

Traditional Cotswold Stoneware

Shipping T&C

As you can imagine shipping your item(s) of this weight is expensive but very reliable. These terms are set out to protect you and must be followed.

- If there is any sign of breakage the pallet must be **refused**.
- Some small scratching can occur these will disappear with weather and/or water and a small brush.
- Once you are happy your item is in good condition it can be signed for as **clean**.

If any damage is noted after this, I will replace the item, but you will be responsible for any shipping cost and returning the damaged item(s) this can be expensive and time consuming.

Road restrictions

- Road restrictions **must be report before delivery is booked**
- The delivery company have smaller lorry's available for this (7.5 tons 3.6 meters high) these come at a **surcharge of £20**
- Failed delivery because of road restriction come with **surcharge of both a smaller lorry £20 and redelivery £40**. If you're unsure, please contact me and will talk it though with them.

Failed Delivery attempt

These deliveries are arranged with you at a day/time of your choosing; someone must be available to check and sign for the delivery. They will not leave the pallet without it being signed for and a **redelivery surcharge of £40 plus any special request surcharges** will apply.

- **For time slot upgrades and surcharges visit the website**
<https://www.traditionalcotswoldstoneware.com/shipping-info-upgrades> or feel free to contact us for information.

Your item(s) are heavy, and a pallet is required for the delivery effectively its classed as freight. It is of the up most importance that you check your item(s) thoroughly before accepting the shipment! All drivers allow 15 minutes for a consignment to be checked if You/consignee considers it necessary.

Terms and conditions of delivery.

- You should cut away the pallet wrap (strong clear cling film) good scissors or a Sharpe knife will do this very quickly. Taking care not to scratch your item(s).
- If you notice any **damage** then you must, either **refuse** the pallet or ask that the driver notes damages on the POD if you are willing to accept the pallet.
- You/consignee must then report the damage to me immediately, so I can make the necessary arrangements.

Please be **advised** that a consignment being signed for as '**clean**' counteracts any claim of **damages** or **missing product**.

In the very unlikely event your item(s) are **damaged** the pallet will be returned to me, you will be offered a refund or replacement. But this is **voided** if you accept the item and **sign for it as clean**.

ETAs

For ETAs you can email eta@hacklings.co.uk or call Hacklings 01451 820379 and select ETAs quoting your reference number but not before the morning of your delivery. Please note I have no control over this or timing just the day as a standard delivery.