



This document contains **Important information**

**Relating to your recent order.
Please read it carefully.**

Strongdor are fully committed to customer satisfaction and always aim to reach the highest standard possible. We will take every practical and reasonable action to ensure that your goods arrive with you on time and in excellent condition. However we acknowledge factors beyond our control can affect our best intention. This page contains important information regarding your delivery, please read it carefully.

At Strongdor, our working practice is to ensure excellent customer communication, particularly in regard to our despatch and delivery. However, actual delivery is dictated by individual customer's site instruction and receipt of goods. As you are aware, site access and delivery are out of our control and we rely on the haulage companies completing the delivery and the site contact receiving, checking and signing for the delivered goods. Strongdor aim to deliver all orders on time and in full, however there may be times when this is not possible for reasons outside our control.

It is important to note that, as per clauses 5.6, 5.7 & 10.2 of our terms and conditions, Strongdor Ltd does not accept liability for any failure or delay in delivering the ordered product, or for any delay in delivering said products to a timed delivery and does not guarantee these timed deliveries.

Strongdor's responsibility for late or non-delivery is as specified in the Terms and Conditions (T&C's). No courier or haulier can fully commit or guarantee a specific delivery date or a timed delivery due to the many and uncontrollable external factors. Nevertheless, Strongdor will do everything possible to ensure we meet our commitment to the agreed despatch date and delivery date, however we cannot guarantee these dates. Examples of events beyond Strongdor's (including our haulage company's) control are disruption to air or ground transportation due to bad weather, fire, flood, war, hostilities, civil disturbance,

acts of government or other authorities (including, without limitation, customs) and labour disputes or obligations or Force Majeure Events (as defined in the T&C's). We are also reliant on you providing Strongdor with adequate delivery instructions or any other instructions that are relevant to the supply of the products.

PLEASE NOTE: ON YOUR DELIVERY DAY

Strongdor's nominated haulage companies do not handle or unload the products on arrival at the delivery location and Strongdor are not responsible for loading any products for collection.

You must ensure that adequate assistance, personnel and equipment are available to unload the products upon delivery in a safe and secure manner. After delivery you are responsible for making sure goods are protected in such a way as to prevent any damage, including damage arising from site works, transfer to alternative site or exposure to weather conditions.

The haulage companies allow 15 minutes for loading / unloading. After 20 minutes on site they reserve the right to withdraw their vehicle and levy a wasted journey / cancellation charge. It is imperative that the customer provides a site contact name and mobile number available as a contact on the day of their delivery for the driver.

You should check the products upon delivery and make sure that you have been supplied with the correct products as per your order.

REPORTING TRANSPORT DAMAGE

Our haulage companies will not accept any claims for damage unless the consignment is signed for and identified as damaged at the time of delivery.

Strongdor will not be held responsible for any transport damage unless written notification is received within 24 hours of delivery, including photographic evidence. These should be emailed to our customer service inbox listed in the footer of this document.

PLEASE NOTE:

It is the responsibility of the customer's site contact to ensure they check the packaging / products carefully at the time of delivery. Goods signed for as "unchecked" will be classified as "not damaged" and cannot be claimed for if they are damaged.

Strongdor despatch team photograph all orders prior to collection by the haulage company. These reports are available to our customers should they be required.



Terms & Conditions -
Scan the QR code here.



Installation Guides -
Scan the QR code here.



Operation & Maintenance
Manual -
Scan the QR code here.