



Key Purchase Information

Ordering:

- Please ensure you measure the area to be paved as accurately as possible and allow +5-10% for wastage.
- Whilst we always have a good level of stock in the UK securing the same shade for the product if you require more may be subject to additional lead times.
- A sampling service is available if you are unsure which pavers to purchase, please note samples are a small reflection of the overall product.

Product

- Our Porcelain Pavers are all rectified.
- The Pavers are all porcelain and anti-slip and a minimum of 20mm in thickness, please ensure you review the product descriptions before purchase.
- Product will arrive in a single shade for finish consistency, however, please note some products are intended to have tonal variation to enhance the appeal of the product.

Delivery

- Standard & Express delivery options are available.
- *Standard delivery is 3-4 days from order and Express delivery is typically next day subject to stock availability at the time of purchase.
- Exterior Pavers charge for delivery by weight & postcode we do not absorb the delivery charges in our prices.
- HIAB deliveries **are not included** our deliveries are made by a 3rd party courier on either a 7.5 or 18T Tail Lift vehicle and deliveries require a signature and are **strictly to Kerbside**.
- Deliveries cannot be made onto uneven ground for example a gravel drive if you have any delivery restrictions, we will be glad to assist but must be made aware of this pre-shipment.
- The products are porcelain paving slabs and therefore can be extremely heavy please ensure that care is taken when opening the pallets.
- Goods should be inspected and signed for on arrival and any issues noted, photographed and sent to info@exteriorpavers.co.uk within 24 hours. The driver will allow 20 mins for goods to be inspected.
- **Please note we cannot accept any claims concerning the delivery of the goods unless the goods are signed for as damaged on arrival and photographic evidence is provided.**

Installation

- We recommend the use of a professional installer and ensure the correct installation tools are available for example when cutting the products – please see our installation guide for further information.

Breakages/Returns/Replacements

- Every effort is made to ensure the goods leave us in perfect condition, however the process of transporting these goods means breakages can occur. Goods can only be returned if they are unopened, returns are subject to courier and re-stocking charges we cannot take back opened or part pallets.
- **Please note we cannot accept any claims around concerning breakages or replacements of the goods unless they are signed for as damaged on arrival and photographic evidence is provided.**

