



DELIVERIES

Listed below are a few important considerations to be mindful of before receiving your delivery. Please see our full terms & conditions listed on our website for further information.

Standard deliveries are made on a 17-ton delivery vehicle (approx. 13m in length) between 8am and 6pm. Please be advised that we will not be able to provide an ETA on standard deliveries. Should you require a more accurate timescale, then morning/afternoon or timed deliveries can be arranged for a small extra charge at point of order.

Deliveries are made to the nearest accessible point, which may be the kerbside or even some distance from the house and somebody should be available to inspect, accept, sign for and move the goods on. The driver is not required to unpack products into your property. Boniti have no control of which delivery company will be delivering your goods, and therefore we cannot take responsibility for the driver's actions or attitudes.

Please ensure that Boniti are informed of any access issues i.e. restricted access, gradients, gravel driveways etc. Should a delivery fail due to incomplete or incorrect information being supplied, then additional charges may be incurred. Neither party wish this to be the case, so your assistance would be greatly appreciated. Stone deliveries are generally very heavy, and the driver will really appreciate any help offered as the pallets may weigh up to a tonne each. If there is nobody on site to receive the goods, delivery will not be made, and redelivery charges will occur.

Your order should be inspected for any obvious damage and signed for as such, please ensure that the packaging is opened so that inspection of material can be made. If there is any suspicion of damage to the goods, please sign the delivery form as "damaged", and inform us straight away. Avoid signing as "unchecked" as this may invalidate any future claims and notify us of any issues as soon as possible and within your relevant timescale (see Terms and Conditions). We must ask for photographs of any damages and details of the quantity affected. Often, superficial damages will not affect the application or overall look of the product and in these instances will not be replaced. Stone and timber are natural materials with inherent variations of colour, markings and textures.

Double checking your measurements prior to ordering is advisable and we recommend that you include an additional 10% to allow for cutting, minor imperfections, breakages, and natural variation. Please ensure that confirmation of measurements/ ancillaries is sought from your builder/tiler, as returns and additional costs incurred through incorrect information will be charged.