

## Delivery Options

We believe that a purchase as important as a new Kirami wood fired hot tub deserves a suitably diligent delivery service, hence we at The Log Company have our own fleet of vehicles available to deliver across the UK and Ireland. From the North of Scotland to Cornwall, or Norfolk to Belfast, we have it covered.

Using our own vehicles which include 4x4's and trailers or flatbed vans means we can get to many places others can't or won't go including across fields or to areas with tight or restricted access.

We have the following delivery options for you to consider.

1. **Collection**

From our main storage facility and HQ in North Yorkshire. Located at DL11 7SQ we are close to the A66/A1(M) junction at Scotch Corner. Telehandlers and forklifts are available for loading, and assistance to secure your tub is available. Open Monday to Saturday.

**Collection is free**

2. **Local Delivery on a Log Company Vehicle**

Between Newcastle to the north and Leeds to the south using our online free log delivery area map, using our own vehicles and 1 man who would need to be assisted by the customer/local hired in help as required for the situation.

**Delivery is free based on direct off load**

3. **National Palletised Delivery**

Based on a nationwide pallet service, the price is calculated depending on your location

**England £150 per tub**

*(excluding Cornwall & Devon EX20+, TQ and west of)*

**Scotland £250 per tub**

*(excluding Highlands & Islands, Wales, South West England i.e. Cornwall & Devon EX20+, TQ & west of)*

**Highlands & Islands, Northern Ireland & Republic of Ireland approximately £350 to £450 per tub**

*(please ask for a quote)*

For L size tubs and above, for health and safety reasons, a palletised service is only available if you have mechanised unloading capability on site or locally, i.e. a forklift or telehandler with pallet forks. It may be worth speaking to a friendly local farmer...

**We use an economy 2 working day service and can despatch tubs any day Monday to Friday. Please note these 18 tonne 4 wheel lorries deliver to the kerbside only using a tail lift**

4. **National Delivery on a Log Company Vehicle** \*our most popular service\*

We deliver all over the UK by combining orders in a similar direction, so flexibility on timescale and date of arrival is often required - we travel the whole country on average twice per month.

Prices are based on the pallet costs shown above in option 3. If the hot tub cannot be directly offloaded from the trailer into its location and carrying assistance is required, you will need to organise this locally, or we can bring additional people at additional cost.

**Prices as above but flexibility required on timing to fit with other deliveries**

**Prices are per tub, discounts are available for multiple tubs with up to 4 transported per vehicle**

**Prices exclude Highlands & Islands, Northern Ireland & Republic of Ireland**

## Installation Options

Basic or Full installation is only available as a cost option when choosing delivery options 2 or 4.

**Basic** - we will help site your tub, connect the heater, fit the flue and any warning and safety notices. We don't build the steps, fit the drink holder or fit the cover.

**Full** – as above with the addition of building the steps, fitting the cover and drink holder etc

If you require either of the above, please ask for a cost at the time of purchase.

Palletised deliveries = no installation or delivery/assistance to point.

## Planning for Delivery

We try to make the delivery process as easy as possible for all involved, so we would kindly request details of any bottlenecks or potential issues along the route. Please Whatsapp our Business number which is 01748 889303 or email [transport@thelogcompany.com](mailto:transport@thelogcompany.com) with details and images, together with measurements of the tightest points on the route.

So we can quote and prepare for delivery please provide us with the following...

- **Delivery postcode**
- **Preferred timescale (i.e. is cost or timing most important)**
- **Availability of local help to help lift etc**
- **What3Words address for your entrance and where the tub is to be sited**
- **Obstacles or likely access issues for vehicles and the tub**

\*It is the customers responsibility to provide this information prior to purchasing your tub(s) so that delivery can be quoted accurately and resources made available accordingly.

\*\*It is at the delivery driver's discretion as to how far they can move a tub on your property. If the delivery service invoiced is insufficient, we reserve the right to deliver as per the invoice or pass on any additional costs incurred and where asked on to the customer.

\*\*\*The Health, Safety and Wellbeing of all people involved in the delivery with the exception of our directly employed staff, is at the risk of the customer.

**Delivery on a Log Company vehicle, typically using a 4x4 with 1 to 4 tubs on a trailer, or van with 1 to 2 tubs**



**Palletised delivery example, typically an 18 tonne rigid lorry**

**3 people carrying an empty M size tub**

