

## **Bagged Soil and Mulch Delivery Information**

We use a national pallet network to deliver bagged soil and mulch products. Here is some information to help you manage your deliveries.

### **Delivery Times**

We aim to deliver between 8am and 6pm on your selected date. The driver will contact you approximately an hour ahead to let you know when to expect your goods.

\*Please ensure that you put the correct site contact details on your order form\*

### **Timed deliveries**

If you need a timed delivery please phone Richard as soon as possible to make arrangements. 07702 011145. Please note that surcharges may apply.

### **Pallets**

All goods are delivered on a non-returnable wooden pallet

### **Cancellations and alterations**

Orders cannot be cancelled without incurring costs once goods have been despatched. Goods are typically despatched 3 working days before delivery. If you need to change your order, please give us plenty of notice.

If you need to reschedule your delivery please give at least 24 hours-notice. Unplanned re-deliveries are charged at £30 per pallet.

### **Kerb Side Deliveries**

As with all pallet deliveries, kerb side delivery only can be guaranteed. Drivers are requested to deliver as close to the property as access allows. It is not possible to move pallets over loose or uneven surfaces such as gravel or grass. Neither are we able to carry materials up steep inclines, paths or to rear gardens. Access to sites must be on hard roads over which a vehicle can pass without sustaining or causing damage of any kind.

When delivery is required to a property with a gravel drive, the customer may be asked to help unload the vehicle by hand.

Any orders returned to the supplier once the products are in transit will be refunded minus the cost of transport. Goods must be returned in the state they were received, shrink wrapped and accessible by a pallet pump truck and vehicle.

### **Sites with no artic access**

When a 7.5 tonne vehicle is required, please note that the maximum weight these vehicles can carry is 2 tonnes. If you need a multiple pallet delivery, this may need to be spread over more than one day. Some 7.5 tonne vehicles have weaker tail lifts which are not suitable for full pallets. We recommend with small bag consignments to order a maximum of 30-36 bags per pallet to avoid hand-balling.

**More information**

If you need to clarify any points or understand more about your delivery, please contact the ALS team on 0208 953 6177