends?



DISTANCE

Is the distance from the lorry and the base no more than 75 yards and not excessively steep?



FOLIAGE

Is all foliage, up to a height of 7ft, removed from around the base?



CLEARANCE AROUND THE BASE

Is there 9" clear working area around the base? (18" for a Combi Greenhouse)



BASE

Is the building at least the same size as the building?

Is the base level and flat and sound?

Is the base clear of any debris, snow, ice, leaves etc?



ELECTRICITY *Applicable for Workshops, Woburn Garden Studios, Log Cabins and Garages*

Is there easy access to electricity?

DELIVERY

WHEN WILL I FIND OUT MY DELIVERY DATE?

Approximately 10 days to a week before, we will email you or write to you with the delivery date and ask you to confirm this with us. **Please note we do not deliver at weekends.**

CAN I CHANGE THE DATE?

We will not normally change the date, but if, due to unforeseen circumstances eg weather etc we have to delay your building, we will keep you informed and replan it at the earliest opportunity.

WHAT TIME WILL YOU DELIVER?

We plan the routes, up to and including the date of delivery and our fitters will call you with an expected time on the day. If they encounter any problems on the day they will do their best to update you asap.

HOW WILL YOU FIND MY ADDRESS?

Our drivers use satellite navigation so please inform us by email, or in writing if your address is difficult to find and provide maps if necessary.

DELIVERY ONLY

An area must be prepared for the building to be stacked neatly. Our drivers do not carry any sheeting with which to cover the materials once they have been delivered. For all cabins please ensure that they are covered immediately if you are not installing straight away. Please check all parts before installation and contact us if any parts are damaged or missing and we will replace them as necessary. We may require photographs of damaged goods.

We cannot take responsibility for any other costs incurred as a result of this.

If you are in any doubt please email us at info@merittimberproducts.co.uk

INSTALLATION

Unless previously agreed, and on your order form, we install our garden buildings using the following methods.

- **Panels are nailed together using ring-shanked nails**
- **All single doors come right hinged.**
- **We recommend that you give your buildings an additional treatment after delivery/ installation**

If you have chosen to have your building installed, when our fitters have completed the build, please check and sign the delivery sheet.

Log Cabins and Woburn Garden Studios can take up to a week or longer to install depending on the extras and work required with your order.

We offer a six-month warranty on our workmanship, please see our terms and conditions for further details, but please note this excludes any damage due to accidents or severe weather.

PAYMENT TERMS

Please note that full payment is due BEFORE delivery, and we will inform you of the balance to be paid when we inform you of the delivery date. You can pay the balance at our sales site, in person or on the phone, with cash or most major debit/credit cards or Building Society Cheque (Cashiers Cheque) or Bankers Drafts.

You can pay directly into our bank account (the details will be on your invoice). We do not take personal, or business cheques and our drivers cannot take any balances when they deliver, for reasons of personal safety.

REVISIT CHARGES

Please note our fitters cannot take garden building panels over other buildings, or fences for health and safety reasons. They also do not have time to make remedial base work or other site work. If you are having your building installed please note the following:-

IF WE CAN NOT PUT THE BUILDING UP BECAUSE OF ANY OF THESE PROBLEMS THEN WE HAVE NO OPTION BUT TO LEAVE THE BUILDING ON-SITE FOR YOU TO SELF-INSTALL

If you want us to come back to put the building up (e.g. after you have made the base right) the following charges will apply and will need to be paid before a revisit:

£300 WESSEX LOG CABINS AND WOBURN GARDEN STUDIOS

BASE CONSTRUCTION AND OPTIONS

WITH INSTALLATION IF YOU FAIL TO PROVIDE AN ADEQUATE BASE THIS WILL RESULT IN THE BUILDING BEING DELIVERED BUT NOT INSTALLED AND LEFT ON SITE FOR YOU TO INSTALL

If you require us to come back after you have made the necessary requirements to make the base suitable for installation of your building, please note this will incur a re-visit charge. Re-visit charges are detailed on page 3.

Whichever base method you choose it is essential that you allow approx. 9" extra clearance all the way around your base area to allow for the roof overhang of your building.

