



# Terms of sale

## Spares and Wastage

When ordering profiled timber such as cladding, decking or fencing, consideration should be made to practical conditions on site and allow for a number of factors when fitting.

- Double check you have calculated the volume of required pieces correctly. It is always best to get a second opinion so please consult an expert within our sales team to go through the details of your project and confirm
- Depending on the project in hand it is always sensible to build in a waste factor for end trimming and cutting down lengths to suit certain aspects of the job.
- **(Common practise in the trade would be to allow for 10%)**

In some cases your project will suit certain lengths that we hope to be able to provide. For example a fencing project covering an area of 8m x 2m would suit close to 2m lengths to reduce waste.

To cover that area we could suggest that we supply you 135pcs @ 2.150 x 18 x 45 in Western Red Cedar.

- At this point it is advised that you buy extra pieces for spares as although we do our best to ensure every piece meets a high quality standard, timbers like Western Red Cedar are soft and minor damage can occur during transportation or natural defects might not meet your desired expectation on all pieces.
- This will give you the opportunity to select the right pieces on site and complete your project to a satisfactory level and without any costly delay.
- **(The number is down to you but based on the example above we would suggest 7-8 pieces would be adequate)**



## Delivery Information

### Terms and what to expect from your chosen delivery method

Duffield Timber offer a number of different delivery options to be able to service a wide range of customer needs across the UK. Please see a more detailed description of the what to expect and how to prepare for a delivery

#### 1) Duffield Timber's own fleet

- We operate three 26 tonne rigid wagons that form the backbone of our delivery network. These vehicles do not have tight turning circles and are not appropriate for inner city or small tight housing estates or developments.
- We operate a 12 tonne rigid lorry which is suitable for most residential estates and city deliveries
- For smaller and tighter roads it may not be possible for us to make a delivery to you

There is no offloading equipment provided with these vehicles and it is the responsibility of the customer to arrange the following once advised of a delivery date

- To be at the delivery address to accept and sign for the delivery
- To be responsible for the offloading of the material either mechanically (forklift) or with adequate labour on hand for an efficient drop time
- Ensuring that honest information about the access and site conditions are passed onto the sales team upon order confirmation

**Our drivers are always helpful in ensuring the drop is smooth, safe and successful but they have the right to refuse delivery if it is not safe and doesn't meet the agreed criteria at the point of sale and brought back to us.**

**Re-delivery would be at the cost of the customer if it wasn't possible to us to make the delivery collection can be organised by the customer**

## 2) Palletways Courier Service

We can service deliveries through the whole of the UK using a pallet service. Through a network of logistics and transport companies it is the most cost effective way of moving your order around the country

- The standard service that is quoted by our sales team is for a drop off 2-3 days from collection at our yard and delivery is to **kerbside**. The customer is responsible for offloading the material either mechanically (**forklift**) or with adequate labour on hand for an efficient drop time. **(The Driver will not help unload)**
- It is important that honest information about the access and site conditions are passed onto the sales team upon order confirmation to save issues at the time of delivery
- The local transport company making the drop will allocate the correct vehicle and call with an ETA, it is the customers responsibility to be on site to accept the delivery
- If the delivery can't be made for a legitimate reason the transport company will look to re-deliver at the next soonest opportunity

**If any special you have any requirements for example wanting a Tail lift, off load assistance or specific date please make sure you notify our sales team prior to order confirmation to arrange.**

## 3) Dedicated delivery

For larger, sensitive or urgent orders you can request a dedicated delivery option. This means we can organise a lorry to come specifically and direct to site.

**(Be aware this comes with a higher cost)**

## 4) Collection

Alternatively you are always welcome to arrange your own transport and collect from our site in Ripon HG4 5JB