



# SERVICE CHARTER



[IKOGROUP.CO.UK](http://IKOGROUP.CO.UK)



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# WELCOME TO OUR FAMILY

UK manufacturing means no shortage of stock and quick site deliveries from our large capacity warehouse facilities across our four sites.

## CUSTOMER SERVICE

Our dedicated Customer Service Advisors can be contacted on 01257 255771, Monday to Friday between 8:30am and 5:00pm to assist with your orders and enquiries.

Please enter the below options for the relevant customer service team:

- OPTION 1 Roofing Specification
- OPTION 2 Hot Melt and Mastic Asphalt, IKO Road
- OPTION 3 Merchant and Distribution
- OPTION 4 Single Ply
- OPTION 5 IKO enertherm Insulation

In order to enhance our customer experience, we require that all purchase orders are to be emailed into our customer service departments: [sales.uk@iko.com](mailto:sales.uk@iko.com)

## KEY INFORMATION NECESSARY

To facilitate order accuracy and efficiency only purchase orders containing the below will be processed.

- A purchase order number
- A price for each item ordered
- An IKO product code and description for every item required
- Product ordered in correct pallet or pack multiples
- Full delivery address and site contact details
- Any & all site restrictions
- Special vehicle requests
- Requested delivery date
- Any carriage charges (if applicable)

All the above information can be obtained from your quote. If no quote has been provided, please contact your Area Business Manager for assistance.

Please note, customer services cannot provide project prices and/or quotations.





# BUILT-UP ROOFING

## STANDARD DELIVERY OFFER

All deliveries are based on a minimum order value of £3,000 for bituminous membranes, liquid, adhesives and primer with a three-day delivery turnaround to site.

Orders to be placed before 12 noon and are subject to stock availability:

- **ORDER ON MONDAY BEFORE 12 NOON FOR DELIVERY ON WEDNESDAY**
- **ORDER AFTER 12 NOON ON MONDAY FOR DELIVERY ON THURSDAY**

IKO standard deliveries are issued on artic vehicles and offloaded by site at point of delivery.

Any other requirements must be confirmed by the customer services department and additional charges will apply.

A 30 minute off-loading time is allocated per delivery; any additional time incurred may delay vehicles with other scheduled deliveries and will be subject to demurrage.



## ADDITIONAL DELIVERY OPTIONS & CHARGES

The below charges must be included in the official purchase order to avoid delays in processing and all specific requests are based on availability, subject to extended lead-times:

DELIVERY OPTIONS	
Under carriage paid	£50 per pallet
Pre-10:00am delivery	£25 per pallet
Overnight delivery	£50 per pallet (cut-off 3:00pm)
Rigid tail-lift	£75 per delivery
Dedicated timed-vehicle*	£800 per delivery
FORS Silver/Gold	£1000 per delivery
Failed deliveries	£50 per pallet re-delivery

\* Required for specific time-slots on site or outside of standard delivery between 9:00am and 5:00pm

# SINGLE PLY ROOFING

## ORDERS & DELIVERIES

Orders are to be placed by the contractor directly with IKO or with our UK distributor SIG, and shall be supplied from IKO warehouses, the nearest SIG D&T warehouse or SIG branch.

### SIG D&T Customer Services

SIG D&T  
Unit 31F, Mannheim House  
Gelders  
Hall Road  
Shepshed  
Leicestershire  
LE12 9NH

01509 505714  
sales@sigdandt.co.uk

## STANDARD DELIVERY OFFER

All deliveries are based on a minimum order value of £3,000 for single ply membranes with a three-day delivery turnaround to site.

Orders to be placed before 11:00am and are subject to stock availability:

- **ORDER ON MONDAY BEFORE 11:00 AM FOR DELIVERY ON A WEDNESDAY**
- **ORDER AFTER 12 NOON ON MONDAY FOR DELIVERY ON THURSDAY**

IKO standard deliveries are issued on artic vehicles and offloaded by site at point of delivery.

Any other requirements must be confirmed by the customer services department and additional charges will apply.

A 30 minute off-loading time is allocated per delivery (60 minutes for some larger deliveries) any additional time incurred may delay vehicles with other scheduled deliveries and will be subject to demurrage.

## ADDITIONAL DELIVERY OPTIONS & CHARGES

The below charges must be included in the official purchase order to avoid delays in processing and all specific requests are based on availability, subject to extended lead-times:

DELIVERY OPTIONS	
Under carriage paid	£50 per pallet
Pre-10:00am delivery	£25 per pallet
Overnight delivery	£50 per pallet (cut-off 11:00am)
Rigid tail-lift	£75 per delivery
Moffat	£250 per delivery
Dedicated timed-vehicle*	POA
FORS Bronze	FOC
FORS Silver	POA
FORS Gold	POA
Failed deliveries	POA

### Please give five working-days notice when FORS vehicles are required

\* Required for specific time-slots on site or outside of standard delivery between 9:00am and 5:00pm



# HOT MELT & MASTIC ASPHALT BLOCK

## STANDARD DELIVERY OFFER

All deliveries are based on a minimum order value of £3,000 for the hot-melt system and a minimum of 12-tonne for all mastic asphalt block, orders below this tonnage are subject to the additional 'under carriage paid' charge.

Orders processed for a three-day delivery turnaround to site placed before 12 noon and are subject to stock availability:

- **ORDER ON MONDAY BEFORE 12 NOON FOR DELIVERY ON WEDNESDAY**
- **ORDER AFTER 12 NOON ON MONDAY FOR DELIVERY ON THURSDAY**

IKO standard deliveries are issued on artic vehicles and offloaded by site at point of delivery.

Any other requirements must be confirmed by the customer services department and additional charges will apply.

A 30 minute off-loading time is allocated per delivery; any additional time incurred may delay vehicles with other scheduled deliveries and will be subject to demurrage.



