



## DELIVERY INFORMATION





Natural stone & porcelain tiles are very heavy and wood planks are very bulky, therefore you may need to make arrangements to ensure that the delivery process does not encounter with any difficulties.

### Delivery Company

All deliveries are subcontracted to national pallet networks which involves central hubs, and independent local depots all over the country. Your delivery will be collected from our warehouse by the local depot of the pallet network, then will be transferred to the central hub where it is given to the local depot that covers the geographical within your area. You may have some special requirements, however due to high number of parties involved in your delivery may mean that the local depot at your end may not have been informed properly or may not be very accommodating.

### Delivery Site

Please inform us immediately if there are 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
-  height restrictions & weak bridges
-  slopes

### Drop-off Point

The delivery driver cannot help with moving the products inside the property, the load will be dropped at the nearest convenient point to your property either on your drive or the roadside. Anything you can do to help ensure we can drop the order closer to your home 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 12.00 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 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 2<sup>nd</sup> or the 3<sup>rd</sup> 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.