

Terms of Business

Effective Date: 29/08/2025

Business Name: Dylan Johnston t/a Glenview Steel

Address: Unit L, Hangar 17, Silloth Airfield, Cumbria, CA7 4NP

Email: dylan@glenviewsteel.co.uk

Phone: 07538212202

1. Introduction

These Terms of Business govern all sales of goods and services between Dylan Johnston t/a Glenview Steel (“we”, “us”, or “our”) and the customer (“you” or “your”). By placing an order, you agree to be bound by these terms.

2. Products

All products are hand-crafted. Many items are made to order and may vary slightly from images shown. Custom designs may require additional time and consultation. Responsibility for the product / order changes from us to you on delivery / collection / installation. Ownership of the product changes from us to you on us receiving the full payment.

3. Orders

Orders for stock items can be placed via our website or by direct communication, orders for bespoke items must be placed via direct communication. An order is not confirmed until we have received either payment in full or a 50% deposit depending on the product, this is at our discretion and will be communicated in advance. Once an order is confirmed, you will receive an acknowledgment via either email, text or Whatsapp. We reserve the right to refuse or cancel any order for any reason. For Bespoke items we may offer a CAD visualization, there may be a fee for this which will be deducted from the final price if you go ahead with the order.

4. Pricing and Payment

All prices are in GBP.

Stock items - For online orders delivery charges are calculated at checkout, for orders placed via direct communication delivery charges will be included in the estimate or quote. For online orders payment is required in full at the time of ordering via Online store, PayPal, Bank Transfer or Cash. For direct orders payment is required in full before the products leave our premises via Bank Transfer, Card or Cash.

Bespoke items – Delivery charges for bespoke items will be included in the estimate or quote. For items that we aren't required to install full payment must be received via Bank



transfer, Card or Cash before the product leaves our premises. We reserve the right to charge a 50% deposit before materials are ordered, or work starts. For products that we install we may offer payments as 50% deposit then 50% on completion.

5. Delivery

We ship to different areas depending on the product, large items that require us to install are shipped within Cumbria, smaller items available through our web store are shipped to mainland UK. Standard dispatch times are 3 business days for in-stock items and anywhere up to 3 months for made-to-order or custom products. Delays beyond our control (e.g. couriers, weather) will be communicated as soon as possible.

6. Returns & Refunds

If you're not satisfied with a stock product, you may return it within 14 days of delivery in unused condition. Bespoke items are non-returnable unless defective. Refunds are issued within 7 days of receiving the returned item.

To start a return, contact us at dylan@glenviewsteel.co.uk. Return postage is the customer's responsibility unless the item is faulty.

7. Cancellations

Orders for stock products may be cancelled within 24 hours of purchase. Custom orders cannot be cancelled once materials have been ordered or work has begun.

8. Warranty

We guarantee our products are free from defects in materials and craftsmanship for 12 months. This warranty does not cover misuse, weathering, or normal wear and tear.

9. Liability

Our liability is limited to the purchase price of the product. We are not responsible for indirect or consequential losses.

10. Intellectual Property

All designs, images, and content are the property of Dylan Johnston t/a Glenview Steel and may not be used or reproduced without written permission.

11. Data Protection

We process personal data in accordance with applicable laws. For full details, see our Privacy Policy.

12. Governing Law

These terms are governed by UK laws. Disputes shall be resolved in the courts of England and Wales.



13. Changes to Terms

We reserve the right to update these Terms at any time. Changes will be posted on our website.

