

The Renewable Solutions Provider

# Making a World of Difference

## Delivery Guidelines



**Place your order by 1:00pm (2:30pm on the E-Shop) and get a free of charge next day delivery between 8:00am and 5:30pm\***

**2 Man deliveries available on request\*\***

**Deliveries to kerbside or to a designated area on request\*\*\***

**Estimated time of arrival via text message ahead of Delivery**



Cooling | Heating | Ventilation | Controls

\*Subject to postcode \*\*Subject to additional fee \*\*\* Commercial properties only

Mitsubishi Electric

# Delivery Guidelines

Delivery Type	Cost (£) Excluding VAT
<b>Palletised Delivery - Weekday</b> Next Day Delivery - Between 8:00am and 5:30pm:	<b>Free of charge</b>
<b>Palletised Timed Delivery</b> AM Delivery - Weekday: PM Delivery - Weekday: Timed Delivery - Weekday: Saturday / Sunday Delivery:	<b>£35.00</b> <b>£35.00</b> <b>£200.00 Requires 2 working days notice</b> <b>POA Requires 3 working days notice</b>
<b>Parcel Delivery</b> Next Day Delivery - Between 7:00am-7:00pm: Pre-10am Delivery - Weekday: AM Delivery - Weekday: Saturday AM Delivery:	<b>Free of Charge</b> <b>£25.00</b> <b>£20.00</b> <b>£25.00</b>
<b>Special Vehicles (Flatbed / FORS / specific sized vehicles)</b> HIAB - vehicle with lifting arm (Weekday): Other Special Vehicle Weekday Delivery (Inclusive of 7.5/3.5T): Saturday / Sunday Delivery:	<b>£500.00 Requires 2 working days notice</b> <b>POA Requires 2 working days notice</b> <b>POA Requires 3 days notice</b>
<b>Specialist Services 2 Man Deliveries</b> Weekday:	<b>POA Requires 2 working days notice</b>
<b>Collection available from Milton Keynes or West Hallam Warehouses</b> (Requires 2 hours from order acknowledgement)	
<b>Deliveries to Ireland</b> Belfast: Rest of Northern Ireland:	<b>POA Next Day Delivery</b> <b>POA Requires 2 working days notice</b>

\*Request via sales office \*\*See note 3

## Notes

- 1 Standard delivery will normally be made on an 18T rigid lorry equipped with a tail lift and a single driver with a pump truck. Other vehicle types will be utilised dependant on any site access issues and/or size. If there are access restrictions at your nominated delivery point and a vehicle other than an 18T lorry is required, this will need to be booked in advance and a charge may apply (See Special Vehicles). Our Text Ahead function is available on all deliveries excluding offshore deliveries. Any damages or missing items must be noted on the POD on acceptance of a delivery.

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- 2 Please note some of our products must be delivered via a HIAB or Special Vehicle due to their size. Please contact your local sales office for full details. Where this is defined - charges will not apply. (See HIABS)

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- 3 Amendment to or cancellation of orders after 1:00pm on the day of the order release may be subject to additional charges if picking and loading of the order has already begun.

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- 4 

Weekday Palletised Deliveries = 8:00am to 5:30pm	AM Palletised Delivery = 8:00am to 12:30pm
PM Palletised Delivery = 12:00pm to 5:30pm	Parcel Pre-10am Delivery = 7:00am -10:00am
	Parcel Deliveries = 7:00am-7:00pm

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- 5 'Time Specific' is a requested delivery time plus or minus 60 minutes.

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- 6 Collections can be made by prior arrangement from our warehouse in Milton Keynes or West Hallam. A valid collection number is required and all collections will require a minimum of 2 hours from order acknowledgement for picking and packing. It will be your responsibility to arrange transport and to ensure that a suitable vehicle is used. Customers must provide their own PPE which must be worn for any warehouse collections.

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- 7 2 man deliveries and deliveries into a building - both available upon request, subject to an additional fee. Please contact your local sales office for more information.

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- 8 Any delivery dates given by Mitsubishi Electric are estimates only and are subject to change. Whilst Mitsubishi Electric will make every effort to meet the delivery dates, Mitsubishi Electric does not accept any liability for any delays and/or loss for failure to meet any delivery date. Customers are encouraged not to enter into any commitments that are dependent on the estimated delivery dates until in receipt of the ordered goods. Customers agree and acknowledge that Mitsubishi Electric shall not be liable for any delay in or failure of delivery caused by the unavailability of stock and the Customer's instructions or lack of them.

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- 9 Mitsubishi Electric aims to be flexible and fit in with each delivery requirement. However, should your delivery plans change once we have commenced our delivery process for picking and loading with our logistics services providers, we reserve the right to apply additional charges to cover our costs of re-scheduling or cancellation. This can include costs resulting from customers re-scheduling or cancelling a delivery, refusing a delivery at site, re-directing a delivery, or amending/cancelling an order after 1:00pm on the day of order release (see Note 3).  
  
Charges may vary subject to location of delivery.  
  

Standard Pre-Delivery Cancellation - £150.00	HIAB Pre-Delivery Cancellation - POA
Standard Re-Delivery / Re-Direction - £70.00 per pallet	HIAB Re-Delivery / Re-Direction - POA
Standard Delivery Refusal - £250.00	HIAB Delivery Refusal - POA

## Sales Offices:

### Corporate Sales

Tel: 0870 3000 070

### Wakefield

Tel: 01924 241120

### Manchester

Tel: 0161 866 6060

### Birmingham

Tel: 0121 329 1970

### London North & East Anglia

Tel: 01707 282480

### Scotland

Tel: 01506 444960

### Bristol

Tel: 01454 202050

### London South

Tel: 01737 387170

### Residential Heating

Tel: 01707 278555

### Residential Heating Merchants

Tel: 01707 282855

## Customer Care Team: 0161 866 6089

**Option 1** - Homeowners

**Option 2** - Commercial

**Option 3** - Residential Ecodan Installer or Service Engineer

### Air Conditioning enquiries:

[air.conditioning@meuk.mee.com](mailto:air.conditioning@meuk.mee.com)

### Residential Heating enquiries:

[heating@meuk.mee.com](mailto:heating@meuk.mee.com)



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to the environment

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