## ADDITIONAL DELIVERY OPTIONS & CHARGES

The below charges must be included in the official purchase order to avoid delays in processing and all specific requests are based on availability, subject to extended lead-times:

DELIVERY OPTIONS	
Under carriage paid	£50 per pallet/per tonne
Pre-10:00am delivery	£25 per pallet/per tonne
Overnight delivery	£50 per pallet/per tonne (cut-off 12 noon)
Rigid tail-lift	£75 per delivery
Dedicated timed-vehicle*	£800 per delivery
Moffat/flatbed/artic hiab/rigid hiab	£800 per delivery
FORS Silver/Gold	£1000 per delivery
Failed deliveries	£50 per pallet re-delivery

\* Required for specific time-slots on site or outside of standard delivery between 9:00am & 5:00pm

# MASTIC ASPHALT HOT CHARGE & SCREEDS

## STANDARD DELIVERY OFFER

All deliveries are based on a minimum order value depending on the product required and incur a standard haulage charge which will be detailed in your quotation:

Minimum load size for delivery in the 16 and 18 tonne tankers:

DESCRIPTION	MATERIALS	WEIGHT (TONNE)
Roofing & tanking	All grades beginning with code 51 or 53	6
Flooring	5201, 5217, 5208 + 30%	8
	5208 + 40%	10
Paving	5460	7
	30% Grit	8
	35% Grit	9
	40% Grit	10
	45% Grit	11
Permascreed	L	6
	M	7
	H	10

All hot charge orders should be placed as early as possible to allow time to consider product manufacture and specialist haulage arrangements. All requests are subject to availability at time of placing the order and IKO will confirm acceptance.

Delivery times available from Monday approx. 12 noon to Friday approx. 6:00pm, evening (6:00pm-6:00am) incur an additional £200 per delivery. Occasionally these times may vary due to delivery location, please discuss with your Area Business Manager.

6-hours unloading time is allowed on site. Delivery may be aborted and returned to IKO after this time with no credit applicable. Alternatively additional charges of £35 per hour may apply if arrangements can be made with our haulier through IKO to remain longer on site.

N.B. Up to 1-hour should be allowed on site, if required, for material to reach the recommended laying temperature.

Please note that it is contractor's responsibility to ensure offloading area is hardstanding and level and any necessary parking permits, or road closures are obtained prior to arrival of Hot Charge tanker, Drivers will not park in no-waiting or restricted parking areas.

Overnight stays subject to IKO approval and priced on application.

All hot charge deliveries are subject to approval/availability and IKO will establish whether or not orders can be fulfilled at the time of receiving the order and an IKO Customer Service Advisor will confirm by email with a response.

All deliveries are based on one Mainland UK destination.

## ALTERATIONS

Alterations must be made in writing to [sales.uk@iko.com](mailto:sales.uk@iko.com) and will be confirmed by a Customer Services Advisor.

Any alterations to existing orders outside the office hours of 8:30am and 5:00pm, Monday to Friday must initially be placed by phone call to **01257 256885**.

Your call will be answered by a production team leader at the manufacturing plant IKO Grangemill who will deal with your request.

Once the alteration has verbally been confirmed please send written confirmation by emailing your instructions to [gmwealterations@iko.com](mailto:gmwealterations@iko.com)

Please note if you choose not to supply a new written purchase order number for any additional materials requested at short notice, IKO will use the purchase order number already in place for the original delivery and will not accept any future invoice queries concerning the purchase orders or invoices for either order.

Note: Alterations refers to product part of orders only. Alterations to delivery dates/times will be classed as a cancellation and charges may be applied. New orders will then be required.



## CANCELLATION & RETURNS

Cancellation of any hot charge order must be made in writing to [sales.uk@iko.com](mailto:sales.uk@iko.com) by 12 noon Cancellation of hot charge orders must be made in writing to [sales.uk@iko.com](mailto:sales.uk@iko.com) and by the times listed below to avoid charges.

Hot charge cancellations received later than noon the day before delivery date requested will incur a £500 cancelled haulage charge.

Hot charge cancellations received later than 4:00pm the day before delivery date requested will incur a £500 + Full material invoice charge.

Hot charge cancellations (Scotland & South Coast) received later than noon two days before delivery date will incur a £500 cancelled haulage charge.

Hot charge cancellations (Scotland & South Coast) received later than 4:00pm two days before delivery date will incur a £500 + Full material invoice charge.

Cancellations to deliveries for a Monday night must be made in writing to [sales.uk@iko.com](mailto:sales.uk@iko.com) by either 12 noon or 4:00pm Friday to avoid the above charges.

Above charges are at discretion of IKO and in some cases may be reduced depending on whether production has commenced. IKO Customer Services/IKO Area Business Manager will advise once the necessary checks have been completed.

Any returned hot charge material will not be credited.

## LUGGER/MELTER HIRE & HAULAGE

Lugger/melter hire is subject to availability and will require at least five-working days' notice for delivery. Terms & conditions must be signed and returned prior to delivery. Lugger hire charges and lugger haulage for delivery and collection will be priced on application as part of the project quotation.

# IKO ROAD HOT CHARGE

## STANDARD DELIVERY OFFER

All deliveries are based on a minimum quantity value/ depending on the product required and vehicle capacity available (see tables below). All deliveries incur a haulage charge which will be detailed in your quote.

For Permatrack Bridge Joints (BJ) and Inlaid Crack Repair (ICR) material:

MATERIALS	TANKER SIZE	WEIGHT (TONNE)
77050ICR – Permatrack H ICR	6 Tonne Tanker	4
	10 Tonne Tanker	6
	16 or 18 Tonne Tanker	10
77050000 – Permatrack H BJ	6 Tonne Tanker	4
	10 Tonne Tanker	6
	16 or 18 Tonne Tanker	10





For Permatrack Bridge Surfacing material:  
Minimum load size for delivery in 10-, 16- and 18-tonne tankers.

