



Coast & Country Watertanks

Delivery Conditions



Phone.

02 4024 4072



Email.

sales@ccwt.com.au



Address.

10 Mayfair Close, Morisset

Access to the site

The first step in having your tank delivered to you is getting on to your property. If our team can not gain access to the site, your order may be left curbside if safe or another delivery attempt may need to take place, with additional charges and delays being potentially applicable.

Common issues preventing us from reaching sites include road surface issues or inclines, and low-hanging trees or power lines.

Steep roads can be a challenge for a delivery vehicle loaded with water tanks, particularly when wet or unsealed.

Low-hanging branches and powerlines are a danger to your tank and our delivery team. A round water tank can need up to 4.5 metres of vertical clearance.

Accommodations can be made if required for challenging deliveries, but we must have information about each job in advance. For more information please contact our team.

Delivery vehicle

Unless otherwise specified, you should expect the delivery vehicle to be a combination truck and trailer, equalling a total length of 14 metres. Ensure that on the day of delivery, there will be adequate room for our truck to be parked so we can offload your tank safely without blocking roads.

When transporting our largest round water tanks, our truck will require 4.5 metres of vertical clearance as the tanks are transported on their sides. If this is likely to be an issue for your site, please contact our office.

14 Metres total length



On site access

Once we are on-site we need to get your tank into place. This means that the path to your tank's pad must be as clear as possible. Some things to keep in mind include:

- Any building's eaves, downpipes, or other obstructions*
- Utilities such as hot water systems, fuse boxes, gas bottles and air conditioning units.*
- Landscaping or yard design features such as retaining walls, hoses or irrigation systems.*
- Any tight corners or steep inclines or declines.*
- Vehicles*
- Pets or livestock*

Our delivery teams are instructed that they may not carry any tank above or below their waist, over or under obstacles, over any drops or significant height changes, or over any uneven surfaces with loose debris.

If we are unable to move your tank to the pad, our delivery team will endeavour to find a location on site that is as close as possible to your pad while being in a safe location. If we are unable to leave your order on site we will organise for redelivery with fees being applicable.

When we will not deliver

High Winds

Particularly with the larger tanks, the tank can act as a sail and too much wind can not only significantly damage your tank but create extremely dangerous driving conditions for our teams

Storms

Storms pose a significant risk to our delivery team member's safety. Our delivery teams do not under any circumstances work during active storm conditions

Natural Disasters

Bushfires, floods, earthquakes and landslides. When local areas are affected by a natural disaster we will do our best to work around the situation while prioritising the safety of our team members. Delays in delivery may occur due to scenarios such as these.

Conditions of Delivery

Order Placement and Lead Time

The lead time for tank orders may vary due to a range of factors. CCWT will always endeavour to be up-front about current lead times at the placement of an order. The Purchaser shall be notified of the estimated delivery day a few weeks in advance. On the day of delivery, an Estimated Time of Arrival (ETA) will be communicated via text message when an accurate time has been able to be determined. The Purchaser is not required to be present for delivery if access to the site is available and unrestricted.

Delivery Site Preparation

The Purchaser is responsible for ensuring that the dimensions of the tank will fit through gates, around tight corners, under low-hanging branches, or narrow passages on the property.

Property Access and On-Site Conditions

The Purchaser shall ensure that the delivery site is accessible and free of obstructions, including but not limited to road surface issues or inclines leading to the property, low-hanging trees or power lines, and other delivery vehicle obstacles. The Seller's delivery vehicles may have difficulty navigating steep or wet/unsealed roads, and low-hanging branches and power lines pose a danger to the tank and the delivery team. On-site obstacles that can limit our delivery team from transporting your tank to its pad can include stairs, retaining walls, steep inclines or drops, and other obstacles.

Special Requirements and Challenging Deliveries

The Purchaser shall notify the Seller of any specific site requirements, including but not limited to white cards, working at heights, working in confined spaces, WWCC, or other qualifications necessary for the delivery team to gain access to the building site. Failure to provide accurate information regarding delivery site requirements may result in additional fees and delivery delays. If special equipment, such as a crane, skid loader, hi-ab, or other machinery, is required for delivery, the Purchaser is responsible for arranging and covering the costs of such equipment.

Delivery Day Safety, Limitations, and Liability

Work Health and Safety (WHS) regulations prevent the Seller's team members from unloading or transporting tanks to the installation site if access is unsafe. The Seller shall not be held responsible for tanks damaged if the site is unprepared. If delivery cannot be made to the site due to unprepared or unsafe conditions, the Purchaser shall bear the expense of subsequent delivery attempts.

Due to WHS regulations, drivers and service personnel are prohibited from working at heights and assisting with the placement or servicing of tanks on raised tank stands. The Seller's liability for property damage during the delivery process shall be limited to the coverage provided by the Seller's insurance policy.

Weather Conditions and Delivery Delays

The Seller reserves the right to postpone or reschedule deliveries in the event of high winds, active storm conditions, or other natural disasters such as bushfires, floods, earthquakes, and landslides. The safety of the delivery team shall be the priority in such circumstances.

Penalties and Additional Fees

If the Purchaser provides incorrect information or fails to notify the Seller of any delivery difficulties, an additional delivery fee shall be charged for subsequent delivery attempts with a more suitable vehicle or personnel.

By providing accurate and detailed information regarding the delivery site and requirements, the Purchaser helps ensure a smooth and successful delivery process. For any questions or concerns, the Purchaser is encouraged to contact the Seller's team at 1800 826 570.