

Speed of delivery

All orders placed online will be supplied within 7 working days from receipt of order (subject to receipt of payment and may also be dependent on cleared funds). In principle, deliveries of orders of 'Q-Deck's best value' items and other items available from stock only, will be made within 5 working days or sooner (subject to receipt of payment and may also be dependent on cleared funds).

Free delivery - up to a certain distance

Free delivery applies to any order within 10 miles by road. Deliveries to addresses within Congestion charge zones will incur a fee of £10 on orders of any value.

Special order items.

Some items in our online shop are deemed "SPECIAL ORDER ITEMS". Special order items take longer to supply because they have to come directly from the manufacturer, and in some cases are manufactured to your order or specification. In principle special order items will be supplied within 14-21 working days, or sooner if possible. Special order items cannot be cancelled once the order is placed and refunds cannot be given. Please select the special order items carefully before placing your order.

Efficient delivery/ Local service

The fact that some of our products come in long length and are heavy, makes it relatively expensive to deliver them over long distances. As your local Timber & Builders Merchant and Q-Deck Online Partner the cost of delivery can be kept to a minimum for you. Because we have good local knowledge and experience of making regular local deliveries we can provide you with a personal level of service hub operates cannot. Being local to you also makes it easier to sort out any issues you may have such as needing extra materials that you may have inadvertently under ordered in the first instance.

Further Delivery information

Delivery arrangements may be made for a certain date within business hours only (07.30hrs to 17.00 hrs Mon to Fri, 8.00-12.00 Saturdays).

Please Note:

- i) We offer roadside delivery only. It is worth considering where heavy goods are involved that you may require some help once the goods have been dropped.
- ii) Please also make a note at time of ordering if there are any restricted access issues to your address - as alternative arrangements may need to be made. Typically deliveries are on 10 tonne heavy goods vehicles that can be up to are 24' long and 9' wide. On exceptional occasions deliveries may be made on 25 tonne heavy goods vehicles that can be up to are 40' long and 9' wide.
- iii) We may be able to deliver beyond 10 miles by road, as defined above. You may request a quote for a delivery within our shopping cart via the "Additional Information" area but it may be wise to contact us for a delivery price before submitting your order online - as it may not always be economical to deliver over far reaching distances.
- iv) Please ensure your contact information is correct and that there is at least one telephone number we may contact you on to finalise delivery arrangements.
- v) You may contact us regarding any of the points above or any other concerns you may have via the telephone number 0208 801 9090.