



Broadleaf Delivery Guide

Door to Door Service



Please read the following information carefully so that you are familiar process for our **Door to Door delivery service**. Please note that you should also read the delivery section in our terms and conditions of business which can be found on the reverse of our invoices and on our website.



Preliminary delivery dates are normally arranged when you order, or shortly afterwards if you order online. Actual delivery dates are confirmed once the products ordered are ready for despatch and full payment has been received. Once a delivery date has been confirmed, you may amend it without charge up to the working day before.



Broadleaf delivery vehicles are equipped with satellite navigation, but your property is difficult to find please provide us with a map or directions in advance of your delivery date. Please also advise of any restricted access to your property for a large transit van.



Delivery will normally be made between 8.00am and 7.00pm. If you have particular requirements (such as a delivery outside school run hours), please let us know when arranging delivery and we'll do our best to accommodate them. You can call our head office for estimated delivery times on the day of delivery itself from 8.30am, although these will obviously be approximate and subject to traffic conditions. We can also have our drivers call you approximately 1 hour before delivery if you request this and provide a contact number with an answerphone.



Drivers will be able to unload all products alone with the exception of external doors where they will require assistance from another able bodied person. If you will be unable to provide this, we can provide additional manpower at an additional charge but this will need to be booked with your invoicing showroom in advance or as part of your online order.



Drivers will unload into a suitable ground floor room – please note unheated spaces such as sheds or garages are not considered suitable. Unloading up or down steps, or to another floor, can normally be arranged at an additional charge but must be booked with your invoicing showroom or as part of your online order in advance. Please note that delivery does not include unwrapping or lattice stacking product.



A responsible person must be available to check and sign for your delivery. They should check that all items detailed on the delivery note are present and not obviously damaged, paying particular attention to items marked fragile. Drivers are instructed not to accept delivery notes marked unchecked. In the event of any discrepancy or damage, this should be marked clearly on the delivery note. In the event of any query your invoicing showroom should be contacted or our head office in the case of online orders.



Please make sure that you provide us with a contact number where you can be reached on your delivery date should there be any problem locating your property, gaining access or making the delivery for any reason.



Please bear in mind that all timber products must be stored inside, in dry conditions as outlined in the information sections of our brochure or the help and guidance section of our website. After delivery, flooring should be unwrapped & lattice stacked for at least 7 days before fitting. Doors should be stored flat and off the floor. See brochure for full details.