

Delivery Information

- Our free delivery to most of the UK Mainland offer covers all products and is irrespective of order value.
- As standard, we do not deliver offshore, including UK islands and Northern Ireland. We also, unfortunately, aren't able to deliver to the following postcodes: IV41, IV42, IV43, IV44, IV45, IV46, IV47, IV48, IV49, IV50, IV51, IV52, IV53, IV54, IV55, IV56, KW1, KW2, KW3, KW5, KW6, KW7, KW8, KW9, KW10, KW11, KW12, KW13, KW14, PA20-78.
- A definitive cost for your delivery is displayed via the postcode checker on the basket page prior to checkout. However, the following postcodes typically carry the resulting additional charges:

Postcode	Additional Charge
DG1,DG2,DG3,DG4,DG5,DG6,DG7,DG8,DG9,DG10,DG11,DG12,DG13,DG14,DG16,G1,G2,G3,G4,G5,G9,G11,G12,G13,G14,G15,G20,G21,G22,G23,G31,G32,G33,G34,G40,G41,G42,G43,G44,G45,G46,G51,G52,G53,G58, G60,G61,G62,G63,G64,G65,G66,G67,G68,G69,G70,G71,G72,G73,G74,G75,G76,G77,G78,G79,G81,G82,G83,G84,G90, KA1,KA2,KA3,KA4,KA5,KA6,KA7,KA8,KA9,KA10,KA11,KA12,KA13,KA14,KA15,KA16,KA17,KA18,KA19, KA20,KA21,KA22,KA23,KA24,KA25,KA26,KA29,KA30,ML1,ML2,ML3,ML4,ML5,ML6,ML7,ML8,ML9,ML10,ML11,ML12	£29
AB10,AB11,AB12,AB13,AB14,AB15,AB16,AB21,AB22,AB23,AB24,AB25,AB30,AB31,AB32,AB33,AB34,AB35,AB36,AB37,AB38,AB39,AB41,AB42,AB43,AB44,AB45,AB51,AB52,AB53,AB54,AB55,AB56,AB99, DD1,DD2,DD3,DD4,DD5,DD6,DD7,DD8,DD9,DD10,DD11,FK1,FK2,FK3,FK4,FK5,FK6,FK7,FK8,FK9,FK10,FK11,FK12,FK13,FK14,FK15,FK16,FK17,FK18,FK19,FK20,FK21,IV1,IV2,IV3,IV4,IV5,IV6,IV7,IV8,IV9, IV10,IV11,IV12,IV13,IV14,IV15,IV16,IV17,IV18,IV19,IV20,IV21,IV22,IV23,IV24,IV25,IV26,IV27,IV28,IV30,IV31,IV32,IV36,IV40,IV63,IV99,KY1,KY2,KY3,KY4,KY5,KY6,KY7,KY8,KY9,KY10,KY11,KY12,KY13, KY14,KY15,KY16,KY99,PA1,PA2,PA3,PA4,PA5,PA6,PA7,PA8,PA9,PA10,PA11,PA12,PA13,PA14,PA15,PA16,PA17,PA18,PA19,PH1,PH2,PH3,PH4,PH5,PH6,PH7,PH8,PH9,PH10,PH11,PH12,PH13,PH14,PH15,PH16, PH17,PH18,PH19,PH20,PH21,PH22,PH23,PH24,PH25,PH26,PH30,PH31,PH32,PH33,PH34,PH35,PH36,PH37,PH38,PH39,PH40,PH41,PH42,PH43,PH44,PH49,PH50	£79

