

Delivery Information

We aim to carry out deliveries the next working day or on some occasions the same day depending on availability. All deliveries will be made Kerbside only. Mitcham Builders Merchants reserves the right not to unload goods unless payment in full has been received and delivered goods have been signed for.

Delivery Times

Deliveries normally Occur between 07:00 and 17:00 Monday to Friday and 07:00 and 14:00 on Saturday. Exact timing cannot be specified. The date or dates (if any) specified by Mitcham Builders Merchants on the order shall only constitute the times by which Mitcham Builders Merchants expects to effect delivery, and time of delivery shall not be of the essence. Mitcham Builders Merchants will not be responsible for any direct, indirect or consequential loss, costs, damages, charges or expenses caused by any delay in delivery.

Failed Delivery

Customer will incur a failed delivery charge if Mitcham Builders Merchants are unable to access site, off load on site or if customer is unable to make payment for goods prior to unloading. The failed delivery charge is £50 (plus VAT) per delivery and a restocking charge will be applied of 25% of the total amount on the invoice.

Offload Times

All deliveries must be unloaded within 45 minutes of arriving at customers site. Any delays in off loading will incur a fee of £75 (plus VAT) for each hour delayed on site.

Transport & Drivers

All Our HGV operatives receive a high level of health and safety training and are fully certified HGV class 2 licensed drivers. All our vehicles are spec'd with the latest technology and cameras are installed giving the driver a 360 degree view around the vehicle for safety purposes.