

## Customer Delivery & Collections Terms & Conditions

1. **Adequate Floor Protection:** Please ensure you have placed adequate covering to protect your flooring/carpets as no claims can be made for damage caused to unprotected flooring/carpets. Please note that the Delivery/Collection team are forbidden to remove any safety clothing, including footwear.
2. **Breakable Objects:** Please can you remove any personal objects that may be breakable en-route to the desired delivery point or en-route to the exit point in the case of a collection, *(Such as but not limited to: Ornaments, Wall Pictures, Trailing Wires, garden ornaments/furniture)*, **Before** the Delivery/Collection team arrives.
3. **Access Issues:** if the team attempt to deliver to the desired room of choice and the delivery team feel that the item(s) cannot be physically manoeuvred without causing damage to the product or property, they will inform you of this matter and offer to leave item(s) in a safe place or alternative room in the property.
  - 3.1 If you still wish for the delivery team to remove the packaging or attempt to take the item to the desired point, it is at your own risk and ArrowXL will take no responsibility for any damage which may occur to the product or property. **A damage waiver must be signed for by the customer.**
4. **Weight Restrictions:** Delivery items which are above 85 kilograms in weight will only be completed to a ground floor location.

## Leaving feedback

We would love to hear about your experience to ensure that we continue to offer the best service possible. Please leave your feedback on Trustpilot or click on the link which will be emailed to you on completion of your ArrowXL 2-person experience.

If you have any questions regarding your delivery or collection order, you can talk to our helpful live chat team online or email us at [customer.services@arrowxl.co.uk](mailto:customer.services@arrowxl.co.uk)

## Safeguarding our staff

ArrowXL has a responsibility to protect its staff from incidents of violence, threatening behaviour, and verbal abuse. Our staff can now use devices to monitor and record incidents where they feel their safety is threatened. Evidence, including audio recordings, obtained through these devices may be used in criminal and civil proceedings and/or to take local sanctions against alleged offenders. ArrowXL is responsible for the use of the devices and any recordings. For more information, please call our contact centre who will manage your query with our National Compliance Manager. ArrowXL will continue to take any necessary steps to safeguard client confidentiality.