

## **DELIVERY POLICY**

### ABOUT OUR DELIVERY POLICY

THE FOLLOWING DELIVERY POLICY AGREEMENT (hereafter "Terms") governs your use of our web site (hereafter "web site").

It is vitally important that you read the Terms carefully, as your use of the web site will automatically constitute your agreement to be legally bound by the terms and conditions set out herein. We recommend that you print a copy of these terms for future reference.

These Terms also govern your use or purchase of the products/services provided through or in connection with the web site (hereafter "services").

Each time you use our services, you acknowledge that you have read these Terms and agree to be legally bound by them. If you do not agree to be bound by these Terms, you may not use the web site(s) or the services provided by Company through its web site(s).

This website is owned by Anderson Roofing Supplies Limited (hereafter "Company"), a company registered in England and Wales (company number 4612857), whose registered office is shown below.

Our VAT registration number is 816 4649 13.

The following words used in these Terms shall have the following meanings:

- "Personal Information" shall mean all data and/or information provided by and about User, including e-mail address (es), name, address, credit card, or other payment information, etc.;
- "Company web site" shall mean all web sites on which Company provides products and/or services.
- "Company User" shall mean all Users of the Company web site(s) and services.
- "Company Products and Services" shall mean all products and/or services provided directly by Company;
- "3rd-Parties" include all advertisers, partners and affiliate vendors that are included on, or linked to, the Company web site(s).

### DESPATCH OF STOCK ITEMS FOR DELIVERY TO ENGLAND & WALES: 2 - 3 WORKING DAY SERVICE (NON-GUARANTEED)

Please feel free to call us on 0118 978 6468 or email us at [wokingham@andersonroofing.org.uk](mailto:wokingham@andersonroofing.org.uk) for further details.

### DELIVERY - OTHER GOODS

- Cedar shingles, roof domes, roof tiles, roof slates, roofing batten & bulk bags of aggregates & landscaping materials are supplied within 2 - 5 working days subject to stock availability, the nature of the goods and the delivery location. We will contact you by phone and / or by email to advise an eta.
- We will deliver your order using the most appropriate, quickest and / or cost-effective method available which may be using manual offload as opposed to a mechanical offload method, such as a crane, or on a pallet via a pallet haulier. We reserve the right to make this decision to allow us to provide the best service to our customers and for commercial reasons.
- Please feel free to call us on 0118 978 6468 or email us at [wokingham@andersonroofing.org.uk](mailto:wokingham@andersonroofing.org.uk) for further details.

#### **Wokingham Branch**

Unit 1 Warren Farm, Forest Road  
Wokingham, Berkshire, RG40 5QY  
T: 0118 978 6468 | [wokingham@andersonroofing.org.uk](mailto:wokingham@andersonroofing.org.uk)

#### **Camberley Branch**

Unit 7 Lawrence Way, Stanhope Road  
Camberley, Surrey, GU15 3DL  
T: 01276 535081 | [camberley@andersonroofing.org.uk](mailto:camberley@andersonroofing.org.uk)

## DESPATCH

- Our aim is to despatch orders from stock that are placed with us on weekdays (Monday-Friday) the same or following working day if we use a courier service, subject to stock availability, delivery details being acceptable & payment being received & cleared in full.
- The delivery of goods within 2 - 3 working days is our aim. However, please note that this is an aspiration, and is not guaranteed as it is subject to a number of factors including reliability of the parcel / pallet carriers, seasonal peaks (such as Christmas), adverse weather conditions (such as snow & floods) etc and is an estimate only, given in good faith.
- By paying a delivery charge on this website, please note that you are paying for the goods to be delivered, not when they will be delivered. The date of delivery is incidental, and as stated above is not guaranteed due to factors that are beyond our control.
- We will deliver goods ordered by you as soon as possible to the address you give us for delivery, but in any event within 14 days of your order (subject to availability).
- Orders placed on a weekday after 1pm or at weekends will be processed the next working day where possible.

## DELIVERY ADDRESSES

- Orders can only be supplied to the address entered by you when your order is placed online.
- Requests to despatch goods to addresses other than those entered by you during the order creation process may constitute a breach of Purchase Protection Schemes, our on-line payment provider terms and conditions and / or credit / debit card providers' terms and conditions and will not be accepted or complied with.
- In instances of incorrect delivery addresses being entered during the order process, or where the buyer is unable to ensure that the goods can be signed for upon delivery, upon request we will cancel and refund the order to enable it to be re-placed.

