



## **GEM WINDOWS & DOORS DELIVERY CONDITIONS**

- We are unable to provide a time slot as deliveries are scheduled the night before and confirmed by dispatch department directly with customer.
- Drivers have your number on file and will call one working day prior to your delivery.
- Deliveries are done between 6am and 3pm depending on traffic and weather conditions.

### **Important please read information below prior to the scheduled delivery**

**Unattended delivery sites:** In case where delivery site is unattended, our drivers will assess the site and leave the items in the safest location. If they deem the site being unsecure/unsafe or unable to find a safe location to leave the items they will take the items back to factory, in which case you will incur a re-delivery fee.

Customer must ensure all **pets are locked away** at the time of delivery if you are unable to be home for a clear access. If pets are left unattended we have the right to not proceed with unloading and client will incur a re-delivery delivery charge.

**Unloading of items:** Our drivers will unload your items, **but they will not carry them inside or to any other location or if it is more than 20 feet from the truck, includes steps, steep driveways or any other potentially hazardous situations due to Work Cover and OHS regulations.** This is to protect both the drivers and owners as in case of an accident the property owner would also be liable for any damages. GEM windows and doors supplies product directly from production line. All windows and doors are supplied not packaged.

### **Receiving the items:**

Once the order is received please inspect your items to ensure that all screens, keys, screen locks and glass is received. Any damages or missing items must be reported **ONLY** to GEM Windows & Doors in writing within 24 hours of delivery. You will need to send all relevant information via email to [admin@gemwindowsanddoors.com.au](mailto:admin@gemwindowsanddoors.com.au) and will need to supply photographs to assist in a timely rectification. Please note we will not carry responsibility for any visible damage (broken glass, scratches, chips etc.) if the items have been moved from the original spot or have not been reported within 24 hours.

**Glazing:** Bifold doors and some larger doors and windows (especially double glazed items) require site glazing. Lead time for glazing can take up to 2 weeks please email [admin@gemwindowsanddoors.com.au](mailto:admin@gemwindowsanddoors.com.au) to book in your date. The product must be installed for glazing to take place, if on day of glazing the product is not installed the customer will be liable for second site visit.

**IMPORTANT:** As you can understand unforeseen circumstances may sometimes arise so please **do not book any workers or take out your windows/doors prior to delivery until you receive your items as GEM Windows& Doors will not carry responsibility for any costs associated with delays in delivery as per our standard Terms & Conditions.**