

STANDARD DELIVERIES operate on a 2-5 working day basis. All EXPEDITED deliveries need to be placed before 12pm and will be delivered between 8:00am and 6:00pm on the delivery day. Due to using an external haulage company, delays sometimes occur that are beyond our control. Please find below requirements of delivery from the external haulage company:



Not a HIAB

Please note that the delivery will NOT be on a Hiab vehicle, so cannot be craned off. All deliveries are made with a tail lift offload.



Route To Your Property

Ensure the roads approaching your property are suitable for an 18-tonne vehicle. Please make sure the route has no weight restrictions, is free from low-hanging branches or obstacles (including parked cars) which may cause damage to, or obstruct, delivery vehicles.



Size Of Delivery Vehicle

Delivery will be made on a large 18-tonne vehicle, unless otherwise requested. A smaller 7.5-tonne vehicle is available for one bulk bag, but this must be done during the order process. These vehicles are off your driveway if the surface will support the vehicle.



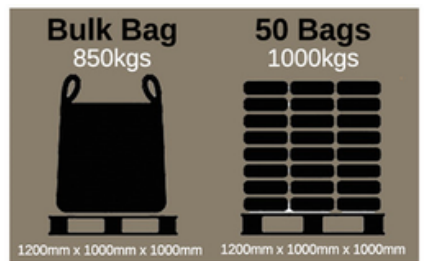
Access Onto Your Property

The vehicle will require a minimum opening width of 3 metres to access your driveway. If your property cannot accommodate vehicle access for this width then goods will be left safe at the kerb (on the road like a parked car) as close to the property as the driver deems safe.



Vehicle Offload

The driver will unload using a pump-action hand truck and tail-lift and will need a flat, level and solid surface to operate the pallet truck on. The pallet truck can only be used on solid, even concrete, tarmac, block paving or gravel with a fine grade surface. It cannot be used on grass.



Weight Of Goods

Every effort will be made to deliver your goods safely, but please be aware the driver may not be able to deliver to your preferred location due to the size and weight of the palletised goods. Bulk bags are approx 850kg which is just under a tonne, and our 50 bags of pre-packed goods weigh approx 1000kg, which is a tonne.



Receipt of Goods

Please ensure you are available to receive the goods, or have made arrangements for a third party to do so on your behalf.

If you are not present when the goods are delivered and we are unable to reach you, the driver will leave the pallet in a safe place.

You can also call our office if you will not be home to receive your order.