By preparing an adequate base, you will eliminate the risk of problems with doors and windows sticking due to poor foundations. Our sales staff can provide you with a base diagram if required.

Please note that Merit Timber Products do not fit/supply slab or concrete bases.

Please ask our sales staff for contact details of local people who we recommend.

If you are in any doubt please email us at info@merittimberproducts.co.uk

ANKA BASE SYSTEM



Adjustable base foundation system which is for use on soft ground. The ground screw levelling system allows for precise adjustment and the plates help to anchor your building. This can be fitted at the time of delivery and installation of your building. It is easier and greener than slab or concrete option and relocatable

SLAB BASE



Please remove any vegetation from the area and lay the slabs onto sand or ballast. Ensure the slabs are level by using a spirit level.

CONCRETE BASE



Please remove any vegetation from the area. Pour the concrete approximately 2" deep using 5:1 ballast to cement mix.

ALTERNATIVE ROOF OPTIONS

Woburn Garden Studios are fitted as standard with Rubber EPDM,
Wessex Garden Buildings are fitted as standard with Non-Rip Felt
Suffolk Barn Range are fitted as standard with Non-Rip Felt
The following range of roofing options are available for these buildings.

NON-RIP FELT



Polyester felt with a bitumen back is stapled into place and used to prolong the life of your building. Whilst this should last longer than a standard fibre glass felt, it is not possible to give a specific expected life span of the felt as there are many other factors which affect this such as weather conditions and location of building.

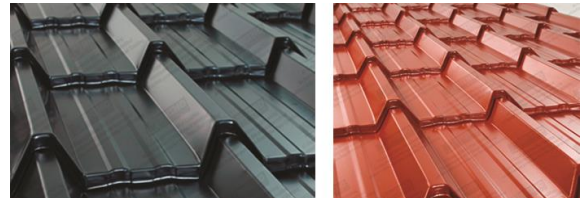
The felt is secured into place using staples and is one of our popular roofing options.

SHINGLES



This is a fiber glass based bitumen, roofing products. It comes as hexagonal shingles which are available in green, red or black.

STEEL TILES



Tile effect steel sheeting, available in Slate Grey, Juniper Green or Terracotta. They are light weight but, robust to encourage long life of your product.

BITULINE



Corrugated Bitumen sheets which are available in green, red or black.

RUBBER EPDM



A single sheet of black rubber is secured by glue and gives an excellent resistance to water and weathering

Please see our product brochure or website for prices.

For any further information please email us at info@merittimberproducts.co.uk

TREATMENT OPTIONS

WE RECOMMEND THAT YOU FURTHER TREAT YOUR BUILDING WITH ANY OF THE FOLLOWING TREATMENT OPTIONS:

SHED & FENCE WOOD TREATMENT



A waterproof wood stain that is long lasting and enhances the natural beauty of wood. This can be applied to planed or rough sawn timber. It is available in many attractive and natural looking colours.

Guide life span is 1-2 years

ECO SHIELD



Eco Shield is an advanced water-based micro-porous timber treatment. It creates a long lasting waterproof wood coating that is friendly to the environment. This is suitable for all pressure treated timbers.

ROYAL EXTERIOR

A high grade water repelling timber treatment that contains a mould inhibitor to protect the coating. Ideal for softwood products. Available in a range of colours. **Guide life span is 3-5 years**



WOOD PRESERVER ++

Ideal for a building which has not been treated against wood destroying and discolouring fungi/rot. A great primer which can easily be painted with Royal Exterior.



STABLE COAT



A water-based, micro porous acrylic coating for use on pressure treated stables and other outdoor animal housings. Quick drying and highly water repellent.

Guide life span is approx 3 years.

RESTOL WOOD OIL



A transparent or coloured oil which offers a UV protection against all weather conditions. Ideal if you wish to retain the original wood colour and appearance as much as possible.

Guid life span is 5 years+.

- **Pressure treatment** Please note this does not waterproof your building we recommend you apply Eco Shield which is a highly performing product.
- **Wessex Buildings** are untreated logs and therefore you will need to put a treatment on which is suitable for planed timber, such as Eco Shield, Royal Exterior or Restol Wood Oil.
- **Woburn Garden Studios** should be treated with a suitable product, to help maintain and enhance the appearance. We recommend Eco Shield, Royal Exterior or Restol Wood Oil.

