



...everything **deserves a second chance...**

### **Information Regarding Our Delivery Service**

We advise you to fully check the item you have purchased to ensure that you are completely happy with the quality and recommend that you take full measurements to ensure that it will fit into your home.

On the day of delivery you will be contacted between 09:30 and 10:30 am on the morning of your delivery and will be given a three hour slot in which we expect to deliver your item.

In order for us to plan our routes most efficiently and whilst being mindful of our impact on the environment, we are unable to change the allocated slot and cannot specify or reserve delivery slots prior to the day of delivery.

Whilst we will do our utmost to deliver your item within the allocated time slot, very occasionally circumstances beyond our control can cause a delay. In this instance a delivery driver will call you to advise of the expected arrival time.

Should your selected delivery date become unsuitable please call us to rearrange as soon as possible, but at least 24 hours before the start of the agreed delivery date. If we are unable to deliver the item as arranged further charge may be levied.

Due to time constraints on our delivery service we offer a door to door service; although staff will assist you to lift heavy items on to your property they are unable to move existing furniture. Please ensure that you have measured doorways, halls, etc. and have fully cleared an access route and an area for

If you have unwanted items of furniture that you would like us to collect please make us aware at the earliest opportunity. The driver will make an assessment of whether the items are suitable for resale and whether they have room on the van. We cannot guarantee that we will be able to take these items but will do our best to accommodate your request.

Once the item you have purchased is in place you will be asked to sign a delivery note to say that you are happy with the item as received.

If we are delivering a household appliance please note that we are unable to install the item for you and please note that electric cookers need to be installed by a qualified electrician.

If you are having a refrigeration unit delivered, please allow a minimum of 6 hours before you switch it on.

If you have any questions or would like to talk to us about your delivery please call us on 01208 269296

**We would like to take this opportunity to thank you for your custom and we hope you have enjoyed your shopping experience with RE:SOURCE.**

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