



DELIVERY POLICY

The **minimum** charge for delivery is £15, dependent on distance according to the instore poster, and payable in advance.

Customers are advised that all deliveries are organised in morning and afternoon slots. The driver will endeavour to keep to these timings and will contact customers directly to inform of any delays. Please ensure you have provided your correct contact details when requesting deliveries.

Customers needing to change their delivery slot must call 020 7701 4388 at least 24 hours beforehand.

Customers who are absent when an item is due to be delivered and have not informed Alex TLC, will be charged a storage fee of £10 per working day up to a maximum of three days, and will be liable to additional delivery charges.

Items to be delivered will be returned to the shop floor where customers are absent for delivery on more than one occasion. Absent customers will not qualify for a refund.

The driver and voluntary workers will deliver items to the ground floor of individual and communal premises. The driver and voluntary workers may reasonably refuse to deliver heavy or large items up or down stairs where there is no working lift. Customers wishing heavy or large items to be delivered up or down stairs will need to make alternative arrangements.

It is not the responsibility of staff, the driver or voluntary workers to construct or install items for customers.

Customers requesting delivery who reside within the Congestion Charging Zone must pay Alex TLC the Congestion Charge before delivery.

Customers requesting delivery who reside in a restricted parking area must pay the driver any parking fees or provide a valid parking permit on arrival.

Customers requesting delivery who reside in areas where the driver cannot legally park adjacent to premises (for example, red routes), must take delivery of their items from the parking point of the van if the distance is more than 100 metres.

Customers are advised to measure large items and check any access requirements prior to purchase: Alex TLC will only give credit notes in exchange for unsuitable purchases and prepaid delivery charges will not be refunded. Customers must provide a valid receipt or proof of address to receive a credit note for an unsuitable purchase.