

Home Delivery

Charlton Whitehouse Fuels Ltd aims to make its home deliveries as simple and successful as possible. In order for us to do this, our Terms and Conditions outlined below must be adhered to. By placing an order with our home delivery service, you accept, and are legally bound to, all our terms and conditions. Please make sure you read them before purchasing from us.

1. We typically delivery all orders placed with us ourselves, using our own delivery vehicles, if the delivery address resides within the counties of West Midlands, Worcestershire, Warwickshire, Shropshire or Staffordshire.
2. All other home deliveries that are located outside of the counties stated in section 1, will be delivered by national 3rd party hauliers.
3. The prices quoted for products requiring a home delivery service are included within the selling price and so no further delivery cost will be incurred by the customer.
4. The price for a delivery made by our 3rd party hauliers will require a personalised quote, which must be made and agreed between the customer and Charlton Whitehouse Fuels Ltd before the sale is completed.
5. Standard delivery time is usually up to 5-7 working days from order placement. However this can vary depending on the time of year. At our busiest times during the winter, delivery times can extend up to 14 days. Working days means Monday to Friday only, which excludes bank holidays and other national holidays.
6. Once a delivery date has been set for a home delivery, the customer will receive a telephone call from Charlton Whitehouse Fuels Ltd to inform them of their delivery date. If this date is unsuitable for the customer they can request to have a delivery at a later date but this will be decided and set by Charlton Whitehouse Fuels Ltd.
7. Deliveries made by us using our own delivery drivers and vehicles will benefit from a complimentary home stacking service. This means our delivery drivers will unload and stack the prepacked fuel bags or nets in the location of the customer's choosing. If the fuel is delivered loose and is required to be stored in a coal bunker or similar container, our delivery drivers will carry and tip the fuel into the customer's bunker, as part of our complimentary service.
8. It is the responsibility of the customer to inform Charlton Whitehouse Fuels Ltd, at the time of ordering, about any vehicle access restrictions or issues that may prevent a successful delivery. If the conditions of the delivery environment are grossly unacceptable or unsafe for our drivers to make a successful delivery, then the drivers are within their rights to refuse to deliver the fuel past a safe location. This decision will made in collaboration between the delivery driver, Charlton Whitehouse Fuels Ltd office staff and the customer.

- *continued on page 2...*



Charlton Whitehouse Fuels Ltd

Suppliers of premium solid fuel and LPG to the retail and wholesale market.



The Fuel Depot, Parsonage Street, Oldbury, West Midlands, B69 4PH



0121 544 3595



sales@cwfuels.co.uk



<https://www.cwfuels.co.uk>



9. The customer, or their representative, should be present to accept the delivery unless a pre-arrangement has been made verbally or in writing between the customer and Charlton Whitehouse Fuels Ltd for an “authorised drop” (see point 9). The terms of this arrangement must be made during this verbal or written agreement.
10. An “authorised drop” means the delivery driver will deliver the product to the delivery address without the customer being present. The fuel will be left where the customer has requested it to be left. The customer assumes all responsibility for the delivered product once a successful delivery has been made. If the customer can’t be reached or contacted to make such agreement, then the delivery will not be made and will fail. The delivery will need to be rescheduled, which may incur a redelivery fee depending on whom the fault of the failed delivery lies upon.
11. If a re-delivery is necessary due to the fault of the customer or the customer fails to provide correct and accurate information necessary for a successful delivery, the customer will be responsible for the additional costs incurred.
12. If re-delivery is required due to withheld information about access to the customer’s address, and the delivery driver deems the location unsafe or inaccessible, the customer will incur any additional charges.
13. If any products arrive damaged, we request that the customer emails photographs as soon as possible following the delivery to sales@cwfuels.co.uk
14. Any shortfall in the quantity delivered or damages to the product must be noted on the delivery note at the time of delivery. By signing for the goods, you agree they have been received in full and in good condition. We cannot offer refunds or replacements without this. It is at your own risk if you are not present to receive and check the goods.

End of terms.

