

## **Delivery of Durabase Products.**

***The following conditions apply to all deliveries whether direct to customer or third party sites.***

- 1) We will endeavour to deliver your order on the agreed delivery date and will notify you of any delay expected. If your order is not delivered as arranged, we cannot be responsible for any loss or damage suffered by you through any reasonable or unavoidable delay in delivery.
- 2) The delivery will be made to the nearest suitable point for access by the delivery vehicle which will normally be a 7.5 tonne box vehicle (8mtrs long x 2.55 mtrs wide x 3.8mtrs high). Alternatively deliveries can be made using a transit type van, provided we have been notified that this is necessary (under certain circumstances this may incur additional cost). If the site is not accessible by our vehicle it is your (the customer) responsibility to advise a suitable alternative and provide onward transport to the site.
  - 2.1) Customers are asked to consider the following and advise accordingly;
    - a) *Is there suitable access to the unloading point? Please indicate any obstructions that may prevent the vehicle from having access e.g. height or weight restrictions, cobblestones, grass, soft ground, trees, parked vehicles etc.*
    - b) *Is there suitable space for the vehicle to park and unload?*
    - c) *Are there any time restrictions on parking?*
- 3) Due to Insurance implications and current legislation drivers are not permitted to access the rear of properties unless there is vehicular access. Therefore all deliveries will be to KERBSIDE only. The driver will unload the goods, and will require sufficient space to stack them (Approximately 8 square meters). If space is not available the customer will need to provide labour to move goods as they are unloaded (*Some items can be heavy and may have sharp edges, strong gloves are recommended and due care is required when handling*).
- 4) If any damage to goods has occurred during transport or unloading the driver will make a note on the delivery documents. (*any claims for missing or damaged items must be made in writing within 3 days*)
- 5) The delivery driver is not responsible for the goods once they have been unloaded from the delivery vehicle (*Floorboards, mortar, brick tiles and fixings need to be kept dry. Our driver is happy to cover goods with a tarpaulin or similar if provided by the client*).
- 6) The customer must ensure that someone is available while the delivery is made, and sign the delivery note. If for any reason we are unable to offload your goods on the agreed delivery date, we reserve the right to charge for returning the goods to our factory and subsequent re-delivery.
- 7) We will normally deliver your order in one complete delivery but reserve the right to make deliveries in instalments.
- 8) Our drivers when asked may proffer advice regarding the installation of the product, however it is from their own knowledge/experience and outside of their company remit. Installers should always follow the assembly instructions accompanying the delivery. Neither the driver nor the company can be held liable for any miss-information given by a member of our delivery staff.
- 9) Where you have requested delivery to a third party for onward shipment, risk for the goods will pass to you once your order has been delivered to the third party. We cannot accept responsibility for damage or missing items once the goods have been accepted by your third party forwarder.