- If in the unlikely case you place an order and an additional delivery cost is required that was not previously estimated, we will contact you and give you the option of paying the additional charge or cancelling the order and receiving an immediate full refund.
- Deliveries are typically made within 7 working days from the date your order is placed (excluding the date your order is received). If you have chosen our optional assembly service, these deliveries are typically made within 15 working days from the date your order is placed (excluding the date your order is received).
- All delivery timescales are specified in working days and therefore do not include weekends and bank holidays.
- Our typical delivery slots are Monday to Friday, 8am - 6pm.
- Delivery of large or heavy items will typically be made to the nearest point to your property that is adjacent to the roadway and clear of obstruction. Our carriers will not be able to move these items any further or through your property.
- In some instances, our carriers will contact you to arrange a suitable delivery date. Please note, not all the carriers can give specific time slots. When the carrier contacts you, they will ask about any access issues. Usually if a bin lorry can gain access, then so can our carriers' largest delivery vehicles.
- If you have chosen our assembly service, you will always be contacted prior to delivery to arrange a suitable time for your item to be delivered and assembled.
- It is important that you provide at least one telephone number at the checkout as some of our carriers will only contact you via this method to arrange a suitable delivery date.
- Any delivery date and time you are given can only be an estimate. There can be several factors that affect the delivery that are beyond our control and that of our partner carriers.
- As a result of the above point we cannot be responsible for any costs incurred as a result of a late or missed delivery. If you plan to take time off work to receive a product, you do so at your own risk. We will endeavour to find out from our carrier what is happening with your delivery but we are not liable for any late or missed deliveries.
- If you are planning to have someone erect or install a product, it is highly recommended to wait until the product has been delivered before confirming a date with your contractor.
- To limit damages in transit and for ease of delivery, items will always come packaged in some way and disposal of any unwanted packaging will be your responsibility. Packaging used can be anything from shrink-wrap to cardboard boxes or even wooden pallets.

Availability

As our products are sold through multiple channels, it may be that, between you placing an order when we believe stock to be available and us picking the stock for your order, that stock may already have been used. In this situation we will contact you to inform you that the product is out of stock. We will inform you if further stock will be available and when. You can then decide if you would like to wait for the stock to arrive. You will always have the option to cancel the order and receive a full refund.

Delivery FAQs

- **What carriers do you use?** Our main carriers are DB Freelance, DX & Palletforce, but smaller items may be sent via a parcel carrier.
- **What is my estimated delivery time?** All delivery estimates can be found on the relevant product page below the price (once options have been selected). Please note the estimated times are in Working Days and exclude the day your order is received.
- **How will I know when my delivery will arrive exactly?** Once your order has been processed it is passed to our carrier partners who will contact you directly to arrange or inform you about delivery via call or text in most cases. Please note this can be towards the end of the delivery estimate and then delivered shortly after
- **I'm nearly at the end of my delivery estimate and still haven't been contacted?** Please ensure that you have provided us with the correct contact details, mobile numbers are preferred as some carriers do use a text service. If you have not provided the correct details, please send us an email as soon as possible so that we can update your details for you. Also please make sure you have checked your voice mail and email recently.
- **What if I am not home for delivery?** Most deliveries will not be delivered without them being booked in with you directly, please be aware our booking service may call from a blocked number. Smaller items may arrive without booking and you may be carded by the carrier. If after your booking call you realise you are not going to be home to accept delivery, please contact us or the carrier directly with safe location, such as a side gate, back garden, or garage. Please note that safe places must be easily accessible. You can also request that we leave your delivery with a neighbour.
- **What if I don't have a safe place?** If you do not have a safe place, you can request a phone call 1 hour before the delivery arrives. You should also be provided with a 3 hour timeslot on the day of delivery, and some carriers are able to provide a more accurate timeframe closer to the time of delivery.
- **Can I change address?** Should you need to change your delivery address, please inform Rowlinson as soon as possible after placing your order. If we are able to, we will then amend your order and pass on the updated details to our carriers. If your delivery has been planned already by the carrier, and the order has been shipped, we may be unable to amend. If details are changed once the delivery is planned, please note that it may affect the delivery lead time.
- **Can I pick a day for delivery?** Unfortunately, at this time we do not offer a pick a day delivery service. For most products, our delivery lead time is up to 7 working days, and for products with an included assembly service, the lead time is 15 working days.
- **I have ordered a large shed/garden office. Can this be taken into the back garden?** As standard, large/heavy items will be delivered to the nearest point of your property/kerbside. However, some delivery drivers may choose to move the item to your back garden. This would always depend on the layout of the property and the available access - the driver will assess your property on arrival and it will always be at their discretion. For example, the driver would not go up/down stairs, through narrow walkways and cannot take items through your house under any circumstances.