

Important: Preparing for Your Commercial Refrigeration Delivery

Thank you for choosing us for your commercial refrigeration needs. To ensure your delivery goes smoothly and to help you avoid aborted delivery charges, please read and confirm the following information carefully.

2-Man Position & Unpack Service

Our 2-man delivery team provides a special service to get your new appliance to its final location. This includes:

Ground Floor Only: Delivery is to the ground floor of the specified address only.

Positioning: Our team will position the appliance in a suitable, accessible spot for you.

Unpacking: The team will unpack the unit and remove all packaging for you.

Essential Access & Dimensions Check

It is the customer's responsibility to ensure the appliance can be successfully delivered. You must check the following before your delivery date:

Door Dimensions: Use a tape measure to check the height and width of all doorways, hallways, and access points that the unit will need to pass through. Compare these measurements with the dimensions of the refrigeration unit. The unit will be delivered in its full packaging, so please account for the extra space required. Please also allow an additional 100mm of clear access between the fridge and the door frame to allow for lifting equipment to be used.

Clear and Level Access: The path to the final installation point must be clear of all obstructions. The route must be level, without any steps, ledges, or inclines. Our delivery team cannot lift the unit or carry it up or down any stairs or steps, even a single one.



Remember to add 100mm to the width and depth of your fridge to allow our delivery team to successfully deliver your fridge through the doorway.

Remember that we can only deliver to ground floor and can't take your fridge up steps

Remember to ensure that the path to the final delivery point is clear and free from obstructions

Remember that we need clear access for our 18 tonne vehicle to park safely and unload.

Please advise us of any height, weight or width restrictions along with any time restrictions or pedestrianised zones.

Aborted Delivery Charges

A delivery will be considered "aborted" and you will be charged an aborted delivery fee if our team is unable to complete the service due to any of the following reasons:

- The appliance does not fit through the access points (doors, hallways, etc.).
- The delivery route is not clear or level.
- The delivery requires any form of lifting or navigating steps.
- No one is available to receive the delivery.

If you have any questions or concerns, please contact our customer service team sales@prodis.co.uk at least 2 days before your delivery is scheduled.