What you need to know about Deliveries

By confirming your order with Warm Corner Ltd, you are agreeing to our terms and conditions and the details laid out in this document. A full copy of our Terms and Conditions can be found on our website www.warmcorner.co.uk or we can send you a copy on request.

In brief:

- Your products will be stored and transported by professionals until it reaches your location.
- We will keep you informed of progress with your order and will contact you as soon as the goods have been received in our warehouse.
- Delivery arrangements will be agreed once full payment for the goods and any additional charges have been received.
- Once delivery has been made and signed for, ownership for the goods transfers to the customer, and so does the responsibility for safe storage and installation according to the manufacturer's instructions
- Delivery will be made to an agreed ground floor entrance.
- Deliveries required elsewhere other than a ground floor location must be agreed and paid for prior to dispatch (see 'additional charges' below.
- The access route to the intended location must have a flat, solid surface and be easy to navigate.

Additional charges will be incurred if:

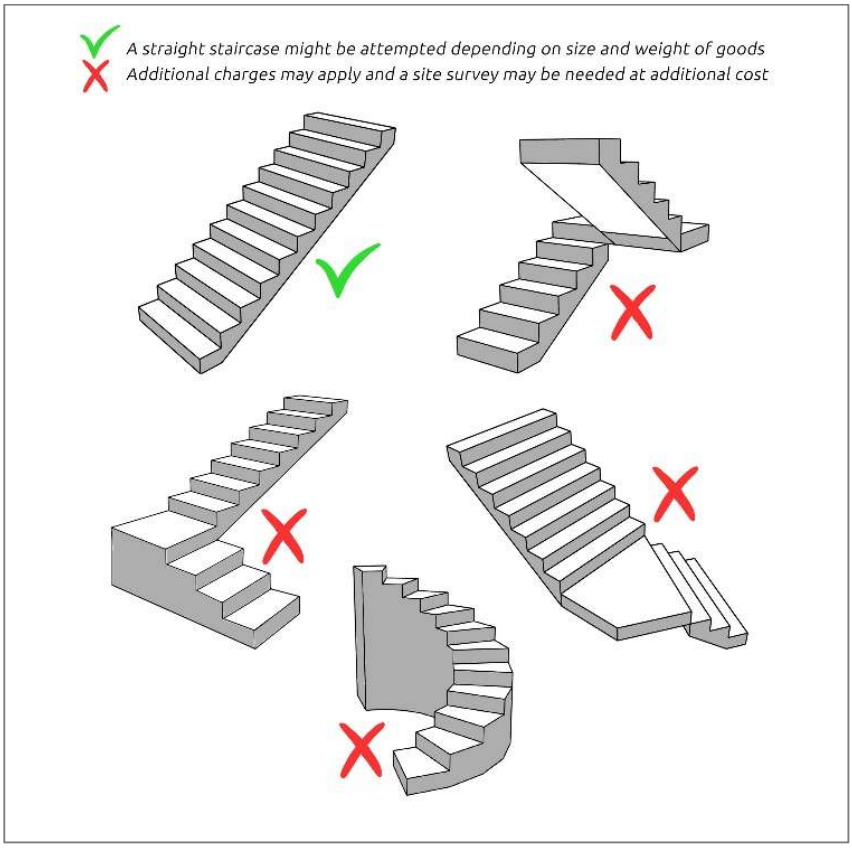
- Parking charges apply at the delivery location
- Toll charges, congestion charges etc., apply en-route
- Delivery has to be arranged within an agreed time window at your request
- Delivery has to be made anywhere other than a ground floor entrance
- Delivery was not possible as agreed, due to circumstances beyond our control
- A site survey is required before delivery arrangements are agreed

What must be agreed and prepared before your goods are dispatched:

- Access and safe parking for the delivery vehicle
- A safe and unobstructed access route for the goods, inside and outside the delivery address
- Procedures for the delivery agent if the delivery address has security measures installed
- Protection of fragile surfaces (inc. floorings and walls) and items along the access route
- An authorized person to inspect and sign for the delivery

Access via a staircase:

Stairs can be particularly problematic when delivering large and/or heavy goods. The following is a guide only to show how some staircases may necessitate the need for a pre-delivery survey.



Our experienced team will guide you through the delivery process and keep you informed every step of the way.