

## Delivery Information

The goods we manufacture are extremely heavy, are generally very bulky and are shipped across the UK and Europe. The only practical and safe method of delivery is on a pallet using a national courier service. **This is a palletised, kerbside delivery service.** Goods cannot, therefore, be removed, sited or erected by the driver.

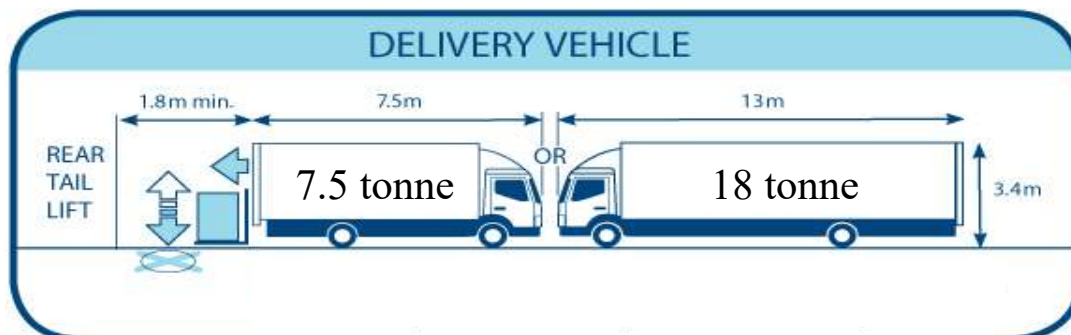
Please take the time to read the details given below and let us know immediately if you anticipate problems.

Deliveries are made on a 48 hour service and are delivered Monday to Friday between 8.30 am and 5.30 pm **on an agreed day.** You will be contacted by our staff once the goods are almost ready for despatch to agree on the best delivery date for you. **If for any reason you are unable to be present as agreed, then you must let us know 48hrs in advance or the couriers will charge you for redelivery. If the delivery is cancelled, rerouted on the day of delivery or redelivered another day then you will be charged an additional cost. This fee will be the same as the original delivery amount.**

On the day of delivery, we can't guarantee that the haulage company will contact you prior to their arrival at the agreed site address.

Our couriers insist that you (or a representative) are present to check and sign for the goods on arrival. **Goods left unchecked or without a signature are not covered by our insurance policy which means that claims cannot be considered afterwards.**

The standard delivery vehicle is an 18 tonne with a tail lift (to lower the pallet to road level) and a trolley to pull the pallet to the nearest convenient place. Delivery is on a 'kerbside' basis, if access is restricted or difficult a smaller (7.5 tonne) lorry can be provided if we are made aware of this issue before despatch. There is a maximum individual pallet weight of 700kg on a 7.5T lorry. If your order exceeds this and you do require the smaller lorry, we may have to split your order onto multiple pallets. This may incur additional cost, which will be confirmed upon delivery confirmation.



Please inform us in advance if you have a steep access, an uneven surface or gravel driveway. These would all prevent access using a trolley unless you are able to provide some kind of boarding for uneven or gravel surfaces.

When the goods are delivered we ask that you slit through the polythene wrap using a small knife or kitchen scissors, cutting away from the stone to avoid damage. The polythene can then be peeled back to expose the items. A visual check should be made for damage in transit, paying particular attention to the corners. This is a quick and easy process and is not physically demanding.

**If there are any discrepancies with the order itself then we require this to be photographed, showing the goods as they arrived on the pallet(s) and sent to us within 7 days of delivery.**

In the unusual event of damage please sign the delivery document as 'damaged on arrival' and call us on 01773 540704 when the driver is there, or very soon afterwards. We would then require several photographs

of the damage – some of the whole pallet and others taken closer. Under no circumstances should the delivery document be signed as ‘unchecked’; unchecked or unexamined will be classed as not damaged.  
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**Please do not remove damaged items from the pallet – it is essential that the hauliers and insurers can see the damaged items as they arrived.**

**We require the damage to be reported on arrival and photographs submitted as soon as possible, ideally within 24hrs.**

## Returns

If there is an issue with your delivery and you need to consider returning an order, then please call us on 01773 540704 as soon as possible. Goods may only be returned if they are in the same condition as supplied.

Arrangements and payment for return shipping will be the responsibility of the customer. If you require assistance with this matter then please let us know.

It is essential that the original packaging is retained and reused wherever possible as this is carefully designed to protect stone items during transportation.

**A 25% restocking charge will apply.**

Once we receive your goods they will be checked carefully and refunded within 7 days if they are in saleable condition. **Please note that we are only able to give refunds on goods that are returned in their original condition and are fit for resale as first quality items.** Items returned with chips or scrapes are of no resale value and take up valuable storage space. These will therefore be scrapped once you have been informed and supplied with photographs.

**Regrettably we are unable to offer a returns service on bespoke items such as those made to specific sizes or bespoke colours.**