



# DIRECT HOME DELIVERY



Your guide to direct home delivery and customised distribution options.

## Welcome to our delivery and distribution guide

Many trade customers now use our online ordering and direct home delivery service as an extension of their own business.

Over 80,000 items of stock just waiting to be delivered direct to your customer, all easily accessible to you through our trade website.

## Online ordering, how it works

To order quickly and easily 24 hours a day go online at [www.coreproducts.co.uk](http://www.coreproducts.co.uk).

You can check stock availability and place orders.

All products are shown in detail with images, descriptions and product specifications along with the item trade price (excluding vat).

If you want, we can deliver it for you to trade premises, direct to your customer or you can arrange your own courier collection.

## Express delivery... how it works

If you order and complete your transaction with us online before 11am during the working week we aim to dispatch your order the same day for delivery to you or your customer the next working day.

Deliveries of heavy or bulky items where it is not possible to deliver next day are usually delivered within 3 working days if you order and complete the transaction online, we still aim to dispatch these the same day if ordered before 11am.

If you order by any other means we need to process the order through our sales office. In these instances we aim to dispatch orders within 3 working days.

## How much does it cost?

There is no packing, wrapping or labelling charge.

To calculate your express delivery charge we use our trade price plus 55p for each kilo with a minimum charge of £6 and a maximum charge of £40.

Orders over £500 are classed as trade orders so are usually palletised, these are carriage paid to most Mainland destinations.

You must ensure the delivery address postcode is inserted into the postcode box when ordering to enable the correct surcharge to be calculated, failure to do so will result in the highest surcharge being applied.

## Where do you deliver to?

We deliver throughout the UK mainland including remote regions, subject to a small surcharge.

We are also able to deliver to the Scottish islands, Channel Islands, Isle of Man, Scilly isles and Northern Ireland at an additional cost, please also allow a little extra time for delivery in these locations.

Full details of any costs can be found either on our DHD cost calculator or on the payment section of our website.

Customers can opt to have goods delivered to a mainland collection point if they prefer, which will usually incur no additional surcharge.

**We are no longer able to offer a home delivery service to Southern Ireland.**

## Where can I find all this information?

It is all contained in our website or alternatively is available as a comprehensive excel spreadsheet version if you prefer. This is available on request.

## How is it delivered?

Once an order has been placed it will be dispatched using couriers or pallet delivery depending on the size and weight of the order.

The speed of delivery can vary depending on the destination and the service route we use but generally the following timescales should be allowed;

- Express deliveries should be delivered within **3 working days**, sooner if you order online.
- Trade deliveries will usually be palletised and delivered within **7 working days**.
- Allow up to **10 working days** for remote locations.
- Delivery for parcels will be to entrance door only, in the case of palletised loads to the nearest convenient offloading point. We do not offer a room of choice delivery service.
- You will be notified by email once the goods have been dispatched. This will include carrier and contact details.

## What about customer service?

Every dispatch carries a bright sticker advising customers to refuse any items with obvious transit damage.

Each box carries information asking consumers to confirm that the product is what they have ordered before opening.

Included within the consignment are full details of how to contact our UK help centre, as a retailer you do not need to do anything.

## What about parts?

Inside every box are clear instructions for your customer on how to order any missing or damaged parts. This can be done by post, fax, email, by calling our UK helpline number or our website ([www.coreproducts.co.uk/parts](http://www.coreproducts.co.uk/parts)) and wherever possible these will be sent directly to them the next working day.

## What if a customer wants to return an item?

If they have rejected it at point of delivery then no problem, they simply refuse delivery and the carrier will return it to our warehouse. Once the consumer has accepted the delivery it is the retailer's responsibility to take returns back to their premises, naturally we are happy to supply any parts required so you can make good the product for onward sale.

## What if a customer does not want what they ordered?

Under the distance selling regulations consumers are entitled to return to their retailer any purchase within a reasonable timescale. This forms an integral part of your sale agreement with the end customer. In these circumstances it is the retailer's responsibility to take back the item into stock.

For full details please see our current terms of trade which is on our website.

## Can I collect my own orders?

Yes you can. Once your account has been set up, simply place your orders in the usual way.

Orders will be ready to collect the next working day and will be individually wrapped in protective plastic where appropriate and delivery labels will be affixed if you have supplied them. Your carrier will need to sign for acceptance of the goods in good condition as no returns are allowed. Our UK distribution is located on the A92 at Glenrothes, Fife.

Our full parts back up service still applies to give you full piece of mind.

## Can I schedule regular bulk trade deliveries?

Yes you can, if you want a regular scheduled weekly delivery, simply collate and place your order before midnight online and your order will be dispatched wherever possible the next working day on a 3 working day service to your trade address. Carriage is free on orders over £500. Using this system, deliveries will not be booked in.

## Do you charge to accept credit or debit cards?

No, you are welcome to use most credit or debit cards with no hidden surcharges.

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