

Rolawn delivery service

Delivery is available to UK mainland addresses only.

Non Turf Deliveries will be made between 7am and 6pm, Monday to Friday (excluding Bank Holidays).

Turf deliveries are Tuesday to Friday at the same times

If delivery has not arrived by 3pm on agreed day, please call us on 0845 604 6060 if you require an estimated time of arrival.

Rolawn bulk bags and pallets are 'non-returnable'.

It is preferable that the customer is available at the delivery address to accept the delivery.

Customer must also provide safe access to the point of unloading.

Rolawn is able to deliver if the customer is not present, but in these circumstances we can accept no liability for any deterioration in or theft of any of the items delivered. Neither can we accept responsibility for the consequences of the positioning of the pallets or bulk bags by the delivery driver.

Arranging fulfillment

Once we have received an order, Rolawn Customer Services will aim to make initial contact with the customer within 48 hours or less.

Once we successfully speak with the customer, we will discuss access to the customers property (to ensure a clean delivery) and arrange a delivery day.

Rolawn Customer Services must speak with the customer regarding access, as failed deliveries can incur additional charges.

Delivery day will be 5 working days (or later if more convenient) from the day we speak to the customer.

Delivery to UK mainland excluding the area within the M25 London Orbital Motorway

Customer must ensure that the delivery vehicle has safe access to the point of unloading.

Delivery vehicles are generally 7.9 metres (26') long, 2.5 metres (8' 2") wide, 3.6 metres (12') high or approximately the same size as a dustbin lorry.

Please allow 3 metres (10') clearance to the rear of the vehicle for operation of the tail lift.

Deliveries are made on pallets. The pallets are unloaded using a hydraulic platform or tail lift which lowers the pallet to ground level. The driver then uses a small manual pallet truck to manually pull the pallet to the nearest hard-standing, flat surface to customer's property. We undertake to place the goods as close to the customer's property as is deemed safe by the driver.



Please note that manual pallet trucks can only operate on tarmac, concrete and paved areas which must be level and clear of obstructions. Manual pallet trucks cannot operate on gravel, earth, grass or any other type of non-solid surface.

Delivery within the M25 London Orbital Motorway

Customer must ensure that the delivery vehicle has safe access to the point of unloading.

Delivery vehicles are generally 9.2 metres (30') long, 2.5 metres (8' 2") wide, 3.6 metres (12') high or approximately the same size as a large dustbin lorry.

Please allow 2 metres (6') clearance to each side of the vehicle for operation of the hydraulic crane.

Please also check for overhead obstructions such as power and phone cables or tree branches in the offloading location.

Deliveries are made on pallets. The pallets are unloaded using a vehicle mounted hydraulic crane which lowers the pallet to ground level. Rolawn undertake to place the goods as close to the position required within the working reach of the crane as is deemed safe by the driver.

Please note that vehicle mounted hydraulic cranes cannot operate in close proximity to overhead power cables, telephone cables, tree branches and other overhead obstructions. Also the cranes cannot be used to lift pallets over parked vehicles.

Turf

Please remember to advise customer that turf must be rolled out immediately in Spring/Summer and within 24 hours of delivery in the Autumn/Winter.

Please note turf is delivered Tuesday to Friday.

Failed Delivery

Please note failed delivery owing to incorrect information being provided may result in a £30 per pallet abortive haulage cost being charged