

# 2024 DELIVERY POLICY AND CARRIAGE CHARGES

Solid hardwood floors



**JUNCKERS**

Walking on Danish design

[JUNCKERS.CO.UK](https://www.junckers.co.uk)

Junckers Ltd require notification of the confirmed delivery date, full site address, contact person, mobile phone number and offloading requirements.

#### **VEHICLE LOADING:**

Flooring products will be stacked up to 3 pallets high.  
For deliveries where you require the pallets of flooring to be stacked 2 pallets high, please contact customer service for a delivery price.

#### **DISPATCH LEAD-TIME:**

- A&B Items: 10 working days (maximum order of 250m<sup>2</sup>)
- C Items: 20 working days (251m<sup>2</sup> - 600m<sup>2</sup>)
- D items are subject to stock availability.  
We recommend you confirm dispatch lead-time at the time of order placement

#### **DELIVERY SERVICE:**

Our standard delivery service is to UK mainland only between 08.00am and 16.00pm, Monday to Friday (excluding Bank Holidays). We expect the majority of the deliveries between 08.00am and 12.00pm.

#### **DELIVERY CHARGES:**

- Articulated lorry: **£140** per delivery
- Rigid non articulated lorry: From **£430** per delivery
- Courier: **£70** per delivery (restrictions apply)
- Proforma Customers **£430** delivery charge applies per standard delivery

#### **TIMED DELIVERY CHARGES:**

We can also offer a fixed delivery time with a 2-hour time slot. E.g. between 08.00am and 10.00am. The charge for this will be:

- Articulated lorry: **£290** per delivery
- Rigid non articulated lorry: **£575** per delivery

#### **MOFFETT SERVICE:**

We offer Moffett unloading of goods: **£950**  
When placing your order for Moffett deliveries please be aware that we will need 3 to 4 days extra for the shipment in order for us to book the Moffett lorry.

#### **FORS SILVER SERVICE:**

We offer lorries equipped to FORS Silver standard: **£600**  
When placing your order for FORS Silver deliveries please be aware that we will need 3 to 4 days extra for the shipment in order for us to book the FORS Silver lorry.

#### **EXPRESS DELIVERY CHARGES:**

We offer an express delivery service where goods are required in less than the dispatch lead-times shown above.

- Price available on application
- Deliveries to UK mainland locations only

#### **HIAB CRANE SERVICE:**

We offer crane offloading of goods:

- London: **£850** plus standard delivery charge
- Outside London, we can deliver within a 100-mile radius of the following distribution depots:
  - Glasgow: **£950** plus standard delivery charge
  - Immingham: **£950** plus standard delivery charge
  - Wythenshawe: **£950** plus standard delivery charge
  - Tamworth: **£950** plus standard delivery charge
  - Bristol: **£950** plus standard delivery charge
- Outside of these areas please contact Customer Service for costs.
- When placing your order for crane deliveries please be aware that we will need 3 to 4 days extra for the shipment in order for us to book the HIAB lorry.  
NB! Maximum 600m<sup>2</sup> per lorry.

#### **OFFLOADING OF GOODS:**

Customers are responsible for making available appropriate mechanical handling equipment, or site labour for offloading goods from delivery lorry.

We allow 1 hour for offloading free of charge, subsequent time will be charged at **£115** per hour or part of.

PLEASE NOTE: Junckers delivery drivers are only contracted to deliver and not unload, any assistance they may offer is at their own discretion. We recommend a minimum of 3 people to be sent to site when unloading by hand.

#### **STORAGE OF GOODS:**

- Should changes occur after Junckers have dispatched goods the options are:
- To arrange delivery to an alternative address
- Junckers hold goods in storage for a maximum of 7 days. A storage charge of **£60** per day will be levied from the day of original planned delivery date.
- If the goods are held in storage Junckers require 72 hrs notice of the new delivery date.

## PEFC™ AND FSC® PRODUCTS:

As standard PEFC™ and FSC® products are supplied. For chain of custody information please refer to our Order Confirmation. Kindly contact customer service if PEFC™ and FSC® goods are not required.

## CUSTOMER CHANGES TO DELIVERY DATE:

Should a delay to customer requested delivery date be requested within 14 days of the agreed shipment date, Junckers reserve the right to finalise production and invoice the order according to the originally agreed shipment date and charge a warehouse rent of 2% per commenced month until the order has been shipped. Any cost associated with delivery delays after shipment motivated by the customer will be the customers responsibility.

All times and dates for dispatches and deliveries quoted are estimates and not binding on the company. Times given are on best endeavours basis and are subject to force majeure.

