

Deliveries

- **What is the lead time for delivery?**

If the product is in stock we usually can deliver 5-7 working days from order. If the product is not in stock please ask a member of staff as the majority of our products come from overseas.

- **Do you charge for delivery?**

The price of delivery depends on the location we are delivering to. Please ask staff for a price.

- **What is the size of the lorry used?**

Our lorries are 18 tonnes – about the size of a rubbish collection lorry (Please see below dimensions*) The driver will need to extend a crane leg 2 metres out on one side to stabilize the lorry. Please let us know if there are any restrictions for delivery. The vehicle must have clear access to the property. If the driver is unable to access the property and the delivery needs to be rescheduled, you will have to pay a redelivery fee.

- **How are the goods delivered?**

The product will be delivered on a pallet, crate or bulk bag. This will then be craned off the lorry using a hi-ab. We are only insured to provide a roadside delivery. Therefore it is down to the drivers discretion as to whether the lorry can go onto your driveway and a wavier will need to be signed. Delivery drivers are unable to carry the materials through to your back garden and items cannot be craned over cars.

- **Can I ask for an exact time of delivery?**

Our delivery drivers can deliver anytime between 8am and 4pm on your chosen delivery day. We do not provide tracking on our lorries and cannot guarantee an exact time. If you call on the morning of your delivery we will be able to narrow down a delivery time slot. This may vary due to traffic etc.

- **Does someone need to be in to receive the delivery?**

We recommend that someone is on site just in case the driver needs directions or help accessing the property. However this is not mandatory.

