

Quality Control of Dispatched Goods

All goods are Inspected for quality in accordance with the manufacturing procedures set out in the Delta Panels ISO 9001:2015 Integrated Management System.

Deliveries to Site

Prior to dispatch, every pack is photographed upon loading and again on unloading at the customer's specified delivery address.

Every possible care is taken with the order to ensure that deliveries comply with Delta Panels Packaging & Handling Specifications which have been designed to protect products during transit and delivery.

All deliveries **must** be signed for by the customer or their representative at the time of delivery. If there is no representative present at the designated site, Delta Panels will unload the goods as requested, but **will not** accept any responsibility for any damaged goods.

Prior to Signing

Please confirm the goods have been received without damage and that the correct number of packs, as listed on the delivery docket, have been received.

If there are any missing or damaged items, please:

- Record the details on the delivery docket
- Immediately contact Delta Panels and then email the details along with photos of the damage to orders@deltapanel.com
- All email notifications must be received by Delta Panels within seven (7) days

If the delivery docket is not signed, neither Delta Panels nor their designated freight company will accept any responsibility for damaged or missing goods.

If any damage is identified when the goods are being unpacked and prepared for installation, immediately contact Delta Panels by email with the details and photos of the damage to orders@deltapanel.com. **Do not install** the damaged goods, as any installed item will be deemed fit-for-purpose with no provision for any claim.

Collection from Delta Panels

Delta Panels will hold in the dispatch area, with full warranty all orders for a period of one (1) month after the customer's nominated requirement date as stated on their purchase order. After the one (1) month period has elapsed all warranty claims relating to weathering and damage of the products are void and a storage surcharge may be applied.

When goods are collected from Delta Panels directly by the customer or their nominated representative, responsibility for safe carriage of the goods is the sole responsibility of the customer or their representative. Delta Panels will not assume any liability of loss or other consequences arising out of the customer collecting their own goods