

## REVISED DELIVERY INFORMATION JUNE 2025



### Information and Guidelines for Ordering, Deliveries and Collections

#### Ordering

- We only accept orders in writing via email to [info@toa.co.uk](mailto:info@toa.co.uk). Please use this email address rather than individual staff emails as this is monitored by more than one person.
- Our cut off time each day for orders is **12 NOON**. Orders received after this time are not guaranteed to be processed until the following day. We do not guarantee to process an order on the day we receive it.
- The majority of orders are dispatched from our 3<sup>rd</sup> party warehouse and not from our office in Leatherhead. If the item, such as custom-built products, repairs and spare parts are located at our office they still need to be dispatched from our warehouse. Stock movement between TOA and our warehouse is normally once a day each morning.
- Stock held in the UK normally has a 2-3 day turnaround.
- We do not offer a postage service all orders are dispatched by courier.
- Orders outside the mainland UK have a longer delivery.
- Orders outside of the UK have an extended time due to the customs process we must adhere to.
- **Customization:** If the product you require is built-to-order, customized such as having speakers sprayed to a specific RAL colour or are a non-standard stock or 3<sup>rd</sup> party items ordered especially for you these cannot be cancelled or returned.

## Collections

- You can arrange to collect items from either our office or our warehouse but due to security measures and stock location this can take a few days to organise.

## Deliveries and Charges

- General orders of a value of over **£350** are free to the registered office address we hold only not to individual branches/3<sup>rd</sup> parties.
- **Deliveries to 3<sup>rd</sup> parties £15**
- Orders under **£350** or direct to site are charged at **£15**. These are not guaranteed next day.
- **Next day deliveries are charged at £25.** we can only offer a pre-12 timeslot as the earliest.
- **All timed deliveries to Mainland UK £150 - charged for each delivery on call off orders.**
- Special orders to Mainland UK such as custom-built racks will have an estimated delivery cost at point of quote which will be confirmed at time of dispatch.
- **The above does not** apply to any deliveries to Isle of Man, Channel Islands etc.
- **Southern Ireland:** General orders of a value of over **£500** are free to the registered office address we hold only not to individual branches.
- **Southern Ireland rack deliveries POA**
- Our warehouse uses couriers to deliver orders. Please note that drivers do not carry phones for calling customers on arrival so if this is a requirement a dedicated vehicle should be requested. Our couriers can deliver any time up to 6pm.
- Dedicated deliveries need to be booked in advance to ensure that our delivery company have the correct size of vehicle available for the required delivery date and will be costed on application.

If you have any queries, please email [marketing@toa.co.uk](mailto:marketing@toa.co.uk)

Subject to change at any time.