

CHESNEYS

COLLECTION POLICY

Dear Customer,

Thank you for purchasing one of our products which we hope will give you many years of enjoyment and pleasurable service.

Due to the nature of the products we sell, when arranging a collection of anything weighing over 25kg with our Logistics offices, you will be asked what type of vehicle you are collecting in. This will be to ensure safe and suitable loading.

We will be loading your vehicle with a forklift in a restricted area so standard cars including hatchback, estate cars and 4 x 4's are not suitable for these loads. If you are coming with a van the rear loading doors must be able to open a minimum of 180 degrees and be of the barn door variety, lift up doors are not suitable.



Barn Doors - **Suitable**



Lift Up Door - **NOT Suitable**

If you are not able to organise a vehicle of this type we can organise a delivery for you using a reliable kerbside delivery carrier at reasonable rates.

**Attempted collections in non-suitable vehicles will be rejected
and a failed collection will occur.**

Please can we also draw your attention to the fact that our warehouse is a working environment with large vehicles arriving and leaving at all times. With this in mind Health and Safety prohibits us from allowing minors or pets on site at any time.

Thank you for your understanding in advance.

Chesneys' Management team.

Please note Chesney's Ltd cannot be held responsible for any damage caused to the vehicle during the loading process or any damage sustained to the goods in transit.