

# **DELIVERY TERMS AND CONDITIONS**

A GUIDE TO AXTER DELIVERY TERMS  
AND CONDITIONS





# DELIVERY CHARGES AND CONDITIONS

To be read together with Axter quotations and order acknowledgements.

## **All deliveries**

**(excludes insulation & green roof systems)**

Below £1000 (ex VAT) will be subject to a maximum delivery charge of £100/delivery.

## **Insulation deliveries (Polyisocyanurate (PIR) & Expanded Polystyrene (EPS), excludes tapered insulation)**

Below minimum order quantity stated on the quotation will be subject to a delivery charge of £150/delivery.

## **Insulation deliveries (Cellular Glass (CG))**

Below £5500 (ex VAT) will be subject to a delivery charge of £345/delivery.

## **Insulation deliveries (Extruded Polystyrene (XPS))**

- » Below minimum order quantity stated on the quotation will be subject to a delivery charge of £250/delivery
- » Deliveries completed in bulk quantities will receive a £100 delivery discount (Refer to quotation).

## **Insulation deliveries (Mineral Wool (MW), excludes tapered insulation)**

Below minimum order quantity stated on the quotation will be subject to a delivery charge P.O.A.

## **Rooflight and Rooflight accessories/parts deliveries**

Deliveries on standard vehicles will be charged at £75.00/delivery.

## **AM deliveries on Day Three (Category A & A+ products only, subject to availability)**

- » AM deliveries, before 12:00 are charged £10.00/pallet.
- » AM deliveries, before 10:00 are charged £20.00/pallet.

## **Next day deliveries for orders received before 11:00 (Category A & A+ products only, subject to availability)**

- » Next day deliveries, 8:00 – 17:00 are charged £10.00/pallet.
- » Next day deliveries, before 12:00 are charged £20.00/pallet.
- » Next day deliveries, before 10:00 are charged £30.00/pallet.

## **Standard deliveries**

Standard deliveries are made on articulated 12m long trailer vehicles for forklift offload (unless stated otherwise).

## **Non-standard deliveries**

### **Category A & A+ products**

- » Deliveries of Cat A & A+ products on rigid vehicles are charged £50.00/delivery.
- » Deliveries of Cat A & A+ products on tail lift vehicles are charged £50.00/delivery and an additional £10.00/pallet.
- » Deliveries of Cat A & A+ products on other vehicles (HIAB, flatbeds, FORS, CROSSRAIL, etc.) are available on request and their cost is available on application (cost varies depending on quantity ordered and delivery address).

### **Category B & C products**

- » Non-standard deliveries of Category B & C are P.O.A. (cost varies depending on quantity ordered and delivery address).

Where insulation, waterproofing and other materials are on the same order, multiple deliveries and delivery charges may be required.

# STOCK AVAILABILITY

Stock availability of each product is stated on the quotation as follows:

- » Category A+ Products: Day 1 for Day 3.  
Full pallet orders achieve a 3% discount.
- » Category A Products: Day 1 for Day 3
- » Category B Products\*: Availability within 1 - 10 days
- » Category C Products\*: Made to order  
(available within 12 weeks depending on component type)

\*Cancellation charges apply

Standard Day 1 (order to be received before 13:00) for Day 3, delivery between 8:00 and 17:00 on Day 3 of a normal working week (subject to stock availability).

Project prices are quoted subject to compliance with Axter Ltd trading terms and conditions. Failure to comply to these conditions may result in a delay to your order being processed and delivered.

## Stock availability (commercial products)

Commercial product stock availability is stated on the merchant price list as follows:

- » Full Load Quantities: Day 1 for Day 7
- » Part Load Quantities: Availability within 1 - 10 days
- » Category C Products\*: Made to order (available within 12 weeks depending on component type)

\*Cancellation charges apply

Orders to be received before 13:00. Delivery between 8.00 and 17.00 Monday to Friday of a normal working week (subject to stock availability).

Project prices are quoted subject to compliance with Axter Ltd trading terms and conditions. Failure to comply to these conditions may result in a delay to your order being processed and delivered.

# ADDITIONAL INFORMATION

## XPS Insulation

XPS insulation is packed on bearers in 2600(L) x 2600(W) x 3000mm(H) bulk packs as standard.

