PRODUCT DELIVERY AND CARE GUIDE

DELIVERY INFORMATION AND WHAT TO DO ON RECEIPT OF YOUR SEDUM OR WILDFLOWER PRODUCTS.

1/ DELIVERY

Deliveries are either a standard service (between 8am and 5pm), AM (between 8am and midday) or PM (between midday and 5pm). On occasions when the transport network is suffering delays, it is possible that your delivery could arrive later than 5pm. We run our business from several locations therefore with an order of more than one pallet, they may arrive at different times with different hauliers. We cannot influence the order in which they arrive. If you feel this may impact your installation, please speak to us about split day deliveries.

Standard vehicles are 24- 26ft ridged curtain siders with off load tail lift and a pump truck. This is a **large** wagon, so we **must be told of any narrow roads, tight corners or restricted access**. It is your responsibility to ensure we have all the necessary information about the delivery address and any vehicle restrictions because if we cannot deliver for these reasons, there will be a re-delivery charge and delayed delivery.

On the day of delivery, you will get an email providing tracking information. Please check your junk folder if you have not received a standard email.

Once pallets arrive, the driver needs to be able to unload straight away. Please note that you have requested the delivery date, so please be available to sign for your delivery. All deliveries are dropped to the kerbside from the wagon via a tail-lift. Drivers cannot wait on double yellow lines or restricted areas. They cannot leave unattended pallets on a pavement or blocking any access points. They cannot move your pallet from the kerbside if your driveway is pebbles, cobbles or chippings – a pallet pump truck will only manoeuvre on hard services like concrete, paving or tarmac.

We must have at least one site contact name and number for the day of delivery, and preferably two. This is the first port of call for the driver if he is experiencing delays, cannot find your address or arrives and no-one is available. Therefore, when passing the details over to us, make sure that person is aware we have their details and picks up the phone. If the driver fails to get any response and there is nowhere that he considers safe to leave your materials, he has no option but to leave and you will be subject to a re-delivery charge for the next day. Please note this may harm your live products and again is your responsibility.

You have been made aware of all the above conditions therefore Sedum Supply take no responsibility for failed deliveries. If you have any questions, please call the team on 01691 659618.

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2/ CARE OF PRODUCTS ON ARRIVAL

We ship out our live products using an overnight service to ensure they are received in optimum condition when they arrive with customers the following day.

Most customers will take the products from the pallet and move them straight to the roof (or other final installation location like a bin store, shed or ground) straight away which is the ideal scenario.

However, there are occasions when it's not possible to do this. In these circumstances, it's still important to unpack the sedum/wildflower product. **Live materials must not be left stacked or rolled up on a pallet**. This will cause rapid deterioration leading ultimately to the plants dying off if left for too long.

Sedum or Wildflower Rolls

If these are not going to be used on the day of delivery, please unroll on a flat surface and water. Once unrolled so that they receive light and water, they will last for up to a week, as long as not left to dry out. When you are ready to use them, roll them back up as this makes it easier to handle.

Sedum or Wildflower Trays

Please unpack from the pallet and space out on an even surface. Water the product. Once this has been done, they will last indefinitely with care and attention and not left to dry out.

Wildflower Seeds or Nutrient

If your pallet contains either of these products, remove and keep somewhere dry until ready to use.

Remaining Products

All other products like bags of growing medium and pebbles, drainage layers, fleece and trims can be left on the pallets for any length of time.

After installation

Please water thoroughly and **do not leave to dry out** in the first few weeks following installation. If it is raining, then use judgement as to whether that has provided enough water. Keep the plants moist and once they have bedded into the substrate beneath, they will survive for longer periods without water. Note that wildflowers will need water more often than sedum during dry spells. If in any doubt, please request our separate advice sheet on sedum irrigation during hot weather.

Please do not hesitate to call us on 01691 659618 should you need any further advice on any aspect of maintaining your living roof.