

HOW IS MY TURF DELIVERED?



BURY HILL
LANDSCAPE SUPPLIES



YOUR TURF DELIVERY

We aim to give our customers the best possible experience by delivering the very best quality grass turf for sale in the UK, therefore, all our turf is harvested fresh to order, just hours before delivery!

Turf delivery charges and services vary depending on the delivery postcode. Charges are confirmed at the checkout before payment is made. If your order includes turf and topsoil, you can choose different delivery days, which allows you to arrange for the soil to arrive before the turf and for live turf products to be delivered on the day you wish lay it. Please enter your preferred delivery dates in the 'delivery instructions' box at the checkout stage.

HOW IS YOUR TURF DELIVERED?

Whilst we recommend that you use qualified tradespeople to carry out your turfing works, competent gardeners will also be able to undertake the laying of the turf successfully by following our various help guides.

PLEASE NOTE: Unless otherwise specified, turf is generally delivered on a pallet and can only be delivered to the kerbside. Most of our turf deliveries will be made by a pallet courier that primarily uses 18-tonne rigid trucks that are able to deliver to the majority of UK addresses. However, for larger orders over 160m² and subject to the delivery postcode, it is possible that your turf delivery could be made on a larger vehicle with Moffatt offload. If access or other restrictions prevent vehicles above a certain size accessing your address, or there are other offloading or parking restrictions or a low bridge which could affect the delivery, please let us know at the Shipping Method stage in the checkout so that special turf delivery arrangements can be made. Please bear

in mind that any changes to your delivery method might incur additional charges.

Please make sure you double check the delivery postcode and address carefully, as after your order has been shipped, we will not be able to make any amendments to your order or delivery address.

Grass turf is generally unloaded using a manual pallet trolley which is lowered to the road by the tail lift on the truck.

Unfortunately, we do not offer Hiab (truck-mounted crane) turf deliveries (except occasionally within the Greater London area, please contact us for details). To offload the pallet, the surface must be flat and level. Since grass turf and topsoil can be heavy, and the pallet trolley pulled by the driver has small wheels, pallets cannot be delivered onto uneven ground i.e. soil, grass or gravel – a tarmac or paved surface is required.

Kerbside turf delivery means that our turf is delivered as close as possible to the delivery address you provide. Our helpful drivers will do their best to place your turf delivery where you wish, such as a flat driveway, but this is at their discretion.

WHAT ISSUES COULD ARISE WITH MY DELIVERY?

If your turf delivery cannot be made due to a reason you failed to make us aware of, the full cost of distribution and products will still be charged to you. We are proud that most of our turf deliveries arrive on time and without issue, however, sometimes, circumstances beyond our control (extreme weather, road accidents, vehicle/machinery breakdowns or IT failures) can delay delivery, but we will make every effort to keep you updated in such an event.

More info over >



DELIVERY FAQs

Q: How is the turf delivered?

A: For all orders under 160m², we use pallet couriers for direct-to-home delivery. The delivery truck is off-loaded using a tail lift. The delivery driver will use a pump truck to transfer your palletted order to the kerbside (or on to your drive depending on accessibility).

Q: Is my order delivered to my back garden?

A: The deliveries are to kerbside only. Please ensure there is a suitable place for us to place your delivery where you can easily transfer it to the desired location. Normally there are 50 turf to a pallet, so depending on the amount of turf you have ordered you will need to make room for the appropriate number of pallets.

Q: Do you deliver on pallets?

A: Yes, all turf and soil deliveries arrive palletised.

Q: Can you deliver over my wall?

A: No sorry, we don't have cranes or loader cranes for lifting pallets.

Q: Do you take cash on delivery?

A: No, all goods must be paid for when ordering.

Q: Can I get a precise delivery time?

A: We can only offer a working day or morning deliveries if pre-booked.

Q: Can I track my order?

