

7th November 2023

DELIVERY POLICY

TURNAROUND

Orders are typically despatched the same day of receiving your order if placed by 10 am. Custom-made or out-of-stock products may take longer to despatch. We will endeavour to keep you informed should there be any delays to your order.

All orders will be confirmed with a sales order confirmation email. Pricing and or quantity discrepancies will be notified at this time. Correction will be required before despatch. Tracking and delivery information will be emailed when orders are booked in for despatch. We emphasize that these delivery estimates provided by the transport companies depend on the performance of the transport companies entirely and are hence out of our control.

DELIVERY & CHARGES

Various transport companies are used to provide you with the quickest transit times at the most economical rates. Choosing which transport company to use is heavily dependent on distance, the geographic location of your destination, the nature of your items and cost.

We understand timely deliveries are crucial to the operation of your business. From time to time, you may experience delivery delays which are caused by various factors that are beyond our control. It is advisable to allow extra transit time and we recommend planning orders in advance.

Demurrage charges may apply for: futile deliveries eg. closed/RDO, adequate unloading equipment not available eg. forklift, tailgate unloading and excessive waiting times. These may be passed onto you at cost.

We are happy to arrange freight for you with a freight company of your choosing.