It is the responsibility of the person / organisation placing the order to make us aware before placing their order of any fact that might impede our ability to deliver the order, or that we might reasonably need to be aware of. These facts include (but are not limited to):

- Gates requiring keys or codes to access.
- Restrictions such as slopes, inclines, walls, gravel paths, mud, water, phone lines etc.
- Trees.
- Shared access and / or narrow roads / drives.
- Parking issues caused by parked cars / vehicles.
- Low bridges.
- Proximity to schools, places of worship, hospitals, road crossings, railways crossings, entrances.
- Parking restrictions such as red lines, yellow lines, chevrons etc.

If in doubt, please make us aware.

If we are unable to carry out a delivery having not been made aware of any issue that might affect our ability to do so will result in any costs incurred being deducted from any refund given at our discretion.

If we are unable to carry out a delivery as someone is not on site to check & receive the goods (despite confirmation having been received beforehand that someone will be on site to check & receive the goods) will result in any costs incurred being deducted from any refund given at our discretion.

## AVAILABILITY

If your item is out of stock, we will contact you as soon as we become aware of the fact and you will be given the choice to either cancel the order, wait for the stock to arrive or to choose an alternative product.

## DELIVERY INFORMATION: GENERAL

Please note:

- We only supply orders placed on this website to certain mainland English postcodes currently. These postcodes are subject to change and the website will display a warning if your postcode is not currently covered.
- In addition to the above, we will not be able to deliver to PO box numbers or to the following postcodes: IM,GY,JE,TR21,TR22,TR23,TR24,TR25, or outside Great Britain including ROI & the EU currently. Orders to these postcodes can NOT be placed on this website.
- No goods are despatched on Saturdays, Sundays or on Bank Holidays, and goods are not delivered on these

days except by prior arrangement, and at an extra cost.

- Delivery of your order shall be made by our carrier to the address requested by you for delivery during the order creation process. It is important that this address is accurate.
- We will deliver your order using the most appropriate, quickest and / or cost-effective method available which may be using manual offload as opposed to a mechanical offload method, such as a crane, or on a pallet via a pallet haulier. We reserve the right to make this decision to allow us to provide the best service to our customers and for commercial reasons.
- It is your responsibility to advise if there are any issues or restrictions that might restrict access for a vehicle to deliver your order: If in doubt please make us aware.
- If we are unable to carry out a delivery having not been made aware of any issue that might affect our ability to do so will result in any costs incurred being deducted from any refund given at our discretion.
- If we are unable to carry out a delivery as someone is not on site to check & receive the goods (despite confirmation having been received beforehand that someone will be on site to check & receive the goods) will result in any costs incurred being deducted from any refund given at our discretion.
- In cases where goods are being sent to you from a source other than from our stock (such as directly from the manufacturer), we will endeavour to make you aware of this fact by phone.
- Goods not supplied from our stock will usually take longer to arrive: We will advise you of a delivery estimate when you place your order or shortly after by phone and / or by email.
- Please note that we have little control over the speed of despatch & time taken to reach you for deliveries that are supplied ex works, and any estimated delivery dates & times are given in good faith, based on information given to us.
- Please note that delivery times vary according to the nature of the goods, the postcode that they are going to and the Carrier delivering them: If delivery speed is important, we strongly advise you to check with us before purchase on 0118 978 6468 or email us for further details so that we can advise an estimated delivery date for your order.
- Any delivery dates or periods quoted by the Company are estimates only, given in good faith and the Company shall not be liable for any loss or damages whether direct or consequential resulting from any failure to meet such delivery dates or periods.
- When goods are sent out on a next working day service to mainland English, Welsh & some Scottish postcodes in good faith neither Anderson Roofing Supplies Limited, nor our carriers can be held responsible for the late arrival of goods.
- Our carriers normally deliver between 8am & 5pm - however deliveries outside of these hours may be made.
- All goods shall be delivered to the Purchaser's premises in the United Kingdom and risk in the goods shall pass on such delivery.
- Goods sent to a third party or to a site are despatched at the Purchaser's risk.
- We reserve the right not to supply low value / small orders for commercial reasons.

