

Additional Information



Orders

If you have any special requirements please let us know when speaking to our office, and we will make a note on your records so that every effort is made to meet your needs. We will contact you on a regular basis, depending on your order patterns, to keep up-to-date with your requirements.

Deliveries

We have our own fleet of vehicles and make daily deliveries throughout the UK to the delivery standards stated below. However, if you have an urgent order and need delivery sooner, we will be happy to arrange to deliver your materials on time at a competitive rate.

Minimum order value is **£300** for free carriage/delivery.

Delivery Guarantee: **3-5 working days** from date of order (for orders placed before 4pm)

Training & Onsite Support

Material Awareness Training is available, free of charge at our training facility based at our head office in Tamworth. The training incorporates both theoretical and practical hands-on knowledge. It is run by our dedicated Training and Site Support Manager who is also available for onsite support.

CPD Accredited Certified Training

We provide lunchtime CPD seminars, totally free of charge - tailored to suit your needs we can provide full day or half day seminars, or visit you at your premises. Contact your Sales Co-ordinator for more information.

Payment

Our credit terms are strictly 30 days from end of month. If you wish to pay by BACS or Bank Giro Credit our bank details are:

Lloyds TSB Bank plc
Tamworth Branch

Sort Code: 30-98-44

Account No: 01969683



For further information please call our sales team on **+44(0)1827 871871** or visit www.instarmac.co.uk

Note: For a time-request Next Day delivery there will be a charge. All deliveries must be specified to suitable addresses where access is not restricted and surfaces are not unsuitable or unstable. No Hi-Abs are available. Instarmac's own drivers will wait on average 30 minutes per delivery per day if there are delays on-site, however when third party transport is used we cannot guarantee drivers will wait more than 5 minutes. Any special delivery instructions or site contact numbers should be advised on placing the order so that they can be clearly printed on all appropriate delivery paperwork.



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Whether you are at the pre-planning or specification stage, or ready to order, our experienced customer service team are just a phone call away.

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