



how to order

We prefer to receive orders by fax or email to avoid misunderstandings. However our experienced sales and technical staff are here to give you help or to take orders by telephone. Should our staff be busy then the automatic answer phone will cut in and if you leave a message, we will get back to you as soon as possible.

The normal opening hours are between 8.30am to 5.00pm Monday to Friday.

The answer phone is in operation outside these hours.

Please place all orders on the following Phone or Fax numbers.

Fax: 01453 884499 - *two lines* Phone: 01453 884411 - *five lines*

email: sales@aquamatcovers.co.uk *For information* - www.aquamat4seasons.co.uk

All photos and illustrations are for guidance purposes only. We reserve the right to make minor alterations without notification.

Payment By Credit or Debit Card (card payments are acceptable)

- If you pay at the time of ordering there is no extra charge.
- If you pay your outstanding account by card then there is a 2% premium.

Delivery charges

New 3 Day Service now available

3 day service: £18.00 for first item up to 25 Kg. in weight, then additional 40p per kg. thereafter. Each additional item to the same address will be charged at £11.30 each.

Next Day Deliveries

Next Day Service (not guaranteed) £24.00 for the first item up to 25 Kg. in weight, then additional 55p per kg. thereafter. Each additional item to the same address will be charged at £13.50 each.

Please note if goods can be left please state on your order where (e.g. behind side gate). Re-deliveries due to failed attempts will be charged at an additional £15.00 per time. This charge also applies where the freight forwarder leaves a calling card.

Next day before noon: as above + £37.50

Next day before 10.30am: as above + £44.00

Next day Saturday am: as above + £44.00

Isle of Wight and Highlands: £42.00 up to 10 kg then 75p per kg thereafter (three day service only).

Channel Islands: £75.00 up to 10 kg then 90p per kg thereafter (5 day service only) or delivery to the port of shipment can be arranged at the above rates.

EXCEPTIONS:

Please ensure that you obtain a separate carriage quote when placing orders for the following items as they are not included in the above: Heat retention covers over 16' wide. Commercial reel systems, all single section roller tubes at any length, slatted covers and benches. Any export or off shore deliveries.

All one piece tubes 16' and over and heat retention covers 16' wide and over will incur a carriage charge of £180.00 to UK mainland. Additional items will be charged at next day rates. Please note that any fuel surcharges incurred from our suppliers throughout the year will be passed on. Therefore the above prices may be subject to change.

Carriage collections: Please note there is a carriage collection charge of £30.00 per item up to 20 Kg. For items over 16ft long please obtain a separate quotation. PLEASE NOTE COLLECTED GOODS ARE NOT INSURED BY THE CARRIER AND AQUAMAT CANNOT BE LIABLE FOR ANY LOSS OR DAMAGES BY THE CARRIER WHEN COLLECTING THE GOODS. IT IS BETTER TO ARRANGE YOUR OWN TRANSPORT WHERE POSSIBLE FOR RETURNS. IF NOT, PLEASE LABEL THE PACKAGE CLEARLY AND ENSURE THAT THE LABELS ARE PROPERLY ATTACHED TO THE PARCEL READY FOR COLLECTION.

Carrier damaged goods

PLEASE NOTE: No claims can be entertained for damaged or missing goods that have been signed for as "received in good condition".

Customers may be liable for replacement costs for any damaged items.

Goods *must be checked* before signing, and any damage noted. Signing as "unchecked" is not acceptable to the carrier. If any damage has occurred, please note on the carrier's delivery paperwork the nature of the damage and refuse the delivery.

Whilst Aquamat 4 Seasons will endeavour to do its utmost to secure the delivery of the goods at the required time the company cannot be held responsible for the performance of the carrier.

Please ensure that all staff who may be asked to sign for deliveries are made aware of this.