



Showpiece Design Limited, Tithe Barn Home Farm, Sulham Lane, Pangbourne, Berkshire, RG8 8DT

## DELIVERY INFORMATION

### LEADTIMES

We have most items in stock at our warehouses but in some cases items are made-to-order or bespoke. In these cases additional lead times may be incurred.

We will aim to deliver items within 7 – 14 days but this will most certainly increase during peak times. Please contact our offices on **01189 843 486** to confirm lead-times.

### DELIVERY CHARGES

<b>Delivery charge</b>	<b>£50 charge is applicable on <i>all</i> orders under £500 exc. VAT</b>
<b>London congestion</b>	<b>£10 congestion charge is applicable for all orders under £500 exc. VAT</b>
<b>North or Scotland</b>	All orders <b>under £1,999</b> incur a minimum of <b>£200 exc. VAT charge</b>
<b>Ireland (N &amp; S)</b>	Please contact us for details
<b>Channel Islands or Other UK Islands</b>	Please contact us for details

Showpiece Design will always aim to offer the cheapest delivery option where possible. In some cases, we can use a courier service for individual items or palletised deliveries. Please contact us and we will enquire with our suppliers and quote accordingly.

Whilst we will make every effort to ensure that items are delivered to agreed delivery dates and/or times we cannot be held responsible for missed deliveries. If using courier delivery services we can supply tracking numbers where required, please inform us if you require this.

### ABORTED DELIVERIES

If you are unable to be around for installation meet the agreed date/time, please contact us as soon as possible so that we can arrange a new delivery date. If there is nobody around when our team arrives, the installation will have to be aborted and there will be a charge to re-attend at a later date.

If the item is for delivery only by 3rd party carrier, delivery is Monday to Friday, usually during normal business hours. If you are not in at the time of the delivery, the courier leaves notification to let you know of the attempted delivery. Please then follow the instructions on the card to rearrange delivery or to collect your item from our courier's nearest depot. If a 2nd delivery attempt fails, the order will usually be returned to us. If this happens a redelivery will be charged for.

Aborted deliveries can incur further charges to you but providing we have the correct information these can be avoided. Some examples of where we may need to abort delivery are:

- Nobody to accept delivery - When you are given your installation date or if you have specified a date you must ensure someone is available at the location to receive our team when they arrive. If nobody is present we will have to abort and rearrange for another date (at further cost to you).
- You didn't tell us there would be other works on site and we cannot gain access to the area where the products are to go. We can leave the items elsewhere but if this is not offered or available we may have to abort the installation.
- Contractors running behind and not ready for us to install. An example would be Groundworks not completed.

**We cannot guarantee how quickly we would be able to return to site if an aborted delivery occurs as we schedule deliveries weeks in advance so please ensure you have taken this into account.**

#### **CHARGES**

If an aborted delivery occurs the charges that will be applicable will depend on delivery location, number of installers and other specific requirements (Number of Vans, Hired machinery etc). Aborted delivery charges will usually start from £125 +VAT.

We are happy to advise prior to ordering so you can avoid unnecessary charges. Simply contact us on 01189 843 486.