



Delivery Instructions

Courier insurance companies are getting tighter as to what they will pay out against. It is important that you read the below information to ensure that if transit damage occurs, you know exactly what to do to ensure that you are covered.

You will be receiving this document because you are the dedicated contact that we have on our system. If you will not be at the premises to accept the goods yourself, please ensure that this statement is distributed to the members of staff that will be responsible for accepting the goods.

Once your goods leave our factory, a 3rd party courier company will be delivering the items and for transportation purposes, Portable Floormaker use the likes of wooden runners, crates, cardboard and shrink wrap to give the best possible chance of the items arriving safely. This means that if there has been any damage to the goods whilst in transit, it may not be immediately apparent.

It is imperative that you check the goods thoroughly to ensure that there is no damage before signing the drivers' manifest. It is also the duty of the driver to wait whilst you check the goods over.

If there is any damage to a consignment, then please sign for the goods as 'damaged' and get in contact with on +44(0)1332 814080 or enquiries@portablefloormaker.co.uk to report the goods as damaged. You may be asked to provide supporting evidence such as images with the claim.

The couriers insurance will not accept any claim for you if the goods have been signed for as in 'good condition', 'unchecked' or 'unsigned' and then damage is found afterwards, as it cannot be proved that the damage happened in transit.

Knoxford Ltd t/a Portable Floormaker will not be held responsible or accountable for transport or loading damage. More information is covered in the accompanying terms and conditions under section 10. A copy of this document can be found on our company website www.portablefloormaker.co.uk.