



Delivery Requirements



DELIVERY ADDRESSES

- * Orders can only be supplied to the address entered by you when placing your order.
- * In instances of incorrect delivery addresses being entered during the order process, or where the buyer is unable to ensure that the goods can be signed for upon delivery, upon request we will cancel and refund the order to enable it to be re-placed.
- * It is the responsibility of the person / organisation placing the order to make us aware before placing their order of any fact that might impede our ability to deliver the order, or that we might reasonably need to be aware of. These facts include (but are not limited to):
 - Gates requiring keys or codes to access
 - Restrictions such as slopes, inclines, walls, gravel paths, mud, water, phone lines etc
 - Trees.
 - Shared access.
 - Narrow roads / drives
 - Parking issues caused by parked cars / vehicles
 - Low bridges
 - Proximity to schools, places of worship, hospitals, road crossings, railways crossings, entrances
 - Parking restrictions such as red lines, yellow lines, chevrons etc.
- * If in doubt please make us aware.
- * If we are unable to carry out a delivery having not been made aware of any issue that might affect our ability to do so will result in any costs incurred being deducted from any refund given at our discretion.
- * If we are unable to carry out a delivery as someone is not on site to check & receive the goods (despite confirmation having been received beforehand that someone will be on site to check & receive the goods) will result in any costs incurred being deducted from any refund given at our discretion.

DELIVERY: GENERAL

Please note:

- * Any delivery dates or periods quoted by the Company are estimates only, given in good faith and the Company shall not be liable for any loss or damages whether direct or consequential resulting from any failure to meet such delivery dates or periods.
- * Ensure you have the facilities in place to offload and accept your order.
- * We deliver on both rigid and 40ft artic lorries. Please advise us at point of sale your access requirements.
- * Our carriers normally deliver between 8am & 5pm - however deliveries outside of these hours may be made by prior arrangement.

TRACKING YOUR DELIVERY

For details on tracking your delivery, please ring our office.



SIGNING FOR GOODS

- * Upon receipt of your order you will be asked to sign for the goods received, and they they are in good condition.
- * PLEASE CHECK THE CONDITION OF THE GOODS AND PACKAGING BEFORE SIGNING FOR THE GOODS.
- * If the package / pallet does not appear to be in good condition then please refuse the delivery or if you wish to accept the goods, ensure that the driver's paperwork is marked up with details of the damage, that you retain a copy of the paperwork and that we are advised immediately.
- * Please note that signing for the goods constitutes acceptance of them without reservation and will affect your ability to report claims for damages / loss at a future date, unless you have marked the delivery paperwork up with details of the loss / damage that you have retained a copy and have advised us immediately.
- * If the goods that are delivered are not what you ordered, are damaged or defective, or the delivery is of an incorrect quantity, we shall have no liability to you unless you notify us in writing, at our contact address, of the problem immediately. Please note that reports of issues relating to deliveries to us must be made in writing.
- * Please ensure that someone is in to receive the goods as all orders will require a signature on delivery.
- * Please supply a contact number in case we need to contact you to clarify your address.
- * If we are unable to carry out a delivery having not been made aware of any issue that might affect our ability to do so will result in any costs incurred being deducted from any refund given at our discretion.
- * If we are unable to carry out a delivery as someone is not on site to check & receive the goods (despite confirmation having been received beforehand that someone will be on site to check & receive the goods) will result in any costs incurred being deducted from any refund given at our discretion.

LIABILITY:

- * Whilst we will make every effort to deliver within the time stated on our website, we will not be liable for any loss caused to you by late delivery.
- * Please notify us as soon as possible either by telephone or email if you do not receive your goods within the estimated delivery date.
- * We shall not be liable for any delay in delivery of the goods however caused. If we fail to deliver the goods (or any part of) for any reason, other than any cause beyond our reasonable control or your fault, and we are accordingly liable to you, our liability shall be limited to the price of the goods.
- * We strongly recommend that you do not arrange for contractors until you have received your goods.
- * We will accept no liability whatsoever, irrespective of how it was caused / who caused it, when deliveries are carried out under the direction of the consignee and / or their representative.

PLEASE NOTE

- * We strongly recommend that you do not arrange for contractors until you have received your goods.