

Delivery Times

All standard deliveries are made between the hours of 8.00am to 4.00pm unless advised at the time of order.

Timed and out of hours deliveries are available for an extra charge.

Delivery Discrepancies

Claims for transit damage or shortage cannot be accepted unless advised within 72 hours of unloading by email to:

For Plastics: queries@naylor.co.uk
For Scotland: scotland@naylor.co.uk

Claims reported after 72 hours will not be accepted.

Vehicle Waiting Times

It is a condition of every delivery that when the vehicle reaches its destination, the customer shall unload promptly.

In the event of delays, a waiting time charge will apply as per our standard terms and conditions.

If a vehicle is waiting in excess of 1 hour for the customer to commence unloading, the following charges will be added to the invoice:

Part Loads: £50 per hour and part thereof
Full Loads: £100 per hour and part thereof



Richard Edwards
Managing Director, Naylor Drainage
January 2024