



YOUR DELIVERY

Your order will normally be despatched by carrier on a 2/3 day delivery cycle. Timed deliveries within a 2 hour time slot , next day or saturday delivery can be arranged at an additional charge.

Deliveries are to kerbside only and the buyer must arrange adequate labour to unload . This should be carried out within a reasonable time . Packs are heavy and our health and safety policy does not cover the driver lifting goods into clients premises unaided. It is normal practice for your installer to arrange unloading as part of his contract.

Approximate Weights and Sizes

	Solid oak	Engineered Oak
Weight per M2	13 kg	8 kg
Pack Weight	25 kg	25 kg
Pack Length	2.25 metres	2.25 metres

All flooring is kiln dried and kept at optimum levels in our warehouse which contains a large dehumidification plant. On dispatch the moisture content of the timber is checked and signed for by the warehouseman on your delivery/dispatch note. On arrival the flooring must be stored in dry and suitable conditions, please refer to our section on acclimatising your new floor.

DO NOT OPEN PACKAGES OF ENGINEERED FLOORING UNTIL IMMEDIATELY PRIOR TO INSTALLATION

We can incur no liability unloading when carried out under the clients instructions.

Any problems must be notified to us and confirmed in writing within 72 hours from the time of delivery.