



Important Delivery Information

Due to the size and weight of carpet, it is difficult to handle without the correct equipment. It is not possible for the driver to manoeuvre the carpet on his own, so we strongly recommend your carpet is delivered to the manned trading address of your carpet installer, with suitable equipment and manpower to offload.

Where delivery has to be made to a private address or construction site, please bear in mind the following:

- Deliveries are made to the ground floor entrance only, and there must be suitable access for our delivery vehicle to get as close as possible to this point to reduce the amount of lifting.
- All deliveries are made on a driver only vehicle, and it is the responsibility of the customer to ensure there is sufficient manpower to offload the vehicle.
- If the driver is unable to deliver the carpet, it will be returned to our warehouse until an alternative delivery date has been organised. There will be an additional charge to redeliver.
- Please ensure the area where the carpet will be stored is dry, clean, level and large enough to allow the piece of carpet to be laid flat.

Whilst every effort will be made to deliver to the customer's requirements, we will not be held liable for any delays.

