WOODCUT

Important Information About Your Delivery

A split delivery maybe possible on some orders. If required please contact your WOODCUT sales representative to facilitate this option. Please note some split delivery options may be incur an additional delivery cost.

WOODCUT deliveries are carried out on 6 to 12-tonne tailgate trucks. The following is required by the receiving parties to complete the delivery,

- The material can be moved 1 to 5m from the truck with the use of a pallet jack (Included with the delivery). A paved surface is needed for this movement.
- Deliveries will be done from 7am to 5pm.
- Material cannot be delivered to public areas such as roadways, walk paths, naturestrips, etc.
- The Truck needs sufficient parking to stop and unload the material. Unloading material may take up to 1 hour.
- The truck needs a flat surface to unload the material. Tailgate trucks cannot operate on inclines or declines.

6 Tonne Tailgate Truck

Length	5.2m	(17feet)
Width	2.4m	(8feet)
Height 2.3m (7 feet 6 inches)		

8 Tonne Tailgate Truck

Length	6m	(20feet)
Width	2.4m	(8feet)
Height 2.4m (8 feet)		

12 Tonne Tailgate Truck

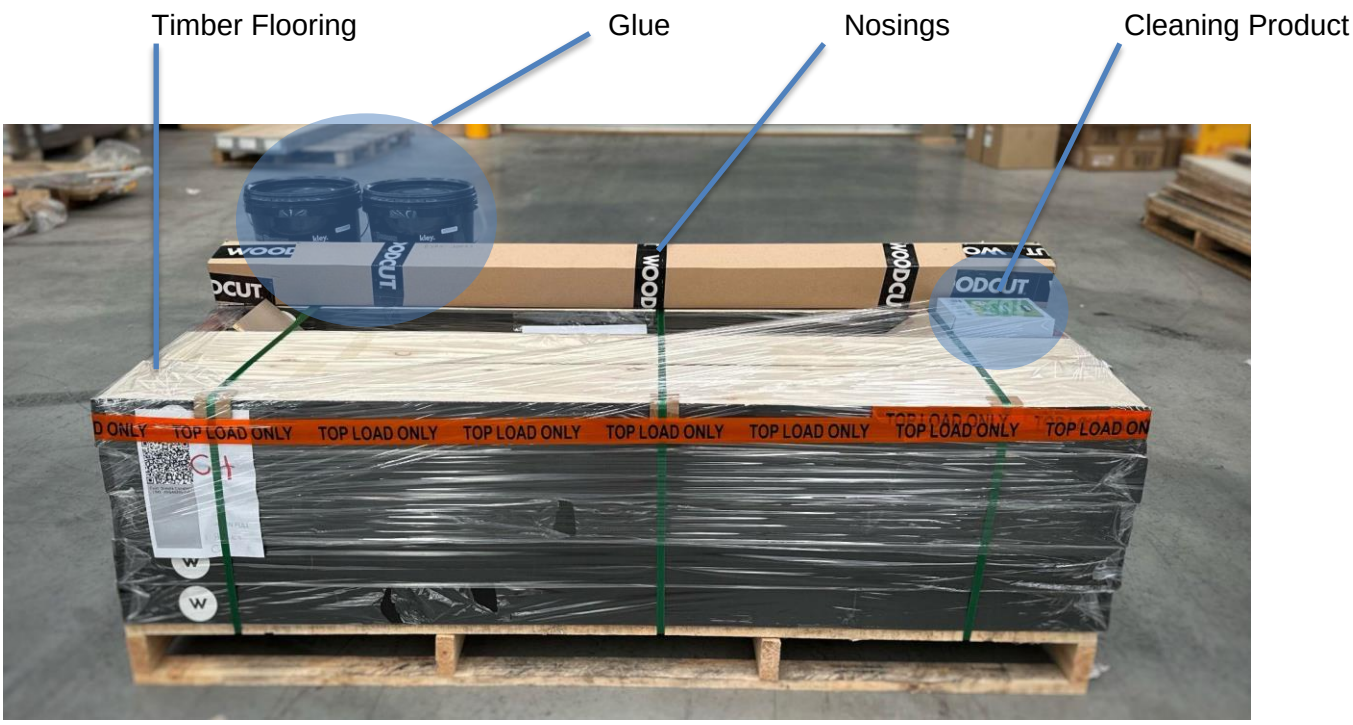
Length	7.3m	(24feet)
Width	2.4m	(8feet)
Height 2.3m (7 feet 6 inches)		

The receiver must ensure there is clear and safe access for the delivery. Hand unload to be organised by Receiver. Please ensure there is a person present at the delivery premises who is authorised to accept the delivery. If the delivery contractor arrives and is unable to deliver the Goods or considers that it is unsafe or inappropriate to do so, you may be required to pay for re-delivery later. Some Goods may require extra delivery personnel which may incur an additional charge.

We will deposit your Goods at ground level at the delivery premises. The Goods are at your risk after delivery. For WOODCUT customers, to the extent permissible at law, including the Australian Consumer Law, liability for damage to any property occurring in the course of delivery, except to the extent that any loss or damage is directly attributable to our negligence, wrongful act or willful misconduct, will not be accepted.

The receiver must inform WOODCUT within 48 hours of any discrepancies or damages on the delivery. This must be communicated in writing to deliveries@woodcut.com.au

What's on your delivery (Material and quantities will vary based on items purchased)



Collection

If Goods are being collected, we may need to verify your identity upon collection. Collection times are between 8am and 3pm at Building 2A 429 Cooper Street Epping VIC 3076. If Goods are not collected on the agreed date, the pickup order will be cancelled and a new request will need to be made for collection.

Please include any important information about your delivery location in the **Special Delivery Instructions** above for us to ensure the delivery is made safely. Please note if we are unable to deliver the material, we may have to charge a failed/redelivery cost.