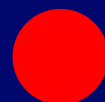




RETURNS & ORDER CANCELLATION POLICY

Issue Date: July 2026





1 Purpose

This policy explains how Lavan Quarries manages customer order cancellations, product returns and product quality concerns.

Our aim is to deal with customers fairly, consistently and practically while recognising the nature of quarry products and transport logistics.

2 Order Cancellations

Customers are encouraged to notify Lavan Quarries as soon as possible if they wish to cancel or amend an order.

Where an order has not yet been loaded or dispatched, we will make every reasonable effort to accommodate the request.

Once a vehicle has been loaded or dispatched, cancellation may not be possible, and any costs reasonably incurred by Lavan Quarries may be chargeable.

3 Changes to Orders

Where practical, we will work with customers to amend quantities, delivery dates or product requirements before dispatch.

Requests received after loading or during delivery may not always be possible to accommodate.

4 Returns

Due to the nature of quarry aggregates, products cannot generally be returned once they have been delivered and unloaded.

This policy helps ensure product quality, traceability and consistency for all customers.

Returns will only be considered in exceptional circumstances and entirely at the discretion of Lavan Quarries.

5 Product Quality

Lavan Quarries is committed to supplying products that meet the agreed specification and our quality standards.

If a customer believes that material supplied does not conform to the agreed specification or is otherwise defective, they should notify us as soon as reasonably possible.



Where appropriate, we may request:

- the delivery docket number;
- the delivery date;
- photographs of the material;
- details of the concern; and
- where practical, an opportunity to inspect the material before it is used.

Following investigation, where Lavan Quarries determines that the material supplied does not meet the agreed specification, we will work with the customer to agree an appropriate remedy. This may include replacement material, a credit or another reasonable commercial solution.

6 Delivery Issues

Customers should notify us promptly if they believe there has been:

- an incorrect product supplied;
- an incorrect quantity delivered;
- damage caused during delivery;
- or any other delivery-related issue.

Early notification allows us to investigate the matter while information remains available.

7 Customer Responsibilities

Customers can assist us by:

- ordering the correct product for the intended application;
- providing accurate delivery instructions;
- ensuring safe and suitable site access for delivery vehicles;
- inspecting materials before they are incorporated into the works where reasonably practicable; and
- notifying us promptly if any issue arises.

8 Our Commitment

Lavan Quarries is committed to dealing with every genuine concern fairly, promptly and professionally.

Where mistakes occur, we will investigate them openly and work constructively with our customers to reach a practical and reasonable resolution.



9 Policy Review

This policy will be reviewed periodically to ensure it remains appropriate for the needs of our customers and our business.

Approved on behalf of Lavan Quarries

David O'Flynn

Managing Director

Issue Date: July 2026