When placing your order please include which service you require.

Un-notified restrictions on deliveries will incur additional charges.

Junckers reserve the right to charge for split deliveries



# DELIVERY CHARGES

Delivery Vehicle	Off Loading By	Max Pack Weight	Manning	Max Board Length	Max Payload	Transit Time	Notice of Delivery	2 Hour Timed Delivery	Delivery Charge	2 Hour Timed Delivery Charge	HIAB Charge From	Express Delivery Charge
DSV Articulated Lorry	Forklift or handball	None	Driver only	3.70 m	27.5 Tonne	4-6 Days	24 Hours	Available	£140	£290	£850	Price on Request
DSV Rigid Non Artic Lorry	Forklift	None	Driver only	3.70 m	18 Tonne	4-6 Days	24 Hours	Available	£430	£575	£850	Price on Request
DSV Rigid Non Artic Lorry	Tail lift	None	Driver only	2.20 m	2,000 Kgs	4-6 Days	24 Hours	Available	£430	£575	N/A	Price on Request
DSV Rigid Non Artic Lorry	Handball	75 kg	Driver plus one	3.70 m	1,500 Kgs	4-6 Days	24 Hours	Available	£690	£830	N/A	Price on Request
DSV Rigid Non Arctic Lorry	Handball	30 kg	Driver only	3.70 m	300 Kgs	4-6 Days	24 Hours	Available	£690	£830	N/A	Price on Request
Courier	Handball	30 kg	Driver only	2.10 m	30 Kgs	1-6 Days	Not Available		£70		Not Available	

## ARTICULATED LORRY



Vehicle Type	Payload (Tonne) Including truck	Payload (Tonne) Excluding truck	Length (m)	Inner width (m)	Inner Height (m)	Door width (m)	Door height (m)	Side Loading height (m)
Artic	44	27.5	13.950	2.550	2.675	2.460	2.650	2.650

# RIGID NON-ARTIC LORRY



Vehicle Type	Payload (Tonne) <i>Including truck</i>	Payload (Tonne) <i>Excluding truck</i>	Length (m)	Width (m)	Inner width (m)	Inner Height (m)	Door width (m)	Door height (m)	Side Loading height (m)
Rigid Non Artic	26	15	8.800	2.600	2.540	2.490	2.250	2.470	2.470
Rigid Non Artic	18	9.5	7.750	2.600	2.550	2.550	2.200	2.500	2.500
Rigid Non Artic	12	12	6.500	2.550	2.520	2.150	2.200	2.150	2.150
Rigid Non Artic	7.5	7.5	5.980	2.550	2.500	2.270	2.200	2.200	2.200

## VEHICLE LOADING:

- 26 Tonne lorry supplied as standard
- Smaller lorries available on request

## COURIER LOADING:

- Maximum weight: 30 kgs
- Maximum length: 2.1 m
- Not suitable for underlay

# STANDARD CONDITIONS FOR SALE

Full details are available from the company on request.

## 1. BASIS OF CONTRACT

The Company will sell and the Customer will purchase the supplies in accordance with any written order of the Customer which is accepted by the Company subject to these conditions which will govern the contract to the exclusion of any other terms and conditions.

1.2 No variation to these conditions will be binding unless agreed in writing.

1.3 Any recommendations given by the Company or its employees or agents to the Customer or its employees or agents as to the storage, applications, suitability or use of the supplies (including quantities) which is not confirmed in writing by the Company is followed entirely at the Customer's own risk, and the Company will not be liable for any such recommendation which is not so confirmed.

1.4 Any typographical, clerical or other error or omission in any literature, document or information issued by the Company will be correctable without any liability on the part of the Company.

## ORDERS AND SPECIFICATIONS

Subject to the Conditions the quantity, quality and description of and any specification for the goods will be those set out in the Company's quotation or Order Acknowledgment or as otherwise agreed or accepted by the Company in writing.

All dimensions quoted are nominal only and standard sizes may be changed by the Company without notice. Supplies are provided subject to the grading rules applicable in the country of manufacture.

## CUSTOMER RETURNS

The Customer is legally bound to purchase the Supplies comprised in the Contract and no return will be accepted without the Company's prior consent in writing.

## DAMAGED GOODS

The customer must notify Junckers in writing:

All visible damage must be marked clearly on the Dispatch note/CMR upon receipt of the goods and sent to Junckers immediately, including a copy of the CMR, stating Junckers invoice number and order number.

Junckers must be informed of any unseen damage within 3 calendar days of the date of receipt of the goods, stating Junckers invoice number and order number.

