

Rolawn Deliveries



Terms & Conditions

- Delivery is available to UK mainland addresses only.
- Deliveries will be made between 7am and 6pm, Monday to Friday (excluding Bank Holidays).
- Rolawn bulk bags and pallets are 'non-returnable'.
- If delivery questions are not answered correctly and delivery is attempted but fails, extra delivery charges or a failed delivery charge will be incurred.
- It is preferable that the customer is available at the delivery address to accept the delivery. Rolawn is able to deliver if the customer is not present, but in these circumstances we can accept no liability for any deterioration in or theft of any of the items delivered. Neither can we accept responsibility for the consequences of the positioning of the pallets or bulk bags by the delivery driver.
- Customer must also provide safe access to the point of unloading.

Delivery Information:

Orders are despatched directly from Rolawn. You will be contacted directly by Rolawn to arrange your delivery.

Rolawn will only be able to deliver if the following questions are answered **Yes**; otherwise deliveries will not be successful.

Deliveries to UK mainland excluding area within the M25 London Orbital Motorway

1. On receipt of delivery, someone will need to sign for the order. Can you please confirm there will be somebody at your property to do this?
2. The order will be delivered in an 18 ton vehicle generally 7.9 metres (26') long, 2.5 meters (8' 2") wide, 3.6 metres (12') high or approximately the same size as a dustbin lorry. Can you please confirm there is access for the delivery vehicle to reach your property?
3. Can you please confirm there are **no** overhanging branches, low bridges or weight restrictions that would cause difficulties for the driver to deliver to your property?
4. The soil is off-loaded on pallets using a hydraulic platform or tail lift which lowers the pallet to ground level. 3 Metres will need to be allowed at the rear of the delivery vehicle for operation of the tail lift. The driver then uses a small manual pallet truck to pull the pallet as close to the property as is deemed safe by the driver. The manual pallet truck cannot operate on gravel, earth, grass or any other type of non-solid surface. Have you a tarmac, concrete or paved area, which is clear of obstructions where pallet truck can operate and place the bulk bags?
5. Is there enough room for the bags to stand until emptied – each one measures 110cm x 110cm?
6. Can you please confirm you are able to provide safe access to the point of unloading?

Deliveries within the M25 London Orbital Motorway

1. On receipt of delivery, someone will need to sign for the order. Can you please confirm there will be somebody at your property to do this?
2. The order will be delivered in an 18 ton vehicle generally 7.9 metres (26') long, 2.5 meters (8' 2") wide, 3.6 metres (12') high or approximately the same size as a dustbin lorry. Can you please confirm there is access for the delivery vehicle to reach your property?
3. Can you please confirm you are able to provide safe access to the point of unloading?
4. The soil is off-loaded on pallets using a vehicle mounted hydraulic crane which lowers the pallet to ground level. Rolawn undertake to place the goods as close to the position required within the working reach of the crane as is deemed safe by the driver. The vehicle mounted hydraulic cranes cannot operate in close proximity to overhead power cables, telephone cables, tree branches and other overhead obstructions. Also the cranes cannot be used to lift pallets over parked vehicles. Can you please confirm there will be access for the crane to operate and unload the bulk bags?

Turf

Please be advised that turf must be rolled out immediately in Spring/Summer and within 24 hours of delivery in the Autumn/Winter.

Please note turf can be delivered Tuesday to Friday.