

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.

Our award nominated **Delivery Guarantee:**

- **48hr delivery** as standard*
- **24hr delivery on request** (*specified orders received before 4pm, with delivery up to 5pm next day*)
- **Tail-Lift Vehicles****

Training & Onsite Services

Your dedicated sales contact is always available at the end of the phone to provide you with the technical and practical support you need to complete any project. In addition to this, to help you solve any practical problems by supporting you hands-on, we positively enhance your success through sharing our skills and knowledge. Our custom designed training facility and individually tailored skills programmes provide you with experience, knowledge and confidence in all our products.

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

* At Instarmac we have our own 20-strong fleet of vehicles, 3rd party haulage companies are sometimes used to ensure our 48hr delivery is as standard. Deliveries to Northern Ireland and Scotland will be made using 3rd party haulage at an extra cost.

** Our own fleet of vehicles are fitted with tail-lifts as standard. Where third party hauliers are used we can only specify a tail-lift for up to 1 tonne orders

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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