

Power Sheds Delivery Information

WHAT HAPPENS NEXT?

Once an order has been placed, we will contact you by phone / email to book in a delivery date.

The goods will be collected by a 3rd party courier and taken to your local delivery depot

When we contact you to book in your delivery please specify if you need a smaller vehicle.

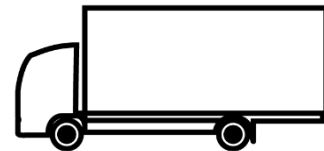
If a small vehicle (12 or 7.5-ton depending on the depot) was requested the approximate dimensions* will be:

H = 12'5" W = 8'5" L =25'

If you did not request a small vehicle the delivery will be made on either a 26 or 18-ton vehicle depending on the depot **

This has the approximate dimensions* of:

H = 13'5" W = 9' L =39'



*Vehicle sizes can vary slightly depending on the local depot

**Please be aware, if you do not request a smaller vehicle and the courier is unable to access the delivery point on their standard 26 or 18-ton vehicle depending on the depot, redelivery charges may apply.

WHAT HAPPENS DURING DELIVERY?

- Delivery is kerbside only. Any request to take the goods further cannot be guaranteed and will be at the discretion of the driver on the day.
- The driver will have a Tail Lift to unload the goods, like the one in the image below*:



- The driver will have a pump-truck/hand-trolley to manoeuvre the pallet. How far they can move the pallet is at the driver's discretion and will depend on access.
e.g. The driver cannot move the trolley over gravel, grass, up/down steps etc.
- The driver cannot assist with unpacking and moving individual components from the pallet. Delivery will be contactless.

*This is an example image and may not be the actual vehicle used for your delivery.

WHEN WILL MY ACCESSORIES BE DELIVERED?

If you have ordered a Power Base Kit or additional shelving to come with your shed, this will be packed on the same pallet between the shed panels. If you have ordered a shelving kit as an accessory without ordering a shed, this will be sent via courier and will not be palletised. You are unlikely to see the item from the outside of the pallet.

WILL I BE GIVEN A TIME SLOT?

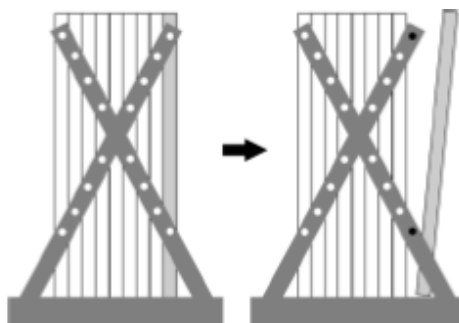
Please note an ETA is not a guaranteed service, and delivery can take place anytime between 08:00-18:00

- If you have provided a mobile number, this will be passed along to the courier.
- We have requested they send you a text on the day of delivery to advise an ETA. Please note this is an estimate and is subject to change.
- We also ask the driver to call 30 minutes prior to delivery, but this is not guaranteed and is at the drivers discretion.

HOW DO I UNPACK THE PALLET?

Our sheds are delivered on a pallet, as pictured. For bigger orders, delivery may be on two pallets. Please follow these steps when unpacking:

- We advise a **two-person minimum** for unpacking the pallet.
- Cut the plastic banding.
- Remove each panel individually by removing screws one column at a time, as pictured.
- **Be careful of loose components packed between the panels.**
- Ensure you check all components against the provided list and inform us if there are any issues.



WHAT EQUIPMENT WILL I NEED?

You'll need the following tools to unpack your pallet and proceed with your build:

Tools required (not supplied)



Drill



Spirit level



Hammer



Stanley knife



Stepladder



Saw

If you have any questions while unpacking/building the shed, please contact us.

OTHER IMPORTANT INFORMATION:

- On the rare occasion delivery does not take place on the scheduled date as a result of the courier, they will endeavour to deliver the following morning however this is not guaranteed.
- As deliveries can take place anytime between 08:00-18:00, we **do not** advise booking installation until you have received your order. We cannot be held liable for consequential losses if this advice is not followed.
- Once you've received your order, please check all components prior to booking/starting installation. Replacements can usually be despatched within 1-2 working days of confirmation. You will need to email us with images of any damage.
- We cannot be held liable for consequential losses as a result of late delivery or missing/damaged parts.
- If we attempt delivery on the agreed date and cannot deliver due to no-one being in and there being nowhere suitable (kerbside) to leave the goods, or if the goods are refused, re-delivery charges may apply.

FAQ'S ABOUT YOUR ORDER:

Can I make any changes to my order?

Once delivery has been arranged, it's unlikely we will be able to make any changes to your order. Please contact us as soon as possible to check what stage your order is at.

Where can I find the dimensions of my shed?

Dimensions (internal, external, base etc.) can be found on the product page for each garden building.

How do I prepare my base?

There are Power Base Kits available for each size of our garden buildings, feel free to search for these using Wickes product finder.

How is the shed built? Can you advise regarding installation?

We send out printed instructions with your order and have some helpful video guides for you to follow, which can be found using a QR code printed onto each set of instructions.

Can I return the shed?

If the Power Shed just isn't for you and you'd like to return it, you certainly can!

We try to make this as hassle-free as possible, but please ensure you've read our full returns policy and contact us using the information provided on the instructions you will receive.