

DELIVERY INFORMATION

THINGS YOU'LL NEED TO KNOW

Following insurance guidelines, all good deliveries are curbside. As such, they will be placed at the nearest access point for the vehicle to the delivery address. Deliveries are made by large vehicles, so any access concerns – for example, the road being subject to weight and/or size concerns – need to be mentioned when placing your order. Alternative delivery arrangements may be necessary. Any failed delivery will incur a redelivery charge.

99.9 of our orders are delivered in perfect condition – however, sometimes things *can* go wrong in transit.

Once your order has arrived, our delivery driver will give you 15 minutes to thoroughly check your goods. If you do notice any damage, please ensure that this is recorded on the driver's delivery docket. We regret to inform you that we cannot accept claims for damages, unless they are recorded on the delivery docket. Please take the time to review our T&Cs - <http://ornategroup.co.uk/wp-content/uploads/2019/06/Terms-And-Conditions-Policy.pdf>

for your order.

Some types of damage you should look out for includes:

- *Ripped or Damaged Packaging.*
- *Damage to the Corners of Packaging Boxes.*
- *Products Arriving Wet.*
- *Impact Damage Obtained During Delivery.*

At the Ornate Group, we work with reliable couriers and deliver drivers to ensure that all delivery standards are maintained at the highest level. Please ensure that you check all your packages upon arrival to ensure the order is complete and that no part of your order has sustained damage.

If you are unfortunate enough to receive damaged goods, or your order is incomplete, please make sure the driver makes a note of it in the delivery paperwork. You should also advise us immediately, either by calling or emailing.

Once your delivery has been signed for, you will not be able to claim for damaged goods unless it has been noted on the driver's docket. If your delivery is refused for any reason (aside from damaged goods) you will be liable for the cost of delivery and return. Re-delivery charges will be incurred for any failed delivery attempts.

Under no circumstances will goods be left unsigned for. All deliveries require a signature of receipt.

We strongly advise you not to book installers until your flooring has arrived. If your project is delayed due to damaged flooring, we cannot be held liable for any consequential loss.

Terms & Conditions

All our deliveries are kerbside and can be delivered via a range of vehicles. For smaller orders, we may use our own delivery vans. However, for some large orders we are required to use 18-

tonne lorries. It is assumed that the delivery address will be accessible for these larger vehicles. If this may be an issue, let us know when ordering and we may be able to discuss alternative options.

Please note – some customers living outside of mainland UK, or in some territories of Scotland, may not be eligible for delivery within two working days. You may also incur additional delivery charges.

Collection Points

Please be aware that certain products are stored in certain warehouses. To avoid disappointments, or wasted journeys, please make sure you call us to arrange any collections. We will be able to ensure that your chosen collection point has your products in stock.

Delivery Cost

All delivery charges will vary depending on your postcode and other factors, including the size, weight and length of your total order. Large orders (typically over 30m) and those to remote locations may incur further charges. We will always inform you before processing your order if this is the case.

For a FREE quote on delivery to your property, please call our team prior to making an order. Saturday deliveries, and timed deliveries, are available at an extra cost, so please contact our team to discuss your options.

Our free delivery service is available on order £499 + VAT, as part of our standard 2 – 3-day delivery service. All the usual standard delivery conditions apply.

ORNATE GROUP LTD						
						
2019 shipping rate						
uk mainland to uk mainland						
	ECONOMY(2-3DAYS)	NEXT DAY				
1-3PACKS	£20	£25				
4+PACKS	£40	£45				
sample	£0.99/1PCS					
over£499(ex .vat)	free	£40				

Delivery Times

All delivery times are between 8:00 am & 6:00 pm. Unfortunately, without choosing an extra delivery option, we're unable to offer you an estimated time of arrival. If there's the likelihood of delay, or we're unable to fulfil an agreed deliver date, we will contact you in advance to discuss alternative options.

No items will be left in garages, sheds or other spaces. All orders must be signed for. Any missed deliveries will incur a redelivery charge.

Over the years, we've developed an extremely carried service, but it is possible that – due to circumstances beyond our control – your order may not reach its destination within the slated time frame. For this reason, we strongly advise waiting until you have received and checked your order before booking any installers. We regret to say we cannot be held responsible for any losses caused by delayed delivery.