

Pallet dimensions & weight

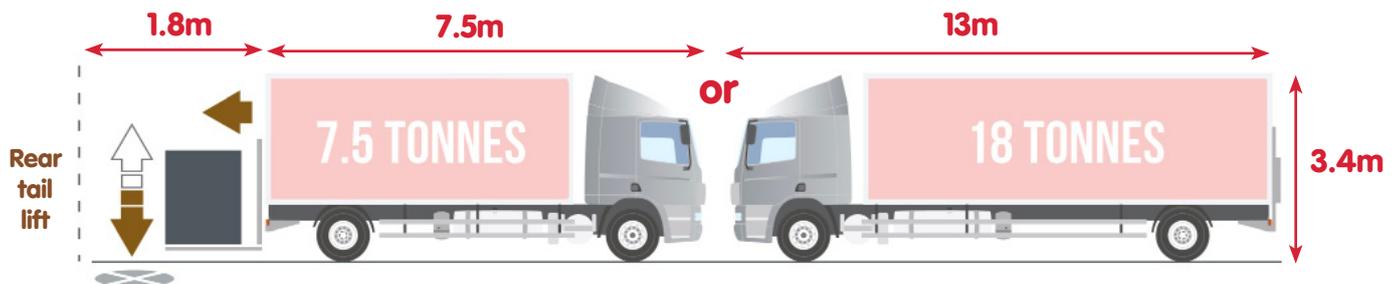


Delivery

You can request a 'book in' delivery or name your day. We always ask the courier to call you before he arrives.



Delivery vehicles



Your property must allow for a 7.5 or 18 tonne vehicle (please advise us which is suitable). If access to your delivery address is inadequate we can only offer a kerbside delivery.

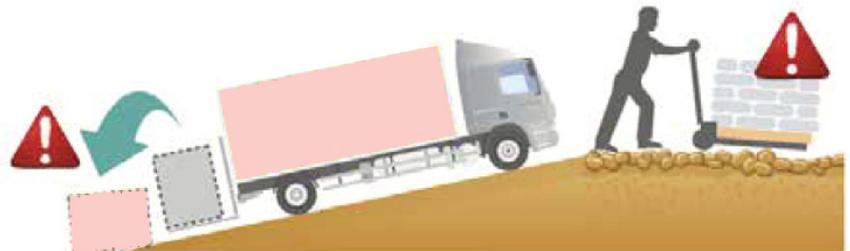
Vehicle access



ACCESS MUST BE:

- Sufficiently wide
- Free of obstacles
- Reasonably level

Pallet trolleys will not operate on soft ground or loose gravel



If you have any concerns at all regarding delivery please call 01466 700367

Please read our full Terms and Conditions at www.sorbeohorsebedding.co.uk

1. All deliveries will be 'economy' which is 3-5 days from dispatch. **2.** Orders received by 3pm will be dispatched next working day. **3.** Normal delivery times are between 9am and 5pm Monday to Friday. **4.** The courier is not obliged to give you am or pm but may do so. **5.** In the event of a customer agreeing to a delivery and then not being at home during the agreed time period, a redelivery charge of £30 per pallet will be made. **6.** Delivery drivers are not expected to move the pallet beyond the rear of the vehicle but will always be as helpful as possible. **7.** In the event of a delivery not being possible due to ground conditions or poor access then delivery will have to be 'kerbside'. **8.** All goods must be checked on arrival and delivery paperwork signed unless prior arrangements have been made with the delivery company to leave the pallet at the property at which point this will be left at the customer's own risk. **9.** Any delivery issues must be reported immediately to sales@sorbeohorsebedding.co.uk or **01466 700367**. **10.** Lead times may be extended during busy periods.