Advice in writing will be sent from Junckers to the customer to inform whether to destroy or return the goods. If the goods are being returned, a Return Authorisation number will be issued and collection arrangements will be made in conjunction with the customer. Should Junckers attempt collection and for any reasons are unable to collect the goods from the customer's premises, the customer will be liable for any charges.

Goods dispatched in error by Junckers or incorrectly delivered goods by Junckers.

Any goods received by the customer which have not been ordered, or any shortages in delivery or any incorrectly delivered goods should be reported to Junckers within 3 working days of receipt of goods.

The dispatch note must be marked "goods dispatched in error" or "shortage in delivery" or "incorrect delivery" against the item when being signed for.

Advice in writing will be sent by Junckers to the customer to inform whether to destroy or return the goods. The goods must be kept in a dry place until collected and in a saleable condition.

If the goods are to be returned, a returns advice note will be raised and collection arrangements will be made in conjunction with the customer. After the collection date has been agreed, if for any reason the goods are not on site, or not found for return, the customer will be liable for any carriage charges and cost of the materials.

Any products from the Design Collection or products with special features which have been specially made cannot be returned. We will accept a cancellation without charge on these special products up to 2 weeks prior to dispatch.

## OPTION 1

The customer or their own carrier service can arrange for any goods over-ordered or incorrectly ordered to be returned to our factory.

All returns are to be made by the customer's own transport.

These goods will only be accepted if prior notification in writing has been confirmed by Junckers stating invoice number.

The goods must have been kept in a dry place and be in a saleable condition on arrival at Junckers premises.

All hauliers must, when returning goods, report to the warehouse office for authorisation and unloading. The goods must have been purchased and subsequently invoiced within the last 3 months. A 30% handling charge is applicable.

## OPTION 2

Junckers will arrange for any goods over-ordered or incorrectly ordered to be returned. These goods will only be accepted if prior notification in writing has been confirmed with Junckers stating invoice number. The goods must have been kept in a dry place and be in a saleable condition on arrival at Junckers premises. The goods must have been purchased and subsequently invoiced within the last 3 months. A 30% handling charge is applicable plus the costs involved in collecting the goods and returning them to our factory.

This will be agreed on each and every case before the goods are collected by Junckers Ltd.

The Company will not in any event be liable for loss of profit, injury, damage or any consequential or specific loss or damage sustained by the Customer how so ever arising and in no event will the Company's liability exceed the invoiced price of the goods.

## RISK

The Customer will insure the Supplies against loss or damage in their full invoice price in the joint names of the Company and the Customer from Delivery until payment in full has been made.

## DELIVERIES

Refer to page 5 for delivery details and costs. When carriage is arranged by the Company, delivery will be deemed to take place at the moment when possession or control of the Supplies is offered or transferred to the Customer or its agent at a delivery Address before offloading or otherwise. When carriage is arranged by the Customer, the delivery will be deemed to take place when possession or control of the Supplies is passed by the Company to the carrier.



# GENERAL INFORMATION ON JUNCKERS WOODEN FLOORS

## 14MM SOLID 2 STRIP

14x129 mm

Lengths: 1.83 m and shorter

Content per pack 1.89 m<sup>2</sup>, 8 boards 1.83 m long.

Content per pallet: 40 pk. = 75.6 m<sup>2</sup>

Some packs of 14 mm flooring may include shorter length boards.

Weight per m<sup>2</sup>

Beech: 10.2 kg.

Ash: 9.6 kg.

Oak: 9.9 kg.

## 22MM SOLID 2 STRIP

22x129 mm

Lengths 3.70 m / 1.83 m / 0.90 m

Content per pack: 4 boards 3.7m long = 1.91m<sup>2</sup> / 8 boards 1.83m long = 1.89m<sup>2</sup>

Black Oak: Lengths 1.83 m and shorter.

Content per pack 1.89 m<sup>2</sup>

Some packs of 22 mm flooring may include shorter length boards.

Weight per m<sup>2</sup>

Beech: 16.2 kg.

Ash: 15.2 kg.

Oak: 15.7 kg.

## 15 MM PLANK:

Oak, Oak Nordic and Black Oak:

15x129 mm

Weight per m<sup>2</sup>: 10.8 kg.

Content per pack: varies from 1.16 to 1.94 m<sup>2</sup> per pack. 6 layers of floor boards per pack

Content per pallet: 40 pk.

Please contact us for information with regards to m<sup>2</sup> per pallet.

The boards are supplied in random lengths from 600-2500 mm.

Board length/pack size determined by availability at time of dispatch

## 20.5 X 140MM OAK

Weight per m<sup>2</sup>: Oak 14.7 kg.

