

The Renewable Solutions Provider

# Making a World of Difference

## Delivery Guidelines



Place your order by 2.30pm and get a free of charge next day delivery between 8.00am and 5.30pm\*

2 Man deliveries available on request\*\*

Deliveries to kerbside or to a designated area on request\*\*

Estimated time of arrival via text message / ring ahead of delivery



Air Conditioning | Heating  
Ventilation | Controls

\*Subject to postcode \*\*Subject to additional fee

Mitsubishi Electric

# Delivery Guidelines

Delivery Type	Cost (£)
<b>Standard Delivery - Weekday</b>	
Next Day Delivery - Between 8.00am and 5.30pm:	<b>Free of charge</b>
<b>Timed Delivery (Excluding spares)</b>	
AM Delivery - Weekday:	<b>£35.00</b>
PM Delivery - Weekday:	<b>£35.00</b>
Timed Delivery - Weekday:	<b>£150.00 Requires 2 working days notice</b>
Saturday / Sunday Delivery:	<b>£380.00 Requires 2 working days notice</b>
<b>Next Day Parcel Service - Spare Parts (Except compressors / coils / panels)</b>	
Pre-10am Delivery - Weekday:	<b>£25.00</b>
AM Delivery - Weekday:	<b>£20.00</b>
Saturday AM Delivery:	<b>£25.00</b>
<b>Special Vehicles (Flatbed / Chapter 8 signage etc)</b>	
HIAB - vehicle with lifting arm (Weekday / Weekend):	<b>£380.00 Requires 2 working days notice</b>
Other Special Vehicle Weekday Delivery:	<b>Variable Prices*</b>
Saturday / Sunday Delivery:	<b>£380.00 Requires 2 working days notice</b>
<b>Specialist Services 2 Man Deliveries</b>	
Weekday:	<b>Variable Prices* Requires 2 working days notice</b>
<b>Collection available from Milton Keynes (Requires 2 hours for picking and packing)</b>	
<b>Deliveries to Ireland available - please contact sales desk for pricing</b>	
Belfast:	<b>Variable Prices* Next Day Delivery</b>
Rest of Northern Ireland:	<b>Variable Prices* Requires 2 working days notice</b>
<b>Deliveries to Scotland / Orkney/ Shetland / Channel Islands and the Republic of Ireland</b> may not be subject to next day delivery - in some instances they are a 2 or 5 day delivery run. Please contact your local sales office for details regarding postcodes	
Scotland / Orkney/ Shetland / Channel Islands and the Republic of Ireland:	<b>Variable Prices* 2/5 days dependant on postcode</b>

\*Request via sales office \*\*See note 3

## Notes

- 1 Standard delivery will normally be made on an 18T rigid lorry equipped with a tail lift and a single driver with a pump truck. Other vehicle types will be utilised dependant on any site access issues and \delivery size. If there are access restrictions at your nominated delivery point and a vehicle other than an 18T lorry is required, this will need to be booked in advance and a charge may apply (See Special Vehicles). Our Text Ahead and Ring Ahead functions will be available on all deliveries excluding those via our parcel providers.

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- 2 Please note some of our products must be delivered via a HIAB or Special Vehicle due to their size. Please contact your local sales office for full details. Where this is defined - charges will not apply. (See HIABS)

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- 3 Amendment to or cancellation of orders after 2.30pm on the day before delivery may be subject to additional charges if picking and loading of the order has already begun.

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|---|--------------------------------------|
| 4 Weekday Deliveries = 8.00am to 5.30pm | AM Delivery = 8.00am to 12.30pm      |
| PM Delivery = 12.00pm to 5.30pm         | Pre-10AM Delivery = 7.00am - 10.00am |

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- 5 'Time Specific' is a requested delivery time plus or minus 60 minutes.

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- 6 Collections can be made by prior arrangement from our warehouse in Milton Keynes. A valid collection number is required and all collections will require a minimum of 2 hours from order placement for picking and packing. It will be your responsibility to arrange transport and to ensure that a suitable vehicle is used.

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- 7 2 man deliveries and deliveries into a building - both available upon request, subject to an additional fee. Please contact your local sales office for more information.

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- 8 Any delivery dates given by Mitsubishi Electric are estimates only and are subject to change. Whilst Mitsubishi Electric will make every effort to meet the delivery dates, Mitsubishi Electric does not accept any liability for any delays and/or loss for failure to meet any delivery date. Customers are encouraged not to enter into any commitments that are dependent on the estimated delivery dates until in receipt of the ordered goods. Customers agree and acknowledge that Mitsubishi Electric shall not be liable for any delay in or failure of delivery caused by the unavailability of stock and the Customer's instructions or lack of them.

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- 9 Mitsubishi Electric aims to be flexible and fit in with each delivery requirement. However, should your delivery plans change once we have commenced our delivery process for picking and loading with our logistics services providers, we reserve the right to apply additional charges to cover our costs of re-scheduling or cancellation. This can include costs resulting from your rescheduling or cancellation of any delivery, refusal of a delivery at site, your requesting re-directed delivery, or your amendment /cancellation of order after 2.30p.m on the day before delivery (see Note 3). Charges may vary subject to location of delivery.

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For all Mitsubishi Electric's UK branch terms and conditions, please visit our website  
[www.livingenvironmentalsystems.mitsubishielectric.co.uk](http://www.livingenvironmentalsystems.mitsubishielectric.co.uk)

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## Sales Offices:

**Corporate Sales**  
Tel: 0870 3000 070  
Fax: 0870 3000 080

**Birmingham**  
Tel: 0121 329 1970  
Fax: 0121 329 1971

**Bristol**  
Tel: 01454 202050  
Fax: 01454 202900

**Leeds**  
Tel: 0870 3300 347  
Fax: 0870 3300 348

**Manchester**  
Tel: 0161 866 6060  
Fax: 0161 866 6081

**Scotland**  
Tel: 01506 444960  
Fax: 01506 444961

**London North Region**  
Tel: 01707 282480  
Fax: 01707 282481

**London Central Region**  
Tel: 0207 928 6810  
Fax: 0207 928 6569

**London South Region**  
Tel: 01737 387170  
Fax: 01737 387189

MELSmart Technical Services: **0161 866 6089**

**Option 1 - Air Conditioning Technical**

**Option 2 - Spares**

**Option 3 - Warranty**

**Option 4 - Heating Technical**

**Option 5 - Returns**

**Option 6 - Training and Site Service**

### **Air Conditioning enquiries:**

[air.conditioning@meuk.mee.com](mailto:air.conditioning@meuk.mee.com)

### **Heating enquiries:**

[heating@meuk.mee.com](mailto:heating@meuk.mee.com)



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