

Delivery & Collection Policy

This policy explains how deliveries and collections are handled by Basildon Timber Ltd. It applies alongside our Terms & Conditions and Returns & Refunds Policy and does not affect your statutory rights.

For delivery or collection enquiries, contact sales@basildontimber.com

All goods will remain the property of Basildon Timber Merchants limited until the price has been paid in full.

Collection Policy

Free Collection

Collection is available free of charge from our store.

We will endeavour to get orders ready for collection for the next working day, subject to availability and operational capacity. You will be notified by text or email once your order is ready to collect.

Collection Procedure

- Bring your order confirmation as proof of purchase
- Goods must be inspected at the point of collection
- Once goods are collected, responsibility passes to the customer

Collection Location & Contact Details

Basildon Timber Merchants Ltd
Honywood House
Honywood Road
Basildon
Essex, SS14 3DT

what3words: lake.noise.shovels

Phone: 01268 531444

Email: sales@basildontimber.com

Order Processing

Once your order is placed, it will be processed and prepared for delivery or collection.

Orders for delivery are typically processed within 2-5 working days, subject to stock availability and operational capacity.

Delivery Dates & Lead Times

At checkout, you may request a preferred delivery time frame by leaving a note in the comments box. While we will make reasonable efforts to deliver on or close to your chosen date, delivery dates are not guaranteed. We will make every effort to communicate with you to confirm delivery details.

Delivery dates and times are given in good faith but are not guaranteed and no liability will be accepted for any loss whatsoever suffered or caused through late delivery or non-delivery where failure was due to circumstances beyond our control.

Lead Times

Delivery lead times vary depending on:

- Stock availability
- Delivery volume
- Location and access
- Operational capacity

Typical delivery times range from 2–5 working days. These may be longer for out of stock or special order items.

Unless otherwise agreed, delivery will take place within 30 days of order confirmation, in accordance with UK consumer law.

Delivery Charges

Delivery charges are calculated based on location, accessibility, and order size and are shown at checkout.

Final charges may vary where access restrictions apply.

Delivery Access & Requirements

Customers are responsible for ensuring:

- Safe and suitable access for delivery vehicles
- Adequate space for unloading
- Clear instructions where access is restricted

Additional charges may apply if delivery cannot be completed due to access issues.

No claim will be entertained by the company in respect of goods delivered to unoccupied sites or premises by way of damage or shortage where permission has been given at the time of order by the customer for goods to be left.

Inspection & Damage Reporting

You should inspect goods within a reasonable time after delivery.

Signing for delivery does not remove your right to report:

- Hidden damage
- Transit damage
- Incorrect or missing items

If an issue is identified, please notify us as soon as reasonably possible at sales@basildontimber.com including photographs where possible.

Risk & Responsibility

Consumer Orders - Risk remains with Basildon Timber until goods are delivered into your possession.

Business Orders - Risk passes on delivery.

Delays & Force Majeure

We are not responsible for delivery delays caused by events beyond our reasonable control, including:

- Severe weather
- Traffic incidents
- Supplier delays
- Vehicle breakdowns

We will keep you informed where delays occur.

Order Cancellations

Cancellations are handled in accordance with our Terms & Conditions and Returns & Refunds Policy. If you wish to cancel an order, please contact us as soon as possible at sales@basildontimber.com