

Refund & Cancellation Policy

This section describes how we apply refunds in the event of cancellations and outlines our policy. This policy does not affect your statutory rights.

Refund/Cancellation Policy:

At least one clear working days' notice is required to terminate the hiring of the skip/plant/grab lorry or to cancel aggregate delivery. Orders cancelled on the day of delivery may be subject to haulage charges if the skip/plant/grab/aggregate has left our depot.

Order cancellation must be confirmed by telephone or via email with our sales office.

Sales Office: 01608 730215

Email: office@banburyplant.co.uk

Skip road licence fees paid to the appropriate councils are non-refundable.

A refund can be payable once the skip has been delivered to the scheduled address minus the haulage costs and as long as the skip is empty.

A refund can be payable once the plant has been delivered to the scheduled address minus the haulage costs and as long as the plant has not been used.

Should there be insufficient access to the skip on delivery/exchange/collection a wasted journey fee may be applied.

Should there be insufficient access for the plant to be delivered/collected a wasted journey fee may be applied.

Should there be insufficient access for the aggregate to be delivered a wasted journey fee may be applied.

Should there be insufficient access for the grab lorry a wasted journey fee may be applied.