

PLEASE READ BEFORE PLACING YOUR ORDER.

1 DELIVERY METHOD

All orders will automatically be assigned to a suitable delivery method, either via our internal transport fleet or via a third-party courier service.

It is at the company's discretion to determine the most appropriate delivery method.



! All deliveries are kerbside only. We do not offer a HIAB service.

For further details, please refer to our [Delivery & Collections](#) page.

2 DATES & TIMES



Deliveries are carried out Tuesday to Friday.

! We are unable to provide or guarantee specific delivery times.

3 DELIVERY LOCATION & ACCESS RESTRICTIONS

Upon placing your order, you must inform us of any access restrictions or obstructions at the delivery address

Please add this information in the delivery notes section at checkout.

Please advise if the delivery address:

- ✓ Is near height or weight restrictions
- ✓ Is located on a narrow road
- ✓ Is affected by parked cars
- ✓ Requires access via a weak bridge
- ✓ Has a sloped driveway
- ✓ Has a gravel driveway or loose surface
- ✓ Has double red or yellow lines
- ✓ Has no suitable kerbside or unloading area
- ✓ Is near a school where access may be restricted at peak times.

! If you are unsure whether delivery is possible, please contact our office on **01902 784866** prior to placing an order.

4 INTERNAL TRANSPORT DELIVERIES

Deliveries made using our own vehicles will typically be carried out using a heavy goods vehicle approximately: 10.0m Long, 2.55mm Wide, 3.65m High



- ✓ Vehicles are fitted with rear-mounted moffet trucks for unloading.
- ✓ Products cannot be lifted over fences, walls or hedges.

! Suitable access must be available for a large vehicle.

5 THIRD-PARTY COURIER DELIVERIES

Courier deliveries will arrive on a pallet and will be unloaded using a pump truck.



- ✓ Deliveries are kerbside only.
- ✓ Moving goods onto a driveway is at the sole discretion of the driver.
- ✓ A hard, level surface is required for unloading.
- ✓ Pump trucks cannot operate on gravel, loose surfaces, or uneven ground.
- ✓ Surfaces must be solid, smooth, and not on a slope.

! While all delivery instructions are passed to the courier, we cannot guarantee they will be followed as this is outside of our control.

6 FAILED DELIVERIES & ADDITIONAL CHARGES

If a delivery fails due to access restrictions not disclosed at the time of ordering, additional charges may apply



Low bridges or height restrictions



Weight limits (e.g. 7.5 tonne restrictions)



Overhanging trees



School access restrictions



Narrow roads with parked vehicles.

! Suitable access must be available for a large vehicle.

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7 IMPORTANT NOTICE HIRING LABOUR OR GARDENERS

If you intend to hire a labourer or gardener to carry our work using the delivered products:



Deliveries can take place at any time during the day.



We cannot guarantee a specific delivery time.



We accept no liability for any costs incurred if labour is scheduled prior to delivery.

! We strongly recommend arranging any labour only after the goods have been delivered and inspected.

8 GENERAL DELIVERY NOTES



All deliveries are kerbside only.



Drivers will deliver to the nearest safe and accessible point.



It is the customers responsibility to ensure suitable access and unloading conditions.



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