



# Patio Deliveries

What To Expect From Your Delivery

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Congratulations on your decision to purchase a Stratco Outback® Patio or Pavilion. We know that you are going to spend many happy hours enjoying this great addition to your home. We also know that you can't wait for the goods to be delivered so that construction can commence. Before you take delivery of your new Patio/Pavilion there are a few important items that we want you to be aware of so that we can work with you to make your delivery experience everything you need it to be.

If you are concerned about any of the items listed below then please discuss them with your sales team member, Stratco Dealer or any other member of our store team. They will be only too willing to help.

### Delivery Timing

When you placed the order for your goods your sales person or Stratco Dealer would have advised the date on which your goods will be delivered. Whilst Stratco will deliver the goods on that day, we cannot guarantee a delivery time for your goods.

It is possible that your goods may not arrive until late in the day, therefore it is recommended that you plan to start your project on the day following the delivery.

Should there be an issue that prevents your goods from being delivered on the agreed day, Stratco will endeavour to contact you to advise you of the revised delivery arrangements.

Should you need to change the delivery date you will need to contact the store, office or dealer from which the goods were purchased at least 2 working days prior to the delivery date to determine if this change can be made.



## Multiple Deliveries

In some instances you may receive more than one delivery as some products may originate from different premises or our vehicle loading cycles require two vehicles to be used.

## Placement Of Goods

The placement of goods being delivered will be at the discretion of the delivery personnel, taking into account:

- Site access - see below for details and potential issues
- Load size
- Product weight and dimensions
- Delivery vehicle size and capabilities
- Safety of the driver and other members of the public.

In general this will restrict all deliveries to the front of the property, inside the front boundary, or as near as possible to the front boundary if access to the property is not possible.

Please look out for any advice stickers on particular products.

To avoid product damage,  
store this powdercoated,  
plastic wrapped item  
away from sun & rain.

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## Site Access

The vehicle that we will be using to deliver your goods will be very large, at least 10m in length and therefore if access is going to be difficult then the sooner we know about this the better. Items that can cause us difficulty in delivery include:

- Narrow roads, Cul de Sac's and 'no through' roads
- Steep hills or driveways
- Overhead power lines
- Overhanging trees on the street or on your property
- Lack of a clear area to place the goods, either on the verge or on your property. (If we have to place it on your driveway it may block vehicle access)
- Cars or other vehicles parked in front of the property or close by that will prevent the truck from being able to deliver the goods
- High fences or hedges
- Narrow blocks, less than 10m in width.

## Arrival

The driver will, if possible, announce when the delivery is being effected. If the site is unattended then the delivery time will be recorded by the driver.

Photographic images of all deliveries are taken to confirm that the delivery has been completed.

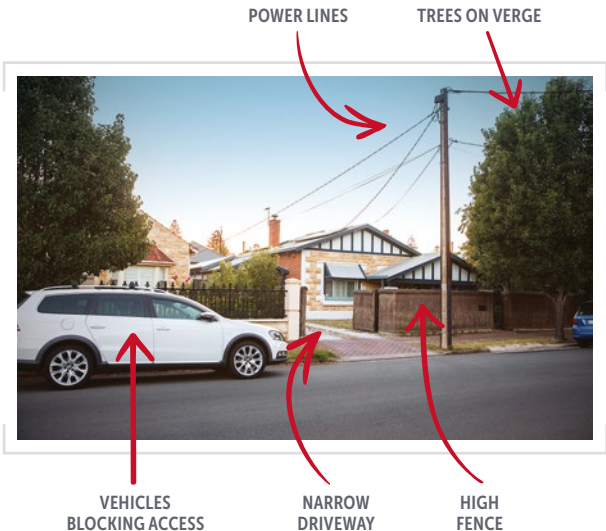
## Unloading

Stratco's delivery drivers are trained in the correct handling and delivery of our products so that they minimise the potential of injury to themselves and damage to the products. Unfortunately, they will not be able to accept assistance from others on the site as it may result in injury and/or product damage. Therefore, we ask that you refrain from assisting the driver and observe from a safe distance. We particularly ask that young children and pets be kept well clear of the delivery vehicle during this process.

## Potential Issues

The photo below illustrates the following potential issues:

- Truck is unable to park in front of the delivery address because vehicles are blocking access
- Large tree makes the use of the vehicle crane very difficult
- Overhead power lines make the use of the vehicle crane impossible and unsafe
- Narrow driveway will mean that the goods will block access to the driveway
- Tree on the verge means that goods are unable to be placed there
- High fence means that the driver will not be able to see where they are placing the load when using the crane.



## Delivery Photos

The following photos of a delivery illustrate what you can expect your delivery to look like and highlight why some of the issues mentioned can cause issues with delivery.

*Delivery vehicle ready to leave the factory.*



*Delivery vehicle preparing to unload (note how much of the road the vehicle occupies). Goods on the rear of the vehicle prior to unloading.*



*Vehicle crane being prepared for unloading to commence.*



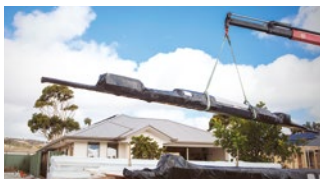
*Roofing being unloaded (note the height of the crane - power lines and trees interfere with this).*



*Roofing being positioned on the driveway (roofing pack is approximately 2.5m in length).*



*Beams, posts and other items in combined pack being unloaded (this pack is approximately 8.5m in length).*



## Delivery Photos

*(Continued)*

*Goods in final position to prevent pedestrian hazard and still enable access to the driveway for the customer.*



*Goods are placed on timber bearers to assist in removal of packaging and to provide a stable base for the goods.*



*Paperwork listing the goods delivered will be given to the customer, if they are at home, otherwise it will be left with the goods.*



*Driver will photograph the goods as a record of the delivery and you will receive an SMS message with a link to the photographs.*



*Driver making notes on the delivery and sending a confirmation SMS to the customer.*



**Contact Us** If you have any queries throughout the process please contact one of our Customer Service Team Members on

**1300 155 155**  
**stratco.com.au**

**How To.**



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