

CATERING EQUIPMENT DIRECT

Delivery Information

Everything you need to know about how we deliver your order

Catering Equipment Direct Ltd (trading as CED) · Company No. 16783369 · Registered Office: 61 Bradford Street, Walsall, England, WS1 3QD
VAT No. 504 2680 17

How We Deliver

At Catering Equipment Direct, we work in partnership with a network of trusted wholesale suppliers and logistics specialists to ensure your equipment is delivered safely, efficiently, and on time to businesses across the UK. All deliveries are fulfilled through our Authorised Supplier network and their dedicated logistics teams.

Please note: we supply business customers only. All deliveries are made to business premises or to addresses confirmed as business delivery points at the time of ordering.

Delivery Coverage

UK Mainland — Standard Delivery

Standard delivery is available free of charge to all UK mainland addresses (England, Scotland, and Wales) unless otherwise stated on the product listing. Delivery is carried out by our Authorised Suppliers' dedicated logistics teams, ensuring your equipment arrives safely and in excellent condition.

Offshore, Remote, and Non-Mainland Locations

Deliveries to the following locations are subject to additional surcharges which must be confirmed and agreed before an order is placed:

- Scottish Highlands and Islands
- Northern Ireland
- Isle of Man
- Isle of Wight
- Channel Islands (Jersey and Guernsey)
- Any other offshore, remote, or non-mainland UK location

Please contact us before ordering if your delivery address falls within any of the above areas. In some cases, only a parts-only warranty may be available for remote locations. We will always confirm any surcharge and any warranty restriction before your order is accepted.

Delivery Lead Times

Delivery lead times vary by product and are stated on individual product listings. As a guide:

- Many products are available on a next-day or 2 to 3 Business Day basis, subject to stock availability.
- Larger, heavier, or made-to-order items may require 5 to 10 Business Days or longer.
- Wall-mounted units, large chest freezers, and multi-door display units may require additional lead time and are subject to logistics availability.
- Some products are held at our suppliers' European warehouses rather than in the UK. Where an item ships from EU stock, please allow several additional working days for transit to the UK on top of the standard lead time. If your order is affected, we will confirm the expected timescale before or shortly after your order is accepted.

All delivery dates provided are estimates only. They are not contractually guaranteed and may be affected by stock availability, logistics capacity, and circumstances beyond our control. We will always endeavour to keep you informed of any delay.

Next Day and Timed Delivery

Next-day delivery and timed delivery slots are available on selected products for an additional charge. These services are subject to Authorised Supplier availability and must be requested and confirmed before your order is placed.

To request a next-day or timed delivery, please contact us prior to placing your order at info@cedcateringequipment.co.uk or by phone. We cannot guarantee these services if they are not confirmed before the order is accepted.

Delivery Access and Site Requirements

It is the Customer's responsibility to ensure that the delivery address is safe, clear, level, and accessible. Failure to meet these requirements may result in a failed delivery, additional charges, or re-delivery costs being passed to the Customer.

All standard deliveries are made to the kerbside or an agreed accessible ground-floor delivery point. Our logistics teams and Authorised Suppliers are not obligated to carry Goods beyond the agreed delivery point. This includes:

- Carrying Goods upstairs or to upper floors
- Moving Goods through narrow corridors, restricted doorways, or unusual site layouts
- Installing or positioning Goods beyond the agreed delivery point

If you require an unpack and position service, or if your site has specific access requirements, please inform us before placing your order. These services may be available on selected products for an additional charge.

Where delivery has been attempted and failed due to inaccessible premises, incorrect address details, or the Customer's failure to be present at the agreed delivery time, any re-delivery charges incurred will be passed to the Customer in full.

Changed Your Mind? — Cancellation Charges

Because orders are fulfilled through our Authorised Supplier network, cancelling an order causes us to incur real costs with our suppliers and carriers. The following charges apply, as set out in full in Clause 4 of our Terms and Conditions of Sale:

- Cancellation before despatch: a charge of £100, or our actual costs already incurred if higher.
- Cancellation after despatch: a charge equal to the greater of 30% of the total order value, or our actual costs (supplier restocking charge, the full outbound delivery cost — including where delivery was offered free of charge — the cost of collection and return, and a £50 administration fee). All charges are subject to VAT.
- Goods that have been unpacked, installed, connected to any power, water, or gas supply, or used cannot be cancelled or returned, and no refund will be issued.
- Special, bespoke, made-to-order, and import-to-order products cannot be cancelled once confirmed with the supplier.

Disposal of Old Equipment

A collection and disposal service for old or end-of-life equipment is available on selected products for an additional charge. This service must be arranged at the time of ordering and cannot be added retrospectively. Please enquire when placing your order if you require this service. We cannot be responsible for disposal of old equipment unless this service has been expressly agreed and paid for.

Inspecting Your Delivery — What You Must Do

Please read this section carefully. Failure to follow these steps will prevent you from making any valid claim for damage. This requirement is mandatory across all of our Authorised Suppliers.

Before You Sign

You must fully inspect all Goods at the point of delivery before signing the delivery note. This means checking:

- That all items listed on the delivery note are present
- That all packaging is intact and undamaged
- That no visible damage has occurred to any unit, including glass doors, handles, panels, and external surfaces

If You Find Damage

If any damage, shortage, or discrepancy is found at the time of delivery, you must:

- Note the damage clearly and specifically on the delivery note before signing it
- Take photographs of the damage to the Goods and to the packaging
- Contact us in writing at info@cedcateringequipment.co.uk within 24 hours of delivery

Do Not Sign as Unchecked

You must not sign the delivery note as 'unchecked', 'not examined', or with any similar wording. A clean signature on the delivery note — or any signature made without a specific note of the damage — constitutes your acceptance that the Goods were received in good condition. No claim for damage will be accepted after a clean signature has been given.

24-Hour Reporting Deadline

Any damage, shortage, or discrepancy that is not reported to us in writing within 24 hours of delivery will not be accepted as a valid claim. This is a firm deadline applied by all of our Authorised Suppliers and cannot be extended. Please do not delay in reporting any issue.

Keep the Packaging

If you are reporting damage, you must retain all original packaging. We or our Authorised Supplier may need to inspect the packaging as part of assessing your claim. Disposing of packaging before the claim has been assessed may affect the outcome of your claim.

Ownership and Risk

Risk in the Goods passes to you at the point of delivery. Ownership of the Goods remains with Catering Equipment Direct until full payment has been received. Where Goods have been delivered but full payment has not yet been received, you must take all reasonable steps to keep the Goods safe, undamaged, and clearly identifiable as the property of Catering Equipment Direct.

Delivery Enquiries

If you have any questions about delivery, wish to arrange a special delivery service, or need to report a delivery issue, please contact us:

Email: info@cedcateringequipment.co.uk

Website: cedcateringequipment.co.uk

Hours: Monday to Friday, 9:00am to 5:00pm

Delivery terms are subject to change. The terms in force at the time of your order will apply. These Delivery Information pages should be read in conjunction with our full Terms and Conditions of Sale, available at cedcateringequipment.co.uk.