

Delivery Terms



& Conditions



Trades & Retail
Flatpack & Assembled

KITCHENS / LAUNDRIES / VANITIES / ROBES

**CUT TO SIZE
FLAT PACK
CABINETRY**



Flatpax
— CUT TO SIZE —



Flatpax
— CUT TO SIZE —

What to Expect Upon Arrival.

Please consider the size of our delivery truck when placing your order, **see photo on cover for reference.** Ensure there is suitable access for the truck to reach your site safely and unload.

Below are examples of standard assembled and flat-pack jobs to help you visualise what to expect upon arrival.



Flat Pack Job



Assembled Job

Before You Book Delivery, Please Consider:

- **Access Route:**

Ensure the road to your address is suitable for a large truck,

- No low bridges
- No steep roads
- No tight streets
- No hairpin bends

- **Driveway Limits:**

A standard residential driveway is usually rated for ~3 tonnes. Our truck is 7 tonnes unloaded. We will not drive onto any driveway unless the customer has advised and accepts full responsibility.

- **Clearance & Overhangs:**

Check that there are no overhanging branches or obstacles under 4 metres high that could hit the truck or drag down the curtain sides.

- **Safe Street Parking:**

If access is tight, delivery may be made from the street. Please ensure there is legal, safe parking available.

- **Customer Responsibility:**

If the site is not suitable for truck access, the driver may refuse entry. Redelivery fees may apply.

Delivery Terms & Conditions

At Flatpax Cut To Size, we aim to make delivery as smooth as possible. To avoid delays or misunderstandings, please take note of the following conditions that apply to all deliveries of both cut-to-size and assembled cabinetry.

1. Delivery Scope

All deliveries are quoted as kerbside delivery only. Where access allows, our driver may move goods further, but this is not guaranteed and is at the driver's discretion. Delivery does not include carrying items upstairs, through lifts, into basements or into specific rooms.

2. Site Access & Safety

Customers must ensure safe and reasonable access to the delivery location. We cannot deliver to: Sites with mud, water, or unsafe ground conditions. Driveways or access roads with more than a 5% incline. Locations with height, width, or weight restrictions that prevent safe truck access. If delivery requires entering private driveways or restricted access areas, the customer accepts responsibility for any damage to property or vehicles.

3. Handling & Labour

Customers are responsible for ensuring sufficient people are onsite at the time of delivery to unload and move goods. Our delivery drivers are not required to carry panels or assist with moving goods once offloaded. For oversized or heavy items, customers must arrange additional lifting equipment or labour if required.

4. Timing & Conditions

Delivery times are provided as an estimated window only. Delays may occur due to traffic, weather, or unforeseen circumstances. Deliveries are weather dependent. If unsafe conditions prevent delivery, we may reschedule at no extra cost. If a site is unattended, unsafe, or inaccessible at the agreed time, a redelivery fee will apply.

5. Risk & Responsibility

Once goods are delivered to kerbside or the agreed drop-off point, responsibility transfers to the customer. We are not liable for: Damage to goods after delivery, Water damage or site-related damage during or after offloading, Damage to driveways, paths, or property if delivery access is directed by the customer, Where delivery cannot be completed due to customer delays, storage and redelivery charges may apply.

6. Difficult Access Deliveries

In some cases, especially with steep inclines, tight access, or unsealed sites, using our delivery trucks may not be possible or practical. For these situations, it may be more appropriate for the customer to arrange pickup with a flatbed ute or flatbed trailer. This often provides easier site access and greater flexibility for handling larger panels or assembled goods.

Key Points:


 Kerbside Delivery Only

 Suitable People Must Be Present to Unload


 Large Vehicle Access


 We Do Not Unload

 Weather Dependent

 By placing a delivery with Flatpax Cut To Size, you acknowledge and accept these delivery terms.

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