



Assessment of site restrictions required prior to attempted delivery

The following restrictions must be communicated at the point of order to ensure successful delivery. Failure to do so may delay the delivery of your order or result in aborted delivery charges. This is not an exhaustive list of restrictions that may disrupt delivery, so please communicate anything that you feel may impact on our ability to delivery your products.

- The road must be suitable for the delivery vehicle, normally an 18-tonne lorry (roughly the size of a fire engine)
 - If the road isn't suitable, the restrictions must be described at the point of order
 - If the restrictions cannot be overcome, alternative access must be clarified
- Any roadworks obstructing the routes must be communicated
 - Reasonable alternative routes must be available
 - If roadworks are not avoidable, an estimated delay should be provided (Note: this may impact next day delivery orders).
- Any restrictions on site or between the road and dealer premises/customer site should be communicated e.g. steps, stairs or narrow walkways, double lines, obstacles or insufficiently wide or tall doorways etc.
 - The delivery vehicle needs to be able to park sufficiently close to the delivery drop off point
 - The number of steps, turnings etc. needs to be qualified
 - If there's restrictions with pedestrianised areas, details must be provided
- Consideration for additional restrictions on installation and set to work services should be made – please declare any restrictions that may affect these services at the point of order. See delivery terms in our price book for more information.

For next day delivery orders, should there be any issue you have until 12.30pm to inform us that the services required may not be suitable.

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