

Delivery Date

Thank you for placing your order with Window Warehouse. Your invoice / receipt will show the expected delivery date.

Pre-delivery Call / Delivery Instructions

We will call you a couple of days before the delivery to see if you have any special delivery instructions. You may request where you would like the products put, however please be aware that the drivers have the authority to make the final decision of where best to safely deliver the products in accordance with their health and safety policy; standard work practices, and experience. The drivers are contracted to deliver to the front of the property, although they are generally quite accommodating within reason, but they will not deliver inside a house (the garage or carport is ok).

Final Confirmation

The day before delivery we get a final confirmation from the supplier and can give you an approximate timeframe of delivery. This is usually a three hour window.

The Delivery

You are welcome to be present for the delivery however you don't need to be. There will be two delivery drivers on the truck to safely handle your products.

Screen Delivery

If you have screens with your order, you may receive two deliveries. The screen delivery will be around the same timeframe as the windows unless discussed with you otherwise.

Plan Ahead

To avoid disappointment, please allow the day for delivery and plan for your installation to be at least a day or two after the delivery. While every effort is made to ensure your products are confirmed and delivered on time, unforeseen circumstances can happen and it's best not to have builders on site waiting for products to arrive or to pull out a window before you have checked your delivery.

We're here to help!

If you have any concerns about your delivery, please give us a call in the office on 3343 7988 as soon as possible and we will sort it out for you.
