

Delivery Process

Please find below an outline of what happens from the time we receive your order to the delivery itself.

Order Received by Homegames.co.uk

- We will check the order to make sure it is complete, including details of which product has been ordered, full delivery address, email address and phone numbers.
- Before your order is sent to our courier team you will be contacted so that a pre-delivery survey can be carried out. The order details including checking names, addresses, contact details and the products ordered will be verified. We will also check opening hours for trade customers, parking and access restrictions and any other relevant questions specific to the products ordered and delivery address. If assembly is not viable as a result of this conversation, we will advise you and your customer that the order will be delivery only.
- Once this has been completed, the order will be sent to CRT-S, the courier company.

Delivery Request Received by CRT-S

- CRT-S use a planning system called POD Father to manage their deliveries. Once the order has been validated on their system, you will be contacted by phone. This will take place within 1 business day of the order being received (for example, an order placed on a Friday would be contacted by close of business on the Monday).
- If a route has already been planned to your postcode then you will be offered a delivery date straight away. If a route has not yet been planned, you will be informed of the next steps and given an estimated lead time.
- Once a delivery has been planned you will be advised if it will be an am or pm slot. Provided we have been given a mobile number, on the morning of the delivery the customer will be sent a text message with a link to track their delivery.

The Delivery Itself

- Delivery is to room of choice but ground floor only unless a suitable lift is available.
 - You will receive a courtesy call from the driver once the previous delivery has been completed, usually about 30 minutes prior to arrival.
 - You will be asked to sign the driver's electronic POD to confirm delivery. Where assembly of the table has been ordered, this will be carried out in accordance with the manufacturer's assembly instructions and the packaging will be removed for recycling. If it is raining when the crew arrive you will need to provide suitable cover to enable the assembly to take place. If this cannot be achieved then the crew will deliver only.
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- If the crew arrives at your premises but there is no-one at home, all possible efforts will be made to contact you.

Proof of Delivery

- CRT-S offer real time tracking so the proof of delivery is available immediately after you have received the goods.

Cancelled Orders/Rescheduled Deliveries

- An order can be cancelled or delivery rescheduled FOC up until 12 noon the working day prior to delivery.
 - If you are not at home when the crew arrive, we will take a decision on a case by case basis whether or not to leave the table safe at the property.
 - If an assembly cannot take place due to inclement weather (and no cover has been provided) then this will not be refunded.
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