



WEST HOXTON

HOME TIMBER & HARDWARE

LIVERPOOL SAND & SOIL

Delivery Terms and Conditions

West Hoxton Home Timber and Hardware

- Please note that prices may change without notice
- West Hoxton Hardware delivery service extends to the kerbside only
- Minimum delivery quantities apply of 1 tonne/m³. Smaller quantities below 1 tonne may be delivered and charged at the 1 tonne rate.
- Materials remain the property of West Hoxton Hardware until paid in full
- Materials are NOT guaranteed
- Some products contain recycled materials
- Once delivery is tipped off truck NO REFUND POLICY applies
- West Hoxton Hardware drivers will determine when a delivery is deemed unsafe and although every effort will be made by our drivers to tip at requested location, actual delivery point may vary according to West Hoxton Hardware safe delivery practices.
- Ensure safe access is available to your site. Drivers are not permitted to leave goods on footpaths or pedestrian thoroughfares.
- Any failed delivery attempt will result in a return to yard fee and a re-delivery fee will be charged
- West Hoxton Hardware drivers will take utmost care but no responsibility will be taken for any damage to property or grounds that may occur including damage to concrete driveways or paths
- Delivery includes unloading goods but does not include moving goods within site
- Full payment must be finalised before goods are released on-site, except for approved account customers
- Customers should ensure a nominated person is on-site to accept and sign for ALL deliveries
- Goods received must be checked by the receiver. Please ensure the site is ready to accept delivery without delay to avoid "wait" charges which will be charged to customer at 15minute intervals. (The first 15 minutes will be accepted by West Hoxton Hardware)
- West Hoxton Hardware accepts no responsibility for goods left at unmanned sites, and will not replace any missing goods once delivered to site.
- Customers are to ensure their site has safe driver access for kerbside parking and delivery of goods, i.e. no parked cars blocking access to the site
- Driver will determine when a HIAB delivery can be executed safely. Prior to delivery customers should ensure there are no tree branches, overhead wires or slope of ground etc. that may not allow a safe crane delivery to site.



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- Site owners will accept all responsibility if requesting a HIAB driver to raise goods onto above ground structure members and that such members meet structural engineering standards. West Hoxton Hardware and its drivers accept not responsibility for any damaged caused by false information
- If delivery is to a site on a main road, customers may be required to employ traffic control staff for safety.
- Drivers will not deliver to sites during 'clearway' operating hours
- Site access should be greater than 3 metres
- HIAB deliveries will require up to 6 metres clearance to extend truck stabilisers
- Customers are to advise delivery driver of any onsite concerns i.e. unstable ground, water pipes, tap etc. Drivers will not accept responsibility for any damage that may occur on site
- Return of goods due to wrong selection or over ordering will incur a re-stocking fee, this amount will reflect cost of returning item, any transport involved, manual handling involved with the initial sale and return of item. Items to be returned must be in as sold condition and will exclude pavers, blocks, turf, bulka bags and any mixed products.
- Any product which is mixed at the customer's request will not be able to be returned or exchanged. NO Refund will be given under any circumstance.
- Bulk Bags are not refundable once they are filled
- Pavers, blocks and quarry products may vary in colour from batch to batch, so order complete amount needed in one order
- Pavers and blocks are not returnable for refund or exchange
- Any "non" stocked items ordered in at customers request must be paid for in advance and are not refundable under any circumstance. This may include products displayed but not kept in stock or items not kept in large quantities
- Turf MUST be paid in full before cutting. Once cut a NO REFUND POLICY applies
- We do not accept cheques

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