#### DELIVERY: PALLETISED GOODS

- Goods delivered by pallet haulier will be delivered on pallets.
- Orders for delivery by pallet haulier will need to be checked and signed for and cannot be left without a signature.
- We will contact you before despatching palletised orders & will be unable to despatch your order until we have confirmed that someone will be onsite to check & receive the goods.
- Palletised goods will be delivered on a lorry with a tail-lift and will be offloaded by the driver using a pump truck.
- Palletised goods can only be unloaded and delivered on the public highway to the kerbside.
- The pallets and / or packaging the goods are delivered on / in will not be taken away.
- Access to the property suitable for an 18t lorry (equivalent to a refuse truck / skip lorry) or larger is essential and must have a solid smooth surface to unload and place the pallets.
- Deliveries will not be able to be made to properties with mud; grass; gravel, aggregates, paved, hardcore, soft or uneven surfaces.
- Upon receipt of your order, you will be asked to sign for the goods received, and they are in good condition.

If the package / pallet does not appear to be in good condition then please refuse the delivery or if you wish to accept the goods, ensure that the driver's paperwork is marked up with details of the damage, that you retain a copy of the paperwork and that we are advised immediately.

Please note that signing for the goods constitutes acceptance of them without reservation and will affect your ability to report claims for damages / loss at a future date, unless you have marked the delivery paperwork up with details of the loss / damage that you have retained a copy and have advised us immediately.

If the goods that are delivered are not what you ordered, are damaged or defective, or the delivery is of an incorrect quantity, we shall have no liability to you unless you notify us in writing at Anderson Roofing Supplies Limited, Unit 1 Warren Farm, Forest Road, Wokingham, Berkshire, RG40 5QY of the problem immediately. Alternatively, you can email us at [wokingham@andersonroofing.org.uk](mailto:wokingham@andersonroofing.org.uk). Please note that reports of issues relating to deliveries to us must be made in writing.

Please ensure that someone is in to receive the goods as all orders will require a signature on delivery.

**SIGNATURE ON DELIVERY IS A CONDITION OF SALE - PLEASE DO NOT ORDER IF YOU ARE NOT GOING TO BE ABLE TO ENSURE THAT SOMEONE IS AVAILABLE TO SIGN FOR THE ORDER AT THE TIME OF DELIVERY.**

Please supply a contact number in case we need to contact you to clarify your address. We routinely pass contact numbers onto our carriers ONLY for use by the carriers if they need to contact you with a delivery query.

If we are unable to carry out a delivery having not been made aware of any issue that might affect our ability to do so will result in any costs incurred being deducted from any refund given at our discretion.

If we are unable to carry out a delivery as someone is not on site to check & receive the goods (despite confirmation having been received beforehand that someone will be on site to check & receive the goods) will result in any costs incurred being deducted from any refund given at our discretion.

#### CARRIERS

- We currently use InExpress and UPS (subject to goods handling requirements), as well as our own fleet of vehicles, for delivery of goods to UK postcodes / addresses that are sent from our stock.
- We also send goods directly to our customers from various manufacturers on occasion, who use other reputable parcel carriage & haulage companies.
- The decision regarding which carrier / delivery method is made by us on an order-by-order basis to ensure that the goods are delivered as quickly as possible and in the most cost-effective manner.
- Bulky / heavy / palletised goods such as roof tiles, roof shingles, aggregates, chimney pots etc will be delivered via pallet haulier using a pump truck to the kerbside in most instances.
- If a delivery using mechanical offload is required, please contact us before placing your order.

#### TRACKING YOUR DELIVERY

Once dispatched you may receive tracking details from the carrier employed.

#### SIGNING FOR GOODS

Upon receipt of your order, you will be asked to sign for the goods to acknowledge receipt, and accept they are in good condition.

