

# BESPOKE CONCRETE

SPECIALISTS IN THE MANUFACTURE OF CUSTOM MADE PRE-CAST CONCRETE AND CAST STONE PRODUCTS

Bespoke Concrete Products Limited, Tynedale Works, Princess Way, Low Prudhoe, Northumberland NE42 6PL  
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## DELIVERY INFORMATION

All prices quoted by Bespoke Concrete Products are for standard delivery only (unless otherwise specifically stated). Standard delivery is not time specific, assumes unrestricted site access and does not include any offloading. The customer will need to organise their own offloading of the units.

### Pallet courier deliveries

Pallet courier deliveries are suitable for consignments upto 8nr pallets. If the consignment will have 5 or fewer single pallets each weighing under 750 kg then we can offer the client a tail drop delivery with a pallet courier. This simply means that the pallets will be dropped to ground level/kerbside. The customer will still need to arrange their own movement of the pallets from the kerbside.

Pallet courier deliveries are not time specific and are generally made anywhere between 8.00 am and 6.00 pm. If required we can add a note on the system requesting for a site contact to be informed 1-2 hours before delivery but we cannot accept any responsibility if this request is not actioned by the delivery company. Maximum delivery driver waiting time is 15 minutes from arrival. Failed deliveries due to access restrictions or other reasons will incur return and redelivery fees.

Timed deliveries can be arranged at an additional cost as follows:-

Specifically timed delivery between 10.00 am and 4.00 pm  
Delivery between 9.00 am and 10.00 am  
Specify morning delivery before 12.00 noon

additional £28.00 per consignment.  
additional £32.00 per consignment.  
additional £19.50 per consignment.

The infographic consists of six panels, each with an icon and a text box:

- Panel 1:** Icon of a pallet with a checkmark. Text: "Pallet deliveries are made to a kerbside location."
- Panel 2:** Icon of a truck on a steep incline with a warning sign and a red 'X' over the truck. Text: "Our driver will not be able to manoeuvre pallets up steep inclines."
- Panel 3:** Icon of a traffic light showing the red light with a checkmark. Text: "Our driver can only deliver to ground level locations."
- Panel 4:** Icon of a forklift with a checkmark. Text: "In order to operate SAFE pump truck operations, we can only operate on solid, flat surfaces."
- Panel 5:** Icon of a house with a red 'X' over it and a warning sign. Text: "Our drivers are not permitted to enter your property."
- Panel 6:** Icon of a truck with a person standing by the tailgate and a checkmark. Text: "Our driver is the only person allowed to stand and operate the tail gate"



Bespoke Concrete Products Limited. VAT Number GB 605 5042 75. Registered in England number 2773783.  
Registered address: Tynedale Works, Princess Way, Low Prudhoe, Northumberland NE42 6PL

**Nitecrete** Manufactured and developed by Bespoke Concrete Products Ltd. International Patent pending



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## Hiab vehicle delivery with offload

If required we can offer a delivery with a HIAB (in-built crane on wagon). However, this would be quoted on an individual delivery basis and would depend on the quantity and weight of the units being delivered and where they were being delivered to. As a general rule for HIAB the maximum amount of pallets is 10 and the maximum weight is 10 tonne.

HIAB vehicle



28T flatbed vehicle



## 28t flat bed vehicle deliveries

For larger deliveries which will be made on 15T / 28T or more flatbed or curtainsider wagon, no offloading is available. The customer would have to organise their own fork truck or similar to offload the units. The maximum amount of pallets permitted on a flatback is 22 nr and the maximum weight is 28 tonne.

## General information

For all deliveries it's worth noting the weight of the units and each of the pallets to make sure the customer has the means to move/install as required.

- Generally speaking single pallets are 1.0 x 0.8 and can hold a maximum of 1 tonne.
- Specialist pallets holding up to 2tonne can be made available if requested at an additional cost.
- Maximum weight for a trail drop delivery is 750 kg per single pallet.
- Maximum number of standard pallets for a pallet courier delivery is 8.
- Maximum number of standard pallets for a full wagon is 22.
- Maximum weight for a wagon is 28 tonne.
- Maximum number of pallets for a HIAB is generally 10 (occasionally 12 by special request)
- Maximum weight of complete load for a HIAB is generally 10 tonne.

If you would like to arrange your own haulier to collect and deliver the units please let us know and we will give you the information required in regard to number of pallets and weights.

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