

About this policy

This policy provides all details regarding delivery of equipment purchased from Timico. It includes details of how we deliver equipment, any charges, when you should expect your delivery, tracking your delivery and rearranging your delivery.

Delivery details

For all deliveries, we choose to use a reputable courier service. Each delivery requires a signature from the customer and deliveries will not be left at the customer premises without one.

Delivery charges

A standard delivery will be £10 + VAT. This is based on the weight of the consignment being 10kg or less. If the consignment weighs more than 10kg, we will provide a quote accordingly.

Occasionally, we may offer promotions where delivery may be free or at a reduced charge. If this is the case it will be clearly marked on your agreement.

If you wish for an item to be collected from your premises for it to be returned to Timico, the charge is £15 + VAT.

If you wish to specify a delivery time, the charges can be found in the section below.

If a same day delivery is required, we will obtain a quote from our courier and advise the charges. This is subject to change at all times as it is dependent on the distance of your premises from Timico HQ.

Deliveries to the Highlands and Channel Islands will be charged at £28 + VAT (based on consignment weight of less than 10kg). This will be next day only and no specified times for delivery are available.

International deliveries are priced upon application.

Saturday deliveries

If a Saturday delivery is required, you will be charged as follows.

Delivery type	One off delivery charge (exc. VAT)
Standard Saturday delivery (no time specified)	£30
Before 9:00 AM	£50
Before 10:00 AM	£45
Before 12:00 PM	£40

Specified delivery times

If you wish to specify a delivery time you can choose from the following options.

Delivery type	One off delivery charge (exc. VAT)
Before 9:00 AM	£30
Before 10:00 AM	£25
Before 12:00 PM	£20

Northern Ireland deliveries

Delivery type	One off delivery charge (exc. VAT)
Next day	£30
Before 9:00 AM	Not available
Before 10:00 AM	£45
Before 12:00 PM	£40

Delivery times

If you have ordered broadband or Hosted VoIP, at all times, we endeavour to deliver your equipment before your service is due to be live.

As standard, all deliveries are next working day once the item is in stock but different options are available as listed above.

Tracking a delivery

If you need to track a delivery, please contact your customer services team who will manage this for you.

Re-arranging a delivery

If you need to re-arrange your delivery, please contact your customer services team who will change this for you.

Warehouse operating hours

The Timico warehouse operates Monday to Friday, 8:30 AM – 5:00 PM.

Delivery schedules will change over Christmas and Easter and deliveries will not take place over Bank Holidays.

Liability

We cannot be held liable for not fulfilling any obligations toward you in the event of any act out of our control e.g. adverse weather conditions, a force majeure or serious transport disruptions.