

Lead Times & Delivery

The lead time is confirmed on the day of ordering.

This represents the current fabrication production queue, fabrication time and delivery to site.

Whilst some products are available to order quickly, most that Merlin Metals supply are custom made.

Items such as panels, flashings and some types of rainwater goods are all made to order.

So the time it takes to fulfil an order will depend on the current lead time along with coil stock levels.

Non peak lead times are 2-3 weeks.

Orders are delivered on a protected pallet to the delivery address specified on the order.

It is a customers responsibility to off load any orders, either using a fork lift truck if available.

Or with enough people on site to safely off load any pallets and the contents manually, without damage.

If a dedicated vehicle capable of off loading pallets is required this will incur additional costs.

After placing an order it is booked into the production queue.

it normally takes between 1-2 weeks before a provisional despatch date is supplied.

The day before an order is due for delivery customers are contacted to confirm the delivery is on its way.

Also to make sure there are no restrictions that may effect the drivers ability to get to site.

*For example narrow roads that require a smaller delivery lorry.

**To calculate delivery costs we require the site post code and the details of the order to be established.*

Delivery costs can be high, we may offer discounts or free delivery in certain cases.

