

Frequently asked questions – Everdure direct despatch range

These products are despatched directly from our trusted supplier, Kettler.

- How long will delivery take?
 - After placing your order you will be contacted by our supplier to confirm your delivery date. The order will be dispatched approximately 3 days later, and this gives you time to arrange the delivery. You will be able to request the delivery up to three weeks in the future. Delivery is available Monday-Friday and the delivery window is 7am-8pm.
- On the day of delivery what is the delivery window?
 - Deliveries can take place between 7am and 8pm. The evening before the delivery is made you will receive a text message with a 4 hour time slot. The morning of delivery a text message will be sent with a 2 hr time slot for the delivery.
- Are there any delivery restrictions to individual addresses?
 - The courier will require clear access to property (i.e no stairs, small doorways, etc)
- Are there any addresses that the courier is unable to deliver to?
 - Unfortunately we are unable to accept orders for the following postcodes; JE GY KW ZE HS BT TR21-TR25.
- What weight and size are the product deliveries?

Lakeland SKU	Product Name	Weight of delivery to customer	Size of delivery to customer
74524	Everdure Fusion BBQ	38.60kg	79.3x47.5x45.5cm
74525	Everdure Pizza Station	118.00kg	145.50x75.5x59cm
74526	Everdure Hub BBQ	80.00kg	141.5x56.0x69.7cm
74527	Everdure Furnace BBQ	43.90kg	122.5x61.0x58.0cm