

sun-e-bed

*Efficient, Economical and Eco
friendly Equine bedding*

Sundown Products Ltd

Single Pallet Delivery Information: sun-e-bed

Sundown is working with a national pallet network for delivery of sun-e-bed. We encourage all new customers to read the following details about the service offered. The more information both parties have the more efficient the delivery system will be.

Basic Principles

Hours of delivery Monday – Friday 9am-5pm (not weekends or Bank Holidays)

Delivery will be between 2-3 days from the date of order

Any order taken after 12 noon will be processed the following day.

Delivery must be signed for or may be left in a safe place if written confirmation is provided.

Drivers will contact you ahead of delivery so please provide a contact telephone number.

Our delivery service is to 'curb side' but pallets will be delivered on vehicles carrying pump trucks to aid drop off to desired location. Please note pump trucks do not work on grass, gravel or steep slopes.

Please state the size of lorry that can access your property.7.5 tonne or rigid, plus any directions that might be helpful to the driver.

Delivery Disclaimer

- In the event of there being no forklift truck at the point of delivery, it is the duty of the driver to unload the pallet to ground level to within 10 feet of his or her vehicle.

- Should a pump truck be required at the delivery point it will not be used on grass, gravel driveways or steep inclines.
- Drivers will not be expected to contravene the Highway Code in order to make a delivery or put themselves or their vehicle at risk in any way.
- If parking illegally to complete any delivery is required you will be held liable for any parking tickets received, you will be contacted prior to delivery for authorisation.
- If it is requested that the goods be taken through a door way it should be noted that we are not obliged to this as the driver must not lose sight of their vehicle.
- If the driver feels they are putting themselves, the customer, their vehicle or the consignment in any danger they will call their operations office and seek guidance.
- We shall make every effort to deliver on the date/time specified but we cannot be held responsible for any inconvenience due to factors outside our control.

Restricted Access/refused orders

- Any refused or returned deliveries will be returned to Sundown where a refund will be issued, on the basis that the product is still in appropriate good condition. The customer will be charged for the initial delivery (£50 +VAT) plus any redeliveries.(£50 VAT each delivery)

Returns/ Cancelled Orders

- You may cancel your order within 24 hours of placing your purchase (Telephone 01480 860745 9am – 5pm Monday -Friday)
- If for any reason you are unhappy with your goods you can return your purchase to us within 28 days of the date you received the bedding. Please ensure that the bales are in the best possible condition and ensure that they are suitably secured for transit.
- The cost of returning the goods to us will be borne by the customer and upon receipt of the returned goods any refunds will be reimbursed within 30 days.

Should you have any other questions regarding delivery, please contact Sundown Products Ltd on 01480 860745