

# DELIVERY GUIDELINES

## Delivery onto Slabs

The importance of commitment to customer service at Complete Lintels Building Supplies is paramount. We will strive to fulfill your product requirements and we are fully committed to safely delivering your product to site, both efficiently and in a timely manner. We provide you with the following important information to assist you in understanding our ordering & delivery processes.

01

### Standard Delivery

The standard delivery method for our trucks is to unload & place brick/block/paver packs within crane reach from the kerbside outside of your site. PLEASE NOTE: Any request that you (the customer) issue to the driver that is beyond our standard delivery method, AND if damage is incurred then you (the customer) is liable for all damages. Complete Lintels Building Supplies does not take any responsibility for any damage sustained beyond our standard delivery method.

02

### Delivery onto Ground Floor Slabs or higher

Our drivers will not place product above ground level (i.e we do not lift to a first floor & above). They will also not unload your product into excavated holes from an elevated roadway or embankment. This is totally unsafe & against NSW Safework regulations. Product will not be unloaded onto a ground floor slab without citing a written & signed engineer's certificate. In summary, our drivers have the ultimate right to decide on product placement after performing a pre-delivery risk assessment on your site.

03

### We are aligned with Think Brick Australia and NSW Safework codes of practice

Think Brick Australia (TBA) represents the clay brick and paver manufacturers of Australia. Safety is a major issue and concern for members. Additional attention and care should be taken during delivery, unloading or other associated high-risk activities for masonry deliveries onto slabs. Failure to implement safe practices carries the risk of serious injury from collisions with machinery, slab failure or loads falling onto personnel.

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### For more information

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