



DELIVERY GUIDE

We aim to make your delivery experience as easy as possible, with minimal disruption to your normal routine.

To enable this our garden building delivery service is as follows...

1. Once your order has been processed the supplier will send you a text and email to confirm your order and send you a link to their customer portal where you'll be asked to select a delivery date. In the delivery portal you'll find information on your order as well as lots of helpful extras.
2. Don't worry, if you're unable to book in your delivery slot using the delivery portal within 48 hours of receiving the text or email, our suppliers friendly customer service team will give you a call to help you book this in over the phone.
3. On the day of delivery, we will send you a text to confirm your two hour delivery slot and a link to the delivery portal, where you'll be able to track the exact location of the driver and an accurate time of arrival.
4. You or a friend/neighbour will need to be present to sign for the delivery. Unfortunately, we cannot leave the item without a signature. Your building will be delivered by a flat bed van to kerbside only, though at the driver's discretion they may be able to help you lift the building to a more suitable location outside your property. If you need to transport the building through your house then you will need to make your own arrangements prior to delivery to do this as our drivers are not insured to enter your house.
5. Once delivery has been successfully made, we will send you a confirmation via text or email.

Please note: If you have added installation to your order, your product will be moved to the construction location by our team and installed safely and to the highest standards. If you've chosen to install the building yourself, we provide high quality fixing kits and comprehensive instructions to assist in a simple and stress-free build. For more information regarding our Installation service, please see our Installation service guide.