

From: Sterlingbuild <cs@sterlingbuild.co.uk>  
Subject: Sterlingbuild Order Acknowledgement: S180332  
Date: 9 January 2019 at 19:29:29 GMT  
To: duncannixon@me.com

## Order Acknowledgement

Thank you for shopping at Sterlingbuild, this is confirmation that your order has been received. Please read the content of this e-mail carefully as it contains important information about the delivery of your order.

Your satisfaction is important to us, so if you have any questions please don't hesitate to email or call us. When contacting us about this order, please be sure to include your order number.

<b>Order Number</b> S180332	<b>Order Date</b> 09/01/2019
<b>Customer Number</b> C108712	<b>Your Reference</b>
<b>Phone Number</b>	<b>Mobile Number</b> 07968137191
<b>Billing Address</b> Duncan Nixon 46 Bryn Siriol Hengoed Caerffili CF82 7TA	<b>Shipping Address</b> Duncan Nixon 1rhos y bettws Penpedairheol CF82 8BP United Kingdom

CF82 71A	United Kingdom
United Kingdom	
<b>Payment Method</b>	<b>Sales Person</b>
Credit/Debit Card	
<b>Delivery Service</b>	
Standard (UK Mainland)	
<b>Requested Delivery Date</b>	<b>Estimated Delivery Date</b>
	Monday 14 January 2019
<p><i>Please note: Although 99% of deliveries arrive on the scheduled date, this date cannot be guaranteed due to unforeseen circumstances (beyond our control) that may arise with our external hauliers.</i></p>	
<b>Delivery Instructions</b>	

## Detail

Quantity	Description	Unit	Net
1	Lightway Crystal 300 HP Extension Tube - 0.625m Length <i>LIG-3002011101</i>	£57.50	£57.50
1	Delivery <i>DELIVERY</i>	£5.00	£5.00
		Sub Total:	£62.50

	VAT:	£12 .50
	Total:	£75 .00

## Other important information:

### Access

As some delivery vehicles can be quite large, it is important to inform us of narrow lanes or obstacles that could affect the delivery vehicles reaching your delivery point.

### Signature required

Our deliveries are made by third party companies who will require a signature on receipt of your order. If this is not possible please try to make us aware of this beforehand.

### Delivery times

Deliveries are generally made between 8am-6pm Monday to Friday. Once items have been despatched you will receive an e-mail which will have the courier tracking details in.

### Changes and cancellations

Please check your order carefully. Changes can be made but once the order is processed and despatched which in some cases can be the same day, no changes

can be made.

## Returns

Please check all items on arrival. Any damages reported after 24 hours of delivery cannot be claimed for. Items ordered incorrectly can be returned using our online returns form subject to a return carriage charge. For more information please visit our website at <https://www.sterlingbuild.co.uk/page/returns>

## Contact Us

Call us at +44 (0) 1303  
258641

Email us at  
[cs@sterlingbuild.co.uk](mailto:cs@sterlingbuild.co.uk)

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