

ENGINEERS OF UNDER FLOOR STRUCTURES AND  
ACCESSORIES FOR ACCESS FLOOR INSTALLATION

Directors: N.H. Grainger, J.M. Grainger  
I. Grainger, R. Grainger  
Registered No. 576097 England



Regd. Office CENTURY WORKS,  
8, GAWNE LANE, CRADLEY HEATH,  
WEST MIDLANDS, B64 5QY

Telephone: 01384 637777

Fax : 01384 637111

Website: [www.isaacgrainger.co.uk](http://www.isaacgrainger.co.uk)

Email: [Liz@isaacgrainger.co.uk](mailto:Liz@isaacgrainger.co.uk)

### **Card Payment Privacy Policy**

Isaac H.Grainger & Son Ltd are fully compliant to the Payment Card Industry Data Security Standards (PCI DSS) Version 2.0 and all legal obligations under the Data Protection Act 1998.

At the time of purchase, we may ask for the following information:

- The 16 digit card number
- The expiry date
- The CV2 code (3 – 4 digit security code located on the reverse of your card)
- The name & address of the person / business whom the card is registered to

**Isaac H.Grainger & Son Ltd will never ask for your four digit Personal Identification Number (PIN).**

All debit / credit card data is submitted live to Sage Pay for processing at the time of purchase and for your security, it is not stored, saved or shared with any other third party at any point by Isaac H.Grainger & Son Ltd.

### **Refund / Cancellation**

In the event of a card payment being made in error, please contact us as soon as possible by emailing [sales@isaacgrainger.co.uk](mailto:sales@isaacgrainger.co.uk). Please quote your full company name, the date and amount paid.

Alternatively if we notice that a payment has been duplicated or received in error, we will contact you and arrange for the amount to be refunded.

We will endeavor to submit all refunds within 5 working days.

**If you require any additional information or payment assistance please contact us at [sales@isaacgrainger.co.uk](mailto:sales@isaacgrainger.co.uk) or telephone on 01384 637777.**