



Delivery Policy – Adept GRP Cabinets

At **Adept GRP Cabinets**, we are committed to delivering high-quality products safely and efficiently. This Delivery Policy outlines our procedures, timeframes, charges, and customer responsibilities to ensure a smooth delivery experience.

1. Delivery Areas

We deliver across the UK, with options for international shipping available upon request. Please contact us prior to ordering if you are based outside the UK to discuss available shipping options and costs.

Please note: Deliveries to the **Scottish Highlands, Northern Ireland**, and other **remote areas** may be subject to additional charges or extended lead times.

2. Lead Times

All Adept GRP Cabinets are **made to order**. Standard lead times vary depending on the specification and volume of your order, typically ranging from **2 to 4 weeks**. We will confirm your estimated delivery date upon order confirmation.

3. Delivery Charges

Delivery charges are calculated based on the **size, weight**, and **destination** of your order. These costs will be clearly outlined during the quotation or checkout process.

Additional charges may apply for deliveries to the Scottish Highlands, Northern Ireland, or other remote locations.

For bulk orders or special delivery requirements (such as timed delivery, tail lift access, or restricted access sites), further charges may also apply.

4. Delivery Method

We use reliable courier and pallet delivery services, depending on the size and nature of your order.

Deliveries are made to **ground-floor, kerbside** locations unless otherwise agreed in writing. Please ensure that access is suitable for delivery vehicles.

5. Delivery Times

Deliveries are typically made **Monday to Friday, between 8:00am and 6:00pm**.

While we aim to meet the estimated delivery window, unforeseen factors such as weather, traffic, or courier delays may occasionally impact delivery times. We will keep you informed of any significant delays.

6. Customer Responsibilities

- **Access:** You must ensure clear, safe access for delivery vehicles. If your location has restricted access or special requirements, please inform us when placing your order.
 - **Inspection:** On delivery, please inspect your goods carefully. If you notice any visible damage or missing items, note this on the delivery paperwork and notify us within **48 hours**.
 - **Storage:** GRP cabinets should be stored on a level surface in a dry, secure area until installation.
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7. Missed Deliveries or Refusals

If no one is available to accept the delivery, or if delivery is refused without a valid reason, **redelivery charges may apply**. We will contact you to reschedule delivery where necessary.

Adept GRP Cabinets Ltd

www.adeptgrp.co.uk

01269 843355

8. Delays or Issues

We will always aim to meet agreed delivery dates. However, manufacturing or courier delays can occur. Adept GRP Cabinets is not liable for any **indirect losses** (such as downtime or missed installation appointments) arising from delayed deliveries.

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