MATERIALS	10-TONNE TANKERS WEIGHT (TONNE)	16- AND 18-TONNE TANKERS WEIGHT (TONNE)
54910425 - Permatrack Bridge Surfacing Hot Charge (MA4 10/20) (inc 3mm aggregate) – product for footways laid minimum 20mm thick	5	7
54911130 - Permatrack Bridge Surfacing Hot Charge (30) (MA6 10/20) (inc 6mm aggregate) – product for footways laid nominal 25mm thick	6	8
54911035 - Permatrack Bridge Surfacing Hot Charge (35) (MA6 10/20) (inc 6mm aggregate) – product for footways laid nominal 30mm thick	6	9
54911135 - Permatrack Bridge Surfacing Hot Charge (35)(MA10 10/20) (inc 10mm aggregate) – product for footways laid nominal 35mm thick	6	9
54911140 - Permatrack Bridge Surfacing Hot Charge (40)(MA10 10/20) (inc 10mm aggregate) – product for vehicle carriageways laid nominal 40mm thick	6	10
54911145 - Permatrack Bridge Surfacing Hot Charge (45)(MA10 10/20) (inc 10mm aggregate) – product for vehicle carriageways laid nominal 40mm thick.	7	11

Travelling distances and timings can also affect product workability at point of laying as bituminous materials burn off volatiles and become less flowable. Therefore, it is important that you contact your Area Business Manager as early as possible when planning project deliveries to ensure destinations can be assessed and risks mitigated as best as possible, however IKO will not accept liability for the following on all deliveries (other than a maximum limit of credit for the charges of a delivery invoice).

Consequential loss or costs incurred because of:

- material being unworkable either prior to delivery or at any time upon arrival on site and during the installation
- a breakdown of IKO machinery either prior to delivery or at any time upon arrival on site and during installation
- insufficient time to allow the material supplied to cool sufficiently before opening to vehicular traffic at the specified time.

The contractor must realise the risks associated with the above and take appropriate action such as but not limited to 'temporary infills,' 'assisted cooling' to ensure obligations under the contract such as 'road opening times' can be adhered to. IKO accepts no responsibility for any charges/costs incurred because of material supplied/ not supplied.

All hot charge orders should be placed as early as possible to allow time to consider product manufacture and specialist haulage arrangements. All requests are subject to availability at time of placing the order and IKO will confirm acceptance.

Delivery times available from Monday approx. 12 noon to Friday approx. 10:00pm, occasionally these times may vary due to delivery location, please discuss with your Area Business Manager.

6 hours unloading time is allowed on site. Delivery may be aborted and returned to IKO after this time with no credit applicable. Alternatively additional charges of £35 per hour may apply if arrangements can be made with our haulier through IKO to remain longer on site.

Overnight stays subject to IKO approval and priced on application.

All hot charge deliveries are subject to approval/availability and IKO will establish whether or not orders can be fulfilled at the time of receiving the order and an IKO Customer Service Advisor will confirm by email with a response.

All deliveries are based on one Mainland UK destination.

## LUGGER HIRE & HAULAGE

Lugger hire is subject to availability and will require at least five working days' notice for delivery. Terms and conditions must be signed and returned prior to delivery and lugger haulage (delivery & collection) will be priced on application as part of your quotation.

Hire charges are based on 5-day working week priced per lugger per week.

Luggers must be returned with a full tank of fuel or a charge will be incurred to refill.

Any lugger repairs will be charged.

All the above is at the final discretion of IKO.



## CANCELLATIONS & ALTERATIONS

Alterations must be made in writing to [sales.uk@iko.com](mailto:sales.uk@iko.com) and will be confirmed by a Customer Services Advisor.

Any alterations to existing orders outside the office hours of 8:30am and 5:00pm, Monday to Friday must initially be placed by phone call to **01257 256885**.

Your call will be answered by a production team leader at the manufacturing plant IKO Grangemill who will deal with your request.

Once the alteration has verbally been confirmed please send written confirmation by emailing your instructions to [gmwealterations@iko.com](mailto:gmwealterations@iko.com)

Please note if you choose not to supply a new written purchase order number for any additional materials requested at short notice, IKO will use the purchase order number already in place for the original delivery and will not accept any future invoice queries concerning the purchase orders or invoices for either order.

Note: Alterations refers to product part of orders only. Alterations to delivery dates/ times will be classed as a cancellation and charges may be applied. New orders will then be required.

Cancellation of any hot charge order must be made in writing to [sales.uk@iko.com](mailto:sales.uk@iko.com) and by the times listed below to avoid charges:

- Hot charge cancellations received later than 12 noon day before delivery date requested - £500 cancelled haulage charge
- Hot charge cancellations received later than 4:00pm day before delivery date requested - £500 + Full material invoice cost
- Hot charge cancellation (Scotland & South Coast) received after 12 noon two days before delivery date - £500 cancelled haulage charge
- Hot charge cancellation (Scotland & South Coast) received after 4:00pm two days before delivery date. - £500 + Full material invoice cost

Cancellations to deliveries for a Monday night must be made in writing to [sales.uk@iko.com](mailto:sales.uk@iko.com) by either 12 noon or 4:00pm Friday to avoid the above charges.

Above charges are at discretion of IKO and in some cases may be reduced depending on whether production has commenced. IKO Customer Services/IKO Area Business Manager will advise once the necessary checks have been completed.

Any returned hot charge material will not be credited.



# IKO ROAD BLOCK AND ACCESSORIES

## STANDARD DELIVERY OFFER

All deliveries are based on a minimum order value of £3,000; orders below this value are subject to the additional 'under carriage paid' charge.

Orders are processed for a three-day delivery turnaround to site placed before 12 noon subject to stock availability:

- **ORDER ON MONDAY BEFORE 12 NOON FOR DELIVERY ON WEDNESDAY**
- **ORDER AFTER 12 NOON ON MONDAY FOR DELIVERY ON THURSDAY**

IKO standard deliveries are issued on artic vehicles and offloaded by site at point of delivery.

Any other requirements must be confirmed by the customer services department and additional charges will apply.

A 30-minute off-loading time is allocated per delivery, any additional time incurred may delay vehicles with other scheduled deliveries and will be subject to additional charges of £35 per hour.

