Please contact a member of the team if you have any questions

01202 825898 | Sales@Verplas.co.uk / Aftersales@Verplas.co.uk | www.Verplas.co.uk

UNDERSTANDING OUR ORDERING AND DELIVERY TERMS

Within this useful guide, you can discover essential details about our order and delivery terms

STANDARD ORDERS

Small to medium standard orders have a 4-working day lead time. If changes to your Purchase Order are needed, the lead time begins upon receipt of the amended PO.

LARGE ORDERS

Orders of significant size require a lead time of 1-2 weeks. Your expected delivery date will be detailed on the order confirmation we send to you.

BESPOKE ORDERS

Bespoke orders require a 4-6 week lead time. Your expected delivery date will be detailed on the order confirmation we send to you.

CHANGING YOUR ORDER

After processing your order and sending a confirmation, we are unable to make any changes to it.

GOODS ORDERED IN ERROR

Returns or credits cannot be processed for goods ordered in error.

The below table shows when a standard order will be delivered in relation to when the order was placed.

Day/Time Order Placed	Promise Day
Monday before 12:00	Thursday
Monday after 12:00	Friday
Tuesday before 12:00	Friday
Tuesday after 12:00	Monday
Wednesday before 12:00	Monday
Wednesday after 12:00	Tuesday
Thursday before 12:00	Tuesday
Thursday after 12:00	Wednesday
Friday before 12:00	Wednesday
Friday after 12:00	Thursday

FOR PROBLEMS WITH YOUR ORDER

Upon receiving your delivery, please report any issues such as missing products, damaged goods, or incorrect items in writing within 7 working days, by emailing aftersales@verplas.co.uk. Failure to notify us within this period will result in us being unable to provide replacements or credits.

You can also inform us about an order issue by visiting the "Raise a Case" section on our Customer Portal.

COLLECTING YOUR ORDER

You have the option to collect an order yourself or organise your own transport. Please inform us when placing an order if you wish to do either of these. Once we have notified you that the order is ready, collection must occur within 7 working days. Failure to collect within this time will result in order cancellation and a 40% restocking fee will be applied.

Collection Times

Monday - Thursday: 9:00am - 3:00pm
Friday: 9:00am - 1:00pm

INTERNATIONAL ORDERS

Carriage fees for international orders will be charged at cost, irrespective of the order's size or value. Please contact us to receive an estimated price when placing your order. Keep in mind that carriage charges fluctuate daily, and the confirmed cost will be provided once the order is packed and prepared for shipping.

STOCK CLEANSE

We do not offer a stock cleanse service.

CANCELLED ORDERS

If an order is cancelled after being picked and awaiting dispatch, a 40% handling fee will be charged to cover the costs associated with the prior preparation and cancellation of your order.

EXCEPTIONAL RETURNS

Under exceptional circumstances, we may consider approving a return. If accepted, a restocking fee of 40% will apply, and the customer is responsible for covering the return shipping costs. The returned items must be in a resellable condition and should be sent back within 7 working days from the date of acceptance.

ORDERS BELOW £250

Delivery is free for orders over £250. Orders below this value are subject to a £27 delivery charge. (This applies to standard deliveries in mainland Britain only). Additional charges apply for special vehicle or timed requests, see table below.

ORDERS BELOW £25

For small orders valued below £25, an admin fee of £25 will be applied. Delivery charges will also be applied in addition to this. Please refer to our delivery charges for the relevant fees.

Delivery Requirements	Cost (Ex Vat)
Small order charge (Orders below £25)	£25.00
Pre 9am	£40.00
Timed Delivery Charge	£38.00
Site Delivery Charge	TBC
10am-4pm Delivery Requested	£27.00
Carriage Fee - Export	TBC
Below Minimum Order Value - £27 Charge	£27.00
Pre-Noon Delivery	£27.00
Pre 10 AM Delivery	£40.00
After 4.00pm Timed	£32.00
Saturday AM Delivery	£49.00
Requested Tail Lift Assistance	£27.00
FORS Registered Vehicle - Price TBC at time of booking	TBC
Small Vehicle Request (7.5T and Under)	£22.00
Book In/ Rebook In Service	£11.00
Redelivery / Wasted Journey - TBC at the time of incident	TBC
Extended Waiting (30mins after arrival)	£27.00
Hand Ball Off Vehicle or Re-packing cost	£27.00
Standard Delivery Over Minimum Value	TBC
Obliged Parking Fines Occurred in Delivery Drop - TBC at time of incident	TBC
Storage Cost (£9 per pallet per day)	£9.00
Collection	£0.00
Carriage at Cost - COST TBC BEFORE DESPATCH	TBC

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