

## Delivery Terms & Conditions

Please carefully review our delivery terms when placing an order. The terms detailed in this document will apply to all orders you place with our team. Please contact our customer service team if you require any assistance on 01257 830511 or email [sales@kelmore.co.uk](mailto:sales@kelmore.co.uk) and we will be happy to help.

**Orders placed before 1pm will receive delivery within 48 hours. For full-truck orders, please allow up to 3 working days for delivery.**

A full pallet of 20kg products is classed as 48 bags / 960kg. 20kg products will be packed onto Euro pallets, with 8 layers and 6 bags per layer.

Full pallet quantities of 960kg – 1000kg\* qualify for free delivery. Mixed pallets are welcome, please round-off orders to the nearest ton to ensure that all pallets qualify for free delivery. A carriage charge will apply for pallets below 960kg. Please see carriage charges below:

Pallet Weight	Charge
25kg – 99kg	£55.00
100kg – 199kg	£50.00
200kg – 299kg	£45.00
300kg – 399kg	£40.00
400kg – 499kg	£35.00
500kg – 599kg	£30.00
600kg – 699kg	£25.00
700kg – 799kg	£20.00
800kg – 899kg	£15.00
900kg – 950kg	£10.00

*\*Where a fork-lift truck is available, pallet weights can be increased to a maximum of 1,200kg per pallet. Please make our customer service team aware upon placing your order if you have a fork-lift truck available at the delivery address.*

Orders below 25kg will be delivered using our small freight service, please see charges below:

Next Day	*Pre 12 Next Day	*Pre 10 Next Day
£12.00	£15.00	£20.00

*\*Not available for all postcodes – please check with customer services when placing the order.*

**The standard delivery window is 8am – 5pm, Monday – Friday. Please see charges below for advanced delivery services:**

<b>Advanced Delivery Services</b>	<b>Charge</b>
Next Day Delivery	£15.00 <b>per pallet</b>
AM Delivery	£15.00 per consignment
Pre 10am Delivery	£30.00 per consignment
Specific Time Delivery – 1 hour delivery slot	£25.00 per consignment
Direct to Site Delivery	Please refer to Site Delivery section below
Saturday Delivery	Price on request
Non-Mainland UK Deliveries	Price on request
Waiting time charge after 30 minutes	£50.00 per hour

For site deliveries requiring FORS/CLOCS certification, additional charges will apply. Please make our customer service team aware upon placing your order and we will obtain a quote for this service.

### **Re-delivery of Goods**

In the unfortunate event of non-delivery for circumstances which are not associated with the supplier, a re-delivery charge will apply. Our customer service team will contact you to arrange re-delivery and to discuss the costs involved.

### **Damages & Discrepancies**

We endeavour to ensure all orders are well prepared and suitably packaged for transit. If your order arrives damaged, please state on the Delivery Note / Proof of Delivery that the pallet has been damaged and where possible, please note down what items have been damaged. If you cannot check the condition of your delivery upon receipt, please sign the Delivery Note / Proof of Delivery as “unchecked”. For Kelmores to claim for damages, the Proof of Delivery needs to state that the delivery is unchecked, or that damage has occurred, and we kindly ask for your help in this. Where damages occur, please notify our customer service team who will work to resolve the issue.

Our customer service team must be notified within 48 hours of you receiving your order of any discrepancies or damages.

### **International Shipping**

Please call our customer service team regarding any international shipping. Where possible we will always go the extra mile, or 1000, to deliver your goods. Please note charges will apply and we will obtain a price on application.

### **Site Deliveries**

All site deliveries will require completion of our Site Delivery Form. The form must be completed in full and submitted at the time of placing your Site Delivery order. In the unfortunate event of non-delivery for circumstances which are not associated with Kelmores or the haulier, a re-delivery charge will apply. This charge will be the full cost of delivery, plus any waiting time charges incurred.

### **Site Delivery Charges**

Pallet Quantity	Charge
1 pallet	£30
2 pallets	£40
3 pallets	£50
4 pallets	£60
5 pallets	£70

*All extra pallets will be charged at an additional £10*

Please note surcharges for timed deliveries outside of our Standard Delivery (8am – 5pm) window will still apply, please refer to the Advanced Delivery Service table on page 2.

### **Contact**

Should you have any questions, or require our assistance, please contact our customer service team on 01257 830511 or [sales@kelmore.co.uk](mailto:sales@kelmore.co.uk) Monday – Friday, 8.30am – 5pm who will be happy to assist.