Palletised block and accessory items cannot be delivered on hot charge vehicles.

All deliveries are based on one UK Mainland destination.

## ADDITIONAL DELIVERY OPTIONS & CHARGES

The below charges must be included in the official purchase order to avoid delays in processing and all specific requests are based on availability, subject to extended lead-times:

DELIVERY OPTIONS	
Under carriage paid	£50 per pallet
Pre-10:00am delivery	£25 per pallet
Overnight delivery	£50 per pallet
Rigid tail-lift	£75 per delivery
Dedicated timed-vehicle*	£800 per delivery
Moffat/flatbed/artic hiab/rigid hiab	£800 per delivery
FORS Silver/Gold	£1000 per delivery
Failed deliveries	£50 per pallet re-delivery

\* Required for specific time-slots on site or outside of standard delivery between 9:00am and 5:00pm

## CANCELLATION & RETURNS

Blocks and accessory items ordered in error can be returned to IKO and are subject to a failed delivery charge and a restocking charge.

A full inspection will be carried out upon return of all goods before a credit is issued on resaleable items.

# LIQUIDS, ADHESIVES & PRIMERS

## STANDARD DELIVERY OFFER

All deliveries are based on a minimum order value of £3,000 with a three-day delivery turnaround to site.

Orders to be placed before 12 noon and are subject to stock availability:

- **ORDER ON MONDAY BEFORE 12 NOON FOR DELIVERY ON WEDNESDAY**
- **ORDER AFTER 12 NOON ON MONDAY FOR DELIVERY ON THURSDAY**

IKO standard deliveries are issued on artic vehicles and offloaded by site at point of delivery.

Any other requirements must be confirmed by the customer services department and additional charges will apply.

A 30 minute off-loading time is allocated per delivery; any additional time incurred may delay vehicles with other scheduled deliveries and will be subject to demurrage.



## ADDITIONAL DELIVERY OPTIONS & CHARGES

The below charges must be included in the official purchase order to avoid delays in processing and all specific requests are based on availability and are subject to extended lead-times:

DELIVERY OPTIONS	
Under carriage paid	£50 per pallet
Pre-10:00am delivery	£25 per pallet
Rigid tail-lift	£75 per delivery
Dedicated timed-vehicle*	£800 per delivery
FORS Silver/Gold	£1000 per delivery
Failed deliveries	£50 per pallet re-delivery

\* Required for specific time-slots on site or outside of standard delivery between 9:00am and 5:00pm

**UNFORTUNATELY, HAZARDOUS LIQUIDS CANNOT BE SUPPLIED ON A OVERNIGHT SERVICE**



# INSULATION

## IKO ENERTHERM PIR INSULATION

Flatboard insulation is based on a minimum order value of 200m<sup>2</sup> per delivery and supplied in full packs only. A minimum carriage charge of £100 per delivery applies to any order under 200m<sup>2</sup>\*.

If an order is for our standard PIR Flatboard insulation, we aim to deliver within 10-20 working days depending on stock availability on a standard artic. We operate to a 4 working day minimum notice policy in respect of amending or cancelling with no charges being applied.

If the notice period is less than 4 working days to delivery then cancellation charges will be applied and if there is a specialist vehicle requested then a charge may be applied for the cancellation of this in addition.

Specialist Vehicles Include (but not restricted to):

- Rigid Tail-Lift
- Flat Bed
- Roll Top
- Moffett

If the order is postponed within the 4 working days window, then the storage charge for the material can be applied at £100 per day, per load for the storage plus the charge for any specialist vehicle that may have been requested.

Our standard cancellation/returns policy applies as detailed in the "Important information" sector however fabricated items such as tapered schemes/made to order and non-standard roof boards are none returnable.

The lead time for these items is typically 10-14 working days and so, where the materials are of a made to order nature, we operate a minimum of 10 working day notice for cancellation or adjustment without charge. If we are advised an order of this nature is delayed, then from the requested/due date of delivery until the re confirmed delivery date, the charges apply at £100 per day, per load for storage.

IKO standard deliveries are issued on artic vehicles and offloaded by site at point of delivery. Any other requirements must be confirmed by the customer services department and additional charges will apply. A 30 minute offloading time is allocated per delivery; any additional time incurred may delay vehicles with other scheduled deliveries and will be subject to demurrage.

Again, if there is a specialist vehicle required, the charges could be applied for the cancellation/ postponement of this.

\* IKO single ply insulation projects are priced individually and are inclusive of standard delivery.

## IKO ENERTHERM 300 XPS

Deliveries for full loads are made on a 40ft articulated, curtain sided vehicle with standard lead of around 5-7 working days. Part loads can also be achieved in this time-frame but are confirmed by customer services in writing. Refusal of a notified delivery date will result in a rescheduling of your order and may impact lead times.

## SPECIALIST VEHICLES

Specialist vehicles are available on request and at an additional cost. Extended lead times may apply which will be confirmed in writing by customer services.

## DELIVERY OPTIONS

40ft flatbed vehicle for crane off-load	+£200
40ft articulated vehicle with moffett offload	+£225
Rigid vehicles are loaded and unloaded from the side using a forklift	+ £225
Flexible pallet delivery service available for small loads	



## DELIVERY LEAD TIMES & CARRIAGE CHARGE (STANDARD VEHICLE ONLY)

ORDER QUANTITY	FULL LOAD (10 PALLETS)	HALF LOAD (5-9 PALLETS)		PART LOAD (2-4 PALLETS)		SMALL LOAD (<1 PALLET)
Coverage	70m <sup>3</sup>	35 - 70m <sup>3</sup>		5 - 35m <sup>3</sup>		5m <sup>3</sup>
Timed delivery available	Yes	No		No		Flexible options
Maximum lead time	Within 3 working days	Within 7 working days	Within 5 working days	Within 7 working days	Within 7 working days	Up to 48 hours
Delivery charge	Carriage paid	Carriage paid	£150	£150	£225	Competitive rates on request

Please note that orders greater than one full vehicle, delivered direct to site, will receive one balance load free of additional carriage charge. Deliveries are based on 40' curtain-sided articulated vehicles only. A full vehicle represents approximately 70m<sup>3</sup>. Deliveries to mainland England, Scotland and Wales only. The typical lead times are for guidance only, extended lead times may apply during busy periods and when using specialist vehicles.

