

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

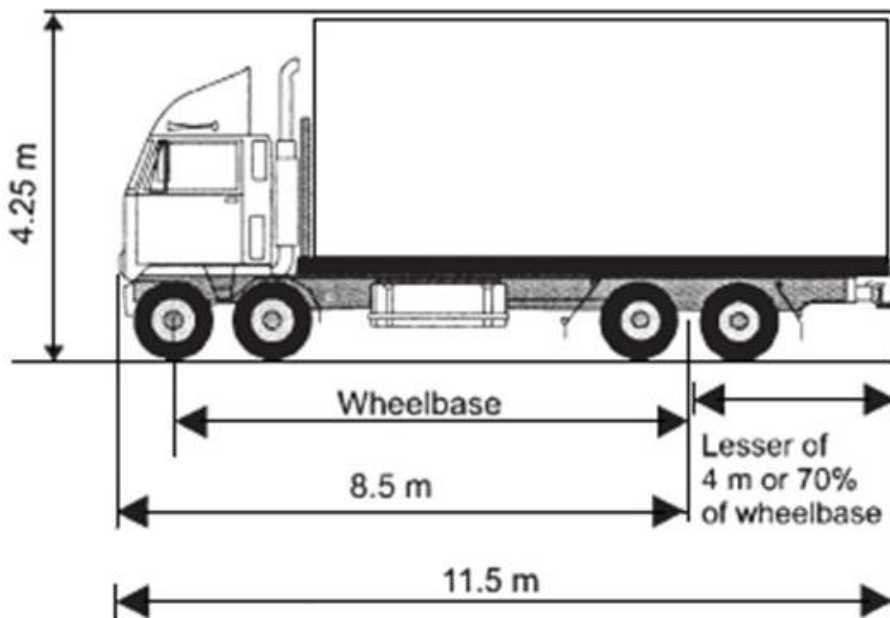
Delivery of your Pallets

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)