A: Unfortunately, the pallet couriers don't have the same sophisticated tracking system as parcel couriers. As such, it is impossible to provide tracking.

Q: Do you collect the pallets?

A: No, pallets remain with your delivery. Therefore, it is your responsibility to dispose of the pallets which make great firewood.

Q: Do I need to be in to sign for the goods?

A: It is preferable that you are in to receive and sign for your goods. This will reduce any issues caused by obstructions etc. However, because of the perishability of turf, we will still complete kerbside delivery in your absence leaving the pallet(s) in an appropriate place chosen by the driver in your absence.

Q: Can the delivery driver put the turf on my drive?

A: The pump truck that the driver operates is pushed manually and can be very heavy. He won't be able to push over a kerb or up a slope. If there are no kerbs or slopes, he may be able to oblige.

Q: What happens if my delivery is late?

A: Occasionally deliveries do run late due to traffic or other delays. If you have paid for a timed delivery, we will refund any additional charge and keep you updated on the progress of your order.

Q: How big is the delivery vehicle?

A: Most deliveries are on 18-ton rigid trucks as these are ideally suited to reach the majority of UK addresses. They measure 8ft 2" (2.51m) wide x 12ft (3.65m) high x 32ft5" (9.88m) long.

Q: Can you deliver to a narrow road?

A: Please advise us of any possible access issues when ordering and we will contact the pallet courier to see if a smaller truck or van can be provided to your postcode.



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Bury Hill Landscape Supplies, Lower Broadbridge Farm, Broadbridge Heath, West Sussex RH12 3LR.

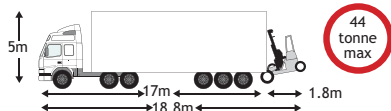
T: 01306 772455 E: sales@buryhill.com W: buryhilltopsoilandlogs.co.uk

TURF DELIVERY CONSIDERATIONS

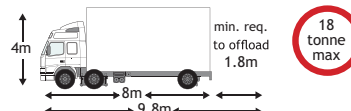


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Pallet dimensions and weight



Pallet dimensions and weight



Height and width



Height and width



Maximum slope



Maximum slope



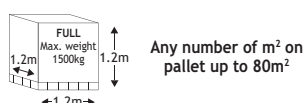
Ground conditions



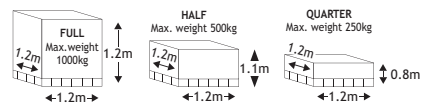
Ground conditions



Pallet dimensions and weight



Pallet dimensions and weight



Unloading facility



Unloading facility



Road access restrictions



ALL OUR DRIVERS WILL DO THEIR VERY BEST TO DELIVER YOUR CONSIGNMENT AS REQUIRED

Our Terms and Conditions of Sale are available by [CLICKING HERE](#)

PLEASE REMEMBER:

1. All deliveries are made in accordance with the RHA conditions of carriage (www.rha.uk.net/home). Courier service is based on kerbside delivery: drivers will do their best to oblige where physically possible.
2. The seller reserves the right to deliver to the buyer by the most cost effective method. This will be by one of two methods outlined above.
3. Any delivery not completed or refused by the buyer, their agent or third party consignee/customer because of delivery restriction or refusal to sign an indemnity form will result in the buyer being responsible for the delivery and the sellers costs incurred.
4. Once the proof of delivery (POD) has been signed by the buyer, their agent or on behalf of the buyer or his agent, no subsequent claims can be made against the delivering company as the POD is signed acceptance that the order is complete and intact.
5. Please make sure that you have notified us at the time of ordering if any of the above restrictions are present at the delivery location. We cannot be held responsible for failed delivery attempts if there are site restrictions we have not been informed about.
6. Any complaints or discrepancies must be reported immediately in writing and supported by photographic evidence on the day of delivery or within 12h if a suitable reason exists.

Bury Hill Landscape Supplies, Lower Broadbridge Farm, Broadbridge Heath, West Sussex RH12 3LR.
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