We allow 2 hours free, after that demurrage will be charged at a rate of £120/hour or part thereof, until such time that the goods are unloaded. After 4 hours we reserve the right to withdraw the vehicle, this will then be treated as a refused delivery\*.

\* For all refused/cancellation charges, please see page 40.

## ENERTHERM XPS PLUS

All existing pricing includes delivery on a standard vehicle and offloaded by site at point of delivery. Any other requirements must be confirmed by the customer services department and additional charges will apply. A 30 minute off-loading time is allocated per delivery; any additional time incurred may delay vehicles with other scheduled deliveries and will be subject to demurrage.

## DELIVERY LEAD TIMES & CARRIAGE CHARGE

Specialist vehicles are available on request and at an additional cost. Extended lead times may apply which will be confirmed in writing by customer services.

ORDER QUANTITY	FULL LOAD (20 PALLETS)	HALF LOAD (8-12 PALLETS)		PALLET MUTIPLES	
Thickness	All thicknesses	100, 140, 160, 180, 200	All other thicknesses	100, 140, 160, 180, 200	All other thicknesses
Coverage	72m <sup>3</sup>	28 - 43m <sup>3</sup>		3.6m <sup>3</sup>	
Timed delivery available	Yes	Yes		£25 per pallet	
Standard lead time	Within 7 working days	Within 3 working days	Within 7 working days	Within 7 working days	Within 7 working days
Delivery charge	Carriage paid	£350	£200	£45	£45

## ADDITIONAL CHARGES

FORS Silver	+£400
FORS Gold	+£500



## FLAT BED TRAILERS - DIRECT WITH 'MEGA-PALLET' FORMAT ONLY

1 Mega Pallet = 4 Standard Pallets (14ft high\*)

ADDITIONAL CHARGES	
Flatbed with Mega Pallet	+£400
Flatbed with Mega Pallet and FORS Silver	+£800
Flatbed with Mega Pallet and FORS Gold	+£900

## ALL DELIVERIES HAVE UP 2 HOURS WAITING TIME ON SITE

ADDITIONAL CHARGES	
Additional waiting time	£35 per hour
Cancelled and vehicle on route	£550
Cancelled and goods have to be returned	£1750

## IKO CG

Standard lead-time for material in stock is up to 10-working days from receipt of order. Made to order (MTO) materials will be confirmed by IKO Customer Service, all sales by IKO PLC are governed by the below additions to our general Terms and Conditions:

### DELIVERY CONDITIONS

Orders of less than £5,000 incur a small delivery charge of £195 and all deliveries shall be made by standard curtain-sided articulated trailers with no off-loading facilities. Rigid Vehicles are the exception and shall incur an additional freight charge with a delay on lead-times.

For the requirements of any FORS or CLOCS registered vehicle, an additional freight charge will be applicable with a delay on lead-times. Certain London Inner City postcodes have restrictions on artics so please inform IKO at the time of ordering.

### OFFLOADING

All articulated trailer delivery destinations require forklift offloading equipment which is to be provided by the site. IKO does not provide offloading facilities unless specifically required. Additional costs and extended lead-times may apply for alternative vehicle types.

Should the delivery driver be delayed waiting offloading; IKO reserves the right to charge for any additional costs incurred. Please note there will be given a max of 2 hours unloading time to offload a full truck lorry. For smaller deliveries/groupage, the offloading time will be limited to a max of 1 hour. When the truck can't be offloaded during this time, demurrage will be charged at £60 for every 30 minutes.

### STORAGE OF MATERIALS & ACCESSORIES

Insulation materials should not be stacked more than 2 pallets high, accessories and adhesives cannot be stacked and all products should securely stored and have protection from the weather.

### CANCELLATION

Within 14 days of the agreed delivery date, any cancellations and/or changes to purchase orders cannot be accepted. Cancellations of MTO materials are not permitted.

## IKO VIP

Orders above 15m<sup>3</sup> delivered on a standard artic incur no additional carriage charges. Any other requirements must be confirmed by the customer services department and additional charges will apply. A 30 minute off-loading time is allocated per delivery; any additional time incurred may delay vehicles with other scheduled deliveries and will be subject to demurrage.

## SPECIALIST VEHICLES

Specialist vehicles are available on request and at an additional cost. Extended lead times may apply which will be confirmed in writing by customer services

## STANDARD CHARGE FOR TAPERED/FLATBOARD PACKS ONLY ORDERS BASED ON VOLUME

0-9.99m <sup>3</sup>	£140
10-14.99m <sup>3</sup>	£65

## TAPERED SCHEME QUOTATION

All Tapered scheme quotations have a built in carriage charge

## TRANSPORT CHARGE VALUE

A carriage charge of £140 will apply if order value is less than £2,000.

All deliveries are prepared for the site to offload by forklift and are on standard articulated vehicles, unless a special vehicle has been requested at point of order.

By special vehicles we refer to one of the below which are available within our fleet:

- Rigid
- Artic moffett
- Rigid moffett
- Rigid rolling roof
- Artic rolling roof

## ADDITIONAL MOFFETT CHARGE

If a moffett vehicle is required there is an additional charge of £100.

## ADDITIONAL SHRINKWRAP CHARGE

Generally requested for use of Rolling Roof Vehicles when being offloaded by crane, the request must be made at point of order or standard packaging will apply:

- £5 additional charge per 4x4 pallet
- £10 additional charge per 8x4 pallet

Cancellations are priced depending on distance and notice period. Each cancellation charge is individually advised upon receipt of cancellation.





