

Delivery, Set-up & Familiarisation Option

If an onsite set up and familiarisation appointment has been requested by your assessor the engineer will take all the items being delivered out of their boxes on arrival. The engineer will then set up these items and give you a brief familiarisation on what we are supplying you with. This can take up to 1.5 hours depending on the equipment/software on your order and how many questions you have during your set up.

The delivery dates you will be offered will be within 10 working days from the date upon which you contact us, having received your order confirmation email (subject to availability / preference).

When you contact us, the delivery options available will be any time between 9:00am-6:00pm Monday to Friday. During this time frame we offer a 2 hour window of when the engineer can arrive, so please take into consideration that you also need to allow enough time for the set up and familiarisation appointment in addition.

- For example, if your delivery is booked between 10.00am and 12.00pm and the engineer arrives nearer the end of this 2 hour window, you still need to allow enough time for the onsite set up.

It is important that you allow enough time to cover the 2 hour delivery window and also for the appointment itself, and take both into consideration when booking a time for your delivery.

Once you have booked an appointment for your delivery, we will then send you a Delivery Confirmation, via email, or by post, outlining the details of your delivery, with a request to check that all of the information is correct and as agreed at the time of booking.

Please note that if you miss your delivery for any reason, you may be liable to pay the cost of a re-delivery fee.

If the Engineer is delayed for any reason, we will notify you of the delay as soon as possible.

During your delivery the engineer will complete a checklist which you will be asked to sign and date at the end, along with the Delivery Note, to confirm that you are happy with the delivery, set-up and familiarisation that you have received. The engineer will then leave a copy of each with you to keep for your records.

Delivery Only

If we have been requested to supply your equipment or software, but not carry out an on-site set up, we will send your items out for delivery via a third party courier service, DPD.

The delivery options you will be offered when you contact us will be any time between 09:00am-17:00pm Monday to Friday.

On the day of your delivery, DPD will send either a text message or an email (using the contact details provided by you) to advise of the 1 hour window that they are likely to arrive, along with a reference number for your items that you may use to track your parcel on-line if you wish to.

When your delivery arrives, you will need to ensure that either you, or someone else nominated by you, is present at the address to accept the delivery and sign the relevant paperwork to acknowledge receipt of the items.

Please note that if you miss your delivery for any reason, you may be liable to pay the cost of a re-delivery fee.