



## **Delivery Procedure Terms - Please observe to Prevent any Problems**

**If ANY delivery turns up and ANY part of it is damaged or missing please DO NOT sign for or accept the delivery. Please inspect the goods whilst the driver is present. If items are signed for, they are signed for as received in good condition which makes a claim for damage impossible.**

### **Post Office:**

Smaller items usually less than 1.5kg are delivered using first or second class delivery. With this service we are generally unable to ask for items to be left in a safe place. In the instance you are not in, a card should be left to inform you where you can collect your item. If collection is not made within around 1 week the items may well be returned to us. If items are returned to us we can arrange re-delivery but this is charged for at the same rate you paid initially\*. If you no longer want the item we can refund your payment minus the initial delivery and packing costs.

*\*if initial delivery was free you will be charged our standard rate for re-delivery*

### **Parcel Force / Parcel Courier:**

Items up to 30kg are usually delivered with Parcel Force or similar small parcel carrier. We can specify special instructions on these deliveries but the standard procedure is the same as the post office above and if you are not in they will leave a card and advise how to arrange re-delivery or collection. In our experience if you ask for it to be left somewhere specific the driver usually will assist if possible. We advise that if you do need something leaving you have to take responsibility for the condition of the item and that it won't go missing. Our advice is ALWAYS to open your item and thoroughly inspect it prior to signing whilst the driver is present.

Again, if a delivery is missed and contact is not made to the courier after a week or so the items will be delivered back to us. We can arrange re-delivery but this is charged for.

### **Pallet Deliveries:**

Pallet deliveries can be made on any type of truck from 7.5tonne vehicles to 40 foot articulated trucks. This is determined by the delivery company's route. If you have any access restrictions please inform us ASAP and we can request delivery on a smaller 7.5tonne vehicle. We cannot offer any smaller vehicles than this as standard. If needed we can price for transit van delivery but this will be at least double the delivery charge.

For all pallet deliveries from 1 pallet to full loads we expect you to have offload facilities in place. We can offer a pump truck and/or tail lift service for most deliveries, please request this ASAP. When pump truck and tail lift offload is requested the driver will offload in the most suitable place, not always on your property as the pump truck cannot go over rough terrain and kerbs etc. If there are no safe flat areas pump-truck offload will not be appropriate.



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Pallet deliveries will only be attempted once for the standard delivery charge. We can request at your risk that items are left somewhere safe. In the instance that you are not in to receive the delivery and we cannot contact you to establish a suitable place to leave the items they will be taken back to the depot. Re-deliveries can be arranged but there is a charge of approx 80% of the initial delivery (varies). Collection is available in most instances from the pallet networks local depot.



In certain circumstances your delivery may be made by an artic truck full of our product going to multiple locations. Please refer to your delivery note and only take your items from the truck. Collecting and re-delivering incorrectly off loaded items can become costly. If in doubt please call us and we can advise you on what should be removed and also liaise with the delivery company to make sure the correct items are selected.

With all our deliveries you will receive an email with the estimated day of delivery where an email address has been supplied. We cannot guarantee this day will be exact but it will give you the best estimate available.

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