

## **Bulk bags & large orders are shipped via pallet couriers on a rigid lorry**

**If you feel that our delivery trucks will have difficulty accessing your site or offloading your pallets, please contact our office**

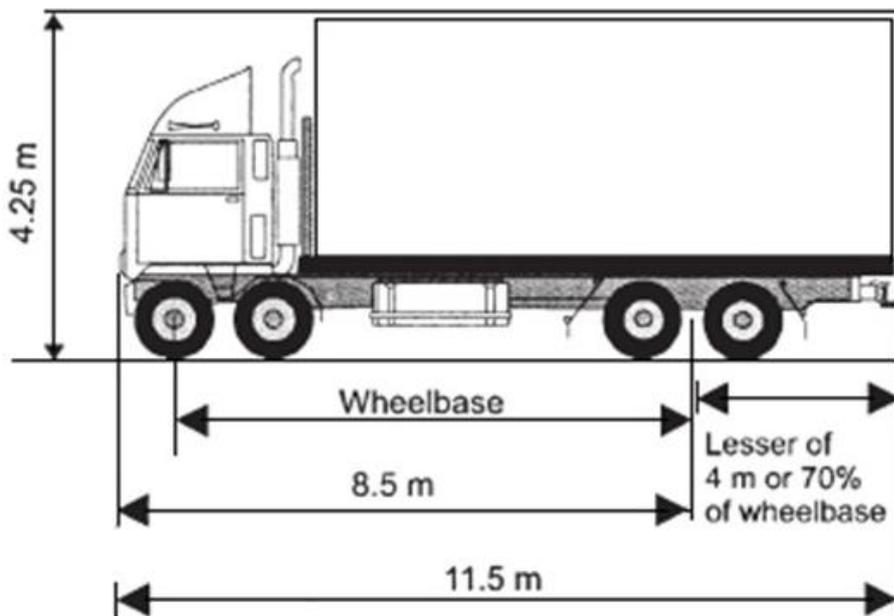
### **Delivery of your Pallets**

Pallets can be lowered from the lorry & Positioned into place using a pallet truck (See image across)

Note: Pallets can only be moved across a flat & solid surface (not on grass, gravel, or uphill)  
Pallets can be moved no more than 3 metres from the drop off point



### **Rigid Lorry dimensions:**



### **Important delivery notes:**

- Smaller items ordered alongside this will be delivered separately by courier
- Bulk bags & large orders are shipped via pallet couriers on a rigid lorry
- Delivery is to **kerbside only**
- Pallets can only be moved across a flat & solid surface (not on grass or gravel, or uphill)
- Pallets can be moved no more than 3 metres from the drop off point, this is not up to the driver.
- If road access to your site is tight, then please advise us, THE GARDEN SHOP before purchasing
- Please Note: We cannot guarantee next day delivery on pallet deliveries
- Also, we cannot guarantee delivery on a specific day (Please allow 1-3 days for delivery)
- It's always best to order well in advance to avoid disappointment
- Cancellation of pallets when items are already in transit will incur a 40 euro per pallet cancellation fee (To cover return delivery costs)
- Where pallet delivery cannot be made due to site access, a 40 euro per pallet cancellation fee will apply (To cover return delivery costs)
- Re-rooting of a pallet where incorrect delivery address details have been given, a 40 euro per pallet cancellation fee will apply (To cover return delivery costs)
- Return of pallets when items are already delivered will incur a 60 euro per pallet cancellation fee (To cover return delivery costs)