

1. About Us

Rendit Limited (“Rendit”, “we”, “us”, or “our”) operates the website www.rendit.co.uk.

Registered office:

Rendit Limited
Unit 8 Carrside Park Industrial Estate
Hatfield
Doncaster
South Yorkshire
DN7 6AZ

Registered in England and Wales: 2960488

VAT Number: GB 642 7778 06

Email: support@rendit.co.uk

Telephone: 01302 884385

2. These Terms

2.1 These Terms apply to all orders placed through our website, by telephone, or by email.

2.2 Separate terms may apply to trade account customers and business customers.

2.3 If you are a consumer, these Terms do not limit any rights you have under UK consumer protection law.

2.4 We may update these Terms from time to time. The version in force at the time you place your order will apply.

3. Placing an Order

3.1 By placing an order, you are making an offer to purchase goods from us.

3.2 After placing an order, you will receive an acknowledgement email confirming receipt of your order. This does not mean your order has been accepted.

3.3 A contract between you and Rendit is formed only when we send you an order acceptance or dispatch confirmation email.

3.4 We reserve the right to refuse or cancel orders where:

- products are unavailable;
- payment cannot be authorised;
- there has been a pricing or description error;
- we reasonably suspect fraudulent activity.

3.5 Product images are for illustration only. Colours and packaging may vary slightly from those shown.

3.6 Product specifications, dimensions, coverage rates, and technical information are provided in good faith but may vary slightly between manufacturers or production batches.

3.7 These Terms are governed by the laws of England and Wales.

3.8 Product descriptions, technical information, coverage estimates, calculations, application guidance and recommendations provided by Rendit, whether on our website, in writing, by email, by telephone or verbally by our staff, are supplied in good faith on the basis of information available to us at the time. Unless expressly agreed otherwise, such information is general guidance and is not a site-specific specification, design, survey or professional assessment.

3.9 Before ordering or using goods, customers should assess whether the products and proposed systems are suitable for their intended purpose, substrate, project, environmental and site conditions, and any applicable regulatory or contractual requirements. Customers should review the current manufacturer's technical data sheets, application instructions, safety information and relevant system approvals, and obtain suitably qualified professional or manufacturer advice where appropriate.

3.10 Any recommendation we make may depend on the accuracy and completeness of information supplied to us. Customers should tell us about relevant project requirements, substrate conditions, existing coatings, exposure, compatibility concerns and other material circumstances. We are not responsible for problems caused by materially inaccurate or incomplete information supplied by a customer, to the extent permitted by law.

3.11 Our staff may assist with product selection and general application questions, but this does not ordinarily amount to a guarantee that a product or system is suitable for a particular project. Where a customer needs confirmation of suitability for a specific purpose, they should explain that purpose to us before entering into the contract and request written confirmation. We will not be taken to have carried out a site inspection, structural assessment or design service unless expressly agreed in writing.

3.12 Products should be stored, prepared, mixed, installed, cured and maintained in accordance with the applicable manufacturer's instructions and relevant standards. Customers and their contractors are responsible for workmanship and site practices within their control. We are not responsible for loss or damage caused by improper storage, unsuitable preparation, incorrect application or failure to follow instructions, except where the law provides otherwise.

3.13 Nothing in clauses 3.8–3.12 excludes or restricts liability for negligent advice, misrepresentation or breach of contract where such liability cannot lawfully be excluded or restricted. In particular, these clauses do not affect consumers' statutory rights, including where a consumer makes a particular purpose known to us and reasonably relies on our skill or judgement, or where pre-contract information forms part of the contract.

3.14 Manufacturer specifications and recommendations may change. Customers should check that they are using the current documents for the specific product and system. Where Rendit expressly agrees a particular specification or performance requirement as part of a contract, that agreement takes precedence over any inconsistent statement in these general guidance clauses.

4. Prices and Payment

- 4.1 All prices displayed on our website are in pounds sterling (£) and include VAT where applicable.
 - 4.2 Delivery charges are shown separately during checkout.
 - 4.3 Payment must be made in full before dispatch unless you hold an approved credit account.
 - 4.4 We accept payment by major debit and credit cards and any other payment methods shown on our website.
 - 4.5 Promotional prices and offers are valid only during the stated promotional period.
 - 4.6 We reserve the right to correct obvious pricing errors before accepting your order.
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5. Delivery

- 5.1 Estimated dispatch and delivery times are provided for guidance only and are not guaranteed.
 - 5.2 We will take reasonable steps to deliver goods within the estimated timescales.
 - 5.3 We currently deliver to mainland UK addresses. Additional charges or restrictions may apply to remote areas.
 - 5.4 Deliveries may arrive in instalments.
 - 5.5 Risk in the goods passes to you when the goods are delivered to the delivery address.
 - 5.6 Ownership of goods passes to you once payment has been received in full.
 - 5.7 You are responsible for ensuring suitable access for delivery.
 - 5.8 Some products are heavy and may require assistance during unloading. Any specific delivery restrictions should be notified to us before dispatch.
 - 5.9 If delivery cannot be completed because no one is available to receive the goods or access is unsuitable, additional delivery charges may apply.
 - 5.10 You should inspect goods as soon as reasonably possible after delivery and notify us promptly of any visible damage, shortages, or incorrect items.
 - 5.11 Nothing in these Terms limits your statutory rights regarding goods damaged in transit or supplied incorrectly.
 - 5.12 We are not responsible for delays caused by events outside our reasonable control, including severe weather, transport disruption, supplier delays, industrial disputes, or other force majeure events.
-

6. Your Right to Cancel (Consumers Only)

- 6.1 If you are purchasing as a consumer, you have the right to cancel your order within 14 days without giving any reason.

