

HANDY HINTS

Having your product delivered is the exciting first step in the construction process. Brick N Pave take pride in an efficient and effective delivery of your product. Here are a few simple tips to allow us to assist you in ensuring this process runs as smoothly as possible.

1. **Estimate** as accurately as possible. We are able to advise you of the required product amount.
2. **Allow** 5% more product for occasional breakages and for any cuts that may be required. Keep a few pieces aside for any damage that may occur during the life of your product.
3. **Order** all your product at the same time, so they are all from one batch. Colour variation occurs between batches. Open all packs and blend as per the instructions on the pack.
4. **Check** all product once it is delivered. Most suppliers allow for 5% breakage per pallet. If there is excessive breakages, please contact our office immediately.
5. **Delivery.** Have your product delivered at least one day before the work begins, to save time and prevent any delays in delivery. Take as much product as you can with each delivery as this ensures priority service.
6. **Delivery trucks.** Most of the delivery trucks are quite large. Please ensure that you inform us of any obstacles such as no through road or one way street, proximity to schools/hospitals, clearways etc.
7. **Address.** Is the house, lot or site number clearly displayed? We advise placing a visible sign at the border of your site to ensure our driver can find your location.
8. **Placement.** Please give our sales staff clear delivery instructions so we are able to pass these on to the drivers. Because of the weight of the product, they are delivered by large trucks with large forklifts. Most of the forklifts require at least 2.5 metres clearance.
9. **Weight.** Most products are extremely heavy! It is your responsibility to ensure that the driveway, ground, path etc is able to sustain the weight. We take no responsibility to cracked or damaged pipes or underground cables.
10. **Safety.** Please ensure that children are well out of the way and restrain any pets during the delivery process. We endeavour to follow delivery/placement instructions, however, the driver has the final choice on placement where it concerns safety and/or possible site damage.