

Frequently asked questions – Alfa Forni direct despatch range

These products are despatched directly from our trusted supplier, Alfresco Concepts.

- How long will delivery take?
 - After placing your order you will be contacted by Alfresco Concepts to discuss the delivery and any delivery information we need to know for the courier. In this call the date for the delivery will be confirmed.

- What day can I select for the delivery?
 - Deliveries can take place on your selected day Monday-Friday between 9am – 6pm. On the day of delivery the courier will call you when they are 30 minutes away.

- Are there any delivery restrictions to individual addresses?
 - Yes, If you are based in a city, please ensure there are no:
 1. Daytime restrictions for delivery vehicles
 2. Parking restrictions
 3. Weight limits
 4. Time limits
 5. Bus lanes
 6. Pedestrian only areasIf you live in the country, please ensure there are no:
 1. Overhanging trees or obstructions
 2. Soft or uneven surfaces
 3. Narrow lanes
 - When unloading the Alfa Oven from the vehicle, the driver cannot be expected to move the Alfa oven on the hand pallet truck over uneven, sloping, shingled, or gravelled surfaces. Please ensure there is easy flat access to your driveway.

- Is this a kerbside delivery?
 - Yes, Unloading will take place at the kerb-side. The standard kerbside delivery occurs through a third-party courier. The courier will drop the oven outside your property on a pallet. Your oven will come strapped, wrapped and shrink-wrapped to a Euro pallet measuring approximately 1.2m x 1.2m. It will be delivered on a lorry with a tail-gate lift. Please ensure you have space to receive the delivery lorry and the pallet. You'll need additional lifters to bring it through to your garden, as the oven and base are heavy. You'll also need to dispose of the pallet and packaging.

- Are there any addresses that the courier is unable to deliver to?
 - Unfortunately we are unable to accept orders for the following postcodes
 - Isle Of Wight PO30-41
 - Northern Ireland BT1-19
 - Mainland Scottish Highlands (North West) AB10-16, 20-25, 30-39,41-45, 51-56, IV1-20, 25, 30-32, 36, 63, PH15-26, 30-31, 33-34, 36-41, 49-50, PA21-38, FK18-21, PH6, PH8-12, PO30-41, BT1-19
 - Scotland DG1-14, 16, DD1-11, FK8, 15-17, G63, G83-84
 - Scottish Highlands (Central & East) PH32, 35, KW1-3, 5-14, IV21-24, 26-27, 40, 52-54
 - Isle of Man IM1-99
 - Outlying Scottish Islands HS1-9, IV41-49, 51, 55-56, KA27-28, KW15-17, PA20, 60-78, 80, 42-44, ZE1-3
 - Jersey & Guernsey JE1-5, GY1-8
 - Alderney & Sark Islands GY9-10
 - Any country outside the UK

- What weight and size are the product deliveries?

Lakeland SKU	Product Name	Weight of delivery to customer (kg)	Size of delivery to customer
74554	Alfa Forni Moderno 1 Bundle	76	120 x 120 x 75cm
74555	Alfa Forni Moderno 1 Bundle with stand	103	121 x 120 x 75cm
74556	Alfa Forni Moderno 2 Bundle	109	122 x 120 x 75cm
74557	Alfa Forni Moderno 2 Bundle with Stand	142	123 x 120 x 75cm
74558	Alfa Forni Moderno 3 Bundle	127	124 x 120 x 75cm
74559	Alfa Forni Moderno 3 Bundle with Stand	159	125 x 120 x 75cm