



## Broadleaf Delivery Guide

### Commercial Carrier



Please read the following information carefully so that you are familiar with our **Commercial Carrier** 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.



Goods are despatched by Commercial Carrier on either an economy or next day service as booked. An economy service is 3-5 working days from despatch and a next day service the next working day. 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 despatch.



The delivery vehicles used by our Commercial Carrier are equipped with satellite navigation, but if your property is difficult to find please provide us with a map or directions in advance of your delivery date. Deliveries are normally made in large lorries so please advise us in advance of any restricted access to your property for such a vehicle.



Delivery will normally be made between 8.00am and 7.00pm. We cannot provide more specific estimated delivery times for the service.



Commercial Carrier drivers are not able to unload goods. The delivery is kerbside, which means that where possible the driver will unload pallets onto the nearest accessible kerbside and otherwise he will require the products to be unloaded from the vehicle. In either case, in the absence of a forklift, sufficient able bodied manpower will be required for prompt unloading.



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 will not 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 and worktops should be stored flat and off the floor. See brochure for full details.