



Delivery of your Cabin

Prior to Delivery

You will receive correspondence about the day of delivery from our customer service team and on the day before the delivery is due we will send you a text message as a reminder, together with an estimation of what time we expect the delivery to take place. Please note, these are estimations only and deliveries are made anytime from 8am-8pm.

Once your time slot has been confirmed the truck is loaded and this cannot therefore be changed. Please contact the customer service team if any unavoidable last minute changes are required.

In the event you will not be home on the delivery date, we may be able to arrange for your order to be left without a signature. In support of this we would ask for your written consent that you are willing to accept the risk and confirming your wish to have the delivery left without a signature.

On Delivery

Please be aware that we may deliver your building on a flat bed truck, for the larger buildings this might be a 40 ton vehicle so we will need reasonable access. We will deliver the product to the front of your property and onto your driveway if we are able to. Sometimes a pallet truck is used to make the delivery and this sort of truck is unable to manoeuvre on rough ground. We may deliver using a vehicle with a crane in which case the extension of the crane may restrict delivery options. Our deliveries are a one man delivery. Our drivers are all trained to safely offload by themselves, they will deliver to the front of the property only unless there is road access to the rear. The drivers are not permitted to enter your home.

We are concerned for your health and safety so please do not help the driver with the offloading process.

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