

DELIVERY INFORMATION

In order to minimize disruption to deliveries, please can you ensure the following guidelines are met:

- Please ensure all details on your Order Confirmation are correct including delivery, landline and/or mobile numbers and the contact name(s) of the person **taking delivery**. Any incorrect information may cause the delivery to be delayed or aborted.
- Please check your building access/door width against the external dimensions of the unit to ensure that the unit will fit into your premises. Extra clearance may be needed for packaging. Larger units such as double door fridges, serve over cabinets and multidecks cannot be tilted or laid on their side in order to be delivered. Additional charges will apply to any aborted or unpacked orders.
- Standard delivery is to **doorstep only** unless otherwise stated. On larger items the driver will require assistance on delivery. If a position and unpack service has been arranged this will only take place providing it is to a ground floor site with clear access i.e., no obstructions such as steps, pillars walls or other equipment.
- If you have arranged for a collection and disposal of an old unit please ensure that the unit is powered down and empty of stock with any shelves or loose parts detached from the unit ready for transit. The unit must be brought to the building access point ready for collection. Failure to do this will result in the unit not being collected.
- Change of delivery address will be charged for if goods are already in transit.
- Please check with the courier that the make and model is correct as per the Delivery Note and matches what is stated on your Order Confirmation. Mistakes cannot be rectified without charge after delivery.
- Please check the item(s) immediately on receipt to see if there is any damage. We will assume goods are received in good condition unless signed for "Damaged". Damage that has not been noted on the Proof of Delivery note and has been signed for as acceptable **will not be replaced later**. Any claim for damage must be reported within 24 hours. Signing "Unchecked", "Unexamined" or any similar signature will not be accepted as a conditional signature if a claim is required.
- If an item is left with you awaiting replacement, please ensure the unit remains packaged and unused in this period as any unit that has been switched on will be classed as "used" and will not be collected.
- If deliveries are unable to be carried out due to your site not being ready or accessible or if there is no one available to sign for your delivery then the item will be returned and a failed delivery charge will be incurred. This amount will be dependent on the size and quantity of the goods being delivered.
- It is your responsibility to ensure goods are ordered correctly. If the goods are not required, or incorrect due to a mistake made when ordering, we can have them returned, providing they are unused and in their original packaging and we will refund you, less the return carriage and a 25%restocking charge.

If you have any questions or wish to make any amendments to the delivery details on your order please call **0800 001 699** or **0161 320 2670** or by email at **info@corrchilled.co.uk**