

DELIVERY

National deliveries are made on pallets by Third Party Courier with an 18 Tonne Rigid Vehicle with Tail Lift for a kerb-side off load – **HIAB/Crane Offload IS NOT available** - your order will be delivered on a pallet and offloaded using a tail lift and a manual pallet pump truck. A level, hard surface is required for offload. Sharp inclines, declines and uneven surfaces are unsuitable for this method of delivery. **IF IN ANY DOUBT** please call us on 0800 2100170 or email enquiries@stones4homes.co.uk prior to placing your order.

Only Deliveries LOCAL to our SELBY Depot in North Yorkshire are made on one of our HIAB/Crane Offload Vehicles, IF IN ANY DOUBT about the area we cover with our own HIAB vehicles then please call us on 0800 2100170 or email enquiries@stones4homes.co.uk prior to placing your order.

Economy/Standard Delivery

Stones4Homes Economy Delivery is our standard delivery of 2-3 days from date of despatch and is included in all prices stated on this site. Deliveries will normally be made between 8.00am and 5.30pm Monday – Friday. We will contact you directly to 'book in' delivery. (Delivery times may increase during busy periods, days leading up to Bank Holidays when deliveries may be made up to 7.30pm).

No Bank Holiday Deliveries are available.

Next Day/Specified Day – Additional £12.00

Orders placed before 11.00am are available for Next Day Delivery, subject to stock availability.

"Next Day" doesn't just mean you have to have it the next day from placing your order but any specified working day of your choice, for a small fee you can select which day you would like to receive your order. This selection is available at the point of checkout. **This charge is per order not per item.**

Deliveries to some parts of Scotland - It is not always possible to have 'Next Day Deliveries' to some parts of Scotland due to the Couriers only providing a '2 Day Service', please check with us before placing your order to avoid disappointment.

AM or PM Specified - Additional £25.00

Available on Next Day/Specified Day Delivery, you can choose either: AM (8am –Noon) or PM (Noon – 5.30pm) weekdays to receive your order. (This selection is available at the point of checkout).

This charge is per order not per item.

Saturday Morning - Additional £60.00 - Unavailable Bank Holiday Weekends

Saturday am delivery will be made between 8 am and 12.00pm.

(This selection is available at the point of checkout).

This charge is per order not per item.

Additional Postcodes

If your postcode is unavailable on our website, please contact us for further information.

Delivery Terms

It is important that you or a nominated person is available at the delivery address to receive your order, therefore you must be satisfied with the delivery date selected. Please contact us

before placing your order should you wish to discuss delivery or if you have any delivery restrictions. Stones4homes cannot accept any liability for any deterioration or theft of any product left, neither can we accept responsibility for the consequences of the positioning of the pallets or bulk bags by the delivery driver.

Delivery Procedure

The majority of our Bulk Bag and Handy Bag Deliveries within a **20 mile radius of our SELBY DEPOT** will be made with our crane off-load vehicle, deliveries elsewhere will be made via subcontracted tail lift Courier Company, using kerbside tail-lift lorries and manual pallet/pump trucks placing the pallet as near to your property as is deemed safe by the delivery driver. Delivery can only be made if there is suitable access and a flat level surface, free from gravel and uneven paving etc. If the ground is unsuitable pallets may be left on the roadside/kerbside at the driver's discretion.

If deliveries cannot be made due to insufficient access or unsuitable off-loading, or where incorrect/insufficient instructions have been provided additional charges will be incurred. (See returns Ts & Cs)

Delivery Check List

The following check list is provided to ensure that delivery is achieved in the easiest manner for all concerned.

Check that your access is suitable for a tail-lift lorry; this does not just mean your drive but the road approaching your property.

Can a refuse truck/fire engine gain access to your property?

Is your intended drop off point on a flat level surface, free of loose aggregate or uneven paving etc? Pallet trucks are unable to deliver up or down inclines.

A designated person must be available to receive and sign for the goods, with a contact telephone number supplied if different from your own. If when the delivery is made a signature cannot be obtained the goods may be returned for delivery at a later date. Further charges may be applied if this happens.

Have I given the correct postal address, including postcode and contact telephone numbers?

Please note that if you do have delivery restrictions we are usually able to make special arrangements to accommodate them, but it is critical that you provide us with as much information as possible.

Returns Policy

Refunds may be given subject to haulage costs to and from the destination.

Orders returned due to unsuitable access or wrong material ordered will incur a charge of the cost of delivery back to our depot, refunds will only be given once this charge has been deducted.

PLEASE REFER TO OUR TERMS & CONDITIONS FOR FURTHER INFORMATION

If you have any questions or you are unsure about your delivery please contact us prior to placing your order and we will endeavour to find a solution for your delivery, the more information we can provide our courier the easier and safer the delivery will be made.

Call 0800 2100170 or email enquiries@stones4homes.co.uk