

GUIDANCE AND UNLOADING NOTES FOR CUSTOMERS

Your 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. Circumstances at each delivery site can be different so please read these notes that will assist you in completing your own H&S risk assessment and method of operation. Our lorries deliver to kerbside and we expect customers to be on site to assist / undertake off loading

FORMAT	WEIGHT OF LOAD	UNLOADING METHODS AND CUSTOMER OBLIGATION
POTS 2 and 3-litre pots; packed in pallet cardboard collars or crates; about 250 plants	300-500kg	Lorries equipped with tail lifts; forklift offloading recommended whenever possible but essential when double stacked; for kerbside delivery on to solid ground (pallet trucks will not move on gravel)
POTS 10 and 25-litre pots	200-300kg	Lorries equipped with tail lifts; forklift offloading recommended whenever possible but essential when double stacked; for kerbside delivery on to solid ground (pallet trucks will not move on gravel)
DANISH TROLLEYS CC trolleys can be exchanged if they have valid RED CC tags. If not, they need to be returned with the lorry	200-250kg	Lorries equipped with tail lifts; for kerbside delivery on to solid ground (pallet trucks and Danish trolleys will not move on gravel). Please assist with the unloading of the trolleys to reduce waiting times; delivery to hard surface preferred
TREES Bare root: up to 16cm girth	Up to 25kg	Manual unloading from vehicle; staff to receive tree at ground level; handle with care to avoid damage; level and stack appropriately
Root ball: up to 16cm girth, 450cm tall	Up to 100kg	Mechanical assistance and staff required for offloading, i.e. forklift strongly recommended
Root ball: 18-20cm & larger; 500+cm tall	From 100kg to 250kg	Trees may be stacked on load; staff to assist and mechanical unloading; can not be safely handled by driver alone; offloading, i.e. forklift, is essential
Large specimens: RB or container grown 150cm+	From 250kg to 2,000kg	Curtain-sided lorry, mechanical off-loading; can not be safely handled by driver alone; mechanical unloading essential

* 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 secondary delivery charge and possible handling fee

* If unloading is to be without customer assistance present, please advise us before delivery so that safe alternative arrangements can be made and included in our charges