

Whilst we are always willing to assist you with a flexible delivery service, offering site drops where we can. It is important that to avoid delivery issues you consider the size of our vehicles. We have had several recent incidents where our drivers/trucks have not been able gain safe access.



Please check to ensure that the following criteria are met for our deliveries: -

- Verify the delivery address with **what3words**
- Drivers will always ensure the site is **safe**, if not they are instructed to **not deliver**
- Notify transport with any road restrictions for **HGVs height/weight**
- Access roads are at least **2.8m wide**, without **overhanging branches or cables**.
- Sites have suitable areas to **turn** the vehicles in the event of it not being a **through road**, our truck/trailer requires a turning circle with a radius of **22m**
- No **Loading/waiting restrictions** at the delivery area
- No **obstructions** to other road users i.e., zig, zag lines, bus stops, junctions, roundabouts etc
- We can only make site drops to areas we cover within our **normal grid runs**
- **Access codes/gate** information to premises
- Adequate staff to off load the delivery as per the health & safety instructions, issued for every delivery
- Verify the **contact details** for the team on site for the delivery
- Delivery costs meet the required minimum value of £500 + VAT

Your cooperation in providing detailed information is crucial in helping us provide the best possible solution to your delivery and transport needs. Whilst we will check on Google Maps, we do expect you to check before you ask us and if the above information has been ignored it may affect future deliveries.

Please liaise with our transport team in Lincoln if you have any queries prior to ordering.

Thanks Trade Team!