



Understanding our delivery service...



We operate a modern fleet of ULEZ compliant, low emission Euro 6 curtain and rigid-sided lorries which are all fitted with tail lifts.

All vehicles carry pallet trucks and can deliver to the kerbside onto flat, level, hard surfaces. Unfortunately, unloading onto gravel, grass or mud isn't going to work.

Where to?

As well as delivering throughout South East England (including London and the Home Counties), we can also ship further afield through our selected carrier partners – please contact us for further details. Please note that for deliveries within the London Congestion Zone there is currently a supplement of £20.

How much does it cost?

To access our full breakdown of delivery charges [click here](#).

Will it fit?

Our three 16T lorries are 9.5 metres (31'2") long, 4.0 metres (13'2") tall and 2.6 metres (8'6") wide. That's roughly the same size as a bin lorry. The 7.5T is a little smaller at 8.4 metres (27'7") long, 3.4 metres (11'2") tall and 2.5 metres (8'3") wide. We reserve the right not to leave the highway to unload if our driver deems it unsuitable or hazardous to do so. If there is no alternative, you will need to sign a disclaimer.

Unloading

A forklift is ideal to assist with unloading. In general, we can unload pallets and Danish trolleys as a kerbside only delivery service. However, for double-stacked pallets and larger items like trees, you will need to arrange for additional manual handling and/or mechanical handling. We will not be able to unload these without assistance*. It is your responsibility to ensure that you have adequate resources to receive your order and to safely unload your goods.

Time is money...

All our vehicles are tracked, therefore we are able to advise if your delivery has been delayed, whether that be a delay at a previous delivery or other circumstances beyond our control for example traffic. If our driver is delayed at a point of delivery, we may charge standing time or even need to reschedule your delivery. This could result in a second delivery charge, a restocking charge and a possible handling fee.

Will it fit? #2

It's worth double checking that what you've ordered will fit through the available access gate/doorway. Taking plants and trees away because they are too big can cause problems for everyone and may also result in a restocking charge and a possible handling fee.

Danish trolleys

With prior arrangement, CC tagged Danish trolleys can either be left with you or exchanged, but otherwise they will need to be unloaded at point of delivery. Please ensure that someone is there to receive delivery. For more information about Danish trolleys please click here: (Link to '*Off Our Trolleys*' article)

Pallets and pallet boxes

Depending on the type and quantity of plants you order, we may deliver some or all of your load in pallets or pallet boxes. These can be unloaded on to a hardstanding to the rear of the vehicle (unless they are double stacked) with our pallet truck, but a forklift is recommended if you can arrange one. Pallets can have their advantages, for example you don't have to unpack them while we wait, plus they can be lifted straight onto another vehicle. For more information about pallets and pallet boxes, please click here: (Link to '*Thinking Inside the Box*' article)

Trees

Our trees come in many sizes and forms:

- **Bare rooted** - up to 25kg - these can usually be unloaded manually at ground level. Handle with care to avoid damage, store in shade and keep the roots moist;
- **Rootballed** - up to 250kg - mechanical offloading assistance essential* - i.e., forklift, hoist etc. Please note - items above 25kg cannot be handled by our driver without assistance;
- **Container grown** - up to 2,000kg - mechanical offloading assistance essential* - i.e., forklift, hoist etc. Please note - items above 25kg cannot be handled by our driver without assistance;
- **Large specimens** - up to 2,000kg - mechanical offloading assistance essential* - i.e., forklift, hoist etc. Please note - items above 25kg cannot be handled by our driver without assistance.

*If mechanical assistance is not provided at the arranged delivery time then unfortunately we will be unable to complete the delivery. We reserve the right to charge standing time or rearrange delivery, which will lead to a second delivery charge, a restocking charge and a possible handling fee.

*Please note: No assistance, No delivery.