

Important delivery information

Carpet is a difficult product to manoeuvre and lift without the correct handling equipment. The roll dimensions and weight can make even a small cut very difficult for one person to lift and manoeuvre, especially in properties with difficult or narrow access.

We strongly recommend all carpets be delivered to the manned trade premises of your carpet installer, where sufficient labour or mechanical handling is available to offload the carpets from the delivery vehicle. Where delivery can only be made to a private address or construction site, the following guidelines must be followed:

Road access must be such that a large commercial vehicle, possibly up to 20 tonnes in weight can easily access the property and turn. Please consider the height of the vehicle as well as the length and weight. Where a premises cannot be accessed, a re-delivery charge will be levied.

Delivery is to a ground floor access point only. The delivery vehicle must be able to manoeuvre easily to the access point, allowing the carpet to be unloaded with minimal lifting. Please ensure the storage area is dry, clean, level and of sufficient size to allow the piece(s) to lay flat on the floor, so as not to permanently crease the roll. Our rolls of standard range broadloom carpet range from 3.00 to 5.00m in width, depending on product, making them difficult to handle in confined spaces.

All deliveries are made on a driver only vehicle. It is the responsibility of the purchaser, or their appointed agent, to ensure sufficient labour is available to offload the vehicle. The carpet must not be dragged as this may tear the packaging and damage the carpet. As a guide, we recommend the following labour is on hand to help offload the vehicle:

Piece weights up to 50kgs	Driver + one person arranged by the purchaser
Piece weights 50 to 100kgs	Driver + two persons arranged by the purchaser
Piece weights 100 to 150kgs	Driver + three persons arranged by the purchaser
Piece weights 150 to 200kgs	Driver + four persons arranged by the purchaser

We do not recommend that individual pieces in excess of 200kgs are delivered to private addresses. Where insufficient labour is available to unload the delivery vehicle, the goods will not be unloaded and a new delivery date, which will be subject to a charge, will need to be arranged and confirmed. A guide to the piece weights is shown on your order acknowledgement, allowing the calculation of any additional labour required to unload the vehicle.

We make every effort to make deliveries to private addresses and construction sites either using a morning service (between 8am and 1pm) or afternoon service (between 1pm and 5pm). We cannot be held responsible for delays to a delivery, which are caused by factors outside our control. Our carriers require a minimum of 10 days notice for UK Mainland deliveries to private/non-trade addresses (longer for addresses outside UK mainland), with final dates subject to confirmation. Special deliveries are available on payment of a surcharge, details on request.

It is critical the correct delivery address is confirmed at the time of order placement. The carriers are unable to accept revised delivery instructions that differ from those on the consignment document.

At the time of delivery and before signed endorsement of the delivery note, the roll(s) should be carefully inspected externally for rips, tears, indentations or water damage to the packaging. If there is the slightest concern as to the condition of the goods, it is critical that the delivery note is endorsed as damaged. DO NOT ENDORSE the delivery note as received in good condition if you have any doubts over the condition of the goods. Failure to correctly note transport damage will negate any claims against Wool Classics or their carriers. After delivery, the carpet should be unpacked and inspected and any internal damage advised in writing within 72 hours of receipt.

Deliveries to private addresses, construction sites and other non-trade premises will require a returnable £200.00 (Inc. VAT) deposit. This payment can be made by cheque, debit or credit card and will be refunded in full where the confirmed delivery is completed as scheduled. In circumstances where a re-delivery is required as the carrier was unable to execute the originally planned delivery, the deposit will be refunded less any re-delivery costs.

Wool Classics and their contracted carriers aim to ensure that all carpets arrive on time and in first class condition, however we cannot be held responsible for transport delays or damage (See conditions of sale). Wool Classics and their contracted carriers will not accept liability for loss, damage caused to property or personal injury caused during the delivery of carpets.



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