



## Customer Collection Guidelines

We have prepared these guidelines in the interest of you the customer and to conform to the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations which impose duties to safeguard the health and safety of those who are not in our employment, but who may be affected by our business activities. Please ensure that you follow them while you are visiting our premises and when collecting your purchases.

- Customer collection times are 08:00 to 13:00 & 14:00 to 17:00 Monday to Friday.
- Payment Card holder must be present upon collection.  
For account customers, ID & valid order number are required.
- The vehicle to be used for the collection should be fit for purpose, which means able to take the weight and length of material being collected.
- Our warehouse employees have been instructed not to assist our customers in loading his/her vehicle if they deem the vehicle to be unsuitable for the weight and length of material being collected. If the customer chooses to load their vehicle manually, our staff can only advise the customer that they may be committing a traffic violation if they proceed onto the public highway.
- Keep to our site speed limits and observe all safety signs.
- If the product requires cutting no hand tools, power tools or gas cutting equipment are to be used by the customer on our premises.
- Before being authorised to handle goods that have been purchased customers must be advised that PPE in the form of gloves are required when handling steel.
- "Anyone who is not involved in loading the customer's vehicle (especially young persons and pets) must remain in the collection vehicle or at the trade counter"
- If you are instructed by our employees to enter our warehouse ensure that you drive in the correct direction as instructed.
- If the material has to be loaded with a crane or forklift, we must insist that our customers stay in the vehicle until the loading is complete.
- It is the customer's responsibility for their vehicle load.