

## NextDaySteel Delivery Terms & Coverage

### STANDARD DELIVERY POLICY

Timing Requirements: - Next-day delivery available across mainland UK - Orders must be placed before 1:00 PM for next-day dispatch - Delivery window typically between 7:00 AM and 6:00 PM - NO deliveries on weekends or public holidays

Service Guarantee: - Guaranteed next-day delivery to mainland UK - Delivery commitments include specific time windows - Professional coordination with site schedules - We understand construction deadlines and penalty clauses

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### GEOGRAPHIC COVERAGE

Mainland UK - Next-Day Service: - England, Scotland, Wales mainland - Order by 1pm for guaranteed next-day delivery - Monday to Friday delivery only - Standard pricing applies

Greater London & Surrounding Areas: - Same-day delivery within 30 miles of London depot - Same-day pickup available from London depot  
- Emergency delivery options for urgent requirements - Priority service for immediate needs

Islands and Remote Areas: - 2-3 business days via ferry connections - Isle of Wight, Scottish Highlands, etc. - Additional transit time required - Some products cannot be delivered to all parts of the country

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### DELIVERY FEATURES

Service Highlights: - No minimum order quantity (MOQ) - Free delivery on bulk orders (threshold varies by region) - Tracking and updates available via SMS or email - Professional delivery team experienced with construction sites

Delivery Verification Required: - Must verify delivery address for all orders - Check if location is within delivery coverage - Some order types cannot be delivered to all parts of the country - Confirm access and delivery logistics

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### WHAT AGENTS CAN PROMISE

Standard Commitments: - “Next-day delivery to mainland UK if ordered by 1pm” - “We deliver Monday to Friday, no Saturday deliveries” - “Same-day delivery available within 30 miles of London” - “2-3 days to islands via ferry connection”

Service Guarantees: - “We guarantee next-day delivery to mainland UK” - “Delivery commitments include specific time windows” - “We understand con-

struction deadlines and penalty clauses” - “Reliable delivery when you need materials on site”

Emergency Capabilities: - “Same-day delivery for urgent requirements” - “Emergency contact available for urgent situations” - “Priority handling for time-critical deliveries” - “Flexible arrangements for construction deadlines”

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#### DELIVERY LIMITATIONS AGENTS MUST COMMUNICATE

Geographic Limitations: - “Some products cannot be delivered to all parts of the country” - “Islands require 2-3 days via ferry connection” - “Let me verify we can deliver to your specific location” - “Delivery options may vary based on your address”

Timing Restrictions: - “No Saturday deliveries - Monday to Friday only” - “Orders must be placed by 1pm for next-day delivery” - “Same-day delivery limited to 30 miles of London” - “Bank holidays may affect delivery schedules”

What Agents Cannot Promise: - Exact delivery times (only windows) - Weekend delivery availability - Dispatch on custom-cut orders unless confirmed by human - Delivery to unverified addresses

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#### DELIVERY VERIFICATION PROCESS

Address Verification Requirements: 1. Verify exact delivery address 2. Check address is within standard coverage 3. Confirm any special access requirements 4. Establish delivery timeline expectations 5. Identify any geographic restrictions

Verification Script: “What’s your delivery address? I need to verify we can deliver there as some products cannot be delivered to all parts of the country.”

When Address Issues Identified: “Let me check our delivery options for your location and have our logistics team confirm the best arrangement for you.”

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#### DELIVERY COST STRUCTURE

What Agents Can Say: - “Delivery included in mainland UK pricing” - “Competitive delivery rates across our coverage area” - “Delivery cost confirmed in final quotation” - “No hidden delivery charges in our pricing”

What Agents Cannot Say: - Specific delivery costs - Quote exact delivery charges - Make cost commitments without sales team - Negotiate delivery pricing

For Delivery Cost Questions: “Delivery costs are included in our quotations. Our sales team will provide full pricing including delivery when they call you back.”

## SPECIAL DELIVERY ARRANGEMENTS

Multiple Site Deliveries: - Can coordinate deliveries across multiple project sites - Consistent service for multi-location customers - Professional logistics coordination available - Scheduled delivery programs for ongoing projects

Construction Site Deliveries: - Understanding of construction site access requirements - Coordination with site schedules and constraints - Professional delivery team experienced with construction - Flexible timing to match construction phases

Emergency Deliveries: - Emergency contact available for urgent situations - Same-day service assessed case by case - Priority handling for genuine emergency requirements - Alternative arrangements for critical situations

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## WHEN DELIVERY NOT POSSIBLE

Alternative Options: - Transfer to sales team for alternative arrangements - Offer pickup from London depot if customer can collect - Suggest alternative delivery timing if urgent - Provide emergency contact for exceptional circumstances

Customer Communication: - Clear communication about delivery timing - Honest about any limitations or restrictions - Professional handling of delivery inquiries - Specific commitments rather than vague promises

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RELATED FILES: - See `nds-compliance-rules.txt` for delivery promise boundaries - See `nds-lead-qualification.txt` for address verification process - See `nds-objection-handling.txt` for delivery-related objections - See `nds-conversation-flows.txt` for delivery discussion scripts

This file defines delivery expectations agents can share safely and how to qualify logistics conversations.