

# ReDeck Delivery/Collection T&C's

## Delivery

ReDeck are committed to customer service and work with our customer to arrange deliveries at their convenience where possible.

We outsource our deliveries to a third-party provider/courier who have various sized vehicles in their fleet. Please inform us prior to delivery if you have any specific requirements regarding vehicle access to your property.

Not all vehicles have the capacity to unload pallets and it is the customer's responsibility to provide assistance to the driver to help unload. Please bear in mind the items delivered can be heavy. Anyone giving assistance to the driver should wear suitable gloves and clothing.

ReDeck offer a kerbside delivery service only; the delivery service does not cover the driver carrying materials any distance or to the rear of the property. If the vehicle/or driver is invited on to the customer's property it is entirely at the risk of the customer, ReDeck and its delivery provider/courier will not be liable for any damage or injury to the property or persons during delivery and/or off-loading of goods.

Our third-party delivery provider/courier often works as part of a larger pallet network and as a result, delays may be experienced. On the rare occasion this occurs, ReDeck will work with our customers to agree a suitable solution.

ReDeck are unable to confirm an allotted delivery time however, we will provide an estimated time of delivery either the day before or morning of delivery.

ReDeck welcome collections from our third-party storage facility in Baillieston Glasgow by prior arrangement only. 48 to 24 hours' notice of collections is preferred.

Collections: 9am – 16:30 Monday - Friday

On arrival at site we ask that you report into the office where you will be directed to the area where your order will be picked and ready for loading.

It is the ultimate responsibility of the customer to load his/her vehicle and to ensure the goods are safely/securely strapped down. Warehouse personnel are not responsible for loading and should they oblige in assisting, it is at the customer's risk. ReDeck and its providers will not be liable to any damage to vehicle or items being collected.

It is the responsibility of the customer to ensure both their vehicle and the goods are safe and secure when they leave the premises.

We can advise the approximate weight of materials prior to you arriving so that you can be sure your vehicle can carry the intended load. Please ensure that you bring appropriate ropes, straps or other securing materials as we are unable to provide you with any upon arrival.