

PLEASE CAREFULLY READ THE DELIVERY CRITERIA

We will aim to deliver your order on the day specified, however due to using an external haulage company, delays sometimes occur that are beyond our control. **NEXT DAY** deliveries need to be placed before 1pm and will be delivered between 8:00am and 6.00pm on the following **WORKING** day. Timed deliveries should arrive in the hour requested, if your delivery arrives early or late please don't accept it without speaking to us first. Any samples purchased will be sent separately.



Not A Hiab

Please note that the delivery will **NOT be on a Hiab** vehicle. This does not just mean your drive or directly outside your so **cannot be craned off**. All deliveries are made with a tail house, please ensure the road approaching your property is also suitable for a **curtain sided 18 tonne pallet truck vehicle** (please see our delivery video above).

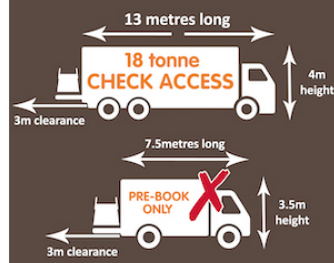
If you are ordering a large quantity (10 tonnes or more) we can sometimes arrange alternative offload so please call us to discuss.

Due to our offload method a **kerbside delivery** is all we can guarantee and drivers often won't try to get the stone onto your drive in case they cause damage. Tarmac drives in the heat are often a problem



Route To Your Property

Please make sure that the route to your chosen delivery address has no **weight restrictions**, is free from **low hanging branches** or obstacles (including **parked cars**), which may cause damage to, or obstruct delivery vehicles. Please note charges will be incurred if you have unsuitable access. Read more in our T&C's.



Size Of Delivery Vehicle

Vehicle Delivery will be made on a large **18 tonne vehicle** (dimensions approximately 13m long and 4m high) unless otherwise requested. A smaller **7.5, 10 or 12 tonne delivery vehicle** can be requested, but must be done during the order process. Dimensions above are roughly for the 7.5 tonne vehicle so the smaller vehicle may be larger. However these vehicles are of **limited availability** so supply of them may delay your delivery by up to two working days. It is up to the driver where your goods are left. If the driver considers your access unsuitable for whatever reason they are within their rights to refuse to unload the pallet or leave it **as near as possible** to the required destination. **Vehicles are not insured to enter your premises**



Vehicle Offload

The driver will unload using a **tail-lift offload** and **manual pallet truck** to push or pull the goods into position. The pallet truck can only be operated on a **flat, level and solid surface** which is free from grass or gravel. The driver will be unable to push or pull the goods up any sort of incline or pull the pallet truck over uneven ground. The **small wheels** on the pallet truck **stop dead** if an attempt is made to pull them over a rough surface or gravel. They may also refuse to make delivery onto a drive as they are worried about causing damage to it with the wheels of the pallet truck. Drivers will sometimes only leave the



Weight Of Goods

Every effort will be made by our hauliers to deliver the goods to where you would like them placed, however this is not always possible due to the **size and weight** of the pallet. Our bulk bags weigh **850kgs** (with some exceptions) which is just under a **tonne** and our 50 bags of pre-pack bags weigh approximately **1000kgs** which is a **tonne**. As the driver has to manually push or pull the pallet into position, they will struggle to do this if the **ground isn't flat and solid**.



Receipt Of Goods

Please make sure you are **available to receive the order** and **sign** for the materials, or have made prior arrangements for a third party to do so on your behalf. If you are not going to be in then please call us to discuss it. We can sometimes organise with our hauliers to leave the goods without signature, however this lessens the chance of the goods being left where you would like them. We do request you are **available by phone** if you are not going to receive your delivery. Failure to notify us of this may delay receipt of your order, or incur additional costs for failed or re-deliveries. These will be charged to you at cost in line with our terms and conditions.



Call Us

Please call us if you are unsure about any of the above points or have any questions on the access or suitability of your location for delivery. If you place an order and your property is not suitable for delivery you may incur extra returns charges which we would like to avoid.

Our number is **01629 636212**.