



# Batsford Timber Ltd

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## DELIVERY POLICY

It is the policy of Batsford Timber Ltd that all operations including deliveries shall be carried out in accordance with health and safety directives.

As we endeavour to carry out all deliveries in the most efficient way possible we have issued our drivers with the instructions below.

All deliveries are based on kerbside only.

1. Items over 20 kilos are not to be lifted without assistance.
2. Loads above 20 kilos to be offloaded
  - i. with your assistance,
  - ii. with mechanical equipment,
  - iii. tipped off.
3. We can provide a second person at additional cost (please ask for details)
4. Our lorries are designed for road use only; our drivers are instructed not to enter rough tracks or fields. If, after being assured by the customer that it is safe to proceed, the delivery vehicle becomes stuck or bogged down the retrieval and any damages will be charged to the customer, this will include any personal injury to the driver.
5. If the customer keeps our delivery vehicle waiting for an unreasonable time or the delivery driver is obliged to return without completing delivery, or if due to the nature of the goods we have to provide additional staff to unload the goods, a reasonable supplementary charge may be made that reflects the extra services provided.
6. The customer is responsible for the goods when delivery has taken place.

**All deliveries will be at the customers own risk**