



PLEASE READ THESE DELIVERY TERMS AND CONDITIONS CAREFULLY.

Delivery Information:

THE PURPOSE OF THIS DOCUMENT IS TO CLARIFY THE TERMS AND CONDITIONS OF THE DELIVERY PROCESS, AND IT IS IMPORTANT TO NOTE THAT BY PROCEEDING WITH THE DELIVERY, THE RECIPIENT IS AGREEING TO THESE TERMS AND CONDITIONS.

1.) Responsibility for Site Preparation and Delivery:

It is the responsibility of the customer to ensure that the site is adequately prepared for the delivery and offloading procedure. The customer must ensure that the site is accessible and that appropriate personnel are readily available to facilitate the offloading process.

Suitable site access must be available for the lorry driver/HIAB operator to perform the offloading. If an extended reach is required, the customer must provide written notice to us at least one week prior to the delivery. An additional cost, if applicable, will be provided.

If the lorry driver/HIAB operator is unable to attain suitable access and/or complete a successful offloading procedure due to unsuitable access/site conditions/site restrictions, the customer will be responsible for any delivery costs incurred, including, if applicable, the rescheduling of the delivery and offload procedure.

In the event of any postponements or cancellations, the customer must provide a minimum of one week's written notice. Failure to provide such notice within this timeframe will result in the customer incurring a postponement/cancellation charge to cover the postponement/cancellation fee Pro-Tect GRP Enclosures will receive from the subcontracted haulier.

2.) Pallet Network Courier Deliveries:

Courier deliveries will operate on a standard service where deliveries are made between 9am-5pm, Monday-Friday unless otherwise agreed.

Unfortunately, due to the nature of the courier delivery process, we are unable to provide specific delivery times. The delivery will be booked in line with the delivery confirmation email you will receive prior to delivery. In the unlikely event that you have not received your delivery by 17:00 on the advised date, please feel free to contact our Logistics Manager (Lewis@protectgrp.co.uk) and we will be happy to investigate the issue with the couriers and take appropriate action.

Please note, whilst every effort will be made to deliver your order in a timely manner, if for any reason the couriers are unable to deliver on the date advised, Pro-TECT GRP Enclosures Ltd will not be held liable for any costs incurred by the customer.

2.a) Offloading:

A tail lift can be requested however, please note this option cannot be guaranteed. Whilst the couriers are always happy to assist where possible, adequate offloading equipment is required at the delivery address, and it is ultimately the responsibility of the recipient to offload safely. If the customer does not have suitable offloading equipment on site, Pro-TECT GRP Enclosures Ltd advises the customer to upgrade to a hiab delivery. Pro-Tect GRP enclosures ltd does not recommend that the customer hires any offloading equipment, but if the customer chooses to do so, it is entirely at their own risk and expense. Pro-Tect GRP Enclosures Ltd will not be held liable for any costs incurred by the customer in relation to sourcing offloading equipment.

3.) Missed/Failed Delivery Charges:

Any delivery attempts made (on the date advised) that fail due to the fault/decision of the customer or recipient at the delivery address may result in missed delivery charges (up to the full amount of delivery). This includes but is not limited to delivery rejection by recipient at delivery address, closed premises, no persons available/authorised to sign for goods, unsuitable access to delivery address restricting delivery vehicle, incorrect/incomplete delivery address details, and delivery unable to be offloaded safely due to unsuitable/unsafe/no use of offloading equipment.

4.) Lorry Deliveries (Including Hiab Offload):

Where a ready-built enclosure is to be offloaded by a HIAB lorry arranged by Pro-TECT GRP enclosures ltd, there is a maximum time limit of 60 minutes for the HIAB offload. If the time taken to offload exceeds 60 minutes, there will be a charge of £75 per hour on a pro-rata basis. In addition, if a HIAB or crane lift is provided by Pro-Tect and the lift is postponed due to unforeseen/unpreventable/unavoidable circumstances, then any costs incurred due to the rescheduling of delivery and offload will be shared equally between PRO-TECT GRP enclosures ltd and the purchaser.

5.) Lorry Deliveries (Offload by Others):

For deliveries where the customer has not booked or paid for the offload of the order (offload by others), please note that there is a maximum time limit of 60 minutes for the customer's arranged offloading method to be completed. If the time taken to offload exceeds 60 minutes, there will be a charge of £75 per hour on a pro-rata basis.

In addition to the above, if for any reason, the customer does not fulfil their side of the agreement by successfully carrying out the offload, or if any delays caused by the customer's offloading arrangements prevent the offload from going ahead on the agreed date, the customer will be liable for all costs incurred, and Pro-Tect reserves the right to recall the delivery.