For a colour treatment chart or any further information please email us at info@merittimberproducts.co.uk

AFTERCARE AND TREATMENTS

PRESSURE TREATED SHIPLAP

Prevents rot and insect infestation, using treatment which conforms to British and European standards and which is impregnated using proven vacuum, high pressure technology. The colour of pressure treated timber slowly weathers from an initial green hue to a natural grey. The treatment does not, however, waterproof your shed and we recommend you must apply the Eco Shield or something similar to your building. You can also apply a treatment to colour the building when the timber is dry. We do not recommend that pressure treated sheds are dipped treated at the time of manufacture. Where there is high humidity, and low air circulation, you may find that mould deposits may occur where air is unable to circulate and you may also find that chemical deposits may occur over time. Although, this may not be attractive, these can be brushed off and will not affect the integrity of the timber.

THERMOWOOD

Is a durable product that will last for many years without applying a surface coat. The natural effect of weathering and exposure to sunlight will however cause loss of colour, increased raised grain, surface cracking and higher risk of surface algae growth. A treatment of restol oil will help the timber and retain the natural thermowood appearance.

WESSEX

We recommend that you should aim to treat your building within 14 days of installation and repeat as necessary. Ensure the treatment is suitable for planed timber.

PLEASE NOTE THAT TIMBER IS POROUS AND NONE OF THE ABOVE TREATMENTS WILL TOTALLY WATERPROOF YOUR BUILDING.

Wood is a natural product and should be regularly checked and maintained to ensure a long life. It is subject to shrinkage, cracking and warping due to it being a natural product. Special care should be taken both during extreme weather conditions and prolonged harsh conditions, particularly if the building or parts of the building are in exposed areas. This can be due to heat, rain, snow, frost, wind etc. Moisture, caused by damp, wet conditions can get trapped inside sheds, especially if they are not used often. If the outside temperature drops, any moisture inside the shed will cause condensation on the inside of the shed panels, roof, floor and possibly other items stored in the shed.

SHINGLE ROOF

Please note that the shingles are both nailed or stapled on to the roof and have adhesive backing. Over the heat of the summer this will adhere strongly to the roof. Check your roof regularly to ensure that the shingles are firmly fixed to the building roof particularly following high winds and storms. In the case of wind lifting the shingles please use a suitable roofing adhesive to re-affix.

Check your roof regularly to ensure that there is no debris or tree or hedge branches that can come in contact with the roof. Remove snow after a heavy fall, otherwise leakage may occur when the snow thaws.

WINDOWS & DOORS

We recommend that you seal your window glass with silicone or suitable waterproofing to ensure that water doesn't come through. Ensure that you regularly oil or grease the door hinges and lock as necessary.

CHECK YOUR BASE

If your base drops even a few centimetres, it can cause the building to become out of alignment. This can cause twisting or listing of the building and the door to drop. Take preventative action if this looks like happening. If your base is larger than the building then check to see if any water is pooling up on the base which can cause problems. Take action to stop this.

WESSEX BUILDINGS

Timber is a natural product and as such is liable to move. Gaps may begin to appear between the logs. If this happens it may be possible that the storm batons have been fitted too tight. Loosen off the bolts of the storm batons and allow the building time to settle back into position. If this does not resolve the problem, then you should try and knock the logs back into the correct position. Take a block of wood and place it onto the ends of the logs and using a mallet hit them back into place gently. We strongly advise against installing any fixtures that will restrict movement of the building. Our partition walls are specially designed to allow the log cabin to move.

