

Designers Guidelines for Delivery and Collection

Ben Whistler offers a service for the collection and delivery of pieces, and has a standard charging structure for this service. Due to the variety between different properties and premises it is not possible for Ben Whistler to guarantee that a piece can be installed in any given room, this remains the responsibility of the client ordering the piece. In any instances with difficulties Ben Whistler will use their best endeavors to get the piece in at the request of the client, but will not be responsible for damages incurred. For difficult or demanding deliveries we would recommend that a specialist company is used.

Important Note

Because of the unique nature of each piece that Ben Whistler builds we are not able to give a refund because of access difficulties. Please ensure the piece will fit before ordering!

Standard Charges (Valid to 31st December 2011)

Ben Whistler can recommend specialist delivery and consignment management companies (please see the end of this document). If you wish Ben Whistler to quote for delivery the standard charge is £65 per hour to the kerbside, additional charges will be made for delivery into the property. If suitable parking is not provided, or a suspension is not in force, then you will be liable to pay for any Penalty Charges incurred in the delivery of your pieces.

Difficult Access

If the client feels that access may be difficult then some pieces can be ordered in sections for an additional cost. This can be a removable arm or back section for a sofa to a total modular build. This option is not always available, as it depends on the design of the piece. Extra consideration should be given to large bed headboards as these are frequently the victims of tight turns and stairways.

Alternative Delivery Methods

If you have technical concerns or specific delivery requirements we would recommend a specialist company such as one of the following:

Technical Delivery/Removal

Hedleys Humpers	Tel : 020 8965 8733	www.hedleyshumpers.com
Jayhawk	Tel : 020 7708 3366	www.jayhawk.ltd.uk
Luxfords	Tel : 01932 410 100	www.luxfords.co.uk
Specialist Installations	Tel : 020 8813 6900	www.sp-in.co.uk
White Van Gentlemen	Tel : 020 7585 1650	www.whitevangentlemen.com
RPH Hire	Tel : 01737 784444	www.rphhire.com
Becker Fine Art Transport	Tel : 01438 365451	www.mdbgroup.co.uk
Adam Crease Shipping	Tel : 01784 461300	www.adamcrease.com