

## Log Cabin Delivery

Our service is a kerb side pallet drop delivery. We use a crane off-load heavy goods vehicle, this means that unfortunately we will not be able to unpack your log cabin and take your goods around to the back of the property. We typically plan to deliver to the front garden or drive. It is important that there is sufficient space and access for your order to be delivered.

We would suggest that if a Fire Engine can access the delivery point then so can our vehicle. Health and Safety, and insurance liabilities prevent us from entering your property for access so, for example, if you live in a terraced house or request delivery to an allotment we will still only be able to deliver to a point of the property adjacent to the roadway.

We will ensure that your order will be delivered to the nearest point to your property that is adjacent to the roadway, subject to it being legal for us to park and clear of obstructions – please be mindful of trees, pedestrian crossings, non-stopping red routes, etc when advising us where to drop.

Your cabin will be delivered on 3 pallets. The largest one contains all the timber components, the second contains all the windows and doors, and the third has the rolls of felt or felt shingles strapped to it (depending on what you have ordered). The largest package will usually measure 1.5 metres x 1.5 metres x whatever the length of your cabin. It's important that you have the correct space to store your cabin once delivered, until such time as it can be installed.



Your Log Cabin will be delivered by a HIAB Truck.

## Upon Receipt Of The Goods

Please inspect both the packaging and goods before signing for the delivery.

In the unlikely event of there being parts missing, damage to your products or for any other discrepancy please contact us on 0333 777 7089 within 14 days quoting your packing number, and product code.

Please allow enough time for the product to be delivered and inspected before booking tradesmen. We cannot be held responsible for any out-of-pocket expenses incurred due to products being unavailable, damaged or because of a delay in delivery.

PACKING NUMBER

PRODUCT CODE



# Transit Packaging

Please note that we are unable to remove cabin packaging. Transit packaging will be left with the goods to avoid damage or deterioration until you are in a position to construct your purchase. This is also the case if you have booked our Installation Service.

