

Delivery Information

We aim to have all flooring delivered to you within 2-3 working days, some items such as accessories are shipped from a different warehouse and may arrive separately if ordered together with flooring.

We can't be specific on delivery times other than between 8am and 6pm Monday to Friday.

Please note that the 2-3 working days is a general guide, on some occasions we may need to go over this guide while we await stock or there is any delays during the courier's delivery process.

Delivery Considerations

Any of our deliveries could be made on anything up to an 7.5 tonne wagon, so it is assumed that the delivery address will be accessible. If access is likely to be a problem please inform us at the time of order to discuss alternative delivery options.

If the driver is unable to deliver due to access and we have not been informed beforehand, a re-delivery charge of £35 will apply which is payable before delivery is attempted again.

Standard Delivery - Free

Standard delivery times are based on a 2-3 working day timeframe from your point of order, with the cutoff time being 12pm, after 12pm your order will be processed on to the following working day. All of our standard sized flooring (which is able to fit onto a single standard size pallet) is delivered via pallet courier, it is assumed that the delivery address will be accessible. If access is likely to be a problem please inform us at the time of order to discuss alternative delivery option

Next Day Delivery - £29.99

We aim to deliver our priority deliveries next day (cutoff time is 11am), there may be occasions where a priority delivery service may not be possible, our team will notify you if this is the case.

Delivery Surcharges

Some parts of the United Kingdom have an increased delivery cost, such as the Greater London, Scottish Highlands, Northern Ireland, ROI, Off-shore islands and parts of Greater London. If your delivery postcode falls within one of these areas, a delivery surcharge may be added to your total, this will be displayed on the payment page before any payment is taken.

Cancelling An Order

If you cancel your order before it has been dispatched, if your goods are not a bespoke item, such as a cut of carpet/artificial grass, then in most cases we can offer a full refund for you.

However, as soon as your goods are dispatched to you, and you wish to cancel, then the initial delivery cost would be non-refundable, and there would be a return cost of a minimum of £75 for the courier to return your goods to our warehouse. This is strictly non-refundable. The return cost may be higher for some postcodes in the UK such as Scotland.

Missed Deliveries That Need Re-Delivering

If any delivery that was attempted to be delivered to you, but we were unable to deliver for any reason that was beyond our control, you will be liable for a re-delivery charge of £35, which would need to be paid to us before any other delivery attempt is made. This is strictly non-negotiable and is charged by our pallet courier partners for all re-deliveries. If you miss a delivery, and do not pay for any re-delivery charge, then this will be classed as a "Missed Delivery That Needs Returning To Us", which has other costs associated, which are explained below.

Missed Deliveries That Need Returning To Us

It is really important that you are able to take delivery of your goods on the day of delivery. If your order arrives to you but we're unable to deliver because there's nobody home, the goods are refused by you, there's inadequate help available, incorrect address has been provided or any other reason why the order has been dispatched but unable to be delivered to you, you will be liable for any additional costs incurred for the goods being returned back to us. The return delivery charge for failed deliveries is from £75 which is strictly non-refundable, you will also be liable for the full initial delivery cost. Some areas will have a higher return fee depending on the distance from our return base in Wolverhampton, this cost will be determined by our courier partners. Once it's returned to us, we will refund you minus the initial delivery cost paid and the return costs.

Order not as expected

Goods **must** be inspected upon delivery. Whilst we do not expect you to check every piece, we do ask you to look for visible damage. If there is visible damage of any description, you must mark **DAMAGED GOODS** on the delivery note and **NOTHING ELSE**.

Customers must inform us directly (in addition to signing the delivery note which we may not see for a further 3 days) within 24hrs if any of their goods have been damaged during haulage. Please note that we take 8 photographs of each order whilst the order is being processed in our warehouse, and just prior to dispatch. This enables us to provide evidence of the consignments condition prior to delivery so that we can make a claim against our hauliers in the unlikely event that any damage occurs in transit.

We must have exact quantities of any damaged items within 48hrs. We will then organise replacements immediately as long as they have been signed for as damaged. If the goods are signed for as in "good condition" and later found to have been damaged and that damage was caused in transit then we cannot make a claim against the haulier and we will not be able to replace the damaged goods "Free of Charge".

It is vitally important that whoever is signing for the goods adheres to the above. If the goods will be received by a 3rd party i.e. a builder or builders representative, it is your responsibility to ensure that they follow these instructions clearly.

Photographic evidence of ALL damage will be required to aid with any insurance claim against the haulage contractor.

Other Damage to Goods

Occasionally minor damage to goods may be found after they are unpacked. Your order should contain at least 10% extra for “cuts & waste” i.e. for extra planks/tiles that need cutting to go up against walls, corners & door frames etc. The 10% allowance assumes that ultimately 10% of the total order will be discarded in off cuts & waste. Any planks/tiles with small chips on edges or corners can easily be used within the “cuts” without compromising the integrity of the installation.

In any event, we will only replace damaged planks/tiles if the total amount of unusable planks/tiles is greater than 5% of the total order.

No claim whatsoever will be entered into after 48hrs of accepting delivery of goods.

If you do have damaged items that would need to be replaced please contact us.

Delayed Deliveries

Although rare, sometimes delivery mishaps can happen, either down to a delay with our external courier, damaged during delivery, missing items etc, in these cases we will do all we can to make it right in a timely manner. If your goods to arrive late unfortunately we can't be held responsible for any cost associated to you such as fitters or other costs.

If for any reason deliveries are delayed due to our delivery courier for any reason, we can not be held responsible. Any cancellations made after deliveries have been dispatched from us will incur all

associated costs including the initial delivery charge and return costs.

Using Professional Fitters

We strongly advise against booking installers for your goods until all items have been received and checked as, regrettably, we cannot be held responsible for any consequential losses. Boards should also be given time to acclimatise in the room they are intended for.

Deliveries Outside Of Mainland UK

Our couriers are able to deliver to Northern Ireland, ROI, Isle-of-Man, Isle-of-White, Guernsey and other offshore locations, however there will be a much increased delivery surcharge for these areas. This surcharge will be displayed on your payment page before any payment is taken.

Samples Delivery Service

All samples will be sent with Royal Mail delivery on a first class basis, we aim to have samples delivered within 2-4 working days from placing your order. If any samples are not available we will send part of your request, or if none are available we will notify you and refund any delivery fee paid.

If for any reason your samples don't arrive and we can see it on the royal mail tracking, we will re-send these samples out to you at no additional charge.