## IKO ROCK

### **FABRICATED ITEMS / MADE TO ORDER (ACOUSTIC INFILLS, ANGLE FILLETS, TAPERED, UB34, NON-STANDARD ROOF BOARD, IKO MW UPSTAND BOARD)**

If the order is of a flat board only nature, and these are standard, stocked items then we operate a 4 working days (minimum) notice policy in respect of amending or cancelling with no charges being applied. If this is less than 4 working days to delivery then cancellation charges will be applied and if there is a specialist vehicle (flat bed, roll top, moffett) requested then a charge may be applied for the cancellation of this in addition.

Should this be postponed within the 4 working days window then the storage charge for the material can be applied at £100 per day, per load for the storage, plus the charge for any specialist vehicle that may have been requested.

**The lead time for these items is typically 20 working days.** So where the materials are of a made to order nature, we operate a minimum of 10 working day notice for cancellation or adjustment without charge.

If we are advised an order of this nature is delayed, then from the requested/due date of delivery until the re-confirmed delivery date, the charges apply at £100 per day, per load for storage.

Again if there is a specialist vehicle required the charges could be applied for the cancellation/postponement of this element also.

## IKO ETHERM XPS C

Standard lead-time for stocked item and non-stocked items are as per the below, following the receipt of a purchase order.

- Stocked items – within seven working days
- Non-stocked items – within ten working days

All purchase orders received will be acknowledged in writing and a delivery date confirmed by customer service.

### **DELIVERY CONDITIONS**

Deliveries will be made using artic vehicles as standard and any other vehicle requirements or site limitations (subject to availability) must be specified on the purchase order. Specific delivery window slots can be requested and accommodated wherever possible.

If a delivery is refused on arrival, a handling charge will be applied. If the load is 35m<sup>3</sup> or less a fixed charge of £50 will apply. If the load is greater than 35m<sup>3</sup> then a £100 fixed charge will apply. These charges are in addition to transportation.

### **OFFLOADING**

Please note that all orders are supplied ready for offload with a reach or counterbalance fork truck and the necessary provisions for safe offload shall be provided for by the site.

We allow 1 hour for offloading after which, demurrage charges will be incurred.

### **CANCELLATIONS & RETURNS POLICY**

Cancellations can only be accepted the day before the delivery date. Any cancellations received after this time will be subject to charges. If we are requested to arrange a return for product no longer required, the following returns procedure will be followed:

- The return will be subject to transportation and 15% (maximum) restocking charges
- Re-stocking charges will be agreed prior to the return being organised
- Upon receipt, the material will be inspected by the QC department and credit will only be issued if the product is deemed fit for re-sale.

# ACCESSORIES

## STANDARD DELIVERY OFFER

IKO standard deliveries are issued on artic vehicles and offloaded by site at point of delivery. Any other requirements must be confirmed by the customer services department and additional charges will apply.

A 30 minute off-loading time is allocated per delivery; any additional time incurred may delay vehicles with other scheduled deliveries and will be subject to demurrage.

## TRIMS

Carriage paid value based on trims only is £500, with an under carriage charge to be confirmed upon receipt of order. Standard lead-time is within 3-5 working days.

## ROOFLIGHTS

IKO requires a minimum period of two weeks following acceptance of any quotation in order to complete any necessary design and relevant drawings.

Following approval by the buyer of the drawings, a further 6-8 weeks is required for the manufacture and delivery of the goods.

The quantity, quality and description of the roof lights set out in the quotation unless otherwise expressly set out gives no warranty that the rooflights will conform to any particular standard specification or test.

No order shall be cancelled or terminated except in writing and on terms that the buyer shall indemnify IKO in full against all loss (including loss of profit), costs (including the cost of all labour and materials used), damages, charges and all other expenses incurred.

In addition to any other rights IKO may have, the seller may at any time by notice in writing immediately terminate the whole or any part of the order without any liability to IKO for any sums whatsoever incurred because of such termination.

## DELIVERY

All deliveries are made on an artic vehicle as standard and incur a £35 carriage charge.

Any dates quoted for delivery are approximate only, and the time of delivery is not of the essence.

IKO shall not be liable for any delay in delivery of the goods whatsoever.

If the buyer fails to take delivery of the goods on the delivery date, then:-

- (a) delivery of the goods shall be deemed to have been completed at 9.00am on the delivery date; and
- (b) IKO shall store the goods until delivery takes place, and charge the buyer for all related costs and expenses (including insurance).

If, 10 business days after the delivery date, the buyer has not taken delivery of the goods then IKO may resell or otherwise dispose of part or all of the goods and charge the buyer for any shortfall.

The buyer shall not be entitled to reject the goods if IKO delivers up to and including 5% more or less than the quantity of goods ordered.

## RETURNS

In the event that the buyer, for any reason whatsoever, wishes to return the goods, they may do so in accordance with this clause. In order to return the goods the buyer must contact IKO and agree collection arrangement provided that:-

- (a) the goods are received by IKO within 28 days of the delivery date; and (b) the goods are returned in the condition they were dispatched in (i.e. in saleable condition) which is determined by IKO at its sole discretion;

The price paid for the goods by the buyer (together with any applicable VAT) shall be returned to the buyer, by way of a credit note, after the deduction of a 25% handling charge and £50 per pallet freight.

## DAMAGES

Any goods signed for at the time of delivery as damaged (where such damage or defect was whilst in) can be returned in accordance with this clause, and refunded in full, goods will be replaced with no handling charge.

Where the goods supplied are non-stock products, no refund or replacement shall be given. Any goods that are damaged after the buyer has signed for those goods as undamaged will not be refunded or replaced.



## OUTLETS

Palletised goods (UK mainland only) are based on a 3-5 working day lead-time with additional delivery options available:

- \* Next day delivery (subject to availability in delivery location)
- \* Timed deliveries (subject to availability in delivery location)
- Typical 3-4 day delivery (subject to availability in delivery location)
- AM deliveries
- PM deliveries
- 2-hour delivery windows (available on day of delivery)
- Range of vehicles but restrictions can be advised and specific vehicle size requested

## NON-PALLETISED GOODS

- Overnight delivery
- Pre-10:00am delivery
- AM delivery

Any order less than £1,000 will be subject to a £250 delivery charge

\*Next day delivery and timed deliveries will be subject to further charges and confirmed in writing by the customer service team. Please contact your local Area Business Manager for any special delivery requirements in advance.

