

Delivery information

Parcel Carrier

We use parcel carriers usually on a NEXT WORKING day service, although Saturday deliveries are usually included.

Please provide your mobile number so you can receive a text message from our carrier with tracking information and an estimated delivery time.

Text messages are more reliable than email notifications which can often end up unseen in spam folders.

The tracking link also allows you to authorize the carrier to leave your package in a safe place or with a neighbor. Please note that this is at your own risk.

Important: Our carrier will only attempt delivery twice. If they are unable to deliver your package after two attempts, it will be returned to us, and you will be charged for re-delivery.

Parcels via Royal Mail

Smaller orders or orders for parts of Scotland, the Highlands & Islands, Northern Island etc maybe sent via Royal Mail tracked service.

Pallets & Crates

We require at least one valid contact number & an email address BEFORE YOUR order is shipped. Our usual pallet network, PALLETWAYS, some of whose local delivery depots may offer a tracking link which will be sent to your email address.

Most deliveries are between the hours of 9.00 am and 6.00 pm, Monday – Friday except Bank Holidays. If no one is there to receive your delivery, a re-delivery charge will apply.

An additional charge will be made for a specific morning, afternoon or timed delivery. Weekend delivery maybe possible by special arrangement and will be subject to surcharge.

Orders are packed in either wooden crates (e.g. for stone flooring) or on pallets (e.g. for wine racks) which will be delivered on a large lorry with a tail lift, so it is important that any restricted access details (such as overhanging trees, steep gradients or gravel driveways) are advised prior to your order being placed.

Typical delivery lorries are upto 4m high, 2.8m wide and upto 10m long, with the tail lift extending a further 2m when unloading. Any delivery restriction notices for lorries should be clearly given to us at the time of ordering.

The pallet or crate will be moved from the tail lift by pump truck. The consignment will be placed, at the driver's discretion, to the nearest, safely accessible point to the property; this may be on the drive or at the kerbside.

The delivery driver cannot help handle the goods, so it is essential for you to arrange for a responsible individual to be present. Somebody must be available to accept, sign for and safely store the goods as required. Unfortunately, the driver is not able to unpack products and move them from the place of delivery.

Orders may be shrink wrapped for protection, but please try to move the materials undercover as soon as possible and ensure all ancillary products are stored in dry conditions to avoid damage by frost or rain.

All orders must be examined on delivery and any shortages, damages or other discrepancies must be noted on the delivery note and reported within 24 hours. Your delivery may have extra or broken tiles which are additional to your ordered quantity. These are normally left in to brace the other tiles and will be noted on your delivery note.

Care needs to be taken when unpacking all stone tiles as spacers may need to be removed from the packaging before the tiles are lifted out. Tiles should always be stacked and stored vertically (on edge) but not on a hard surface as this causes unnecessary edge chipping.

Please see an infographic below with some further guidance.

PALLET



Standard

Max. total weight

1000kgs

1200mm x 1000mm x 1000mm

DELIVERY VEHICLE TAIL-LIFT ONLY



ROAD SURFACES



Surfaces must be Tarmac, Block Paving or Concrete. Our trucks don't operate on soft/loose ground.

VEHICLE ACCESS

Access must be:



Wide enough



Hard flat surface



Obstacle free

ANY CONCERNS?



If this is not suitable, please get in touch to discuss alternatives.



All our deliveries are done on kerbside only using tail-lift and manual pump truck.

NO HI-AB/CRANE DELIVERIES

We **DO NOT** use hi-ab delivery vehicles*



*For larger orders, this can be arranged. Please contact us to enquire.



SIGNATURES REQUIRED



REDELIVERY CHARGES APPLY