

5 DELIVERY

- 5.1 All deliveries will be 'Economy' which is 2-3 days from despatch.
- 5.2 Normal delivery times are between 9 a.m. and 5 p.m.
- 5.3 Orders received by MIDDAY will be despatched on the next working day unless lead times are specified.
- 5.4 Delivery to mainland Wales and England only.
- 5.5 Saturday delivery is available at an additional charge of £35, but orders must be received by MIDDAY THURSDAY otherwise it will be delivered the following Saturday.
- 5.6 Delivery to mainland Wales and England only.
- 5.7 In the event of a customer agreeing to a delivery and then not being at home during the agreed delivery time period, a redelivery charge of £20 per pallet will be made.
- 5.8 Your phone number will be forwarded to the carrier so that they can contact you should any issues arise.
- 5.9 Delivery drivers are not expected to manoeuvre the pallet beyond the rear of the vehicle but will always be as helpful as possible where conditions allow.
 - 5.9a In the event of a delivery not being possible due to poor access or gravel drive then the delivery will have to be "roadside" (i.e. left as near to the property as possible).
 - 5.9b All goods must be checked on arrival and delivery paperwork signed. Goods will not be left with out a signature and will incur a second delivery charge for redelivery as per point
 - 5.9c Deliveries can only be made to the card holders address.
 - 5.9d Any delivery issues must be reported immediately to Ironwood Stoves.
 - 5.9e In the event of any dispute resulting in the goods being returned to Ironwood Stoves, payment will be refunded to the customer less all charges.