



Lawnswood Fencing Ltd

41 Park Lane, Halesowen, West Midlands B63 2QY

Tel: 01384 634082 Fax: 01384 561085

www.lawnswoodfencing.co.uk



DELIVERY SERVICE TERMS & CONDITIONS – 2021

Please note we have revised our delivery terms as a result of the current Covid Pandemic.

All deliveries must be **PRE-PAID** and are carried out on a contactless, kerb-side basis.

PAYMENTS MUST BE RECEIVED IN FULL BEFORE THE DAY OF DELIVERY.

CANCELLATION CHARGES APPLY TO DELIVERIES CANCELLED WITH LESS THAN 24 HOURS NOTICE.

Payment can be made by cash or card in-store, or by card over the telephone at the time of ordering. We do not accept cheques.

We deliver on: Monday to Friday between 7.30am & 5.00pm
 Saturday (April to September) between 7.30am & 12.30pm

Delivery charges are calculated by postcode. A full postcode will be required at time of ordering. Please contact us for details on areas covered.

Wherever possible we try to inform you whether your delivery will be a MORNING delivery (7.30am – 1.00pm) or an AFTERNOON delivery (12pm – 5.00pm). Saturday deliveries take place between 7.30am – 12.30pm. These times are for guidance purposes only. Should we experience any delays you will be contacted accordingly.

Please note that **free delivery areas** are not given a morning or afternoon time but will be delivered between 7.30am – 5.00pm and must be **PAID FOR IN FULL** in advance of delivery. A full list of delivery charges and free delivery areas can be found on our website or on our price list.

It is worth remembering that our delivery service is **KERBSIDE ONLY** and contactless where possible. Therefore, if your goods will need moving, it may be advisable to ensure you have some help at hand. Most deliveries are unloaded using a crane/HIAB. **Please note our drivers are instructed to deliver goods onto the property frontage only and are unable to carry materials into the back garden, garage, or through the house. If you have any queries, please contact the office on 01384 634082 and a member of staff will be happy to explain our delivery terms.**

Our vehicles will never leave hard standing. Our drivers carry disclaimer forms for your signature should they be required to pull onto a customer's drive. Due to the weight of the vehicles we cannot be held responsible for any damage that may occur.

Please advise us when ordering of any access restrictions as goods are delivered using either a 7 ½ tonne lorry (bigger than a dustbin lorry as a guide) or a much larger 16 tonne vehicle. It is the responsibility of the customer to ensure both a safe access and unloading area. Our drivers endeavour to get goods as close to the property as possible but we are limited by Health & Safety and Insurance restrictions.

All 'customer not present' card payments can only be delivered to the card holder's registered address. We are unable to deliver to a third party address.

Company Registration No. 01457102

Directors: R. L. Cowley, C. E. Cowley, A. R. Foster, S. L. Cowley