

# Collection information

Items can be collected from our warehouse in Okehampton (Devon) Items will be ready to **collect within 1 hour of purchase**. If you do not require your items within 1 hour, please note this on delivery.

Cladco Profiles will only load flatbed lorries & flatbed trailers for insurance purposes. If the appropriate vehicle is not available - Two people would be required for a Collection.

**Cladco Profiles will NOT load** - any vehicles with roof racks; horse box; cattle lorry or fixed sided trailer, management have the right to refuse loading your vehicle for any reason.

**Please note** before arranging collection please read our Customer Collection Notice below.



**NO CUTTING ON SITE**



**PPE/HI-VIS MUST BE WORN AT ALL TIMES**



**ALL VISITORS MUST REPORT TO RECEPTION**



## Customer Collection Notice

For those customers wishing to collect materials, we ask you report to the office first in order to be seen by a member of the sales team. Your goods will then be picked and brought to your vehicle.

**Please note** that during busy periods you may experience a wait while our yard staff serve other customers or are loading/unloading other vehicles.

We respectfully draw your attention to the following points:

- It is the ultimately the responsibility of the customer to load his/her vehicle and to ensure the goods are safely/ securely strapped down.
- Our staff will be happy to assist you load your goods onto appropriate vehicles by way of fork lift trucks. Our staff will not handball any goods into enclose vehicles. The loading of the vehicle is carried out entirely at the customers own risk. We will not be held liable for any damage that may occur to your vehicle or goods collected from our premises during the transport of said goods.
- It is the responsibility of the customer to ensure both their vehicle and the goods are safe when they leave our premises.
- We can advise the approximate weight of materials prior to you arriving so that you can be sure your vehicle is capable of carrying the intended load. Please ensure that you bring appropriate ropes, straps or other securing materials as we are unable to provide you with any upon arrival.
- Remember that sheet materials (in particular steel sheets) have very sharp edges. We strongly recommend you bring suitable protection materials to prevent your ropes/straps etc. be damaged by these edges. We recommend that you use good quality protective gloves when handling materials.

## Returns

An unwanted product can be returned for a full refund within 14 days of delivery as long as it's still in its original brand-new condition. Please note the decking boards cannot be returned if they have been stored outside. Returns are made at customers cost and must be sent via a signed for, tracked secure service. Goods will only be refunded once received and signed for by Cladco. Cladco are not responsible for any items lost in transit when returning to us.



Order online at [www.cladcodecking.co.uk](http://www.cladcodecking.co.uk)  
Call us on 01837 659901

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