

UK GARDEN BUILDINGS (RUGELEY) LIMITED

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Email: customerservices@ukgardenbuildings.co.uk

DELIVERY & FITTING OF YOUR COMPOSITE SHED & SUMMERHOUSE BUILDINGS

To ensure a smooth fitting experience.

- We require a flat, level, and solid concrete, slab or substantial timber frame base. Please let us know if it is anything different. The base should cover the entire of where the building will be situated and needs to fully support the building.
- If the base is inadequate, for example, not flat and level/incorrect size and cannot fit the building and must reschedule and/or store your building you will be charged a fee for the failed fit. This fee is calculated based on building size and scheduled duration of the installation.
- We require at least 8' clear height access from where we park to where the building is to be situated. We must be informed of any height restrictions in carrying the sections to the site. Carrying of the sections by our fitters should be kept to a minimum; please inform us if there is a considerable distance involved. If you are in any way unsure images and videos of the access are extremely useful for us and we can let you know if we think there may be a problem, please send to customerservices@ukgardenbuildings.co.uk
- We require a gap of at least 2' to the nearest fence/wall/hedge to allow for the overhang of the roof when the building is fitted and to enable the installation team to construct your building. Please remember that the fitters must be able to get to all parts of your building to ensure it is installed correctly.
- Please be aware that we need access to power – if there is no access then we MUST be informed to enable us to hire a generator, the cost of this will need to be passed to the customer.
- To prevent any disappointment and subsequent charges please be aware of the above. You, as the customer, are responsible for the base and the available access, if you are concerned in any way, please send images to the above email address. *to avoid any delays to the installation please note that site visits must be requested within 10 working days of the installation being confirmed*
- The building will be made to the drawing/plan on your order form, if you need to change this, we need to be informed within 7 days of placing the order. We also require at least 21 days' notice to change a confirmed delivery date where possible.

Please be assured that these points are to ensure that the installation of your building is a smooth trouble-free experience.