

GUIDE TO DELIVERY

Hunter

4 DAY SERVICE *(All UK mainland excluding Scotland)*



Telephone, fax or EDI your order, ensuring we receive it on our system before 2pm daily



Delivery will be made to SITE or YARD by DAY 4



Delivery may be made on DAY 2



We will contact you on DAY 2 should your delivery be planned for DAY 3 or DAY 4 (see example)



Should "24 hours DELIVERY NOTICE" be required i.e. for site deliveries to ensure labour or plant are available, this can be requested and will be given.

EXAMPLE

	Mon	Tues	Weds	Thurs	Fri
Order placed			Merchant contacted and delivery date confirmed		
			Delivery made	Delivery made	Delivery made
DAY		1	2	3	4

BENEFITS

- Consistent on - time delivery
- Banded or palletised goods receive the same service as our standard products
- Site deliveries are made within standard lead times
- Communication improves with customer services benefits

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- **Delivery notes are in two parts - *blue copy for customer*, *white copy for Hunter* - please ensure any discrepancy is marked on both copies.**
- **Bags are labelled with the drop number and your account name. Please check the number of bags on your delivery note to ensure it tallies with the number of bags being delivered.**
- **All sacks are weigh-checked (orange label on sack verifies this has happened), prior to despatch. If the sack contents do not match the orange label remove and retain the label. Passing the details to us will assist in tracking the cause of the error.**
- **Your goods will be delivered in *green Hunter sacks* and *white extrusion wrapping* - any goods that are in *blue Hunter sacks* or *blue wrapping* on lengths should not be accepted by you.**
- **Coloured tape on lengths are to help you identify product colour:**
 - BLACK = Black Pipes & Gutters**
 - GREY = Grey Pipes & Gutters**
 - WHITE = White Pipes & Gutters**
 - ORANGE = Van Dyke Brown Pipes & Gutters**
- **If you experience shortages on any delivery please contact our Customer Services Department on: **020 8855 9851** immediately.**
- **We continually strive to improve our very high standard of customer care. If you have any suggestions for improving delivery or paperwork, please contact us.**

Thank you

Hunter