

The Renewable Solutions Provider

Making a World of Difference

Delivery Guidelines



Place your order by 2.30pm and get a free of charge next day delivery between 8.00am and 5.30pm*

2 Man deliveries available on request**

Deliveries to kerbside or to a designated area on request**

Estimated time of arrival via text message / ring ahead of delivery



Cooling | Heating | Ventilation | Controls

*Subject to postcode **Subject to additional fee

Mitsubishi Electric

Delivery Guidelines

Delivery Type	Cost (£)
Standard Delivery - Weekday Next Day Delivery - Between 8.00am and 5.30pm:	Free of charge
Timed Delivery (Excluding spares) AM Delivery - Weekday: PM Delivery - Weekday: Timed Delivery - Weekday: Saturday / Sunday Delivery:	£35.00 £35.00 £150.00 Requires 2 working days notice £380.00 Requires 2 working days notice
Next Day Parcel Service - Spare Parts (Except compressors / coils / panels) Pre-10am Delivery - Weekday: AM Delivery - Weekday: Saturday AM Delivery:	£25.00 £20.00 £25.00
Special Vehicles (Flatbed / FORS / specific sized vehicles) HIAB - vehicle with lifting arm (Weekday / Weekend): Other Special Vehicle Weekday Delivery: Saturday / Sunday Delivery:	£380.00 Requires 2 working days notice Variable Prices* £380.00 Requires 2 working days notice
Specialist Services 2 Man Deliveries Weekday:	Variable Prices* Requires 2 working days notice
Collection available from Milton Keynes (Requires 2 hours for picking and packing)	
Deliveries to Ireland available - please contact sales desk for pricing	
Belfast:	Variable Prices* Next Day Delivery
Rest of Northern Ireland:	Variable Prices* Requires 2 working days notice
Deliveries to Scotland / Orkney / Shetland / Channel Islands and the Republic of Ireland may not be subject to next day delivery - in some instances they are a 2 or 5 day delivery run. Please contact your local sales office for details regarding postcodes Scotland / Orkney/ Shetland / Channel Islands and the Republic of Ireland:	
	Variable Prices* 2/5 days dependant on postcode

*Request via sales office **See note 3

Notes

- 1 Standard delivery will normally be made on an 18T rigid lorry equipped with a tail lift and a single driver with a pump truck. Other vehicle types will be utilised dependant on any site access issues and \delivery size. If there are access restrictions at your nominated delivery point and a vehicle other than an 18T lorry is required, this will need to be booked in advance and a charge may apply (See Special Vehicles). Our Text Ahead and Ring Ahead functions will be available on all deliveries excluding those via our parcel providers.

- 2 Please note some of our products must be delivered via a HIAB or Special Vehicle due to their size. Please contact your local sales office for full details. Where this is defined - charges will not apply. (See HIABS)

- 3 Amendment to or cancellation of orders after 2.30pm on the day before delivery may be subject to additional charges if picking and loading of the order has already begun.

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|---|--------------------------------------|
| 4 Weekday Deliveries = 8.00am to 5.30pm | AM Delivery = 8.00am to 12.30pm |
| PM Delivery = 12.00pm to 5.30pm | Pre-10AM Delivery = 7.00am - 10.00am |

- 5 'Time Specific' is a requested delivery time plus or minus 60 minutes.

- 6 Collections can be made by prior arrangement from our warehouse in Milton Keynes. A valid collection number is required and all collections will require a minimum of 2 hours from order placement for picking and packing. It will be your responsibility to arrange transport and to ensure that a suitable vehicle is used.

- 7 2 man deliveries and deliveries into a building - both available upon request, subject to an additional fee. Please contact your local sales office for more information.

- 8 Any delivery dates given by Mitsubishi Electric are estimates only and are subject to change. Whilst Mitsubishi Electric will make every effort to meet the delivery dates, Mitsubishi Electric does not accept any liability for any delays and/or loss for failure to meet any delivery date. Customers are encouraged not to enter into any commitments that are dependent on the estimated delivery dates until in receipt of the ordered goods. Customers agree and acknowledge that Mitsubishi Electric shall not be liable for any delay in or failure of delivery caused by the unavailability of stock and the Customer's instructions or lack of them.

- 9 Mitsubishi Electric aims to be flexible and fit in with each delivery requirement. However, should your delivery plans change once we have commenced our delivery process for picking and loading with our logistics services providers, we reserve the right to apply additional charges to cover our costs of re-scheduling or cancellation. This can include costs resulting from your rescheduling or cancellation of any delivery, refusal of a delivery at site, your requesting re-directed delivery, or your amendment /cancellation of order after 2.30p.m on the day before delivery (see Note 3). Charges may vary subject to location of delivery.

For all Mitsubishi Electric's UK branch terms and conditions, please visit our website
www.les.mitsubishielectric.co.uk

Sales Offices:

Corporate Sales
Tel: 0870 3000 070

Birmingham
Tel: 0121 329 1970

Bristol
Tel: 01454 202050

Wakefield
Tel: 01924 241120

London North & East Anglia
Tel: 01707 282480

London South
Tel: 01737 387170

Manchester
Tel: 0161 866 6060

Scotland
Tel: 01506 444960

Ireland
Tel: +353 (0)1 419 8800

MELSmart Technical Services: **0161 866 6089**

Option 1 - Air Conditioning Technical

Option 2 - Spares

Option 3 - Warranty

Option 4 - Heating Technical

Option 5 - Returns

Option 6 - Product Training and Site Services

Air Conditioning enquiries:

air.conditioning@meuk.mee.com

Heating enquiries:

heating@meuk.mee.com



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Effective as of January 2019



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