

IMPORTANT

**Order
information**

**southern
sheeting**

Important information regarding your order, please read carefully

We strongly recommend that you do not book fitters or tradesmen until your order has actually been delivered and checked by you.

We will not be held responsible for any third-party charges incurred due to non-delivery of an order, or orders that have not been fully and properly checked on delivery.



1. Placing your order

Orders which are made verbally will be confirmed in writing by us via email. You are required to check your order confirmation to ensure its contents and details are correct.

We are not liable for any errors or omissions that are clearly stated on your order confirmation

Where the delivery is to a third party address, we require the following details:

- full delivery address,
- a contact name
- site contact telephone number

Special order items must be paid for at the time of ordering and are non-refundable.



2. Planning your delivery

Our standard delivery time is **up to 4 working days** for stock items and longer for special order materials. Unless you have a credit account all orders must be paid for in full before we schedule a delivery. (You can discuss special order item delivery times with a representative and they will advise you accordingly).

Requesting a specific delivery day/date or size of delivery vehicle will be at our discretion and may extend the delivery time and cost. Orders placed separately may not always be delivered together unless there is available capacity on the original delivery vehicle.



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Important order information continued...



2. Planning your delivery

A member of our transport team will call you today (or next working day if order placed after 4pm) to confirm your delivery date and discuss any access restriction. Where this date is unacceptable to you, our transport planner will talk you through the options available to you. Orders are picked the day before delivery, so any amendments must be made 48 hours before delivery.

Our deliveries are made **Monday to Friday between 7am and 2pm**; you must be available within these times. We cannot give timed deliveries however, the driver will call you when he is on route to you on the day. These times, whilst given in good faith, may be subject to change for reasons beyond our control.

We may, at our discretion, and with sufficient notice, deliver on a particular day but this may add to the delivery time, as will specifying a particular size of delivery vehicle. We will not schedule your delivery until we have received the full delivery address (incl. postcode), site name and site contact number, full payment and the order is complete. Where a delivery date has been agreed and confirmed any cancellation after 9am the day before delivery will incur a re-delivery charge.

Where we cannot make direct contact with you by telephone, **we will send an SMS message or leave a voicemail. On receipt, you must confirm by telephone NOT by SMS, email or fax.**

PLEASE NOTE: We do not schedule deliveries until direct contact has been made and you have discussed and accepted the delivery day.



It is the responsibility of the customer to provide free and unobstructed access for delivery.

Costs incurred as a result of any failed, aborted or returned deliveries will be recovered from the customer. It is the responsibility of the customer to notify us of any access concerns at point of

order/booking of the delivery. Should you have any concerns about your delivery, **please call our Transport Coordinator 01342 337 111**. We operate with vehicles up to 26 tonnes (six wheelers). If the delivery site has insufficient room for this size of lorry, please call to discuss. At domestic properties we deliver kerbside only. At construction sites we deliver to the nearest hardstanding; we will not travel across unmade ground. Not all our vehicles are fitted with an on-board crane. **Unless we have confirmed a crane-unload, you are required to supply appropriate mechanical off-load facilities, or sufficient able-bodied labour (appropriate to the size of order) to hand unload your order.** All our deliveries are made on pallets/wooden blocks for easy mechanical offloading. Our drivers are helpful and will assist but will not unload alone. Our drivers may, at their discretion, carry goods a short distance from the vehicle but not, under any circumstances, onto roofs, to the rear of properties, up/down stairs/steps or into buildings/storage units. Responsibility of the goods pass to the recipient once the delivery has been completed. Our goods are inspected before despatch but should be checked for faults on delivery.

Packaging

Most products will be supplied with packaging such as strapping, protective metal cover and carrier sheets, cardboard, paper, films and foams. These items are waste and we are unable to take these away. However wooden pallets are reusable (not waste) and can be returned with the driver.



3. Checking your delivery

It is your responsibility to fully check the goods on delivery for condition, quality and quantity. Any damage or shortages must be noted on the delivery docket retained by the driver. Signing documents 'unchecked' (or similar) will be regarded as full acceptance of the goods and invalidates claims for shortages and/or damage.

For further information regarding your order, please speak to our friendly sales team on 01342 315 300.

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