**PLEASE CHECK THE CONDITION OF THE GOODS AND PACKAGING BEFORE SIGNING FOR THE GOODS.**

#### IN CASES OF NON-DELIVERY OF YOUR ORDER

Non palletised goods:

- Our carriers will attempt to deliver to you, and if there is no one available to sign for the goods they will leave a contact card each time, requesting that you contact them to advise when you will be in to receive the goods.
- If orders are undeliverable (subject to specific carrier's policies having tried to deliver to you and no contact having been made), this will result in the order being shipped back to us by the carriers who levy a charge for doing so. In this case we shall refund the price of the products less these costs and less the costs of the original delivery (even where the goods are sold as having "free" delivery). Alternatively, if you wish for the goods to be re-sent to you, we will charge you the return charges from the carrier plus the cost of re-sending your goods.
- Non receipt of goods must be reported to us in writing within 10 working days of the order being placed so that we can initiate an investigation on your behalf. Reports of non-delivery outside of this time frame may not enable us to investigate in a timely fashion to resolve the issue, and therefore claims for non-receipt may not be resolved.

#### RESCHEDULING YOUR DELIVERY: NON-PALLETISED GOODS

Please use carriers Delivery Rescheduling Page in the first instance

## ADDITIONAL INFORMATION: PALLETISED GOODS / BULK BAGS

- Once your order has been placed you will be advised of the date that the goods are being delivered by phone and / or by email.
- If we are unable to carry out a delivery as someone is not on site to check & receive the goods (despite confirmation having been received beforehand that someone will be on site to check & receive the goods), this will result in the order being shipped back to us. The carriers will levy a charge for doing so equivalent to the initial haulage charge for doing so plus uplift to cover their wasted time and the negative impact upon their ability to fulfil other commitments.
- In this case we shall refund the price of the products less these costs and less the costs of the original delivery (even where the goods are sold as having "free" delivery).
- If we are unable to carry out a delivery having not been made aware of any issue that might affect our ability to do so will result in any costs incurred being deducted from any refund given at our discretion.
- Alternatively, if you request that the goods to re-sent to you, we will charge you the return charges from the carrier plus the cost of re-sending your goods.
- Non receipt of goods must be reported to us in writing within 10 working days of the order being placed so that we can initiate an investigate on your behalf. Reports of non-delivery outside of this time frame may not enable us to investigate in a timely fashion to resolve the issue, and therefore claims for non-receipt may not be resolved.

## RESCHEDULING YOUR DELIVERY: PALLETISED GOODS

Please call us on 0118 978 6468 or email us on [wokingham@andersonroofing.org.uk](mailto:wokingham@andersonroofing.org.uk). Please contact us if you require any details regarding your consignment.

## LIABILITY:

- Whilst we will make every effort to deliver within the time stated on our website, we will not be liable for any loss caused to you by late delivery.
- Please notify us as soon as possible either by telephone or email if you do not receive your goods within two working days.
- We shall not be liable for any delay in delivery of the goods however caused. If we fail to deliver the goods (or any part of) for any reason, other than any cause beyond our reasonable control or your fault, and we are accordingly liable to you, our liability shall be limited to the price of the goods.
- We will accept no liability whatsoever, irrespective of how it was caused / who caused it, when deliveries are carried out under the direction of the consignee and / or their representative.

## RETURNS POLICY

Please see our Terms & Conditions and Returns Policy available on our website

## DELIVERY CHARGES

- Depending on the size, weight & destination of your order the delivery charge will vary: this allows us to charge you the very minimum to send you your goods, and to enable us to be flexible when choosing which carrier & the service used to enable us to provide an efficient & cost effective service.
- During the order placement process buyers may be given the opportunity to select a carriage tariff appropriate for the correct geographic area that the goods are going to. Orders placed using incorrect details may be rejected at our discretion.
- Certain locations in Scotland, offshore locations, such as the Isle Of Wight & Northern Ireland will likely be subject to a carriage supplement if we allow delivery in the future: Please feel free to call us on 0118 978 6468 or email us for further details at [wokingham@andersonroofing.org.uk](mailto:wokingham@andersonroofing.org.uk).
- We are unable to deliver certain goods to some destinations: Please feel free to call us on 0118 978 6468 or email us as above for further details.

## FREE DELIVERY

- If we offer free delivery this is subject to restrictions such as delivery postcode, nature of the goods, value of the order etc. and the decision to offer Free Delivery is at our discretion based on these and other factors.
- Please speak to us before ordering if you are not sure whether the goods that you are ordering are included or excluded from our Free Delivery offer.

- Please note that we reserve the right to withdraw or vary this offer at any time, without prior notice.