## GUARDRAILS

Delivery to site of all products in one consignment on a pallet via the palletnetwork. Any deliveries required on a rigid curtain sided vehicle which will require mechanical offload are chargeable and POA (time on site 30 min max).

Deliveries will be made on an AM service Monday-Friday where possible. Timed deliveries will not be confirmed until order is placed and such is the situation regarding timed palletised delivery services at the moment we cannot guarantee the reliability of a timed delivery on any given day. If it is critical that your delivery arrives at a predetermined time then you should choose to use an alternative cost for a dedicated vehicle.

Given the current fluctuations in the prices for steel and aluminium we are currently only able to validate any quotations for a period of 5 days.





# IKO SERVICE LEVEL AGREEMENT

## KEEPING OUR CUSTOMER INFORMED

Orders acknowledged within two hours with either an email response or systemgenerated acknowledgement once processed.

All purchase orders are to be processed within 24 hours following receipt of quotation/ specification.

If the order cannot be immediately processed, the customer will be informed of the progress every three hours until the order is completed.

Any purchase orders received that do not contain the key criteria will be sent back for completion.

## CREDIT/RETURN REQUESTS

All credit requests will be dealt with via the dedicated email address [invoicequeries.uk@iko.com](mailto:invoicequeries.uk@iko.com)

Once authorised, the credit will be issued within two working-days. If more investigation is required, the customer will be advised of the delay and informed when an outcome is decided upon.

A full inspection of the items returned will be carried out before a credit is issued. All items returned must be in a re-saleable condition, only re-saleable items will be credited.

## QUERIES AND ENQUIRIES

Any customer enquiry received will be acknowledged within 24 hours (Monday to Friday).

When a telephone enquiry is received, the customer service advisor who answers the call will endeavour to take responsibility of resolving the query.

IKO customer service aim to answer a telephone enquiry within 30 seconds, 80% of the time. When this is not achievable, customers can request a call-back via IKO Reception.

## ETA'S/POD'S

Customer requests will be sent onto our logistics teams within 30 minutes. The customer will be kept informed of our progress as we receive the information from our haulage partners however ETA's can only be provided on timed deliveries and POD's can take up to seven days to be received.

## ZERO TOLERANCE

Whilst our customer service advisors are on hand to assist with your order/enquiry, we will not tolerate any verbal abuse towards our staff.





# IMPORTANT INFORMATION

## POD'S/SHORTAGES/DAMAGES

All delivery notes must be clearly signed, printed and completed in full before the driver leaves the premises.

IKO accepts no liability/claims for late delivery if the delivery note has not been completed correctly and in full (date, time etc).

The POD will only available after 7 days from receipt of delivery.

Any shortages/damages must be clearly marked on the delivery note before the driver leaves the premises.

The customer services department must be notified within 48 hours of receipt of delivery or this will affect your claim.

Notifications of shortages/damages must be sent to the relevant customer service department within 48 hours of accepting the delivery.

Invoice queries can be sent to our dedicated email address [invoicequeries.uk@iko.com](mailto:invoicequeries.uk@iko.com) which we aim to respond to in the same invoicing month. Once a final decision has been reached, any moneis being withheld need to be passed for payment.

## ORDER AMENDMENTS

We will try to accomodate customer order amendments where possible. However, if the order has already been packed for loading, unfortunately any amendment requests at that stage will not be able to be carried out.

## CANCELLATIONS & RETURNS

It is the responsibility of the customer to check and confirm suitability, all sizes, dimensions and thickness of products being ordered.

Where specified, delivery periods shall commence from the date on which acceptance of the order is communicated to the purchaser. Time for delivery shall not be of the essence. Whilst arrangements to supply or deliver goods on a specific date and time are made in good faith, no claim shall be made by the purchaser in respect of lateness or non-delivery for whatever cause in supply of delivery of goods or any consequence thereof.

## BUR/HMMA/SINGLE PLY/FLATBOARD INSULATION

If a standard IKO product is ordered in error by the customer, it may be returned to IKO subject to transport cost (£50 per pallet space) and a 25% restocking charge. All returned items are subject to inspection prior to credit issue.

Photographic evidence of the material in situ will be requested before a return is processed. This will then be subject to assessment by our quality control department.

IKO reserve the right to dispose of any returned material not fit for re-sale.

48 hours notice will be required when cancelling BUR and HMMA orders prior to the items being dispatched from the warehouse. Failure to give 48 hours notice will incur a 25% restocking charge.

72 hours notice will be required when cancelling flatboard insulation orders. Failure to give 72 hours notice will incur a 25% restocking charge.

## HOT-CHARGE & SCREEDS

Cancellation of any hot charge order must be made in writing to [sales.uk@iko.com](mailto:sales.uk@iko.com) and by the times listed below to avoid charges:

- Hot charge cancellations received later than 12 noon day before delivery date requested - £500 cancelled haulage charge
- Hot charge cancellations received later than 4:00pm day before delivery date requested - £500 + Full material invoice cost
- Hot charge cancellation (Scotland & South Coast) received after 12 noon two days before delivery date - £500 cancelled haulage charge
- Hot charge cancellation (Scotland & South Coast) received after 4:00pm two days before delivery date. - £500 + Full material invoice cost

In addition to the charges above, any cancellations to Saturday or Sunday deliveries after the order has been received, accepted and confirmed will incur a £1,000 charge.

IKO will not accept liability for the following on all deliveries (other than a maximum limit of credit for the charges of a delivery invoice).

Consequential loss or costs incurred because of material being unworkable either prior to delivery or at any time upon arrival on site and during the installation.

