



DELIVERY GUIDELINES

What to Expect

If you wish, you can collect your goods from our workshop (YO26 7QJ). We will advise you on our opening times, weight of goods and offer help and assistance where needed.

Your goods are always delivered based on the most economical and safest system. Sometimes you may have a choice and therefore we will always provide the options and their criteria.

We operate 3 types of delivery systems depending on 3 main factors:

- 1) Total weight of goods to be sent
- 2) Distance the goods have to travel
- 3) Maximum length of goods

Fedex Deliveries

This service is for all items that are under 3m in length and where no individual item has a weight greater than 50 kgs. This system is priced on the combined weight of the goods.

National Palletline System

Throughout the UK, there is a central palletline system that third party carriers use to transport palletised goods. There is a maximum length of 10m and each 'lift' (for example, a forklift) cannot exceed 750 kgs. The system is priced on postcode area and the length of the longest item.

Local Carrier System

We offer a local and reliable service using a local carrier. Goods should not exceed 5m in length and a combined weight should not exceed 2500 Kgs. This service is priced on mileage and is based on a one-way calculation.

Off Loading Procedure

Apart from the local carrier system, all deliveries are made to the kerbside of the property. We are sometimes able to provide special instructions to the hauliers and any request need to be asked for in writing.

The local carrier system does offer a premise delivery but this would be a ground floor room with access from the front door.

We will make, or ask for checks to be made for the following areas:

1. Is there sufficient access for the delivery vehicle?
Depending on the goods to be delivered, we will advise you of the type of vehicle that will be used.
2. Will there be anybody at the delivery point to help off load the goods?
Although not always necessary, it may help in finding a better delivery solution.
3. Are there any times of the day where a delivery would not be suitable?
If a delivery is going to a building site or development, we need to ensure mutually convenient delivery dates and times.



Acceptance of Goods and Returns

A delivery note detailing the goods to be delivered and any outstanding goods, if a second or further delivery is required, will accompany all deliveries.

A signature is required to accept the goods and they have arrived in good condition. Any damage to the packaging must be indicated on the delivery note at the time of delivery and reported, in writing to Oak By Design by letter or email within 24 hours.

Checks should also be made to the quantity of goods been delivered. Easy items, for example, number of doors can be checked, however, square meters of flooring is more difficult. Therefore, we would ask that any shortages or discrepancies should made in writing to Oak By Design by email within 1 business day.

Should wish to have help in how to calculate the quantities, please call us on 01423 593794 during office hours. We cannot accept any shortages or discrepancies after this time.

For further details please section 11 of our [terms and conditions of sale](#)