



CANCELLATION POLICY

A 48-hour cooling off period applies to all new orders. If you decide to cancel your order after this period, the following procedure applies and cannot be deviated from:

1. Send an email as soon as possible to support@marlinwindows.co.uk clearly explaining to us that you wish to cancel your order and the reasons for this. Alternatively, please send a signed and dated letter to Marlin Windows Ltd. at our registered office by special delivery/recorded delivery post clearly indicating your job reference and cancellation instructions.

ACT QUICKLY – Do not delay contacting us if you wish to cancel your order as this may lead to irreversible additional production costs that cannot be refunded.

Please note that a verbal order cancellation will not be accepted under any circumstances

2. Once we receive official confirmation that you wish to cancel your order, we will immediately remove it from our production control system. If for any reason after cancelling you change your mind and wish to continue with your order then the lead time starts again **from the date of reordering**. Unfortunately, it is not possible to back date orders that are re-introduced into our production plan.

NOTE – Reordering after a cancellation can only be done by instructing us to do so by sending an email to support@marlinwindows.co.uk or by sending a signed and dated letter to Marlin Windows Ltd. at our registered office by special delivery/recorded delivery post clearly indicating your job reference and re order instructions.

Please note that a verbal re order instruction will not be accepted under any circumstances

3. All refunds are based on the status of your order in our production plan from the date we receive your written instructions to cancel. Materials are ordered with our suppliers immediately after receiving your signed order acknowledgement and deposit payment. Unfortunately, the material elements of your project cannot be reimbursed to you once we have placed the order with our suppliers. The reason for this is that Marlin Windows Ltd. are committed to accept all materials from our suppliers once we have placed an official order with them for project specific goods. This is an irreversible process and we cannot recover material costs from our suppliers.
4. **PLEASE NOTE** - Once we have commenced the final processes and assembly stages of your order, we will not be able to reimburse any associated production costs.