

## Delivery Procedures

All orders placed through [www.tradehydro.com](http://www.tradehydro.com) and [www.theonlineelectricalwholesaler.com](http://www.theonlineelectricalwholesaler.com) are delivered by CityLink.

CityLink have deliberately tailored their delivery procedures around the type of customer to ensure that the customer receives the best possible service. The address you provide through our website will be assessed by CityLink and either designated as a business or residential address. For example, a school, office building etc... will be regarded as business addresses. And then depending on the type of address, one of the following procedures will be followed.

### **Business Addresses**

When delivering to a business address that is closed or there is no one to sign for the goods, unless otherwise instructed on the manifest, we will leave a card to advise that the parcel will be automatically delivered the next day unless you have booked the service level below, in which case your attempt will take place between the times as follows:

Next day by 07:30 hours will have the second attempt between 09:00 - 10:30

Next day by 09:00 hours will have the second attempt between 09:30 - 12:00

### **Residential Addresses**

When delivering to a residential address, if there is no one to sign for the parcel, unless otherwise instructed on the manifest, we will attempt delivery to a neighbouring address. This may be a next-door neighbour or a neighbour within reasonable distance. Following this we will leave a card detailing the address to where the consignment has been delivered.

If both attempts were unsuccessful the consignee will be left a card advising that they will need to do one of the following to retrieve their parcel; contact their local depot to arrange a redelivery (the second attempt to this address is **free of charge**) or to collect the goods from the depot.

Residential deliveries are not re-attempted the next day and will only be re-attempted when advised by either the consignee or the sender. If this has not been arranged within five days the goods will automatically be returned to our address.

For further details of CityLinks delivery procedures check [www.city-link.co.uk](http://www.city-link.co.uk) or call 08700 007 007

For any delivery enquiries, contact us at [info@tradehydro.com](mailto:info@tradehydro.com) or 01274 865985