

## **Delivery policy**

### **Introduction**

This policy contains details of the delivery methods, periods and charges that apply to orders for our products made through our website, by telephone and email.

### **Delivery time**

We aim to deliver our log cabins within the stated lead time estimation, as detailed at time of placing your order. The most accurate delivery times are shown on each product page. Please be aware that lead times vary depending on factory schedule throughout the year.

### **Free delivery**

We deliver to all parts of the UK and Ireland. However, In Ireland we have to charge an additional fee. We heavily subsidise our deliveries and always aim to keep any additional charges to a minimum (Please see our delivery map).

### **Delivery procedure**

As a rule, we deliver your log cabin on a six-wheeled delivery truck. Our delivery team use Hi-Ab vehicles with an unloading crane for easy and safe unloading. Delivery is kerbside, although we will always try and deliver your log cabin as close to your desired location as possible. Due to the weight of the vehicles and extending safety support arms, our delivery vehicles can only operate on hard standing and are not able to drive into your garden, over soft ground or fields. In order, for this to occur we need sufficient space and access for the lorry and unloading crane to manoeuvre. Please ensure that you tell the driver where to place the cabin so that it is not obstructing anything as we are unable to return and move the package(s) once the vehicle has left your property. If you have questions regarding access required, please contact us on **0333 339 115**.

It is important that we know there is enough space for safe unloading. Please advise us of any access restrictions you may have to your property and don't forget to think about reaching it too i.e. narrow lane with low hanging trees. We have never not been able to deliver a cabin but sometimes we have to deliver by alternative means or plan your delivery to ensure the truck is not loaded to maximum height. If this is not the case and we don't have advanced warning, we may have to abort the delivery and charge you a re-delivery fee.

Please be specific about the most convenient spot for us to offload your log cabin. We make every effort to comply. Be aware, due to the nature of the size and weight of the packages, we

may not always be able to place your cabin exactly where you want it.

If you feel that there are any restrictions or potential access issues that could occur during delivery, please contact our team and we can advise on the most appropriate solution.

You or your designated representative MUST be on site when the cabin is delivered so you can help with the offloading.

The phone number you place in the contact phone box when ordering your log cabin MUST be one where we can reach you during working hours before and on the day of the delivery. One of our team will contact you prior to delivery to agree a convenient delivery date and schedule installation if you purchased that service. Don't worry, we will never deliver the cabin without contacting you first! We will always try and give you a reasonable delivery time estimate on the day, but please be aware that our trucks are subject to road traffic delays and issues such as a tricky delivery, caused by difficult access may mean a change to that time. Please note that we cannot make delivery of your cabin until it has been paid for in full.

Our log cabins come packed in a weatherproof packaging. The parts can stand outside for several weeks before you construct your log cabin if necessary.

If you are concerned about delivery or any other aspect of your order, please contact us on **0333 339 115**.

## **Other information**

We will usually be able to deliver to the following countries and territories: England, Scotland, Wales, Northern and Southern Ireland. We may from time to time agree to deliver products to other countries and territories. We can provide installations services, Please contact us with your request.

Delivery charges will be calculated by our website and automatically applied to your order during the checkout process. We are pleased to offer free delivery to a large part of the United Kingdom. More information on which areas qualify for free delivery and additional charges are detailed above.

All deliveries must be received in person at the delivery address or by an appointed person, and a signature must be provided.

If your products remain undelivered despite our delivery service provider making at least 1 attempt to deliver, we will send you a note with instructions on how you may collect your products, including a time limit for collection. We may agree to arrange for re-delivery of the products, however, we reserve the right to charge you for the actual costs of re-delivery even when the initial delivery was free of charge.

An indicative list of the situations where a failure to deliver will be deemed the fault of the customer is set out below:

- a. you provided the wrong address for delivery;

- b. there is a mistake in the address for delivery that was provided;
- c. the address for delivery is not reasonably accessible;
- d. the address for delivery cannot safely be accessed;
- e. there is no person available at the address to accept delivery and provide a signature;