



Wayfair Delivery and Installation Guide

Thank you for ordering with Wayfair! We aim to make your delivery and installation experience as easy as possible, with minimal disruption to your normal routine.

Delivery/Installation Process:

- 1) **Delivery only:** One working day after your order is placed the supplier will contact you to agree a suitable delivery date for your building.
- 2) **Installation service:** If you have ordered a building *with installation* you will be contacted one working day after the order is placed to provide the installation and base preparation details. These details need to be approved before an assembly date can be offered.
- 3) Nearer to your delivery day, you will be contacted with an estimated 4-hour delivery window.

Pre-Installation Base Preparation

To ensure that the Installation of your garden building can be completed, we want to ensure that the base is prepared correctly when our installation team arrives. The supplier will provide information on how to prepare the base with your order confirmation. They will then need to confirm the following with you by email:

- The dimensions of the base and height clearance meets our requirements.
- There is an 18 inch clearance around all four sides of the building for the team to be able to move around the building during assembly.
- Two images of the whole base area and surroundings from two different angles.
- Two images of the base area with a spirit level showing it is flat and level. They will also request a wider photo showing the spirit level diagonally across the centre of the base and a photo up close showing the spirit bubble inside the two lines. The supplier Customer Service team will be available to you for any queries.
- A date for Assembly will be offered once the base images have been received and approved, however a final decision will be made by our fitters upon arrival.

PLEASE NOTE: *If any of the above criteria is not met our assembly team may not be able to construct your building. If this happens, additional charges for a re-visit may apply for a return visit by our assembly to complete the construction of your building at a charge of £250.00*