

IMPORTANT DELIVERY INFORMATION

Delivery Company & Delivery Site

All deliveries are subcontracted to national pallet networks which involves central hubs, and independent local depots all over the country. Therefore it is important that we are informed, at the time of your order, of any restrictions that may cause any problems for the delivery lorry that is usually large. Thus, please try to ensure that any cars or other obstacles that may be present are removed before delivery. You may be charged for redelivery if you have not told us of any possible restrictions. The other restrictions you must let us know about are: parking restrictions & congestion charges, narrow lanes & roads, slopes, height restrictions & weak bridges.

Drop-off Point

The delivery driver cannot help with moving the products inside the delivery site, the load will be dropped at the nearest convenient point to the site, which could be the roadside. Anything you can do to help ensure the order can be dropped closer to your place would be appreciated. You (or somebody else on your behalf) must be there to receive the delivery, otherwise your delivery will not be off-loaded and you will be charged extra for redelivery. Please make sure that when delivery has been made all products are checked and delivery note is signed. We will not accept any discrepancies if delivery note is signed UNCHECKED. If you have asked someone else to receive the delivery on your behalf, they must be thoroughly informed of these conditions.

Economy vs. Next Day Delivery

Any orders received before 1.00 pm will be processed immediately and can be dispatched the same day. Any orders on next day service will be delivered on the following working day of dispatch. Orders on economy service will be delivered within 3-5 working days of dispatch. Please note under normal circumstances the haulage companies cannot specify any day for economy service deliveries, therefore your order could be delivered on the 2nd or the 4th working day. If you are not at the address of delivery when delivery is made, you will be charged for redelivery. Most nationwide deliveries are between the hours of 9 am to 6 pm. An additional charge will be made for a stipulated morning or afternoon delivery.

Procedures for Damaged Delivery

Please make sure that when delivery is made all products are checked and any breakages are stated clearly on the delivery note. This will ensure a speedy response from our customer services since all our deliveries are insured against breakages. In the event that you sign for the order that includes damaged products and do not clearly state on the delivery note of the damage we reserve the right to refuse any replacements or refunds. Please also note that we request a written confirmation of any breakages within 48 hours of the delivery arriving with you.

- 1 Check your delivery fully. If any damages have occurred, state in your delivery note and signed it as “damaged”. If you have not signed the delivery note “damaged”, then we reserve the right to refuse any replacements.
- 2 Inform us at once that they are damaged. We may ask you to send us a written confirmation of breakages.
- 3 Take digital photos of the damaged items, this will help the claim from the insurance company. Forward these images to us as soon as possible.