

OFFLOADING GOODS DURING DELIVERY



UK Delivery

We will normally provide a mainland UK delivery service through our in-house Transport team using our own fleet of vehicles. Our employed drivers will unload the vehicle and assist in the safe movement of goods to the client's premises.

Wherever possible we will aim to palletise deliveries for ease of offloading but we are reliant on delivery sites having forklift truck access to aid this procedure.

Our drivers are expected to be polite, pleasant and helpful at all times, adhering to site rules and where possible any special requests a customer may require.

Our drivers are covered by Employers Liability Insurance.

We also provide some deliveries using various third party providers; however these will be "delivered to kerbside" only.

For further information see our terms and conditions at <http://www.thorlux.com/terms>

Deliveries outside the mainland UK

International deliveries are provided by third party providers in accordance with the Incoterms Rules 2010. Further details can be found here:- <https://iccwbo.org/resources-for-business/incoterms-rules/incoterms-rules-2010/>

Our obligation is delivery to the customers' premises address only.

Due to insurance limitations of both the goods and the drivers delivery drivers are not expected to offload the goods and it is the responsibility of the destination recipient.

Most goods are palletised and delivered via articulated trucks normally having no facilities to offload pallets and as such, a forklift vehicle at the customer's premises, is normally required.

If a delivery site does not have a forklift vehicle to offload the goods then we can supply a delivery vehicle having a tail-lift and pallet truck. However, this must be requested in advance whereby an additional charge will be made. Due to various health and safety requirements and insurance limitations the delivery driver is not expected to move the goods into the premises.

