

Practical guidance in arranging your delivery



How to make best use of our delivery and tracking service

We truly appreciate you choosing Williams Refrigeration appliances, and wish to ensure we deliver safely and efficiently to you, with the highest standard of customer service.

When placing your order with us we kindly ask that you take a few moments to complete our delivery site survey. This can be accessed by following the details shown on your order acknowledgement.

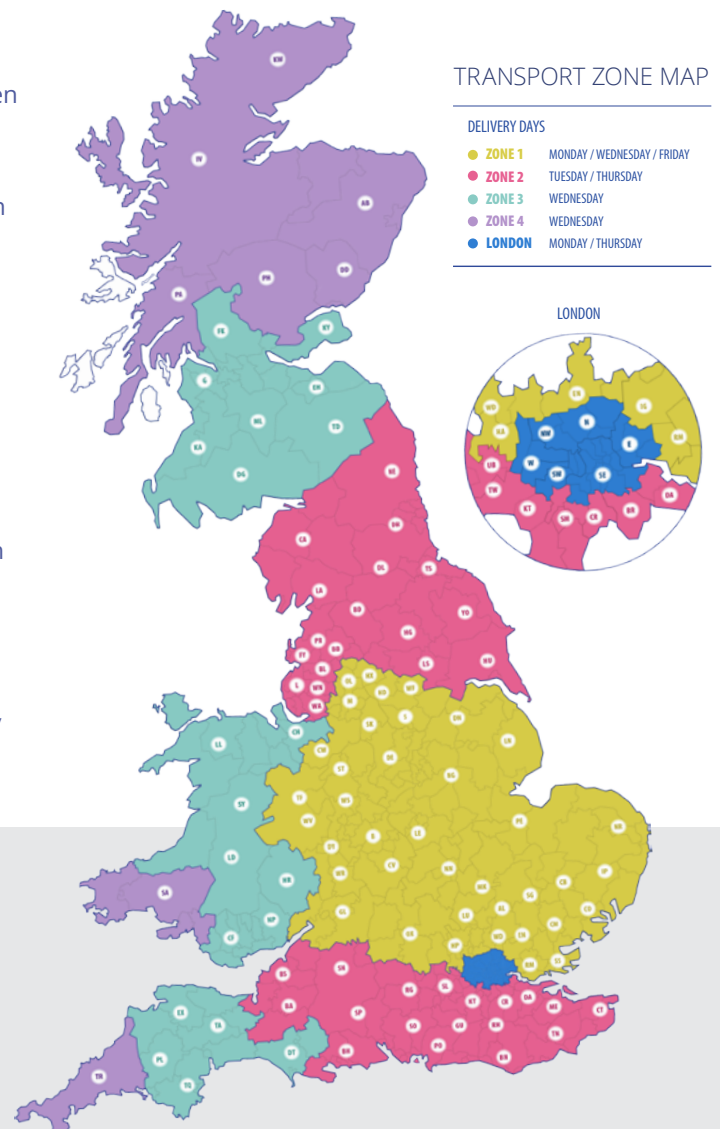
OUR DELIVERY DAYS AND ROUTE MAP

We offer free of charge kerb side delivery to your area on the days set out on our route map. We aim to deliver to you between 8am and 5.30pm, and can also provide special deliveries on nominated days and specific times to suit your requirement. Details of all our delivery, installation and collection services can be found in our price list and on our web site.

Once your order is ready to despatch, our transport team will plan a route so as to arrive with you in a timely manner. Most town and city centres will normally have vehicle access restrictions. Vehicles are required to unload and load in a variety of environments where parking and loading restrictions may apply.

Well planned deliveries are efficient and cost effective. Delays in deliveries can be frustrating and disruptive to customers, whilst incomplete or aborted deliveries are costly to everyone.

To assist our transport team and drivers, we kindly ask that you take a few moments to complete our short survey and note any particular concerns in and around the point of delivery.



Route Planning Considerations

- Changes to customer site opening or closing times
- Any known road closure or road works that will restrict access to the delivery location.
- Any known adverse weather conditions (such as flood / snow) that may limit or prohibit our delivery vehicle access
- Controlled zones and loading bay booking slots.

ACCESS RESTRICTIONS

Observing access restrictions will help ensure your delivery reaches you on time. In many city centre locations access restrictions apply for loading and unloading vehicles. These are usually associated with peak commuting hours and / or pedestrian areas.

