

Arroll Delivery information



Arroll®

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Delivery Guidelines: Ensuring a Seamless Experience

Thank you for choosing to support local manufacturing and businesses. We deeply value your trust and partnership. To ensure your delivery experience is smooth and stress-free, we've put together this helpful guide. By following these simple steps, you can ensure a seamless delivery process. While we strive for perfection, we understand that the unexpected can happen. That's why we've also outlined steps for addressing any issues should they arise.

Important Notes About Your Delivery

1. Kerbside Delivery Only

- Your delivery will be made kerbside. Our driver will arrive in a lorry and use a pallet truck to drop your order as close to your doorstep as possible.
- Cast iron radiators are heavy, so we recommend arranging sufficient help to move them from the pallet into your desired position.

2. Informational Resources

- To make your experience easier, we've prepared a short video on delivery procedures.
[Delivery information](#)
- Additionally, Arroll provides detailed guides to assist you:
 - **Radiator Installation and Maintenance Guide:** Includes advice on handling goods onsite, installation instructions, surface finish care, and gloss level details.
 - **Warranty & Returns Policy:** Outlines your warranty coverage and steps for reporting issues.

3. Delivery Time and Tracking

- Deliveries occur between **8 am and 6 pm**. Unfortunately, we cannot provide specific time slots. However, you will receive a tracking link and number to monitor your delivery.
- **Tip:** Avoid booking fitters for the delivery date in case of unforeseen delays.

4. Proof of Delivery (POD)

- Upon delivery, the driver will request you sign a POD. This confirms the goods were received in good condition.
- The delivery company is contracted to wait **20 minutes** for you to:
 - Inspect your delivery for noticeable transport damage.
 - Check for missing items (e.g., accessories or valves).

Your Role in a Smooth Delivery

• Inspect Before Signing

- Before signing the POD, carefully check all goods for damages or missing items. The POD serves as evidence in the event of a claim.
- **In Case of Severe Damage:**
 - Refuse the delivery and document the issue.
- **For Missing Items:**
 - Note the missing items on the POD, accept the remaining goods, and contact the retailer directly to resolve the discrepancy.

- **Important Reminder:** Signing the POD without noting damages or missing items may void any claims.

Additional Information for Your System

1. System Cleaning and Inhibiting

- Compliance with BS7593:2019 standards is crucial. Proper cleaning and inhibiting extend the life and efficiency of your radiators. Follow this link for more details [Link](#)
- Arroll, in partnership with the UK's leading chemical inhibitor manufacturer, offers its own inhibitor for just **£10 + VAT** per 500ml bottle.
 - One bottle is sufficient for 100 litres of system water.
 - Given cast iron radiators' larger water volume, we recommend purchasing at least **2 bottles**. Your fitter can provide specific advice based on your system's total water volume.

Final Thoughts

By embracing these simple steps, you're setting the stage for a successful delivery. If any concerns arise, rest assured that our team is here to help. Thank you for supporting local manufacturing and investing in quality products that stand the test of time.