Delivery policy

Express Skylights | Version 2026-11-27-v1 | Effective 27 November 2026

Return collection

Change-of-mind returns of bulky goods: Titan collection costs £50.

For safe coordination, contact sales@expressskylights.co.uk first; this is not a condition of statutory cancellation. The £50 applies only to change-of-mind return collection, not outbound delivery. Express Skylights bears applicable statutory return costs for faulty, damaged or misdescribed goods. See Returns and cancellation for your rights and refund timing.

One delivery charge and coverage

£120 including VAT (£100 net + £20 VAT) once per non-empty order across stock skylights, roof lanterns and configured bi-folds. Quantities or mixed deliveries do not duplicate it.

Covered regions: London, Essex, Hertfordshire, Kent, Surrey, Berkshire, Buckinghamshire, Bedfordshire, Cambridgeshire, Suffolk, Norfolk, Oxfordshire, East Sussex, West Sussex. Full postcode coverage is checked before online payment. Outside coverage requires an agreed quote, not an automatic online order. Any extra access/address charge requires express pre-order agreement.

Lead times and agreed delivery

Flat rooflights and roof lanterns: 10–15 working days (estimated). Bespoke bi-folds: 15–25 working days (estimated, subject to manual supplier approval before manufacture). Mixed orders: Mixed orders containing skylights/roof lanterns and bespoke bi-fold doors are delivered separately at no extra delivery charge.

These are existing estimates, not guaranteed dates. Confirm the agreed period when accepting the order; a longer-than-30-day delivery period must be agreed, not assumed from an estimate. Unless a different period is agreed, delivery must be without undue delay and within 30 days of the contract.

If an agreed deadline is missed, you can normally set an appropriate additional delivery period and cancel if it is missed. Where we refuse delivery or timely delivery is essential in the statutory circumstances, you may terminate without an additional period. We refund payments without undue delay after valid termination. No blanket delay-liability exclusion applies.

Supply-only dispatch and transit risk

Goods are supplier-dispatched on a supply-only basis. Please discuss safe access and practical unloading arrangements with us before ordering. Any special arrangements or charges must be agreed before the order, not imposed afterwards.

We bear the risk of loss or damage until you, or a person you identify other than the carrier, takes physical possession. The statutory exception is where you independently commission a carrier we did not offer: risk passes on delivery to that carrier, without affecting your rights against it. Supplier responsibility for transit damage does not remove our obligations.

Report damage promptly where practical, with photos if available, but there is no short reporting deadline that forfeits legal rights. A signed delivery note does not alone prove freedom from concealed damage.