6.2 The cancellation period expires 14 days after the day you receive the goods.

6.3 To exercise your right to cancel, you must notify us clearly by email, telephone, post, or by using our cancellation form.

6.4 You must return the goods within 14 days of notifying us of cancellation.

6.5 You are responsible for the direct cost of returning goods unless the goods are faulty or incorrectly supplied.

6.6 You may inspect the goods as you would in a retail shop, but you are responsible for any reduction in value resulting from handling beyond what is reasonably necessary.

6.7 We will refund the price paid for the goods and the standard cost of delivery within 14 days of:

- receiving the returned goods; or
- receiving evidence that the goods have been returned.

6.8 We will refund you using the same payment method used for the original transaction unless agreed otherwise.

6.9 Cancellation form can be downloaded here: [Download Cancellation Form.](#)

7. Exceptions to the Right to Cancel

7.1 The right to cancel does not apply to:

- goods made to your specification or clearly personalised;
- custom-tinted or specially manufactured products;
- sealed goods which are not suitable for return for health or hygiene reasons once unsealed;
- goods liable to deteriorate or expire rapidly.

7.2 Products such as cement-based materials, renders, adhesives, liquids, coatings, and similar products may have limited shelf lives or storage requirements.

7.3 We may refuse returns where products have deteriorated due to improper storage, handling, exposure to moisture, frost, heat, or contamination after delivery.

7.4 Nothing in this section affects your legal rights if goods are faulty, misdescribed, or not fit for purpose.

8. Faulty, Damaged, or Incorrect Goods

8.1 Under the Consumer Rights Act 2015, goods supplied to consumers must be:

- of satisfactory quality;
- fit for purpose;

- as described.

8.2 If goods are faulty, damaged, or incorrect, please contact us as soon as reasonably possible.

8.3 We may request photographs or additional information to help assess the issue.

8.4 Where goods are confirmed to be faulty or incorrectly supplied, we will offer an appropriate remedy, which may include:

- repair;
- replacement;
- price reduction; or
- refund.

8.5 Your statutory rights may include a short-term right to reject faulty goods within 30 days of delivery.

8.6 Manufacturer warranties are provided in addition to your statutory rights.

8.7 Natural variations in colour, texture, shade, and batch consistency are common in render and cement-based products and do not necessarily indicate a fault.

8.8 Minor packaging damage that does not affect product usability may not qualify as a product defect.

9. Returns Process

9.1 Returned goods should be adequately packaged to prevent damage during transit.

9.2 We recommend obtaining proof of postage or collection.

9.3 We may make deductions from refunds where returned goods show signs of unreasonable use or damage.

9.4 We reserve the right to refuse returns that fall outside statutory rights or our stated returns policy.

10. Business Customers

10.1 If you purchase goods wholly or mainly for business purposes, certain consumer rights will not apply.

10.2 Business orders may only be cancelled with our written agreement.

10.3 Business customers must inspect goods promptly on delivery and notify us within a reasonable time of shortages, damage, or incorrect goods.

10.4 Except where prohibited by law, our liability to business customers is limited to the value of the goods supplied.

10.5 We are not liable for indirect or consequential losses suffered by business customers, including loss of profits, contracts, or business opportunity.

11. Credit Accounts

11.1 Credit facilities are subject to approval.

11.2 Payment terms for approved credit accounts are 30 days from invoice date unless otherwise agreed in writing.

11.3 We reserve the right to suspend or withdraw credit facilities if invoices remain unpaid.

11.4 Interest may be charged on overdue accounts in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

11.5 Title to goods remains with Rendit until payment has been received in full.

12. Limitation of Liability

12.1 Nothing in these Terms excludes or limits liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation;
- breach of statutory rights;
- any liability that cannot legally be excluded.

12.2 Subject to clause 12.1, we are not liable for:

- losses that were not foreseeable;
- business losses suffered by consumers;
- delays caused by events outside our reasonable control.

12.3 Subject to clause 12.1 and to applicable law, our total liability relating to any order shall not exceed the total amount paid for the goods concerned. This limit does not apply where it would unlawfully restrict a consumer's statutory remedies or where a restriction is otherwise unenforceable.

12.4 For business customers, any exclusion or restriction of liability in these Terms, including clauses 10.4, 10.5 and 12.3, applies only insofar as it satisfies any applicable requirement of reasonableness under the Unfair Contract Terms Act 1977.

13. Website Use

13.1 All content on this website is owned by or licensed to Rendit Limited.

13.2 You may view, print, and download content for personal use only.

13.3 You must not reproduce, distribute, or commercially exploit website content without our written permission.

13.4 We aim to keep the website accurate and available, but we do not guarantee uninterrupted access or error-free operation.

14. Privacy

14.1 We process personal data in accordance with our Privacy Policy.

14.2 Our Privacy Policy explains how we collect, store, and use your personal information.

15. Complaints

15.1 If you have a complaint, please contact us using the details below:

Email: support@rendit.co.uk

Telephone: 01302 884385

15.2 We will aim to respond to complaints within a reasonable timeframe.

16. Governing Law

16.1 These Terms are governed by the laws of England and Wales.

16.2 Any disputes will be subject to the jurisdiction of the courts of England and Wales unless mandatory consumer laws provide otherwise.

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Last updated: 09 Oct 2026

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Please read these Terms carefully before placing an order. They explain who we are, how we supply products to you, your legal rights, and other important information.

Nothing in these Terms affects your statutory rights under UK consumer law, including your rights under the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013.

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12.2 Subject to clause 12.1, we are not liable for:

- losses that were not foreseeable;
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