

## Forest Garden Home Delivery



We run our own home delivery service, with our own fleet of vehicles and our own drivers. This means that if you have purchased one of our products from a retailer, in most cases, it will be delivered directly by us.

We typically make about 225,000 deliveries to customers' homes across the UK every year.

We use 3.5 tonne open flatbed or 7.5 tonne lorries (about the size of a refuse collection truck) so if you think there will be any issues about accessing your property, please notify our customer services team. We welcome any extra delivery instructions to enable a successful delivery.

In the event of any unforeseen circumstances, Forest Garden Group cannot be held liable for any out-of-pocket purchases made prior to accepting delivery.

We are proud to introduce our White Glove Delivery Service as displayed above:

- Approximately 48 hours before delivery you will receive a 4-hour time slot via Text message. You can respond to this text, and we welcome any helpful delivery instructions to ensure a successful delivery.
- On the morning of delivery, you will receive an updated 2-hour ETA via E mail, this will also have a live tracking link for you to track the driver's progress.
- Upon arrival the friendly driver will deliver your order to a safe place of your choice as long as it is a reasonable request, and it is safe to do so within your exterior property or Garden. Please ensure they have unrestricted access, which does not involve

passing through your home or garage. We would not risk damaging your property to an unsafe location.

- All product packaging will be removed and taken away with the driver.



### Delivery by our 3<sup>rd</sup> party colleagues:

For Scotland and parts of South East and South West of the country we use a 3rd party Carrier, if your delivery is via one of these, we will text you to advise and the Haulier will contact you direct to book Delivery. Please note deliveries to Scotland can take 5-10 days more than the advertised lead time.



Forest Garden deliver to most mainland UK addresses. Please see below for postcode areas in which we operate an extended lead-time, up to 7 working days beyond the advertised lead-time.

BN1-BN3, BN5-BN18, BN20-BN27, BN41-BN45, BR8, CB1-CB4, CB6-CB8, CO1-CO16, CT1-CT21, EX1-EX24, EX31-EX39, GU6, GU28, IP1-IP33, ME1-ME20, NR1-NR35, PE14-PE30, PE38, PL1-PL29, RH6-RH20, TN1-TN40, TQ1-TQ14, TR1-TR20, TR26-TR27.

Deliveries to mainland Scotland can take up to 10 working days more than the advertised lead-times.

We apologise, but Forest Garden does not deliver or offer an assembly service to the following postal codes:

BT1-BT99, GY1-GY9, HS1-HS9, IM1-IM9, IV41-IV56, JE1-JE5, KA27-KA28, KW15-KW17,  
PO30-PO41, PO49, TR21-TR25.