

Delivery & Collection

Minimum delivery / collection charge is for 5 miles, each journey charged at £1 per mile

Standard delivery is during our working hours Mon – Fr 9am – 4pm only.

Weekend delivery and collection is available on request with an extra charge.

Delivery and collection charges are based on whole miles (rounded up) between our base and the delivery / collection postcode address.

Delivery and collection charges are for door to door only.

We reserve the right to make additional charges for any excess carrying or re-packing time (£5 per ¼ hour or part thereof) and for any lost or damaged containers (see price list).

Delivery needed for more than 5 metres of the van will be charged for

Collection times and details are to be agreed beforehand if collection is not possible at this time there will be an extra charge for returning either the same day or following day, extra hire charges may apply

Goods are supplied on the terms and conditions as detailed hereunder.

By taking delivery of the goods, the customer agrees to be bound by these Terms and Conditions.

1. The Customer shall:
 - a. exercise a duty of care and be responsible for all goods supplied until returned to our premises or collected by our authorised carrier;
 - b. notify us of any shortages and / or breakages before the goods are used;
 - c. ensure that all items are emptied or scraped off and returned in their correct containers;
 - d. accept full responsibility for any extra items supplied whether used or not;
 - e. pay for late returns at 50% of full hire rate for each day overdue, charged daily at 5pm;
 - f. pay for excess delivery or collection times other than to the door;
 - g. pay for sorting / re-packing time where goods are not re-packed as sent out;
 - h. accept our count of items returned and our assessment of damage and to pay for any losses and / or damages when checked against the list of items supplied;
2. All hire charges apply for a whole weekend (Friday to Monday) or 3 consecutive weekdays. Longer hire terms by arrangement.
3. Lost or damaged items will be charged at the full replacement cost plus an administration charge. Indicative replacement prices are shown in our price list.
4. Goods returned incomplete (e.g. without lids) will be charged as being whole unit lost.
5. An order will stand unless changed or cancelled.
6. Reductions or cancellations cannot be accepted at less than 48 hours notice.
7. Cancellations must be made in writing and confirmed by us in writing.
8. We reserve the right to charge in full for orders not collected or for orders cancelled or reduced at less than 48 hours notice.
9. Unless otherwise agreed in writing, all items supplied for sale will not be returnable.
10. Payment is due within 14 days from date of invoice. Accounts not settled in full within 21 days from date of invoice will incur interest charges on the outstanding amount until all outstanding amounts have been paid.
11. We reserve the right to deliver items of similar size or style should the full stock not be available.