

PLEASE READ OUR DELIVERY INFORMATION CAREFULLY TO ENSURE THAT YOUR PROPERTY IS SUITABLE FOR DELIVERY.

We will endeavour to deliver your order on the delivery date provided but please note delivery dates are, unfortunately **NOT GUARANTEED** as we use an external haulage company and problems with delivery can occur that are outside of our control. We also recommend that customers please ensure orders are placed early enough so that any unforeseen delay with a delivery that is outside of our control, does not cause a delay to you.

WHY DOES IT COST £55 PER PALLET?

We think that it is the fairest and easiest way charging the average cost we get charged for sending out pallets. This applies to all pallets sent between Northern Scotland and Southern England. We get charged by the pallet by our couriers and have worked out that £55 is the average what we pay for all pallets sent. Doing it this way enables us to work with a flat rate charge which is fair to all and helps to avoid upsetting people by applying surcharges for different postcodes.

HOW WILL MY ORDER BE DELIVERED?

Nationwide Deliveries are made via our haulage partners, Freightroute and Palletways/PS Ridgway, whose transport heritages go back decades. They are well-respected pallet haulage specialists and have many of their own depots located throughout the country. Throughout the last few years, we have despatched over a thousand orders with them and have found them to have the most cost-effective, efficient delivery service alongside their excellent customer service.

You will be notified by Freightroute regarding your delivery date via phone call before your order is despatched.

DELIVERY VEHICLE

Deliveries are normally made using an 18 ton, rigid, curtain side HGV equipped with a heavy-duty tail lift.

Standard delivery vehicle dimensions are 11m long x 2.5m wide x 4m high (These are average vehicle dimensions).

We do not normally deliver using articulated lorries.



ACCESSING YOUR PROPERTY

Customers must have good access to their property for an HGV and a suitable location for the pallets to be placed.

Very narrow lanes, weight restrictions, low overhanging power lines, etc may cause a problem for delivery vehicles

and customers should advise us if there are any issues with access to their property. It is the customer's responsibility to ensure that there is good access for an HGV to make the delivery to the kerbside and to ensure there is sufficient room to unload and space to deliver the pallets.

If you have restricted access to your property for whatever reason we ask that customers notify us of this when placing an order so that we can check if delivery is possible. Please contact us by email at

sales@sawdustwoodfuels.co.uk or by telephone on 01250 883340 when placing your order. If an order has been despatched and then cannot be delivered due to restricted access and we have not been notified of any restricted

access issues, re-delivery charges will be incurred.

UNLOADING YOUR ORDER

Delivery is made to the kerbside. A manual pallet truck is used by the driver to move your pallet/s onto the tail lift. The pallet/s on the tail lift is then lowered to the ground, pulled off the tail lift, and moved by the driver using the pallet truck to a suitable location. This location will be to the front of the property usually on the driveway, front garden, or to the kerbside. The area where the pallets are to be unloaded must be firm and level in order for the pallet truck to be moved and any incline or slope must not be too steep. Pallets cannot usually be placed or moved on grass, gravel, or rough/uneven ground. The driver is contracted to deliver the pallet to the kerbside only. They will not be able to help you unpack the pallet and put the briquettes away as they are on a tight schedule. If you're worried about being able to unload the packs yourself, you may want to arrange for a friend or relative to be there to help you.

RE-DELIVERY CHARGES

Whilst we and our haulage partners will always make every effort to deliver the products ordered on the agreed delivery date we can not be held responsible for matters beyond our control that result in your products not arriving on the day in question. In the unlikely event of your product not arriving on the scheduled delivery day we will try to deliver your order as quickly as possible, normally the next working day. If your delivery doesn't go accordingly to plan because of access restrictions to your property, and you have not told us about this when ordering, the haulier will recharge for a second delivery. Any additional costs will be charged to you, so please make sure you are happy that a large vehicle can access your premises and that you understand delivery is kerbside only.

HOW LONG WILL MY ORDER TAKE TO ARRIVE?

For palletised deliveries, standard delivery usually takes 2 - 3 working days from dispatch. Remote areas may take longer. All deliveries will be made between Mondays and Fridays only as Saturday deliveries are expensive and cannot be covered by our flat rate delivery charge..