



## Terms and Conditions

Please ensure that you read the terms and conditions of sale carefully prior to purchasing from Oakboards.co.uk ("we", or "us"). Any purchase made or registration of personal details is deemed acceptance of these terms.

### TERMS OF SALE

To place orders with Oakboards.co.uk you must be aged 18 or over and a UK resident.

All prices are quoted in UK Sterling and are inclusive of VAT and delivery costs. We will not be liable for any export or import duties, taxes etc. arising as a result of the goods being sent to a destination outside of mainland UK, and may need to contact you for additional payment relating to higher courier charges within the UK or abroad. Due to circumstances beyond our control, prices may have to be altered, including any changes to the rate of value added tax or sales tax. Payment will be debited from your account at the time of purchase, or soon thereafter. We accept payment by all major debit and credit cards and payments will be taken by our online payment partner, Stripe.

We will take all reasonable care, in so far as it is within our power to do so, to keep the details of your order secure. However, if we are not negligent, we cannot be held liable for any loss you may suffer if a third party gains unauthorised access to the data you provide when accessing our site. On rare occasions, order confirmation emails are misdirected as spam by incoming mail servers. Therefore, if you do not immediately receive an order confirmation email, please check your junk folder. We are of course happy to resend confirmation via a non-automated email. Please contact our customer service team: [sales@oakboards.co.uk](mailto:sales@oakboards.co.uk).

We reserve the right to refuse to process a transaction for any reason or provide a service to anyone at any time at our sole discretion.

### PRODUCT INFORMATION

All products are subject to availability and we reserve the right to withdraw products at any time and/or remove or edit content on this website. Despite our very best efforts to ensure product information is current and correct, we cannot guarantee the absence of errors. If there is a clear error or omission in the product description, we will notify you prior to dispatch of your order and refund you in full if you wish to cancel your order once the information has been corrected and applied to your order.

Product imagery is offered as good representation of the product but, for reasons beyond our control, we cannot be responsible for the colour accurateness of products viewed online or on printed media. Made to order products may differ slightly from product imagery but are a result of the handmade nature of these products. Please note that due to the bespoke nature of made to order products, we are unable to offer refunds on these items unless they are found to be faulty. In this rare circumstance that the item is faulty, you will be offered a full refund or the chance to receive a replacement.

### NATURAL TIMBER MATERIAL

Timber is a natural material, and as such, it has inherent variations and characteristics that are not considered defects. These natural features can include, but are not limited to:

- Grain variations
- Colour differences

- Knots and small imperfections
- Minor surface splits or cracks (often known as "checking")
- Colour changes over time due to exposure to light or air

These characteristics are a natural part of the material and can vary from product to product. They contribute to the unique beauty of each piece of timber and should be appreciated as part of the product's natural appeal.

While we take every care to select and supply timber of the highest quality, we cannot guarantee the exact appearance of each piece as it may differ from photographs or sample images.

Such variations do not qualify as defects, and we are not responsible for returns or refunds based solely on these natural characteristics.

#### SAMPLES

Samples cannot convey the variation in grain, colour and tone which are inevitable in all timber products. Notwithstanding that any sample may be supplied no sale shall be deemed to be sale by sample unless explicitly described as such.

#### DISCOUNTS & OFFERS

You may be entitled to discounts. Any and all discounts will be at our discretion.

#### STOCK SHORTAGES

If stock is unavailable and your order cannot be fulfilled, we will notify you with the option to claim a full refund or agree to wait until the product becomes available.

#### DELIVERY

Orders, under normal circumstances and within our control, should arrive within 5-7 working days for standard items and 10 working days for made-to-order products. You will be advised of any delay or if the item is not available. All our UK mainland and international deliveries are made via our selected couriers.

Please note that most of our courier provide delivery tracking however we cannot be held responsible for their service. If you require delivery with full tracking and signature, please get in contact with us before placing your order.

Please refer to our delivery information in our Help Centre for more information and details for applicable charges.

If a delivery attempt is unsuccessful because no one is available to accept the goods, there is an unsuitable place to leave the goods or if the delivery address is incorrect or incomplete, additional delivery charges may apply for reattempting the delivery.

#### CANCELLATIONS

You may cancel your order at any time so long as the item(s) have not been processed. Cancellations must be made in writing to [sales@oakboards.co.uk](mailto:sales@oakboards.co.uk). We will confirm the status of the order and where it's possible to cancel the order, you will be refunded in full.

## RETURNS

If for any reason you are unhappy with your purchase, please let us know. We ask that you contact us within 5 working days of receipt email to: [sales@oakboards.co.uk](mailto:sales@oakboards.co.uk) . All items should be returned within 10 working days of receipt in a resalable condition. Made to order items may only be returned if they are found to be faulty.

Returned goods should be unused, undamaged, and in their original packaging, where possible. We reserve the right to deduct the cost of damage or missing parts from your refund if the goods are returned in an unsatisfactory condition

You are responsible for the costs to return your items however please contact us first as we may be able to arrange for the return more efficiently.

Please return any items to [Oakboards.co.uk](http://Oakboards.co.uk), C/O H&H Forestry, Bridgelands Farm, Ingrams Green Lane, Iping, West Sussex, GU29 0LJ, unless otherwise advised.

Please retain proof of shipment until we have confirmed receipt of your returned goods.

