



SUPERIOR
WELLNESS

Kerbside delivery guide



Your guide for pre-delivery

Thank you for your order. Please read this guide to ensure you fully understand the process before your delivery date. This will ensure your delivery goes smoothly and may answer any questions you have.

If you have any queries regarding this guide or delivery of your product then please get in touch. You will find our contact information at the end of this guide and our friendly team will be happy to help.

We hope you will be happy with your new product and we will look forward to delivering this soon.

What is a kerbside delivery?

Kerbside delivery means that your item will be delivered to the nearest kerbside at the address specified.

The delivery driver will position their vehicle as close as possible to the delivery address and unload the pallet onto a kerbside spot that is safe and keeps the pallet secure.

Delivery is done through 3rd party couriers with tail-lift and manual pump truck and they only offer kerbside drop or the nearest access point on a hard surface. If your property has loose gravel chipping, soft ground or is on elevated surface and the pump truck is unable to pass it, the product will be left at the nearest suitable area.

You are liable to take the pallet into the property yourself. The delivery driver is not insured to enter your property or land and will not agree to any request to take any product onto your property.

Delivery date and re-delivery

When agreeing to a delivery date please ensure you will be available to take delivery on this date.

Please be aware when agreeing the date, the delivery will take place between 9am and 5pm. We ask the delivery company to give you a call one hour before they arrive but we cannot guarantee this.

It is the customer's responsibility to inform us of any access problems before placing an order. If no one is at the property to sign for the delivery or the property is inaccessible, re-delivery charges will be applied. You will be charged £99 for re-delivery of a standard pallet or £149 for a double pallet. This must be paid before we attempt to re-deliver.

Please note that the delivery could be delayed by unforeseen circumstances beyond our control. Please do not book any tradesmen until the product physically arrives.

Signing for your order – **important please read**

When the delivery company arrives at your property, you have a 15-minute slot. Please ensure you check the contents of your order before signing for your order.

Whilst every effort is taken to deliver goods in a perfect condition and unlikely that you may receive a faulty/damaged product, it is highly recommended that you inspect the products on delivery by removing the plastic wrapping carefully to check for any damages on receiving. You will then be required to sign for your order.

Please only sign delivered as clean on point of delivery if you are 100% satisfied with how your product has arrived. If for any reason there are any obvious damages, please sign for the delivery as damaged. If you find any breakages and do not sign as damaged the courier won't be responsible.

Returns

In the unlikely scenario should you wish to return your order we are happy to accept the return provided the product is in its original packaging and still in a sold condition.

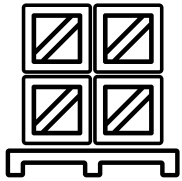
Please remove the original delivery label. As the product was delivered as kerbside, it will need to be available for a kerbside pickup. If there is nothing wrong with your product yet you wish to return, you will be liable to pay a collection fee. Please call us for a quote and our friendly team will be able to help.



Delivery information

Pallet

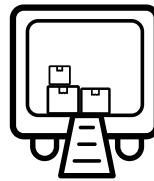
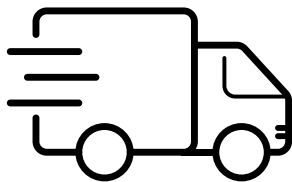
Standard



Maximum. total weight 1000kgs

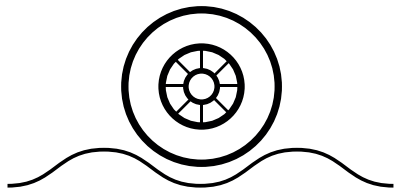
Delivery vehicle tail-lift and manual pump truck

Deliveries are made by an 18 tonne third party vehicle. The delivery point must have access and space to turn around.



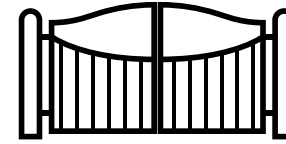
Road surfaces

Surfaces must be tarmac, block paving or concrete. Vehicles don't operate on soft or loose grounds.



Vehicle access

Access must be:



Wide enough



Hard flat surface



Obstacle free

Any concerns

If this is not suitable, please get in touch to discuss alternatives.



No hi-ab or crane deliveries

We **DO NOT** use hi-ab delivery vehicles*



*For larger orders this can be arranged. Please contact us to enquire.

Redelivery charges apply

All our deliveries are done on kerbside only using tail-lift and manual pump truck.



If an item cannot be delivered for any of the above reasons then a redelivery charge will apply.



We strongly recommend that you order your goods in advance of your project commencing. Please do not book in any tradesman until your product physically arrives. Your delivery could be delayed for a reason that is beyond our control and you will not be entitled to any compensation due to

unforeseen circumstances. Please ensure that you check the contents of your order before you sign for it.

We hope you will be happy with your new product and will look forward to delivering it soon.

Opening hours:

Monday to Friday: **9am–5pm**

Saturday: **9am–2pm**

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