

Tiles R Us

NATURAL STONE TILES



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IMPORTANT DELIVERY INFORMATION

Note: Does not apply to tile samples which are delivered by normal 1st class post.

Delivery Company & Delivery Site.

All deliveries are subcontracted to national pallet networks which involves central hubs, and independent local depots all over the country.

Therefore, it is important that we are informed if any of the following apply:

- Any restrictions that may cause problems for the delivery lorry (these can be large wagons)
- Please try to ensure that any cars or other obstacles that may be present are removed before delivery.
- The other restrictions you must let us know about are: parking restrictions
- Congestion charges
- Narrow lanes & roads, slopes, height restrictions & weak bridges.
- You may be charged for redelivery if you have not told us of any possible restrictions as above.

Drop-off Point.

The delivery driver cannot help with moving the products inside the delivery site, the load will be dropped at the nearest convenient point to your site, which could be the roadside.

- Anything you can do to help ensure the order can be dropped closer to your location would be appreciated.
- You (or somebody else on your behalf) must be there to receive the delivery.
- By special authority from you to us we can arrange for your delivery to be made to an unattended site. All responsibility for the delivery will fall to you.
- Failure to notify us about your 'drop off point' requirements could result in an aborted delivery that will incur extra charges for redelivery.

When delivery is being made:

Please make sure that when delivery is being made check the pallet and check if there are any signs of damage, inform the driver if you have a concern; make sure you the delivery note is signed.

- Suppliers may not accept any discrepancies or damages if the delivery note is signed UNCHECKED this is a stipulation of the transport company.
- **However – if you cannot give a basic check of the pallet to see if there are any signs of potential damage, because the driver will not wait for a short while, then sign the delivery note 'unchecked as driver will not wait'.**
- If you have asked someone else to receive the delivery on your behalf, please make sure they are thoroughly informed of these conditions.

It is essential that written confirmation of any damages within 48 hours of the delivery arriving with you.

- Taking pictures is also essential, the deliver company and the product supplier insist in having pictures to accompany the written complaint.

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Procedures for Damaged Delivery.

Please make sure that when delivery is made all products are checked and any breakages are stated clearly on the delivery note.

Doing this will ensure a speedy response from our customer services since all deliveries are insured against breakages although this does not guarantee refunds/replacements especially if the guidelines below are not fulfilled.

In the event that you sign for the delivery including damaged products and do not clearly state on the delivery note of the damage we reserve the right to refuse any replacements or refunds. Please also note that we request a **written confirmation of any breakages within 48 hours of the delivery arriving with you.**

1. Check your delivery fully. If any damages have occurred, state in your delivery note and **sign it as "damaged"**. If you have not signed the delivery note "damaged", then the transport company reserve the right to refuse any claims.
2. Inform us at once that they are damaged. We may ask you to send us written confirmation of breakages.
3. Take digital photos of the damaged items, this will help the claim from the insurance company. **Forward the images to us with your notification of damages – within 48 hours of delivery.**

Economy vs. Next Day Delivery.

Any orders received before 1.00 pm will be processed immediately and can be dispatched the same day.

Any orders using next day service will be delivered on the following working day of dispatch.

Orders on economy service will be delivered within 3-5 working days of dispatch.

Please note under normal circumstances the haulage companies cannot specify the exact day for economy service deliveries until they have received the pallet at the local depot. Once they have received the pallet they will schedule your delivery and contact you the day before the delivery is scheduled.

Most nationwide deliveries are between the hours of 9 am to 6 pm.

There is an option to request an AM or PM delivery and this will need to be confirmed by the transport company and extra charges may apply.

End.