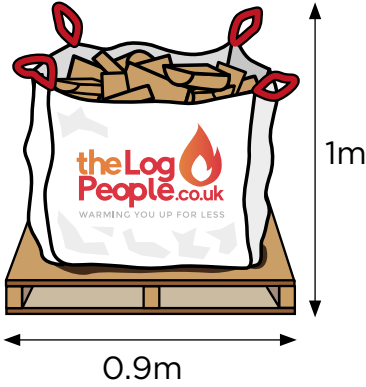


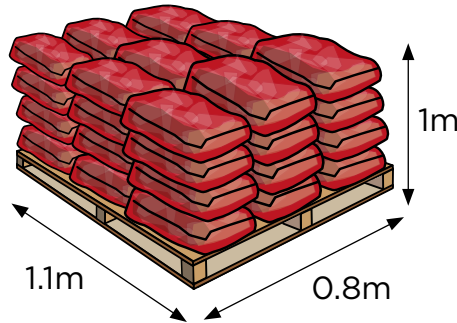
**Product Dimensions**

All measurements are approximate

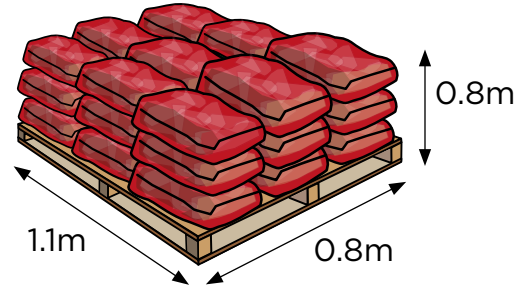
Nets will be kept on pallet and collected on subsequent delivery.



**Dumpy Bag**  
Loose Fill



**40 Bag Pallet**  
Kiln Dried Logs



**30 Bag Pallet**  
Kiln Dried Logs

**Delivery Dates**

**Delivery Vehicle**

All measurements are approximate



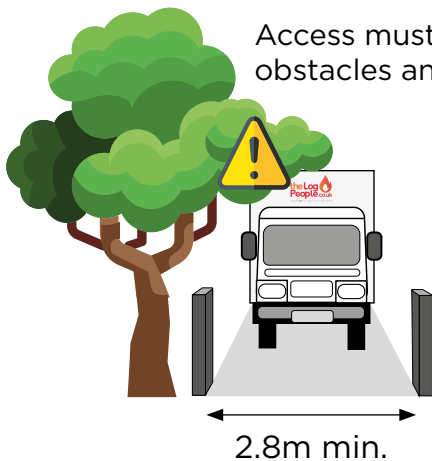
Pick 3 preferred delivery dates - we'll confirm your actual delivery date.



Without adequate access, delivery will be to the kerb only.

**Vehicle Access**

Access must be sufficiently wide, free of obstacles and overhanging trees.



Access must be reasonably level.



Hand pump trucks **will not operate** on soft ground or loose gravel.

### **Delivery date confirmation**

We'll send you an email to confirm your actual delivery date. If you've not received an email confirmation, please check your spam folders before contacting us as our emails often land in junk folders. Just so you know, we deliver orders Monday to Friday. On very rare occasions we may need to rearrange your delivery date due to reasons beyond our control. Reasons include van breakdowns, adverse conditions, and driver illness. Please be mindful of this before booking.

### **Delivery times**

**Please only ask for an ETA if it's absolutely essential** that you need one. We'll be able to provide a rough delivery time on the morning of your delivery date.

### **Ensure there's enough room for a Luton van to gain access to your property**

Our vans are just a little bit bigger than a supermarket delivery van. Access to your property needs to be sufficient enough for our Luton Transit vans to gain entry, free of obstacles, and reasonably level. See graphic on page 1 for further details.

### **We'll aim to leave your logs at the front or side of your property - subject to access**

Subject to ease of access, and where conditions allow, we'll reverse our vehicles as close to the point of storage as reasonably possible. Where surfaces are reasonably flat, level, and gravel-free, we'll use a pump truck to manoeuvre your order to the front or side of your property.

In a small number of cases, the curb side is the only logistically viable drop-off point - so please bear this in mind when you order. A curb side drop would happen if you don't have a driveway we can access, and if your gates are too narrow for orders to get through.

### **What our drivers can and cannot do**

Our drivers make several log deliveries each day, and in the interests of safe handling, we need to limit drivers' lifting as much as reasonably possible. As such, drivers should not be expected to take orders:

- To the back of your property unless access can be made with our Luton Transit vans
- Up flights of steps
- Through your property
- Down long paths, alleys, or to the back of gardens
- Hard to access areas

If you're unsure and need help, just give us a call on 01691 887977 before ordering.

### **If it's forecast to rain please leave some tarpaulin**

So the driver can cover your logs up and protect them from the elements as much as reasonably possible. Once we've delivered your logs, we're no longer in control of the Ready To Burn certified conditions in which we've supplied them.

If your logs feel damp to the touch, this will be the result of rainfall at the same time as loading and unloading your order. Prior to loading, all our logs are kept under cover in Ready To Burn certified conditions.

### **We can't be responsible for logs left out in the rain**

All our logs are moisture tested before delivery. Once the logs are in your possession we're no longer in control of their condition - so we're not responsible for logs that have been left out in the rain or stored incorrectly. Read our blog on how to store kiln dried logs for tips on how to keep your logs dry. [Click to read.](#)

### **Our drivers will risk-assess each delivery and will be as helpful as reasonably possible**

Sometimes, especially if you live in remote and steep areas, adverse weather conditions can make delivering logs unsafe, such as steep inclines, mud / wet / ice. If conditions are too poor for delivery and present significant risk, the driver has the right to decline to offload your order in the interests of safety.

Although this is extremely rare we can either offer a full refund or work with you to locate an alternative safe delivery point. If you're unsure, please call our sales team on **01691 887977** before ordering.

### **We can reuse and recycle your empty packaging!**

Don't throw your empty bags and nets away! Just hand them back to your driver on your next delivery so we can reuse and recycle them! Just so you know, we're unable to collect empty bags, nets, and pallets in between orders.

### **Self isolating or shielding?**

We will prioritise your order as best we can. Just leave a message in the notes section at the checkout so we can understand and prioritise your needs.

### **Need to cancel or reschedule?**

Please give us at least 24 hours notice if you need to cancel or rearrange your delivery date. Orders will not be able to be changed inside 24 hours of your scheduled delivery date as it will have been loaded. More delivery information can be found on our cancellations and rescheduling page.

## **ADDITIONAL INFO FOR NETTED LOG ORDERS**

### **We'll collect the pallet on your next order**

For logistical ease and safe handling purposes, netted logs will be delivered on a wooden pallet. The nets will be left on the pallet and collected again on your next order. If you have any concerns about this, please contact us on 01691 887977 or email [info@thelogpeople.co.uk](mailto:info@thelogpeople.co.uk) before ordering.

### **Need a hand moving the nets? Just talk to us!**

Our delivery drivers shouldn't be expected to move netted logs beyond the front or side of your property - but they can offer reasonable assistance where there is a genuine need.

See **What our drivers can and cannot do** in column one for more information.

**OK with that?** We look forward to receiving your order!

**If you're not sure and need to talk things through please give us a call on 01691 887977 or click on our web chat.**