Content per pack: Varies from 1.26 to 2.52 m<sup>2</sup> per pack. 6 layers of floor boards per pack.

1 layer can include mixed lengths

Content per pallet: 42 pk.

Please contact us for information with regards to m<sup>2</sup> per pallet.

The boards are supplied in random length from 600 – 3000 mm.

Board length/pack size determined by availability at time of dispatch.

## 20.5 x 140MM BLACK OAK

Weight per m<sup>2</sup>: 14.7 kg.

Content per pack: Varies from 1.26 to 2.02 m<sup>2</sup> per pack. 6 layers of floor boards per pack.

1 layer can include mixed lengths

Content per pallet: 42 pk.

Please contact us for information with regards to m<sup>2</sup> per pallet.

The boards are supplied in random length from 600 – 2400 mm.

Board length/pack size determined by availability at time of dispatch.

## 20.5 x 185MM OAK BOULEVARD

Weight per m<sup>2</sup>: 14.7 kg.

Content per pack: Varies from 1.11 to 2.22 m<sup>2</sup> per pack. 4 layers of floor boards per pack.

1 layer can include mixed lengths

Content per pallet: 42 pk.

Please contact us for information with regards to m<sup>2</sup> per pallet.

The boards are supplied in random length from 600 – 3000 mm.

Board length/pack size determined by availability at time of dispatch.

## 20.5 x 185MM BLACK OAK BOULEVARD

Weight per m<sup>2</sup>: 14.7 kg.

Content per pack: Varies from 1.11 to 1.78 m<sup>2</sup> per pack. 4 layers of floor boards per pack.

1 layer can include mixed lengths

Content per pallet: 42 pk.

Please contact us for information with regards to m<sup>2</sup> per pallet.

The boards are supplied in random length from 600 – 2400 mm.

Board length/pack size determined by availability at time of dispatch.

## HEXPARKET BLACK OAK AND OAK 20.5 x 185MM

Weight per pack: 14 kg.

Content per pack: 0,95 m<sup>2</sup>

8 boards per pack

Thickness: 20.5 mm (±0.2 mm)

Size: 370 x 370 x 370 mm (±0.2 mm)

Content per pallet: 25 packs = 23,75 m<sup>2</sup>

## TWIN HERRINGBONE 14 x 129MM

Weight per pack: 13,6 kg.

Content per pack: 1,33 m<sup>2</sup>

20 boards per pack.

Thickness: 13.8 mm (±0.2 mm)

Width: 129.0 mm (±0.2 mm)

Length: 516.6 mm (±0.2 mm)

Content per pallet: 30 packs = 39,9 m<sup>2</sup>

## TWIN HERRINGBONE 22 x 129MM

Weight per pack: 19,4 kg.

Content per pack: 1,20 m<sup>2</sup>

18 boards per pack

Thickness: 21.8 mm (±0.2 mm)

Width: 129.0 mm (±0.2 mm)

Length: 516.6 mm (±0.2 mm)

Content per pallet: 30 packs = 36 m<sup>2</sup>



## SINGLE BLOCK STAVES, OAK

Content per pack:

22mm x 467.6mm x 58.3mm, 0.87m<sup>2</sup> per pack, 32 pieces per pack.

Weight per bundle: 14.72 kg.

22mm x 623.5mm x 62.2mm, 1.24m<sup>2</sup> per pack, 32 pieces per pack.

Weight per bundle: 19.20 kg.

15mm x 467.6mm x 58.3mm, 1.31m<sup>2</sup> per pack, 48 pieces per pack.

Weight per bundle: 14.90 kg.

15mm x 623.5mm x 62.2mm, 1.86m<sup>2</sup> per pack, 48 pieces per pack.

Weight per bundle: 19.70 kg

## WHALEBONE STAVES, OAK AND BLACK OAK

20.5mm x 701mm x 140mm, 1.37 m<sup>2</sup> per pack, 14 pcs. per pack.

Weight per bundle: 22 kg

15mm x 775mm x 129mm, 1.60 m<sup>2</sup> per pack, 16 pcs. per pack.

Weight per bundle: 17,3 kg

## CLIPS:

Sizes 129.1mm, 129.4mm and 129.8mm, state clip size when ordering.

2 strip flooring: Domestic 13No clips/m<sup>2</sup>;

Sports/Commercial 17No clips/m<sup>2</sup>.

Use 129.8mm clips for ships decking.

Planks: 17No clips/m<sup>2</sup> for 129/140mm wide

planks, 13No clips/m<sup>2</sup> for 185mm wide

planks.





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