

# TRADING PROCEDURE 04-01-2022

## **Pre-arranged Express Collecting**

Please phone between 8am and 5pm Monday - Friday to place your order, make the payment and agree a collection time. For a speedy collection we pick the order and have it ready.

**Order a day in advance if possible.** This enables us to get the order ready reducing the waiting time.

## **For customers who don't pre-arrange the order and collection.**

At busy times you may need to come back. However, where possible we will get your order ready while you wait. Expect longer waiting times especially during busy periods.

**Delivery** Please call the office 8am to 5pm Monday – Friday to place orders.

When the phone lines are busy please hold or leave a message and we will return the call as soon as possible. Please repeat your telephone number, clearly and we will call you back.

**Email orders and Quotes** will be replied to as soon as possible (this can be the next working day). Please leave **Name, address, postcode and contact phone number** with your email enquiry.

We do not have a display at this time. You can see pictures of most items on our website. If you would like to see selected products please call the office to make an appointment. At present we are unable to safely allow customers and vehicles in the yard area.

**For Pricing.** The current **price lists** are on our website [www.cheshamfencing.co.uk](http://www.cheshamfencing.co.uk) listing popular products or call the office to speak to a member of staff. See the Gallery for images.

Like all suppliers we will continue to experience product **supply issues** during 2022. Some products may have longer lead times. Please check if we are able to supply before starting a project.

**Returns (if agreed) by special arrangement and re-stocking charge.**

**Deliveries** of items from stock to a drive or front garden will be made as per our normal terms and conditions usually within 1 – 5 days.

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Thank you for your continued support and custom  
Chesham Fencing