



Coal-Drop

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Tel: 0121 7981742

Terms and Conditions

Delivery

Coal-Drop aims to make its home deliveries as simple and successful as possible. In order for us to do this, our Terms and Conditions outlined below must be adhered to. By making a purchase on our website you accept, and are legally bound to, all our terms and conditions. Please make sure you read them before purchasing from us.

1. We use third-party hauliers of the National Palletways Network to deliver all our orders.
2. Coal-Drop offers “Free Delivery” on all purchases. All delivery charges are included within the price displayed on the website. However, there are a few postcodes which will incur additional charges. These charges are set by our third-party hauliers and are beyond our control. These charges will be passed on to the customer at the point of sale or as a post-sale charge. The post-sale charge will be requested via email or bxy telephone. Customers who do not want to proceed with their purchase, at the point of collecting the additional charge, will be refunded in full with no penalty. Orders that require additional delivery charges will not be processed until the payment has been made in full.
3. Standard delivery time is usually up to 5 working days from order placement. Working days means Monday to Friday only, which excludes bank holidays and other national holidays.
4. Customers usually receive a telephone call from the delivery haulier to confirm a suitable delivery date in the days leading up to the delivery, but this is not guaranteed. This is subject to the policies of the third-party haulier.
5. The kerbside delivery point must be flat, level and solid. We cannot deliver to areas with hills, slopes, inclines, or gravel driveways.
6. Delivery vehicles use tail lift offloading, and it is crucial that the vehicle can park at the delivery location. A pallet truck is used to move the goods from the tail lift to the kerbside delivery point. Delivery drivers are only contracted to deliver goods to the kerbside.
7. It is the responsibility of the customer to inform Coal-Drop, at the time of ordering, about any vehicle access restrictions or issues that may prevent safe delivery.
8. The customer, or their representative, should be present to accept the delivery unless a pre-arrangement has been made in writing between the customer and Coal-Drop for an “authorised drop” (see point 9).
9. An “authorised drop” means the delivery driver will deliver the product to the delivery address without the customer being present. The pallet will be left at the kerbside at the delivery point. The customer assumes all responsibility for the delivered product once a successfully delivery has been made.
10. The goods will be palletised and shrink-wrapped. Customers are required to dispose of any packaging that forms part of their order, which must not be returned with the delivery vehicle.
11. Delays to deliveries due to reasons beyond our control will not be the responsible of Coal-Drop and will not be compensated for. Reasons may include but are not limited to:
 - force majeure;
 - a failed delivery due to inaccurate delivery information provided by the customer;
 - a failed delivery due to the customer not being present to receive the delivery (unless a pre-arrangement of an “authorised drop” has been made (see point 9)).
12. If a re-delivery is necessary due to the fault of the customer or the customer fails to provide correct and accurate information necessary for a successful delivery, the customer will be responsible for the additional costs incurred.
13. If re-delivery is required due to withheld information about access to the customer’s address, and the delivery driver deems the location unsafe or inaccessible, the customer will incur any additional charges.
14. If any products arrive damaged, we request that the customer emails photographs as soon as possible after delivery to sales@coal-drop.co.uk.
15. Any shortfall in the quantity delivered or damages to the product must be noted on the delivery note at the time of delivery. By signing for the goods, you agree they have been received in full and in good condition. We cannot offer refunds or replacements without this. It is at your own risk if you are not present to receive and check the goods.

End of terms.