



Delivery Terms & Advice

Completed orders will be sent to the delivery address that you have provided at your point of order. We cannot be held responsible if that delivery address is incorrect or incomplete and re-delivery charges are incurred. Please note we do not deliver to PO boxes.

If an item that you have purchased is unexpectedly **out of stock**, you will be contacted with an estimated delivery date, and given the opportunity to choose an alternative product or a refund.

If you would like your order to be delivered outside the UK mainland please contact us for a quote prior to placing your order.

International Delivery

Please note that **International Deliveries** may incur further postage costs based on the final weight and size of the packaged orders. You will be contacted directly before your order is dispatched if further postage / pallet costs are required. Unfortunately these costs cannot be calculated until your order has been placed.

If you order goods from our Site for delivery outside the UK they may be subject to import duties and taxes which are levied when the delivery reaches the specified destination. You will be responsible for payment of any such import duties and taxes. Please note that we have no control over these charges and cannot predict their amount. Please contact your local customs office for further information before placing your order.

Package Delivery

We use a combination of delivery options depending on the size and weight of your order.

Royal Mail

For smaller items under 2kg we use Royal Mail. This is not a signed for service. If you are not in to take delivery of your package Royal Mail should leave a red calling card.

Royal Mail will often try a neighbour or the item will be taken to your local depot to be collected in person. You can contact Royal Mail directly to arrange re delivery of the items. If you fail to contact Royal Mail within the required timescale, the goods will be return to Foras. A re-delivery charge will be incurred to re-dispatch your order to you.

Courier

We also use FedEx for items under 25kg. If your order is sent with FedEx this is a tracked service with delivery between 9.00-5.30 on your delivery date. If you are not in to take the delivery a FedEx calling card will be left for you to re-arrange delivery. If you fail to contact the courier company within the required timescale, that the goods will be return to Foras and be signed for upon receipt. A re-delivery charge will be incurred to re-dispatch to you. If you wish for your item to be left in a safe place on your property we can arrange this however Foras or our courier company cannot be held responsible in the event of damage or loss of the item.

On occasion, some orders may incur additional delivery charges due to **weight and size**. In this instance, we will contact you directly once your order has been placed.

Delivery of **larger items** to further reaches of the UK can incur extra postage costs. This is stated on the product pages of items that may carry these costs. Please contact us at hello@foras.co.uk to discuss this before placing your order. Please click [here](#) for further details.

Unfortunately **FREE DELIVERY CODES** do not apply to Scottish Highlands or Islands or International deliveries.

Heavy item Delivery

Pallet

Large Items such as our stone planters, Garden Accessories, Water features, Flooring / Paving are heavy and will be delivered by a pallet courier on a tail lift lorry. Foras reserves the right to use a third party pallet delivery service to deliver products.

Delivery Requirements

The extra charges applied to this service are to ensure that the product(s) reach you in perfect condition. You will be contacted within 3-5 working days from point of order to arrange a mutually convenient delivery date. We shall endeavour to have your order delivered to the delivery address on the delivery date, but time for delivery is not the essence of this agreement. We use an independent delivery company for which we are not responsible so cannot guarantee delivery times. Please note that this is **not** a two man delivery service and so we ask that a responsible person is available to sign for the delivery/ acceptance of product between 9.00am-5.30pm.

The order will be off-loaded at the nearest assessable point to the delivery address at the discretion of the driver, which may be kerbside. The driver will not handle the goods further. However in the event of the customer requires us to deliver on their private property, we will deliver subject to the Customer indemnifying Foras against all damages.

The Customer is responsible for informing Foras as to the nature of the delivery address of the delivery address road surface and road access to the property. The address needs to be assessable via a large tail lift lorry. If you have restricted access or driveway we need to know.

We can make changes to the nominated vehicle to accommodate you but we will need to know in advance so that you do not incur a re-delivery charge cost will be determined by the delivery region / depot

Some surfaces (such as gravel or loose, uneven or sloping ground) are not suitable for a pallet truck. If the point of delivery is unsuitable for delivery by pallet truck and we are unable to make the delivery due to this, the customer will be liable for additional delivery charges.

Non UK Mainland, various Scottish Postcodes, EU and Non EU will be charged the same fee paid for the initial delivery.

Should Foras a) not receive delivery instructions or b) be unable through no fault of Foras to effect the delivery within 30 days after notification to the Customer that items are ready for dispatch, the Customer shall take delivery or arrange for storage. Should the customer fail to take delivery for storage, we shall be entitled to arrange storage either at our own warehouse or elsewhere on your behalf and all charges for storage, for insurance or for demurrage shall be payable by the Customer.

