

# Scott's

Est. 1986

## Delivery of your wide plank floor

Your handcrafted wide plank flooring will normally be delivered to you by an independent courier.

It is critical to keep in mind that the truck will need access to your home or job site and must be able to park close to the building entrance and turnaround. If you foresee any issues with access on the day of delivery, please make us aware of this in advance so we can plan for the scenario

We will be calling you one week prior to delivery to give you an approximate day of delivery and then again one day before delivery. If you foresee any difficulties with the delivery it is your responsibility to make us aware of this then as there will be additional charges if on the day of delivery, the courier is unable to off-load.

On the day of delivery, the delivery company will contact you one hour before delivery.

The delivery is the only part of the process which is performed by a third party. All deliveries are third-party and we pass on the delivery costs to our clients at absolute cost. We do our best to ask all independent hauliers to be friendly and provide a high level of service to our clients.

### Unloading

On the date of delivery, as wood flooring is quite a heavy product **you will need at least two people** to help carry the wood flooring inside. If you are unable to have people on site to help off-load, please make us aware in advance. On some routes, the courier can arrange to have someone go with the delivery to assist in the off-loading of the material. An additional charge will be applicable for this service.

When off-loading, carry the planks inside immediately after delivery and do not leave outside under any circumstances. Our floors should be stored in their protective packaging until ready for installation.

### Signing delivery docket.

Any transport damage should be reported on the delivery docket directly during signing for the delivery.

Please also count the packs to ensure that they correspond with the number of packs as per your delivery docket. If there is any discrepancy please note on delivery docket and notify us immediately.

