

HOME DELIVERY INFORMATION ENGLAND, SCOTLAND & WALES

IMPORTANT Please Read BEFORE Ordering

DELIVERY INFORMATION

Deliveries normally take place Monday to Friday, excluding bank and public holidays, usually between 8am to 6pm.

Deliveries are made using a tail lift vehicle, which requires a solid, flat surface for the offload.

Unless otherwise requested, all deliveries are to the kerbside only (e.g. in the road adjacent to the kerb). We recommend reserving some space for your delivery. The driver may attempt to place the product on a driveway at their discretion. Please note we cannot deliver onto a slope.

Please ensure you or your representative is available to sign for the delivery, otherwise, you may be liable for a re-delivery charge per pack if the goods are unable to be left.

Whilst every effort is made to deliver the products on the agreed delivery date, we cannot be held responsible for matters beyond our control that results in your products not arriving on the day specified.

We only ship to mainland England, Scotland & Wales. Scottish postcodes below will incur a surcharge.

PH1-7,14, DD, AB10-25, IV1-3,5,8-10, AB30-37,39-41,51, IV12-13, AB38, 42-45,52-56, IV7,11,30-36, IV4,6,14-28,40,52-54,63, PO30-41, PH8-13,15-16, PH17-19,49-50, PH20-34, KW1-14, PH35-44, PA24-26, IV41-51,53-56, KA27-28, PA20-23,27-78, HS, KW15-17 & ZE

SMALL ITEM COURIER

All small items such as Pointfix Jointing compound, paving sealers, and paving cleaners are sent via a separate courier service.



DELIVERY VEHICLE

Free deliveries are only made with a Tail-Lift Lorry. This will be a kerbside delivery (hard surface), using a pallet truck. We do not use crane lorries (Hi-ab)



ACCESS ROAD

The delivery point must have large vehicle access. The road must be wide enough, obstacle free and have room to turn for our 18 or 28 tonne Lorry.



ROAD SURFACE

The access road must be suitable for HGVs (Tarmac, block paving or concrete). Our lorries cannot operate rough, loose or soft ground.



HARD FLAT SURFACE



1000kg
1200mm (L)
1000mm (W)
1000mm (H)

DELIVERY POINT

Delivery is to kerbside road/property entrance. This must be a level/flat hard surface (Tarmac, block paving or concrete) to allow the pump truck to manoeuvre and position the delivery pallet/s (NOT Gravel. NOT Grass)

PALLET

The delivery driver will use a manual pump truck to manoeuvre the pallet. This means the surface cannot be gravel or grass and must be firm and flat. Ensure you have enough space to store your pallet/s.

SIGNATURE REQUIRED

Please ensure you inspect your goods upon delivery. If there is any obvious damage or breakage you can refuse to accept the delivery. If you are happy with the delivery a goods received signature is required.

- 1) Inspect Goods
- 2) Sign for Delivery

