

Lead Times & Delivery

Please be aware of the following details regarding lead times.

Delivery processes, and associated responsibilities:

Your understanding and cooperation are appreciated.

We are committed to ensuring a seamless ordering and delivery experience.

Lead Time Confirmation:

The lead time for your order is confirmed on the day of ordering. This duration encompasses the fabrication production queue, fabrication time, and delivery to the specified site address. While certain products are available for quick ordering, most of our offerings, including custom-made items like panels, flashings, and certain rainwater goods, are produced on-demand. The fulfillment time is contingent on the current lead time and coil stock levels. Non-peak lead times typically range from 2-3 weeks.

Lead Time On Additional Items For Existing Projects:

For projects requiring more materials after the initial order has been delivered the lead time will be what it is on the day. So it is important to order correctly to avoid delays if more materials are required. However in cases where more items are needed for existing projects to finish, we always try to get made and sent out as soon as possible. But please be aware it could be a long lead time if things are very busy.

Delivery Process:

Orders are dispatched on a protected pallet to the delivery address specified in the order. It is the customer's responsibility to unload the orders, either utilizing a forklift truck if available or with an adequate number of people on-site to manually off-load pallets and their contents safely within the allocated time slot. If a dedicated vehicle capable of off-loading pallets is required, additional costs may apply.

Production Queue and Dispatch:

Upon placing an order, it is scheduled into the production queue. A provisional dispatch date is generally provided within 1-2 weeks. The day before the scheduled delivery, customers are contacted to confirm the impending delivery and ensure there are no restrictions that may affect the driver's ability to access the site, such as narrow roads requiring a smaller delivery lorry.

Delivery Costs and Discounts:

To calculate delivery costs, we require the site post code and details of the order. Please note that delivery costs may be substantial, but we may offer discounts or free delivery in certain cases.

