

VICTOR MANUFACTURING'S DELIVERY AND COLLECTION INFORMATION



*Please review this document carefully prior to delivery and
notify us of any site specific requirements.*

DELIVERY INFORMATION

This guide outlines Victor Manufacturing's delivery, collection, and disposal services.

Providing accurate information at the time of order will help us ensure a smooth, safe, timely, and cost-effective delivery, avoiding unnecessary delays or additional charges.

DELIVERY OVERVIEW



Our standard delivery is free of charge for kerbside delivery. Delivery to the point of use is available where safe and accessible and is charged at price on application.



Deliveries are completed using Victor Manufacturing vehicles to maintain control over delivery quality and customer service.



The typical delivery window is Monday to Friday, between 8AM and 5PM.



Our delivery team will contact you on the day of delivery to confirm arrival.

Delivery coverage



Delivery is available throughout the UK Mainland. Deliveries to the Highlands, Northern Ireland and Republic of Ireland are subject to Price on Application.



Please advise of any access or location constraints when placing your order.



DELIVERY OPTIONS



Standard Delivery - Free of charge (single-person kerbside delivery).



Named Day Delivery - £85



Timed Named Day Delivery - £125



Two-Person Delivery - £350 (Two-person delivery is required where an appliance cannot be safely manoeuvred by one person due to size, weight, or site access).



Please note enhanced delivery services must be arranged in advance.

COLLECTION OPTIONS

We can collect and dispose of redundant equipment where required. All equipment must be emptied, unplugged and made readily accessible to ensure safe and efficient collection.



Refrigerated Equipment Disposal - £350



Scrap Equipment Collection - £80



Two-Person Collection Service - £350



IMPORTANT CHECKLIST TO COMPLETE BEFORE YOUR DELIVERY

If any of the following points apply to your site, please notify us before delivery. Failure to provide sufficient information could result in failed delivery and therefore, additional charges.

Site Access and Restrictions

Many town and city-centre locations have vehicle access limitations. These may include restricted delivery hours, pedestrian zones, controlled barriers, or permit only areas. Some sites require pre-booked delivery slots or local authority approval for access.

Please advise us if:

-  There are time-based loading or unloading restrictions
-  Vehicle height, weight, or size limits apply
-  Access involves narrow roads, low bridges, or restricted entry points
-  Enforcement cameras or parking controls are in operation



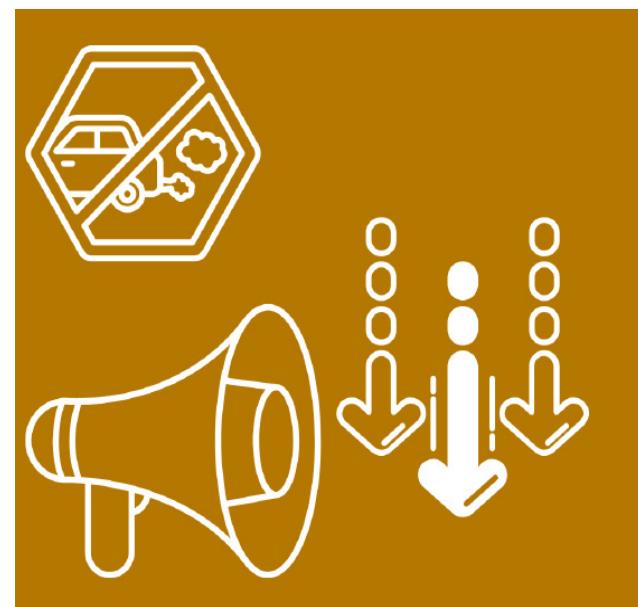
Parking and loading

Even where restrictions do not formally apply, delivery vehicles may require sufficient space to park and unload safely. Please share any information that may help our driver avoid obstructions or disruption to surrounding road users and pedestrians.



Environmental Considerations

Our drivers aim to minimise disruption during delivery. This includes limiting engine idling, reducing noise, and being mindful of residential or sensitive environments. Please inform us if there are specific environmental concerns at your location.

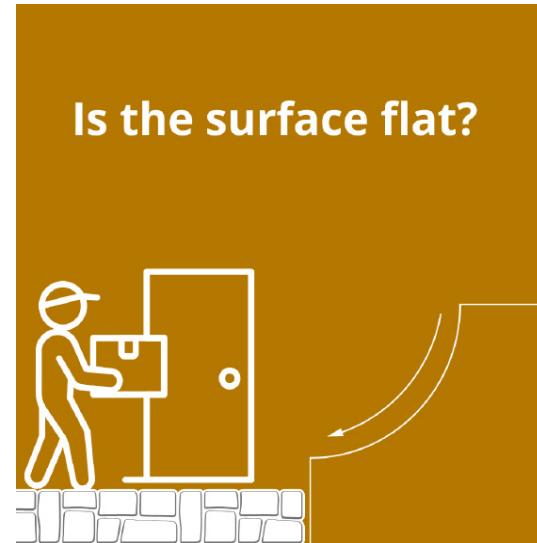


Delivery, Positioning and Installation Assistance

To ensure safe delivery and positioning:

 Confirm whether delivery is to the main entrance or a designated goods-in area.

 Ensure the unloading surface is flat and level (advise us of uneven ground, slopes, cobbles, or other surface hazards that may affect delivery/installation).



Building Access

Please confirm that the appliance dimensions allow safe access to its final installation point. Common constraints include:

 Narrow or low doorways

 Steps, stairs or split-level floors

 Tight corridors or alleyways



Information on stairs, lifts, or changes in floor level is essential to ensure appropriate handling equipment is provided.

IMPORTANT NOTES

Charges will apply to aborted services, as well as to any postponement or cancellations made within two working days prior to the requested date. Fees for re-arranged services will be quoted upon application.

NEED ASSISTANCE?

If you have any questions regarding delivery arrangements, collections, or site suitability, please contact Victor Manufacturing before your delivery date so we can assist you effectively.

Telephone: 01274 722125

Email: Sales@victormfg.co.uk

