

Secure 21 Ltd

Delivery/Shipping Information & Lead Times

Due to the custom nature and multiple range of available products/sizes we offer, it has proven difficult to create automatic delivery/shipping costs.

Therefore, we have generalised the shipping costs into the below costs. Please contact us if we can help with custom shipping quotes/costs.

Delivery Methods

We deliver across the UK using multiple methods stated below.

Delivery by us - We will package and ship using our own delivery/installation vehicles. 1 or 2 man team available.

Delivery via large goods couriers - Items are packaged individually using foam, timber (where required) and plastic wrap.

Typically items need to be able to be handled by 1 or 2 people throughout the process, therefore there is a size and weight limit for this method.

If you have any queries regarding delivery please contact us.

Delivery Costs

The majority of our products incur the following shipping charge – Additional charges may apply for extra large/heavy goods, or for areas out with normal delivery zones.

Pedestrian gates - £149 inc vat

Driveway Gates - £149 inc vat

Metal Fences - £149 inc vat

Posts - £149 inc vat

Offloading

Our couriers use delivery vehicles suitable for the safe transit of our products. Due to the size and weight of our gates, the majority of our consignments are dispatched on a pallet system, for safety and ease of transportation. Deliveries are handled by the driver, who will off-load the gates using a tail lift and pallet mover. Please be aware that on certain occasions additional assistance may be needed to off-load the gates from the delivery vehicle; We would always advise customers to have a couple of people ready to assist if required.

Lead Times

All of our metalwork products are custom made to order! This means that there is a lead time from point of purchase to delivery/installation.

Typical lead times are 3 to 4 weeks, however, there are several contributing factors that could extend the lead time. Please contact us for up-to-date lead times

Our process is as follows:

Order placed > Design Stage > Item Manufactured > Sent For Zinc Prime & Powder Coated (if applicable) > Packaged For Delivery > Delivered > Installed (if applicable).

Many of our custom items have many days and sometimes weeks worth of fabrication/engineering work.

We have a capability to fast track orders through the manufacturing process. Should you require something urgently or in an emergency please contact us and we can discuss options. This service cannot be guaranteed, however, we will try to accommodate your needs as requested.

Rush orders carry a surcharge as we incur additional costs throughout the process. Please contact us for a quote/advice!

Important – Signing For Goods

It is very important that you thoroughly check your package for visible signs of damage – bumps/scrapes/drops/bends.

Please do not sign, or sign as ‘damaged during transit’ if there are any signs of damage. Also, take as many pictures as required.

We quality check every item and package carefully to reduce damage risk. If the courier is overly careless and manages to damage an item, then we need to be able to claim for costs incurred. It is up to the customer to record this damage (before delivery driver leaves property, as they need to record it as well).

Although damage is rare, it can happen to any business, and we will ensure to assist to resolve should it occur!

Delivery Terms & Conditions

Extra charges are applicable for areas of the UK that normally incur extra shipping costs (for example, Highlands & Islands). Although the website does not calculate this at point of placing order, we will contact you to let you know the additional charges required. We do not profit from shipping charges, we only charge the customer the raw costs.

Website Errors – Should there be a technical fault where shipping is wrongly charged (either over or under) we will contact the customer to let them know. The difference in shipping cost will be quoted. Should the customer not agree to the additional rectified shipping charges, we will offer free of charge cancellation of order and full refund.