

**ORIGIN SUREGREEN LIMITED**  
**Click & Collect Policy**

## **1. Overview**

Our Click & Collect service allows customers to place an order online or by phone and collect goods from our Trade Counter. By placing a Click & Collect order, you agree to the terms set out below.

## **2. Notification of Collection Availability**

You will receive a notification once your order is ready for collection.

Please do not arrive at the Trade Counter before receiving this confirmation, as your order may not be prepared.

## **3. Collection Requirements**

When collecting your order, please bring:

- Your order confirmation
- Valid identification
- The payment card used (if applicable)

If someone else will be collecting on your behalf, you must notify us in advance so we can authorise the collection.

## **4. Hold Period**

We will hold Click & Collect orders for **7 days from the date of your “ready to collect” notification.**

If you believe you may not be able to collect within this 7-day period, you must contact our Customer Care team before the deadline to request an extension. Extensions are granted at our discretion and are not guaranteed.

## **5. Uncollected Orders**

If your order is not collected within the 7-day hold period and no extension has been agreed, we reserve the right to either:

- Cancel your order.
- Reallocate the reserved stock to other customer orders.

Please note that reallocation of stock may result in the item becoming unavailable for immediate re-order if stock levels are limited or seasonal.

Refunds (where applicable) will be processed to the original payment method in line with our standard returns policy.

## **6. Perishable, Custom or Special-Order Items**

Perishable, custom-cut, bespoke or made-to-order items must be collected within the agreed timeframe.

If these items are not collected within the agreed period, they may be disposed of or resold and may be non-refundable.

## **7. Cancelling Your Click & Collect Order**

You may cancel your order before collection by contacting us directly. Refunds will be issued to your original payment method.

Please note that cancellation rights do not apply to:

- Perishable materials
- Custom-cut, bespoke, or made-to-order items

As permitted under the Consumer Contracts Regulations 2013.

## **8. Proof of Collection & Liability**

Once an order has been signed for at collection, responsibility for the goods transfers to you.

We are not liable for:

- Damage caused during transport after collection
- Delays caused by vehicle suitability
- Failed collections due to insufficient vehicle capacity

## **9. Amendments to This Policy**

We reserve the right to amend this policy at any time. Any changes will not affect orders already placed.