



# PALLET DELIVERY CRITERIA

Thank you for choosing to purchase Foras products. Please note delivery dates are unfortunately **NOT GUARANTEED** as we use an external 3rd party haulage company and issues can occur that are beyond our control. Please do not arrange for a gardener or builder to install the goods until those goods have arrived safely with you. Deliveries are not timed and will arrive between 8.30am - 5.30pm Monday to Friday. We do not deliver on Saturdays or in a specified timeslot.

**NON-DELIVERY CONSEQUENCES:** Failure to notify us of any delivery restrictions may delay receipt of your order and may incur additional costs for failed or re-deliveries. These will be charged to you at cost in line with our terms and conditions, copies of which can be downloaded from our website. If your order is cancelled and returned to Foras after an unsuccessful delivery a refund will be issued on the safe return of the goods to our warehouse minus any delivery charge paid and a £50.00 handling fee.

## SIZE OF VEHICLE

Delivery will be made on a large 18 tonne vehicle, unless otherwise requested. We can also offer a 7.5 tonne vehicle by pre-arrangement only. Please be aware that the 7.5 tonne lorry can only take 750kg on the tail lift so we will not be able to deliver the larger water features on this type of vehicle. Please check you have sufficient access to accommodate the size of your chosen vehicle at your chosen point of delivery. As smaller vehicles are of limited availability, requests for these may delay your delivery by up to two working days. If you live in a particularly remote area you may require a small van. This is a dedicated vehicle and will be quoted individually.



## OFFLOADING

The driver will unload using a tail-lift offload and manual pump truck which can only be operated on a solid, hard surface: a surface free from grass or gravel and a surface which is flat and level with NO inclines / declines. If you are in any doubt, please contact us before scheduling your delivery date. The driver is not contracted to unpack or install any of your goods.

If you have a gravel driveway your goods will be unloaded onto the nearest kerbside area of hard-standing.



## ROUTE TO YOUR PROPERTY

Please make sure that the route to your delivery address is free from low hanging branches or obstacles (including parked cars), which may cause damage to or obstruct delivery vehicles. If you have any doubts please call us before scheduling your delivery.

If your delivery is unsuccessful due to your failure to inform us fully regarding access you will be liable to pay a re-delivery charge.

## RECEIPT OF GOODS

Please make sure you are available to receive the order and sign for the material or have made prior arrangements for a third party to do so on your behalf. If the goods are damaged, you can refuse to accept the delivery, you must take photographs of the damages. If you accept the delivery and find damage upon unpacking you must report this within 24 hours of receipt.



## ACCESS

The vehicle will require a minimum opening width of **3M** to access your chosen delivery address. If your road access cannot accommodate vehicles of this size then the goods will be delivered to the nearest safe location, at the discretion of the driver. All deliveries are kerbside, any further manoeuvring of the pallet onto your property is at the discretion of the driver.



## NOT A HIAB

Please note that the delivery will not be on a Hiab vehicle, so cannot be craned off