



#### MIDLANDS

**Batsford Timber Ltd**  
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#### SOUTHWEST

**Batsford Timber Ltd**  
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## DELIVERY POLICY

Dear Customer

It is the policy of Batsford Timber Ltd that all operations including deliveries shall be carried out in accordance with our Health and Safety directives, we also wish to carry out all deliveries in the most economic way possible, therefore keeping overhead costs down for the both of us. With this in mind, we have issued to all our drivers the instructions listed below.

All deliveries are based on kerbside only.

Whilst being helpful they MUST not lift or attempt to lift more than 25 kilos without assistance. The options for heavy items are, to tip off our vehicle if it has this facility, or, for the customer to provide lifting equipment. This is to be entirely at the customers' risk.

Our Lorries are designed for road use only, with this in mind; the drivers are instructed not to enter rough tracks or fields without careful consideration and consultation with you. If after being assured by you that it is safe to proceed, the lorry becomes stuck or bogged down the retrieval will be at your expense, any damage to the lorry or personal injury to the driver will also be at your expense.

The time taken on site for delivery can affect the deliveries for the rest of the day, and remember, it could be your turn for a later delivery next time. We expect a turnaround of not more than 30 minutes for any one delivery. Batsford Timber reserves the right to impose an additional charge if unacceptable delays that could have been avoided happen.

We look forward to your cooperation, if you have any questions, please do not hesitate to contact us on the numbers above.

Regards

Bob Clark

Managing Director

