



Delivery times and delays

Our standard delivery time to mainland UK is between 2 to 7 working days and can be anytime between the hours of 8am and 8pm. Alternative delivery requests such as AM deliveries, next day deliveries etc. can be arranged if possible but may incur addition costs.

Select Imports will not entertain any claim for compensation because of a late delivery, which is handled by a third-party carrier and is out of our control. We cannot accept any liability for time or economic loss for advanced installation bookings, employment holiday, event delay and alike.

We cannot be held responsible for late deliveries or deliveries to the wrong address if the customer has specified the incorrect address or postcode during checkout. If the order must then be forwarded to a new address, a charge for re-delivery will apply and we also reserve the right to deduct any such charge from any refund given should the order be subsequently cancelled.

Specific instructions passed directly to the 3rd party carrier are treated as a non-guaranteed requests and are carried out at the carrier's own discretion.

Proof of delivery is sufficient evidence to establish that goods have been received.

Your delivery

Due to the size of some delivery vehicles we must be informed of any restrictions regarding access to the delivery address. This includes (but is not limited to); steps, any overhanging/low trees/shrubs, steep driveways, narrow lanes, tight bends or any other restrictions that may make it difficult for the delivery vehicle to gain access to the point of delivery.

Please note that all deliveries are carried out by a single man multi-drop driver. 3.6-meter deck boards and 2 & 4 metres rolls of grass are long, awkward and can be heavy for one person to carry safely, therefore, the driver may need assistance to unload your delivery.

Delivery is to the nearest curb side immediately adjacent to their vehicle; the driver is not necessarily permitted to enter your premises. Delivery drivers are often happy to take items on to your property upon request but this is at their discretion and can't be guaranteed. This is the case especially if you live in a block of flats or offices, the carriers will only deliver to the ground floor entrance. Should permission be granted for the driver to enter your property, we will not be held liable for any damage made to the goods or the property itself once on your premises.

Re-delivery or cancellations charges will be applicable when your order is finally delivered or returned to us.

Failed deliveries

If for any reason the carrier is unable to deliver, your order will be returned to the carrier's local depot where it will be held for a maximum of 3-5 days, then automatically returned to us. Charges will apply for re-delivery. Cancellations will be subject to fees.

If the courier is able to leave your order with a neighbour or other deemed suitable party, we cannot be held responsible if the order is left in the wrong location.

If the delivery of goods is refused for any reason other than the product has been damaged in transit or incorrect goods have been supplied, you are liable for all delivery and return courier costs.

Damages in Transit

Damages can occur in transit and issues can arise to prevent the delivery that are out of our control, we cannot accept any liability for time or financial loss as a result of, for example but not limited to; advanced fitter booking, employment holiday etc. These provisions made are by your choice and at your discretion, but do not affect your statutory rights.

We would also ask all customers to check their order in full prior to arranging any additional services or aforementioned costs, as we cannot be held liable for additional costs incurred. If your order is found to be incorrect on delivery or inspection, we will arrange for a replacement item or refund for any incorrect items at no additional cost to you.

If the order you received has any damage on the exterior packaging you must check the contents and make the driver aware of any damages when signing to accept delivery. Any damage must be reported to Select Imports within 24 hours of signing. If someone else is signing on your behalf they must be made aware of the above. If the roll is damaged and you have failed to make any attempt to list this on the delivery note, Select Imports or the carrier cannot be held responsible.

Acceptance of Material Supplied

We will not entertain any compensation claims regardless of fault due to errors in size or material supplied, we cannot accept any liability for time or economic loss as a result of, but not limited to; advanced installation bookings, employment holiday, event delay and alike. We recommend that you time your delivery to allow at least 3 working days before the required date so that you can fully check your order.