## Tapered Insulation

Tapered insulation is priced on a project specific basis; the rate is only valid when the complete design is purchased in full. The project specific quotation will state how many deliveries are included in the price as well as the type of delivery vehicle and the cost of additional deliveries.

Phased delivery of tapered insulation will increase scheme wastage and will likely incur additional charges. Please consult Axter for further details.

## Green Roofs

Green roofs are priced on a project specific basis, the minimum order quantity will be specified on the quotation. Please note that vegetation blankets cannot be delivered on Mondays and must be installed within 24 hours of delivery. Vegetation blankets cannot be harvested or laid in freezing conditions.

## Blue Roofs

Blue roofs are priced on a project specific basis, the rates provided are valid for the quantities stated on the project specific quotation and supporting design annex. The quotation will state how many deliveries are required based on full load standard delivery vehicles as well as their cost. Part loads and/or non-standard vehicles will incur extra charges (P.O.A.).

# GENERAL

Deliveries are on a multi-drop vehicle and in order to minimise the effect on other customers, it would be appreciated if offloading can be carried out as speedily as possible. If vehicles are turned away from site for any reason or if unloading takes a disproportionate amount of time, demurrage charges will be added to the invoice depending on the delays and costs incurred by Axter following such incident. The same applies for “made to order” products if delivery is delayed (before or after dispatch) or cancelled once the products are manufactured.

## Order Acknowledgements

Order acknowledgements confirming delivery will be sent by email to the ordering party at least 24 hours in advance of the delivery (where possible). Delivery dates and/or periods are provided in good faith, but no liability is accepted for delays in delivery or for liquidated damages or any other penalty clauses however caused.

Instructions to manufacture or reserve materials will only be heeded once a firm written purchase order has been received by Axter and, where necessary, advance payment for goods has also been received.

## Order Cancellations / Revisions

Whilst every effort is made to accommodate customer requirements, once an order acknowledgment has been issued, orders cannot be revised and/or cancelled.

## Notification

Should you decide, once you have received a quotation or order acknowledgment, that the above conditions cannot be met, then you must notify Axter immediately in writing and clarify your requirements.

These delivery conditions complement and do not replace Axter Ltd's Conditions of Sale.

## Customer returns

Axter Ltd cannot accept the return of any goods that have been correctly supplied against customer purchase orders. Returns will only be accepted in the unlikely event that the product has been supplied faulty or damaged. Your consumer rights as defined under the Consumer Rights Act 2015 will be fully complied with.

## Safe off-loading

Axter materials are securely packaged for transportation purposes only. Material off-loading should be completed by personnel trained and experienced in safe material off-loading procedures. Prior to off-loading the materials and transportation packaging must be checked for security.

To ensure safe off-loading and prior to moving goods, Axter recommend that all materials are secured by netting or other means deemed acceptable by on-site health and safety personnel. Prior to making an order Axter recommend that an on-site assessment is conducted by the ordering party to ascertain site delivery and off-loading requirements, this information should be communicated to Axter's Sales and logistics team. Axter Ltd will not accept any liability for damages, injuries and/or costs associated with material off-load.



# DEPARTMENT CONTACTS

## General Enquiries

(Monday to Friday: 8:00 to 17:30)

Telephone: 01473 724 056

Email: [info@axterltd.co.uk](mailto:info@axterltd.co.uk)

## Sales & Logistics

(Monday to Friday: 8:00 to 16:30)

**Katie Day**

**Sales & Logistics Manager**

[katie.orders@axterltd.co.uk](mailto:katie.orders@axterltd.co.uk)

DD: 01473 706 957

## Administration

(Monday to Friday: 8:00 to 17:30)

**Annie Flight**

**Technical Sales Support Team Leader**

[aflight@axterltd.co.uk](mailto:aflight@axterltd.co.uk)

DD: 01473 935 006

## Accounts

(Monday to Friday: 8:30 to 17:00)

**James Tribley**

**Finance Manager**

[accounts@axterltd.co.uk](mailto:accounts@axterltd.co.uk)

DD: 01473 706 953





**Axter Ltd**

Harbour Landing, Fox's Marina,  
The Strand, Wherstead,  
Ipswich, Suffolk IP2 8NJ

**[axter.co.uk](http://axter.co.uk)**

01473 724056 [info@axterltd.co.uk](mailto:info@axterltd.co.uk)  
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