



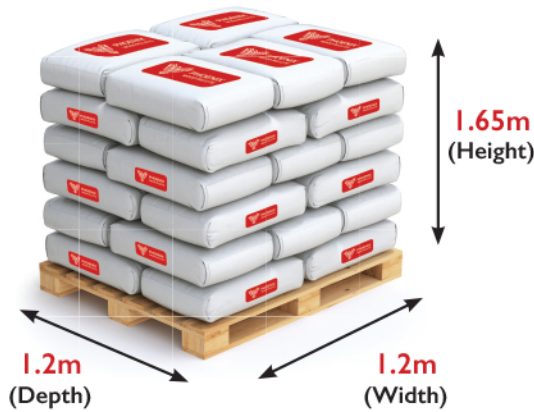
COURIER DELIVERY OF PALLETS

Pallet Dimensions & Weight

TOTAL WEIGHT

Including the pallet the total weight is 1 tonne. There are 65 x 15kg bags per pallet.

*Please note due to Health & Safety requirements, for deliveries over 750kg where there is no forklift truck on site, the carrier has to use an electric pump truck. A surcharge will apply.



Delivery



CONTACT

We will contact you to arrange a delivery date.

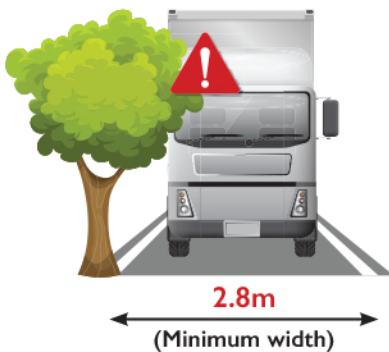
Delivery vehicles



Note: The customer's property must allow for a 7.5 or 18 tonne vehicle. Without adequate access delivery will be kerbside only.

*Please specify when placing your order if a 7.5 tonne is required.

Vehicle access



ACCESS MUST BE

- Sufficiently wide
- Free of obstacles
- Reasonably level



Pallet jacks will not operate on soft ground or loose gravel.



IF YOU HAVE ANY CONCERNS REGARDING DELIVERY PLEASE CALL 01384 413 321 TO DISCUSS YOUR REQUIREMENTS.

PLEASE READ OUR FULL TERMS & CONDITIONS AT WWW.PHOENIXWOODPELLETS.CO.UK

1. All deliveries will be "Economy" which is 2-5 days from despatch. 2. Orders received by 3pm will be despatched on the next working day. 3. Normal delivery times are between 9am and 5pm, Monday to Friday, and the courier will ring ahead approx half an hour prior to delivery. They are not obliged to give am or pm but may do so. 4. All offshore destinations will be subject to a delivery surcharge. 5. In the event of a customer agreeing to a delivery and then not being at home during the agreed time period, a redelivery charge of £50 per pallet will be made. 6. Delivery drivers are not expected to manoeuvre the pallet beyond the rear of the vehicle but will always be as helpful as possible where conditions allow. 7. In the event of a delivery not being possible due to poor access or gravel drive then the delivery will have to be "kerbside" (i.e left as near to the property as possible). 8. All goods must be checked on arrival and delivery paperwork signed unless prior agreement has been made with the delivery company to leave the goods at the property at which point these will be left at the customer's risk. 9. Any delivery issues must be reported immediately to Phoenix at info@intervate.co.uk or 01384 413 321 10. Lead times may extend during busy periods.