Jigsaw
Industrial Curtains

# Delivery & Payment

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Free carriage to mainland UK, payment choices and what to expect when ordering standard or made-to-measure curtains.

## Free mainland UK carriage

Carriage is free to anywhere in mainland UK. This includes mainland destinations in Scotland and Wales. Contact us before ordering for Northern Ireland, offshore islands, the Channel Islands, the Isle of Man or destinations outside the UK so we can confirm whether delivery is available and agree the price and arrangements.

A postcode accepted by an online payment service does not confirm an overseas or offshore delivery quotation. Tell us if you require an enhanced delivery service, a particular vehicle or other special handling; availability and any extra charge must be agreed in advance.

## Lead times and receiving your order

Product pages and individual quotations may give estimated lead times. Standard stock items and made-to-measure products can have different dispatch times. Your material, dimensions, quantity and manufacturing requirements affect the schedule. If a date is essential, obtain our agreement before placing the order.

We will explain a known delay and discuss revised arrangements. Consumer orders will be delivered within 30 days unless another period is agreed. Nothing in an estimated lead time removes applicable rights when delivery is late.

Give us a complete delivery address, postcode, contact name and telephone number. Tell us about restricted access, opening hours or handling needs before ordering. Any proposed redelivery or special handling charge will be discussed rather than assumed.

## Check the consignment

Compare the received items with the order and inspect the packaging and goods promptly. If anything is damaged, missing or incorrect, retain the packaging where practical, take photographs and contact info@stripcurtains.co.uk with your order reference. Reporting promptly helps investigation, but does not remove statutory rights if a fault is discovered later. Do not install or alter an item you believe has been supplied incorrectly until we have discussed it.

## PayPal and debit or credit cards

Checkout offers PayPal and eligible debit/credit card payment options supplied by PayPal. The available card options can depend on PayPal’s eligibility checks. Payment and address details are entered through PayPal’s checkout. Apple Pay and Google Pay are not currently enabled on this website.

The basket shows each item, quantity, unit price and line total, followed by subtotal, VAT and the amount payable. Review these details before paying. Once payment is confirmed, we send a thank-you email with a PDF VAT invoice. If a payment result is uncertain, use the payment-status check or contact us before trying to pay again.

## Bank payment and pro forma invoices

Use Request pro forma at checkout to receive the basket contents as a PDF pro forma invoice. Enter the name, address and email that should appear on it, and a purchase order reference if you have one. The email includes our payment information, and a copy is sent to our office.

Use the bank details and payment reference on the pro forma. Unless a different arrangement has been agreed, we need cleared payment before manufacture or dispatch. A pro forma is a payment request, not a VAT invoice or a receipt showing payment has been made. If you receive an unexpected request to change bank details, telephone us on 01260 272313 using the number published here.

## Official quotations and your records

Use Request a quote at checkout if you need an official PDF quotation for purchasing approval. Requesting this document does not place an order or take payment. Product references remain in the item descriptions so the quoted curtain specification can be identified when you contact us.

Quotes, pro formas, invoices and paid-order records are handled in Jigsaw Industrial Ltd's shared business administration system. Keep your product and document references. If an expected email does not arrive, check your spam folder and contact us before submitting a duplicate purchase.

## Changes, cancellations and refunds

Contact us immediately if you need to change a delivery address or custom specification. Changes depend on the order's progress and must be agreed. Our Warranty & Returns Policy explains standard-goods cancellations, custom-made goods, faulty items and refund arrangements. Read it alongside our Terms & Conditions before ordering.

For order and payment questions, email info@stripcurtains.co.uk or telephone 01260 272313, Monday to Friday, 09:00–17:00.

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