



Delivery Information for Customers.



Q. How big are your lorries?

A. No larger than a dustbin lorry.

Please Note: Our drivers deliver to kerbside from a hard road in 3.5T—15 Tonne vehicles. We do expect our customers will be present to receive the delivery and arrange labour to assist with the unloading.



Mercedes 15T LJ/LN

GF 63 CLJ & GF 63 CLN (Tracked)

7 Tonne carry capacity in 14 pallet spaces or 22 Danish CC trolleys—with Tail lift

Size:

Height 12 ft. 8 inch - 3.99 metres

Width 8 ft. 6 inch - 2.60 metres

Length 35 ft. 6inch - 10.7 metres



Mercedes 10T LV

GN 15 DLV (Tracked)

4.2 Tonne carry capacity in 10 pallet spaces or 16 Danish CC trolleys—with Tail lift

Size:

Height 12 ft. 7 inch - 3.85 metres

Width 8 ft. 6 inch - 2.60 metres

Length 27ft. 6inch - 8.50 metres



Renault 3.5T

GN 54 DHV open back or with tilt cover

1.5 Tonne carry capacity in 4-(5) pallet spaces - this lorry does not have a Tail lift

Size:

Height 8 ft. 6 inch - 2.50 metres

Width 7 ft. 6 inch - 2.20 metres

Length 21ft. - 6.40 metres



Tracked Vehicles - these larger trucks are satellite tracked which we can monitor in real time and advise you of location and arrival times if the ETA's are compromised by traffic and other events.

Please note large items will be too big for the driver alone to unload or manoeuvre, Health & Safety manual handling guidelines apply. Please see details below explaining the size/weights of larger items.

If requested to drive off the hard road or deliver beyond the kerbside we require indemnity against any damage etc. which may occur and the driver will require a signature to authorise this before unloading.



Customer Unloading Responsibilities— be there to receive please.

Your order/purchase includes a number of plants or large plants. These come with additional Health and Safety issues relating to their safe handling and movement. We aim to keep you, our staff and the public safe and the plants healthy. Please take a moment to read these general notes which will assist you in completing your own H&S Risk Assessment, CDM regs. and method of operation.

This is important as circumstances at each delivery site can be different.



Format of Plants	Weight of Load	Unloading Method & Customer Obligation
2 & 3 litre pots Packed in pallet cardboard collars or crates. Approx. 250 plants	300 - 500 Kg	Lorries equipped with tail lifts & pallet truck Fork Lift offloading recommended whenever possible but Essential when double stacked For kerbside delivery on to solid ground (Pallet truck won't move on gravel)

10 & 25 litre pots Stacked vertically on pallets	200 - 300 Kg	As above
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Danish trolleys Stacked vertically on pallets	200-250 Kg	These international standard plant carriers known as CC (Dutch/Danish) Trolleys can only be exchanged with valid CC tags Otherwise they need to be returned with the lorry it is essential please to assist with prompt unloading to reduce waiting times and prevent subsequent delays. Wheeled so delivery to hard surface required.
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Trees bare rooted Up to 16cm girth	Up to 25 Kg	Manual unloading from vehicle Staff to receive tree at ground level. Handle with care to avoid damage, protect & stack appropriately in shade. See web site download for tree planting guidelines
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Trees root balled Up to 16cm girth 450cm tall	Up to 100 Kg	Mechanical assistance required Staff to assist & mechanical off-loading i.e. fork lift *** Strongly RECOMMENDED ***
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Trees root balled 18-20cm & larger	From 100-250 Kg 500+cm tall	Trees may be stacked on load Staff to assist & Mechanical Unloading can not be safely handled by driver alone. offloading i.e. fork lift ***ESSENTIAL***
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Large specimens RB or pots 500 lt.	From 150+ to 2000 Kg	Curtain sided lorry Mechanical off-loading Can not be safely handled by Driver alone Mechanical unloading ***ESSENTIAL***
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* If mechanical assistance is not provided at the arranged delivery time and we are instructed to unload larger trees and root balls without customer assistance; we will not be liable for any damage to the tree or root ball which may affect the plant's viability to establish on site. Alternatively we may charge standing time or rearrange delivery and this will attract a second delivery charge and possible handling fee.

If unloading is to be without customer assistance present please advise before delivery so safe alternative arrangements can be made and included in our charges. **Our drivers are always helpful but are not covered to take plants off the kerbside delivery area to the planting areas. Customers must arrange labour to undertake this and assist with the lorry unload.**