Some areas are restricted with barriers and may need to be unlocked by the local council or centre management. Other areas will have vehicle size or height restrictions that need to be observed. Some of these secured locations will require specific arrival times or booked time slots.


Your premises may also be approached via low road bridges or roads that are narrow or have a weight limit. Our delivery partner will deliver to you on either 7.5T or 18T vehicle. Please inform us if access restrictions exist - we can arrange delivery via smaller Luton vans.

Enforcement cameras and parking warden enforcement are commonly in place to deter vehicles from entering these zones outside the defined times. Please also consider if there are any narrow roadways that drivers need to negotiate to safely reach your premises.


3 DELIVERY TO PREMISES

- 1 Full address and postcode. Is there a specific loading bay location?
- 2 Please consider any specific days or time for delivery
- 3 Any restricted access (time / space / road permit) for parking, off loading?
- 4 Are the delivery premises subject to any controlled / security access?

IS THERE ENOUGH CLEARANCE FOR THE DELIVERY VEHICLE?



ARE THERE ANY OBSTRUCTIONS FOR VEHICLE ACCESS?




PARKING RESTRICTIONS OR CONTROLS?

RESTRICTED VEHICLE ACCESS

SECURITY PASS REQUIRED

TIME SENSITIVE DELIVERY KERBSIDE OR STW



Please consider any specific days or time for delivery; are there periods when access to the street, building or kitchen is prohibited.

Do you need kerbside delivery or the 'Site and Set to Work' service (STW)?



PARKING AND LOADING

On route to your premises the Detrack system will send you an automated email to inform you that our delivery is on the way to you. Our driver will also telephone ahead when provided with a name and contact number.

Most towns and cities have parking and loading restrictions. We would ask you to share details of any restrictions that you are aware of to help our driver safely park and unload. Even when no loading or parking restrictions apply delivery vehicles may have trouble finding suitable places to park and unload due to their size. Please assist us in providing any useful information that will assist our driver in ensuring that our delivery vehicle does not present a nuisance or obstruction to you, your customer or other road users and pedestrians.

CARE FOR THE ENVIRONMENT

When delivering we also like to ensure drivers take care and consider their impact on your neighbours, residential areas and the surrounding environment. We are conscious to avoid pollution from exhaust fumes with our 'switch off policy' and are ever mindful that noise, vibrations and visual intrusion can be disruptive. Please let us know if any of these issues may be of concern at or when approaching your property.



UNLOADING AT THE POINT OF DELIVERY

Having reached you safely we wish to ensure that the driver can also safely unload and manoeuvre your new Williams appliance to you with either a kerbside delivery or alternatively to install and set to work for you.

Please advise if our driver should report to the front door or use a specific entrance for goods inwards deliveries.

It will assist our driver to know that the offloading area is flat and level. Cobbled streets, uneven or sloping grounds can be unsafe when operating a tail lift.

Please be sure to advise if the delivery location does not have clear and level access.



BUILDING ACCESS

When entering buildings, we often encounter low or narrow doorways, steps, stairs and alleyways when trying to access kitchens in restaurants, hotels, pubs and leisure centres for example.

Please check the appliance dimensions to ensure the equipment you have ordered will safely reach its final location and fit in its desired position. Any information on steps and stairs is important for the safe handling and manoeuvring of your new appliance, so informing us in advance will ensure that our driver is prepared to use ramps or a stair lifter.

2 BUILDING ACCESS

1 Is the site on the ground floor?
2 Is there clear and level access?
3 Does the appliance have to go over counters or through windows?
4 Is there a suitable goods lift available?

ARE THERE STAIRS TO MANOEUVRE?
CHECK CLEARANCES. HOW MANY FLIGHTS?

CHECK DOOR OPENINGS. WILL IT FIT THROUGH THE SMALLEST DOORWAY?

NOTE ANY OBSTRUCTIONS TO AVOID DAMAGE

SPRINKLERS DUCTING AC UNITS

ALSO NOTE FLOOR TYPES TO AVOID DAMAGE

CONCRETE TILED WOOD



REMOVAL OF REDUNDANT APPLIANCES

If you have arranged for us to collect and safely dispose of your redundant appliance, please ensure it is empty, unplugged and readily available for kerbside uplift. Separate arrangements can be provided if you wish us to remove the appliance from within your building. Please advise if the appliance is on working castors, this will aid removal or allow us to bring suitable handling equipment.

WE ARE HERE TO HELP



If you have any concerns or questions regarding your order and delivery arrangements then please contact us.

Transport/Delivery

01553 817 108

transport@williams-refrigeration.co.uk