

## Terms & Conditions for National Delivery of firewood from Delamere Logs

1. All national deliveries will be 48 hours from despatch and delivered on a pallet using a 18 tonne lorry with a tail lift and hand pump truck. (No crane facilities)
2. **Economy delivery** orders received by 11.00 am will be despatched on the same working day and delivered within **48 hours between the hours of 9.00 am and 5.00 pm**. You will NOT receive a call from the carrier prior to delivery once you've selected a date at time of order.
  - *E.g. order placed 10.00 am Monday, logs delivered Wednesday between 9.00 and 5.00 unless 'AM delivery' selected*
  - *Logs ordered at 11.15 am Monday, logs delivered Thursday between 9.00 and 5.00 unless 'AM delivery' selected*
3. **AM delivery** service is available with delivery before 12.00 noon for an additional £15. You will NOT receive a call from the carrier prior to delivery.
4. **SATURDAY am** delivery is available if logs are ordered before 11.00 am the Thursday prior at an additional cost of £35 per pallet.
5. In the event of a customer agreeing to a delivery and not being at home during the agreed time period, or there not being a safe place to leave the goods, a redelivery charge of £100 per pallet will be made.
6. If for any reason a customer is unable to take delivery of goods for a long period of time after despatch, (more than 10 days) and did not inform Delamere Logs when placing the order, then a re-delivery and possible storage charge will be made. If the goods have to be returned to Delamere Logs, there will be no refund available.
7. In the event of any cancellation or dispute, resulting in the goods being returned to Delamere Logs, payment will be refunded to the customer less all charges.
8. Please Note: Our carriers are contracted to do a kerbside delivery only. Delivery drivers are not expected to manoeuvre the pallet beyond the rear of the vehicle but will risk assess each delivery and always be as helpful as possible where conditions allow.
9. In the event of a delivery not being possible due to poor access or gravel drive then the delivery will have to be "kerbside" (i.e. left as near to the property as possible).
10. All goods must be checked on arrival and delivery paperwork signed unless prior agreement has been made with the delivery company to leave the goods at the property at which point these will be left at the customer's risk.
11. **Refund Policy**, Under your statutory rights, if for any reason the goods are not what you expected, you have 14 days following delivery in which to return the goods, at your cost. They must be in the same condition as they were when delivered.
12. On making a bulk purchase, once delivered, the pallet on which the product is delivered automatically becomes the property of the purchaser.
13. Any delivery issues must be reported immediately to Delamere Logs.