

HDI pre-assembly advice

Please visit www.wiemann-online.com/homedelivery for information surrounding CV-19 safe working.

1. Delivery and assembly in Mainland UK and Ireland only.
2. Monday to Friday service during normal working hours. A dated appointment will be made in advance.
3. Whilst making the appointment it is very important you advise our delivery partners of the following :
 - a. **Non-standard access** - do you live in a Flat or apartment which is above 2nd floor. Notify if there is access to a lift and is it large enough for the components of your furniture. Please advise if there is no lift available.
 - b. **Parking** - is there parking for the assembly team's van for the duration of the assembly. Any permits required for parking are the customer's responsibility and would need to be in place prior to their arrival. Please also advise our delivery partner if there are any restricted hours of parking due to local schools etc.
 - c. **Off-site parking** - if parking available away from the property, is there the ability to unload directly outside prior to parking elsewhere.
 - d. **Appointments / School drop off / pick up** - if on the day appointed you have commitments please advise our delivery partners so they can make note and arrange the schedule for the day accordingly.
4. Should you need to reschedule a confirmed appointment for any reason this must be done directly with the assembly team a minimum 48 hours prior to the day. Failure for the assembly to go ahead on the pre appointed date may result in the retailer passing on charges incurred.
5. Once the dated appointment has been made, our delivery partners will make contact with you before 10am on the day of delivery to confirm an estimated time window for arrival at your property. If you have been scheduled as first job of the day they will contact you the afternoon before. They will also keep you updated if they encounter delays which lead them not to meet the window given.
6. The assembly team will not enter the property unless there is a responsible adult present for the entire duration of their visit. The responsible person present must be able to instruct the assembly team of the exact placement of the furniture and any internal accessories purchased.
7. They are also unable to remove footwear for Health and Safety reasons. They carry shoe protectors. Please protect any carpeting or flooring to avoid potential soiling during the assembly. The team may ask you on the day if they feel an area requires covering before they commence.
8. The room in which the furniture is to be assembled must be clear of existing furniture for the assembly teams, along with the access to the room being free of obstacles. Be aware that spiral stairs or low ceiling heights can impede the delivery of larger components of the furniture.
9. Please allow 4 – 5 cm clearance in the height and width in the area where the wardrobe will be sited, to allow connection of top panels, side panels and rails for sliding wardrobes.
10. Your furniture is of freestanding nature and it is recommended that it is attached to the wall to enhance stability and sustainment of levelness. Unfortunately, the assembly teams are unable to perform this due to insurance reasons, however, they will leave the brackets and fixings for you.

11. If you require flush assembly to a wall then we recommend the following is prepared prior to the arrival of the assembly team.
 - a. Removal of skirting board
 - b. Removal of carpet gripper
 - c. Other items which can impede assembly are as follows and will need you to prepare or remove prior to assembly
 - i. Curtain poles
 - ii. Window sills
 - iii. Light switches and plug sockets
 - iv. Water / heating pipes.
12. The assembly team will assess the area where you require the furniture, prior to assembly. If they feel that there will be a need for an excessive amount of packers to be used to gain a level assembly, they will discuss this with you and ask you to sign to agree before the commencement of the assembly.
13. Products will only be assembled to manufacturer's specification any alterations would be your responsibility and will invalidate your guarantee. Therefore electrical sockets which may be covered will require an extension lead in place prior to assembly. Ensure the socket is switched on.
14. If you have ordered LED lighting for the furniture please ensure they can be plugged in within the vicinity of the furniture.
15. Once the assembly team have finished please ensure you are happy your products, the assembly and that the team have left your property clean and tidy. Ensure you note any feedback on the documentation and sign to confirm your satisfaction. The assembly team will make note of any defects and organise the replacement or rectification of these please ensure you agree with their findings. You are welcome to take a copy of the documents before they depart.
16. Our assembly teams take photographs of completed orders for our records and use with training. They will also photograph any service issues that need to be attended to.
17. Once the furniture has been assembled please do not attempt to move it without fully dismantling in line with the assembly instructions. Consult your retailer for advice as we take no responsibility for damage caused in this process.
18. **After care** - When using the furniture please try to evenly load your wardrobe. ie. Try not to put all heavy clothing (coats/jackets) in one end and lighter (shirts/blouses etc) in the other. This will have a significant effect on how the wardrobe settles on flooring and may result in door mis-alignment. Shelves and drawers should not be overloaded also. They are designed for clothing. Please do not use abrasive substances to clean your furniture. Silicon based polishes are also not a recommended.