



One Man Kerbside Delivery Option (Option 1)

The health and safety of our customers, staff and the public at large is our main priority, and so in order to offer this service, the following safety and delivery criteria will need to be adhered to by the customer/designer.

Delivery Criteria:

- Our driver will pull up as close to the property as is feasible, unload and where possible will manoeuvre the item to the property threshold/designated safe place. For larger items, customers will need to collect their order from where the vehicle is safely parked and as such be prepared to carry to their property – please be aware that this may require two people to carry safely. The driver will call when he is outside to notify you of his arrival.
- In the case of larger items (sofas / beds etc.), customers need to be entirely sure that there are no access issues into the property or room of choice and that all measurements have been taken to eliminate the possibility of pieces not fitting on the day. If items do not fit, please note that we will not be able to offer a same day return option, and so considerable thought should be given to requesting delivery of large / bulky items.
- In the event that you wish to return any part of your order, you would need to contact your retailer directly. It is likely that they will be extending their returns policy as a result of the COVID-19 restrictions and they can advise you of the appropriate steps to take.
- Some items are particularly heavy and we strongly advise that these items are left with us until such time as it is safe to conduct the delivery using our experienced two-man crews who are all trained in the relevant health and safety and safe-lifting practices. Should you wish to take delivery of heavier items, we ask that you take into account the strength and physicality of those who you ask to undertake the delivery on your behalf and not put yourself or anyone else at any risk of injury. This is especially relevant where items need to be carried long distances to the property, up internal staircases or require other awkward lifting manoeuvres.
- Many of our retailers' product lines involve quite complex assembly procedures and existing product knowledge, so in those instances we feel that it would be best for our fitters to visit your property and install when it is safe to do so. Even items such as beds and sideboards can prove difficult for untrained installers and if you can wait a few weeks we would prefer to do these deliveries ourselves. Items damaged in the course of self-assembly may prove difficult to return at a later date, so please check with your retailer if you are not sure.

Delivery Procedure:

- You will be provided with the delivery date (unlikely to be options) and the time slot will be allocated the day before.
- Our driver will call you when he is leaving the preceding delivery and update you on his arrival time.
- Our driver will be provided with a face mask to be worn at all times during the delivery process.
- Please be aware that our driver will still conduct the usual completion paperwork/signatures, etc. If you would prefer not to sign our paperwork please advise our driver who will take pictures of the item/s delivered and ask the customer to confirm completion whilst maintaining a safe distance throughout.

- Our driver will be delivering your order in its original transportation packaging, which you will need to remove and dispose of once you have set your product up in situ within your property. Whilst Public Health England has not identified packaged items as a likely method of transmitting infection; nonetheless it would be prudent to follow the PHE guidance to wash your hands with soap and hot water after handling and disposing of the packaging at your property.