

Notes Regarding Delivery:

- ✓ Delivery can normally be made within 5-10 working days from confirmation of order.
- ✓ Delivery is normally made by trucks with one tonne tail lift capabilities, which means the trucks used are large heavy goods vehicles and may not be able to access all entrances. Placement of goods to specific locations, i.e. within store rooms/ sheds is not normally completed by our delivery companies.
- ✓ We will do our best to delivery as near to where you require your fuel as possible, however should the driver feel that there may be a health and safety risk, for example; to the customer or the customers property, the driver or the delivery vehicle, the driver will be obliged to delivery the goods where they believe to be minimum risk, (e.g. at the end of your drive or if possible a suitable house nearby – with the consent of the owner) or the driver will have to return the goods to the depot.
- ✓ If we are unable to deliver due to reasons outside our reasonable control you will either be charged for any additional delivery attempt or be refunded minus the costs associated with delivery.
- ✓ Examples of situations when drivers may not be able to make delivery:
 - Steep entrances
 - Gravel entrances
 - Narrow entrances
 - Entrances with soft or muddy ground (should a vehicle get stuck, demurrage may be charged)
 - Entrances with sharp bends
- ✓ Please note that pallets are normally shrink wrapped however, they are not 100% waterproof and should not be stored outside.

Please note: should the goods delivered be either faulty, damaged or the wrong ones, we will either refund or re-send the (correct) goods. The complaint has to be lodged with us within 3 working days or we will deem damage to be caused after delivery. (Please allow 28 days for re-funds)
In the case of the wrong goods being delivered, the in-correct goods can only be collected if the item is unopened (with any seals and shrink-wrap intact).

Where a refund has been issued in exchange for damaged goods, the damaged goods can be returned to us at the customers own cost or are to be disposed of by the customer.

Should you have any questions or are unsure whether delivery can be made to your house, please feel free to contact us at 023 54716 or alternatively you can email us at info@ecopellets.ie .