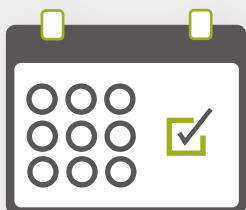




MERCIA GARDEN PRODUCTS DELIVERY PROCESS

At Mercia we aim to make your delivery experience as easy as possible, with minimal disruption as possible to your normal routine. To enable this our garden building delivery service is as follows....

1



Once your order has been processed we will send you a text and email to confirm your order and send you a link to our delivery portal where you will be asked to select a delivery date

2



If you haven't booked in your delivery slot using the delivery portal within 48 hours of receiving the text or email, our friendly customer service team will call you and book this in. We will also send a text reminder 48 hours prior to the delivery

3



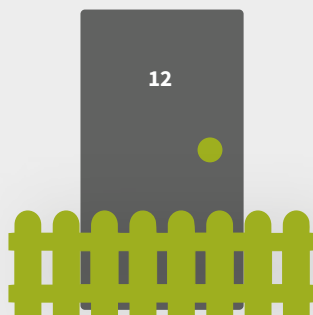
On the day of delivery, we will send you a text to confirm your two hour delivery slot and a link to the delivery portal, where you will be able to track the exact location of the driver

4



All our deliveries take place between 7am & 7pm. You or a friend/neighbour will need to be present to sign for the delivery. In some cases we may be able to leave the item in a safe location. If you require this please contact our delivery team.

5



Your new garden building will be delivered by one person on a flat bed van to kerbside only. If you need to transport the building through your house then you will need to make prior arrangements, as our delivery drivers are unable to enter your house.

6



Once delivery has been successfully made, we will send you a confirmation via text or email.