

MAIL ORDERS

We need an able bodied person to assist with the delivery of our products, which are dispatched on pallets. All deliveries are made on pallets and come on a tail-lift vehicle and will be dropped on the nearest hard standing area.

TERMS AND CONDITIONS

Dear valued customer, we pride ourselves with our quality of product, and our service, to each and every customer. Below you will see our terms and conditions in regards to delivery of your items. We strongly urge you to read them, to help ensure efficient and trouble free receipt of your goods. Please allow 5 working days for delivery (excluding weekends and bank holidays.) We cannot make a delivery to you without a contact telephone number. We will contact you by email at least 1 day before goods are due to be delivered. Our carriers deliver between hours of 8.00am- 6.00pm Mon-Fri. Saturday deliveries can be arranged at a premium. Unfortunately we cannot specify times of delivery. Please allow at least 72 hours for your goods to arrive after you have received your notification email. If the goods do not arrive within 72 hours, contact us without delay. If requested, we will provide you with a consignment number for tracking of goods.

Although we can give you an expected delivery date as given to us by our carriers, we cannot guarantee these dates, and will not be held liable for any losses incurred because of late delivery. It is strongly advised not to book any contractor who may be assembling/erecting your goods, until the items have been received, as we cannot accept any liability for any late delivery made by our carriers.

All goods must be signed for. If there is no one there to receive your goods, you can leave a signed detachable note in a prominent position, asking the driver to leave the goods. If the goods go missing, the carrier or we will not be responsible. If the carrier has to make a redelivery, a charge will be made for every subsequent time we attempt to deliver, up to and including 3 days after the first attempt. If goods are returned to us after that time, a charge of £50 will be made for a newly arranged delivery. This is to cover costs incurred.

On receipt of goods, do not sign before checking the amount of packages coincide with the carrier. If you sign for the wrong amount of packages, we cannot be held responsible for any missing items, claims for shortages will be void.

A cheque guarantee note must accompany personal cheques, or it may delay delivery.

Contact us within 24 hrs if you have any shortages, damages etc, we will endeavour to resolve the problem without delay. Any claims for damages after this time will be void.

DELIVERY

1. Delivery times apply to items in stock
2. If any items you order are not available we will use the telephone or email details you have provided to contact you and discuss how you wish to proceed. If you are not available to contact we will use our discretion and send you the items that are available, and possibly a substitute for the unavailable item (s) or refund you accordingly.
3. Deliveries normally occur between 7am and 6pm. Currently the exact timing of delivery cannot be specified.
4. Working days are classified as Monday to Friday and exclude bank holidays.
5. Unless otherwise stated, all deliveries will be made to front gate. We are not responsible for any additional lifting or carrying of your goods.

6. We do not deliver items to multiple addresses.
7. Please leave a daytime telephone number as we may contact you to arrange a convenient delivery date.
8. If your order contains more than one item, more than one operator to arrange the delivery date may contact you, and the products may be delivered separately even if they have the same estimated delivery dates because our products come from different delivery partners and suppliers.
9. Delivery is available to all UK mainland addresses. Customers living in some remote rural areas should note some services are not available. If you live in one of these areas, our Restricted Delivery Table will show you the affected postcodes and available delivery services.

DELIVERY OF LARGE ITEMS

These items are delivered via our specialist courier. This page outlines everything you need to know about delivery via our specialist courier.

DELIVERY RESTRICTIONS

These items can be delivered to UK MAINLAND addresses only (England, Scotland and Wales). We cannot deliver these items to Northern Ireland or any of the UK islands.

HOW DELIVERY WORKS

After you place your order we use your postcode to allocate the delivery to a specialist courier in your area. If the courier cannot contact you, delivery may be delayed, so please provide a valid daytime telephone number when you place your order.

To enable speedy delivery, please provide the following information when you place your order:

- An up to date daytime contact telephone number.
- A full and correct UK postcode.

Remember that these items are often large. To ensure the item will fit through access points to the delivery address; check the dimensions information on the item's product information page.

NOTE: if you are unavailable to take delivery of the product at the prearranged time or the item cannot fit through the access points to your property. WELCH FENCING reserves the right to charge you a restocking fee.

ARRANGEMENT FOR DELIVERY

Delivery appointments are day specific, Monday-Friday between the hours of 07:00 hrs and 17:00 hrs.

CUSTOMER SERVICE BULLETIN CARE OF YOUR FENCING

Thank you for your interest in the WELCH range of fencing systems and gates.

We trust you will find what you require, and that once selected it will give you many years of good service, in keeping with the products already supplied to our many thousands of satisfied customers.

All the products manufactured and stocked by the company are produced from the highest quality materials available to the fencing industry. Great care is taken to select the most suitable timber for all products.

Where timber fencing is concerned however, and particularly panel fencing, it must be remembered that wood is a natural product and will be subject to Movement as it seasons. It is not uncommon for small splits to occur (called shakes) in timber when drying, and warping can occur if the timber is allowed to dry too rapidly. These will normally go back when the humidity rises, with the slats eventually seasoning in the correct position. For the best life of your fencing, and panels in particular, please observe the following recommendations:-

1. As timber is a natural material it is important that during dry weather, and in particular the first year after installation or during storage, that the panels are wetted down regularly as with a newly planted tree or shrub.
2. Treat your panels annually with one of the popular treatments-eg: Cuprinol or Ronseal, or any similar water-based preservative.
3. Panels are delivered already dipped and treated. However, if you need to retreat to colour match BOTH sides of the panel must be treated as warping can occur due to the uneven application of treatment.

It is impossible for us to guarantee our panels against the movement of wood as this is a natural reaction to moisture loss and is obviously out of our control. We do however, endeavour to maintain the highest standards in the construction of our fencing and gates and trust that they will give you long and continued good service.