If you would like any further advice on any other matter that is not covered here, please email us at Info@merittimberproducts.co.uk

TERMS & CONDITIONS OF SALE

1. These terms and conditions apply to all goods and services supplied by Merit Timber Products Limited (the supplier).
2. These conditions do not remove, modify or limit either the customer's rights or the supplier's statutory rights relating to defective goods or services.
3. The customer shall ensure that their requirements are correctly set out on the order form and confirm this in writing or by email.
4. The customer is required to examine all goods on collection or delivery by the supplier and in the event of shortages, damaged or defective goods, notify us in writing within seven days. Where defects are not immediately apparent or could not reasonably be seen at the time of collection or delivery, customers should immediately inform us in writing upon discovery. No goods in respect of which notification may have been made shall be used until we have been given a reasonable opportunity for inspection.
5. For timber products, the supplier reserves the right to make, without notice, such minor modifications in specification, design, material or finish as is deemed necessary or desirable.
6. All buildings come with a 6-month workmanship warranty. Whilst care is taken in selecting materials, timber is a natural product and is liable to shrinkage, cracking and warping: therefore an unqualified guarantee cannot be given for timber products. Damage to the building due to severe or exceptional weather conditions are not covered by this warranty.
7. In accordance with standard timber trade practice, sizes and dimensions quoted as nominal. This takes account of the slight variations in planed and sawn timber and thickness of cladding that may occur.
8. All our garden buildings are made bespoke for each customer.
9. If any building order is cancelled a minimum charge of 10% of the sale value of the building will be retained.
17. Merit Timber Products Ltd will take reasonable steps within their normal operating hours, to offer alternative delivery dates if necessary to suit the requirements of the customer. If the delivery date is delayed by the customer by more than 1 month, the goods will be at current normal retail prices unless agreed by the supplier at the time of delay. Merit Garden Products Ltd also have the right to charge reasonable storage costs as a result of unreasonable delays.
18. The order is a legally binding contract. If an order is subsequently amended by the customer this will be at the discretion of Merit Timber Products Ltd to accept this change.

TREATMENT OF GARDEN BUILDINGS

19. Untreated buildings – We recommend that you treat your building soon after delivery and then periodically to maintain the building in good condition. See out treatment options for further details..
20. Pressure treated buildings – Prevents rot and insect infestation, using treatment which conforms to British and European standards. The treatment does not waterproof your shed & we recommend that you treat your building soon after delivery.
21. Moisture, caused by damp, wet conditions can get trapped inside sheds, especially if they are not used often. If the outside temperature drops, any moisture inside the shed will cause condensation on the inside of the shed panels, roof, floor and possibly other items stored in the shed.

DISTANCE SELLING REGULATIONS - COOLING-OFF PERIOD

23. This applies where orders are accepted for standard buildings only and exclusively made over the phone or through the internet. You have the statutory right to 14 days cooling off period if you wish to cancel the contract. You must state in writing that you wish to cancel. You will be responsible for returning the goods to the supplier and for any costs involved and you must take reasonable care in returning the goods to us. The goods should be returned to us within 10 working days. We will provide a refund within 30 days of notice of the cancellation. The supplier will consider a failure to return the goods to us in a satisfactory condition as a breach of the customer's statutory duty and costs will be claimed. Please note that where a garden building is erected by the supplier, this will constitute a service which will affect your normal cancellation rights. Your cancellation rights will end as soon as we start carrying out the service.
24. Please note that the regulations do not cover non-standard or bespoke buildings or services, nor do they cover where the customer has visited one of our sales sites and viewed the supplier's buildings or goods.

ERECTION OF BUILDINGS

10. Unless otherwise stated in writing, the preparation of the base is the responsibility of the customer. The bases must be cleared, level and firm before delivery and the site must be free from overhanging branches and clear of other protrusions and obstructions.
11. The customer shall provide safe, clear access to the site & in accordance with our written guidance.
12. If these conditions are not met and the supplier is unable to erect the building at the time of delivery, a re-visit charge will be made.
13. Merit Timber Products Ltd cannot accept liability in any cases where a garden building has been erected without the necessary planning permission or where building regulation rules have not been followed.

DELIVERY DATES, PAYMENTS & DELAYS OF ORDERS

15. The supplier will notify the customer of the day/date of delivery and will take reasonable steps to ensure that the delivery date is met. To assist the customer, estimates of the delivery time may be given verbally. However, no specific time for delivery will be given and the supplier will not be liable for any losses or damages resulting from delaying delivery. Any delay, which occurs due to events outside the supplier's control, shall not entitle the customer to cancel any order(s) nor to refuse to accept the delivery.
16. Payment is required before delivery. Title to the goods shall not pass to the customer until full payment is made.