

Delivery Information

Please read and **understand** the full Delivery Policy prior to placing your order.

If you have any concerns, contact us

Multi-Buy & Bulky Bag Deliveries

All Pro-Grow pallets are delivered using 3rd party hauliers.

The pallets are delivered using a tail-lift and hand manoeuvred pump truck **NOT** by a vehicle with a crane offload. We therefore, can only guarantee delivery to **KERBSIDE** or in most cases a driveway as long as it has an adequate hard standing area and can take the weight of a **7.5t** and **18t** lorries.

We CAN deliver if-;

- You have an even, smooth and /or hardstanding area
- There are no obstructions like trees. etc
- Your location has enough room to accept a 7.5t or 18t lorry
- You have enough room on your driveway - If not, delivery will be made to **KERBSIDE**

We CAN'T deliver if-;

- The bulky bag is to be offloaded unto gravels, stone or an uneven surface
- If the muti-buy is to handballed
- The lorry has to go on a slope
- There are obstructions such as trees etc
- The pallet to be lifted over a **KERB**.

All **ATTEMPTED** deliveries will be **charged** to the customer if the customer refuses to provide detailed information and delivery is deemed impossible due to customer's failure to read and understand Pro-Grow's delivery information and restrictions.

The customer will be liable for re-delivery charges.