If in the opinion of Foras and our third party pallet delivery service, the ground or access which delivery or unloading is required is unsuitable for safe passage Foras may refuse to deliver or deliver to the nearest accessible point.

The Customer shall indemnify Foras in respect of any claim for loss or damage from unloading of the goods.

Accepting your Pallet Delivery from our Courier

Your stone (s) items will be packed in a very secure crate (*exceptions apply) placed on pallet which will be moved once off the vehicle using a hand manoeuvred pallet truck. The pallet truck will require a smooth surface (tarmac, concrete or stone) in order to move the product a **short** distance to a safe location within the property. It is the Customer's responsibility to move items to their required installation destination on the property.

Our haulage companies are not contracted to place product or install products the driver is instructed to leave your items in a safe place within your property and he will not unpack, place or remove the packaging including the pallet. The driver will not take the product down steps, through houses or into back gardens as the driver is not insured to do so.

Foras shall bear all risk of the consignment until delivered to the Customer. Once a completed order has been received by you, all risk of damage to, or loss of, the products shall pass to you.

We shall be entitled to (a) deliver a complete order in instalments and each instalment shall be deemed to constitute a separate contract and (b) supply only part of an order. Once an order has been received by you, all risk of damage to, or loss of, the products shall pass to you.

Delivery dates are approximate only and not an essential term of the Agreement. Foras shall have no liability in respect of delay in delivery to the Customer.

Signing for your Pallet Delivery

Your products will be delivered boxed and palletised for secure delivery. If you have NOT been able to open your order on arrival with the driver present, please ensure you sign for the delivery on the paper delivery note and the Driver's PDA machine (where applicable) as UNSEEN / UNCHECKED. This will comply with the claims procedure if applicable.

Goods are quality inspected before being boxed, claims for damaged goods will only be considered if reported within 24 hours of the delivery and unpacked according to the guide provided. All goods should be checked by giving an inspection when opening the top panel of the box first and BEFORE being removed from the box.

Inspecting your Crated Order / Un-packaging your Pallet Delivery

FORAS products are produced from single blocks of natural stone and we take great care to insure they reach you in good condition which means they are quality inspected at source and boxed in very substantial boxes. The boxes are very robust as their primary function is to protect the goods inside.

We supply the following different packaging;

1. Wooden crate boxes secured with nails
2. Ply boxes secured with screws.
3. Cardboard boxes with plastic straps.

Opening the **nailed boxes** does require a steel leverage bar. We have made this process easier by already taking off the lid and re-securing it for transportation with plastic strapping. Cut this strapping which will allow you easy access to your Foras goods for checking and also allowing you to undo the other sides of the box. We **ALWAYS** recommend removing the top panel of the box first to access your product.

Foras are not liable to retrieve or dispose of any pallets or packaging the goods arrive in

Benches

- Should ALWAYS be removed from the top taking the legs out first (the top of the box is defined by the end that does not have the support struts for the fork lift tongs)
- Stone products are heavy and must be lifted by a **minimum** of two people.
- Stone is extremely robust however care should be taken not to catch any exposed sharp edges when putting them together or taking them out of the box. Our benches do not need fixing or gluing as the bench top is heavy enough to secure itself into place. NOTE when the two pieces come together, knocking them can cause chipping. THIS WILL NOT BE ACCEPTED AS A BASIS FOR A RETURN.

Bird baths

Also delivered in nailed wooden boxes as above but the boxes are taller as the Birdbath has a vertical stance.

- Birdbaths should be removed from the top, with a minimum of two people, with the stone lifted vertically to avoid any extreme pressure or damage on the sharp edges.

The ply box – Easier access box. Flat sheets of ply wood just screwed together. Access is again from the top. By using a screw driver all sections will screw off one by one.

Belmont Ball Water Features are delivered in a wooden crate with all the components around the crate.

- Remove the plastic straps with a knife.
- Open the box from the top and remove the bag containing the pump and other component parts.
- The kit will contain the stone plinth or a bag of pebbles depending on the kit, remove these and the plastic reservoir.
- The box should be cut down on two corners and the ball rolled out of the side taking care to protect the ball by rolling it on some form of padding for protection.

Bliss water features are delivered in wooden crates, with an inner ply box with the components attached to the outside. The top panel should be removed following the WOODEN CRATE or PLY WOOD instructions detailed above. With the top panel removed, turn the box onto its side and roll out the ball taking care to protect the stone from any hard surfaces.