## FAULTY GOODS OR GOODS DAMAGED IN TRANSIT

In the unlikely event that a parcel arrives damaged or faulty, you must contact us within 5 working days of receipt by email at: [sales@oakboards.co.uk](mailto:sales@oakboards.co.uk). All items should be returned within 10 working days of receipt. You will have the option to receive either a replacement or a full refund back to your original payment method. We will reimburse the cost of standard return postage up to the value of the original order postage. Please contact us first as we may be able to arrange for the return more efficiently.

Please see RETURNS for information on how to return your goods.

## EXCLUSION FOR RETURNS

We do not accept returns or offer refunds for products that have been damaged due to misuse, mishandling, or exposure to excessive heat. This includes, but is not limited to:

- Misuse: Using the product for purposes other than its intended use, including improper installation, maintenance, handling or storage.
- Heat damage: Exposure to high temperatures that may cause warping, discoloration, or other forms of damage to the product.
- Poor Installation: Any damage resulting from improper installation, including but not limited to incorrect fitting, inadequate preparation, or failure to follow recommended installation procedures, will not be covered under our return policy.
- Made to order and trimmed to size items may be returned if they are found to be faulty.

## CUSTOMER SERVICES

If you have any further queries, please contact us at [sales@oakboards.co.uk](mailto:sales@oakboards.co.uk). We will endeavour to respond to all complaints within 2 working days.

If you are not satisfied with how we have handled your complaint or issue, you may have the option to refer the matter to an Ombudsman. The Ombudsman is an independent service that can assist in resolving disputes fairly and impartially.

For more information on how to contact the Ombudsman, please refer to the Financial Ombudsman Service.

This service is available after you have exhausted all efforts to resolve the matter with us directly.

## ETHICAL TRADE

We recognise our responsibility to ensure that our suppliers have fair and ethical labour practices. We have published our [Supplier Environmental, Diversity and Inclusion and Social Policy Statement](#).

## SECURITY & PRIVACY

We respect your privacy and will treat all your personal information as confidential. We promise not to sell, disclose or distribute information about you as an individual other than for the sole interest of administering your order and ensuring that we provide the very best service to you.

We may contact you by using e-mail, other electronic communication methods, telephone and pre-paid post and you expressly agree to this by providing us your information.

To view our privacy policy please visit [www.oakboards.co.uk](http://www.oakboards.co.uk).

## DATA PROTECTION

When providing the Goods to the Buyer, the Seller may gain access to and/or acquire the ability to transfer, store or process personal data of employees of the Buyer.

The parties agree that where such processing of personal data takes place, the Buyer shall be 'data controller' and the Seller shall be the 'data processor' as defined in the General Data Protection Regulation (GDPR) as may be amended, extended and/or re-enacted from time to time.

For the avoidance of doubt, 'Personal Data', 'Processing', 'Data Controller', 'Data Processor' and 'Data Subject' shall have the same meaning as in the GDPR.

The Seller shall only Process Personal Data to the extent reasonably required to enable it to provide the Goods as mentioned in these Terms and Conditions, our privacy policy or as requested by and agreed with the Buyer, shall not retain any Personal Data longer than necessary for the Processing and refrain from Processing any Personal Data for its own or for any third party's purposes.

The Seller shall not disclose Personal Data to any third parties other than employees, directors, agents, subcontractors or advisors on a strict "need-to-know" basis and only under the same (or more extensive) conditions as set out in these Terms and Conditions or to the extent required by applicable legislation and/or regulations.

The Seller shall implement and maintain technical and organisational security measures as are required to protect Personal Data Processed by the Seller on behalf of the Buyer.

Further information about Oakboards.co.uk's approach to data protection are specified our Privacy Policy, which can be found on our website.

For any enquiries or complaints regarding data privacy, you can e-mail: [sales@oakboards.co.uk](mailto:sales@oakboards.co.uk).

## COPYRIGHT

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Images may be shared on social media platforms with proper attribution by crediting the website or the original creator of the image.

You shall not remove, alter, deface or tamper with any of the trade marks, names, numbers or other means of identification of ours used on the Goods or any accompanying documentation or packaging of the Goods, or allow anyone else to do so.

## DISCLAIMER

The information contained in this website is for general information purposes only. The information is provided by Oakboards.co.uk and while we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk. In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website. Through this website you are able to link to other websites which are not under the control of Oakboards.co.uk. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them. Every effort is made to keep the website up and running smoothly. However, Oakboards.co.uk takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

We or our contracted service providers, shall not be liable for any failure or delay in performing their obligations where such failure or delay results from any cause that is beyond the reasonable control of that party. Such causes include, but are not limited to: industrial action, civil unrest, fire, flood, storms, earthquakes, acts of terrorism, acts of war, governmental action or any other event that is beyond the control of the party in question.

Our total liability will not, in any circumstances, exceed the total amount of the price payable by you.

These Terms and Conditions shall be governed by and interpreted according to the law of England and Wales and all disputes arising under the Terms and Conditions (including non-contractual disputes or claims) shall be subject to the exclusive jurisdiction of the English and Welsh courts.

If one or more of these Terms and Conditions is found to be unlawful, invalid or otherwise unenforceable, that / those provisions shall be deemed severed from the remainder of these Terms and Conditions (which will remain valid and enforceable).

We reserve the right to amend these terms and conditions at any time. This does not affect your statutory right.

Oakboards.co.uk is a trading name of H&H Forestry Ltd

Registered Address: Toad Hall Cattawade Street, Cattawade, Manningtree, Suffolk, CO11 1RG,  
United Kingdom