

# DELIVERY INFORMATION SHEET

Please read and acknowledge this document prior to receiving your order

We aim to offer the smoothest delivery service for our customers, providing you with plenty of information so that you know what to expect and understand the process.

## KEY DELIVERY CHECKLIST

1. SOMEONE OVER 18 MUST BE ON SITE TO CHECK AND SIGN FOR THE GOODS
2. WE MUST BE NOTIFIED OF ANY ACCESS RESTRICTIONS PRIOR TO BOOKING YOUR DELIVERY
3. ANY SERIOUS DAMAGES MUST BE SIGNED AS 'DAMAGED' UPON DELIVERY AND COMMUNICATED TO US IN WRITING WITHIN 48HRS (WITH PHOTOGRAPHIC EVIDENCE)

## DELIVERY TYPES

### STANDARD

- **18 tonne lorry** (with tail lift and hand pallet truck)
- **2 to 5 day standard service** (next day service at a surcharge)
- **Delivery classed as kerbside** (at the drivers discretion to deliver onto drive)
- **Delivery between 8am and 5:30pm**

### RESTRICTED

- **7.5 tonne lorry** (with tail lift and hand pallet truck)
- **2 to 5 day standard service** (next day service at a surcharge)
- **Delivery classed as kerbside** (at the drivers discretion to deliver on drive)
- **Delivery between 8am and 5:30pm**
- **2.5 crate/2.5 tonne total load** (large orders may have to go in multiple consignments)

### MOFFETT

- **26 tonne rigid lorry or artic lorry** (with moffett forklift)
- **3 to 5 working days special service** (dependant on availability)
- **Delivery onto drive** (will not drop inside garages)
- **Dedicated vehicle with an E.T.A.** (outside of a network or hub)
- **Requires 'gate clearance' and 'height clearance' for overhanging trees etc.**

*Please notify if delivering on steep or uneven ground to check suitability*

## TIMINGS

Delivery can be anywhere between 8am and 5:30pm, please ensure someone will be available during this time frame to accept delivery. A rough eta may be available on the day of delivery, however, this is not always possible and may depend on the local depot. **Failure to be on site on your delivery day may leave you subject to re-delivery charges.**

*We do everything in our power to make sure each customer's delivery gets to them on their designated delivery date without hiccups. In extremely rare circumstances, delivery may be late or unsuccessful due to unforeseen circumstances i.e. traffic incidents. In such cases, Quorn Stone can not be held responsible for any associated costs, as delivery is outside of our control.*

## ACCESS

Restricted access such as narrow lanes, overhanging trees or gated entrances will likely require a 7.5 tonne lorry. **All deliveries are classed as kerbside.** Delivery any closer to the property is down to the discretion of the individual driver. Due to the weight of goods, each crate can only be maneuvered on a **flat, hard standing surface**. Goods are unable to be delivered onto sloping, gravelled, grassy/dirt or cobbled drives through a standard delivery service. A moffett delivery is advised if goods must be delivered to a specific onsite location. **Please bear all of this in mind and inform us when booking.**

*Failure to inform us of any access restrictions resulting in a failed delivery will leave you liable to incurred re-delivery charges.*

## DAMAGES

With over 23 years experience of importing stone, we know how to pack our orders safely. However, due to the nature of the product if you find a few tiles with minor damage in your order, this is considered unavoidable and a tolerance of 5% is classed as normal and industry standard. These tiles are usually utilised for cuts or under units, however we do ask you consider this 5% when placing your order. **In the rare case that there are serious damages in your order, please inform us in writing within 48 hours (email with photo evidence).**

*All orders need to be checked upon delivery. Unfortunately, if you fail to check and inform us of any damages within 48 hours we cannot accept any claims.*

QUORN STONE