Consequential loss or costs incurred because of a breakdown of IKO machinery either prior to delivery or at any time upon arrival on site and during installation.

IKO accepts no responsibility for any charges/costs incurred because of material supplied/not supplied.



### ENTERTHERM 300 XPS

Vehicles are loaded with two days prior to delivery, therefore any cancellations or amendments to orders must be made in writing by 9am, two working days before the delivery date. For all orders where loading has commenced the order cannot be cancelled or amended without incurring a charge of £150.

For all orders where delivery has commenced (i.e the vehicle has left the plant) the order cannot be cancelled, amended or refused on site without incurring all transport costs, to and from the delivery address. The £150 cancellation charge will also be incurred. Amending orders may change the original delivery date which will be confirmed by customer services.

A fee of 30% of the invoiced price will be charged for re-stocking plus the cost of outbound and inbound transport.

Returning products to stock can only be accommodated if the product is in its original packaging and in a saleable condition which will be fully inspected and approved or rejected. Product needs to be in complete packs, palletised and can be off loaded by a forklift truck. We cannot offer this service for non-standard products. Collections must be requested within two weeks of the original delivery being made via customer service at [sales.uk@iko.com](mailto:sales.uk@iko.com)

### TAPERED INSULATION SCHEMES

IKO requires a minimum of 5 working days' notice if an order needs to be cancelled.

Failing to do so will incur a charge of the full value of the scheme.

If the order is pushed back 72 hours before delivery is due on site, no charges will apply but must be cancelled before 2:00pm.

If the order is pushed back less than 72 hours before delivery is due on site, customer will be charged.

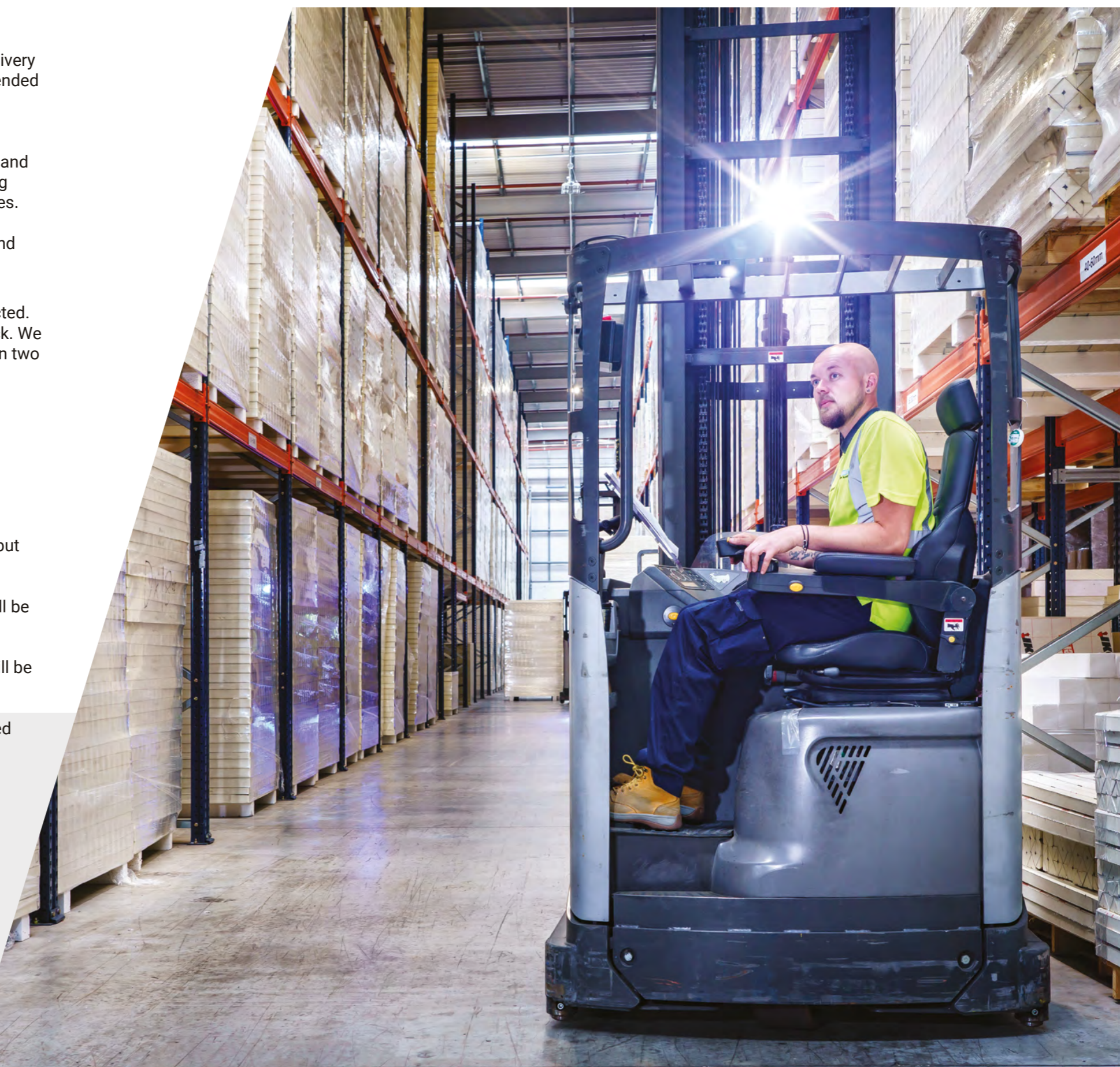
These charges will be 50% of the value of the freight charge, e.g. freight £500 - charge will be £250.

If the delivery is then not delivered within 5 working days from when the order was pushed back holding charges will apply.

Holding charges are £7.10 - admin fee + £4.45 Per Pallet Per Day

If an order is delivered and refused on site, a refusal and holding charge will be applied.

**All of the above is at the final discretion of IKO: Orders cancelled whilst in transit will incur a 25% restocking charge and any/all applicable transport charges.**





**BES 6001**

Responsible Sourcing  
www.greenbooklive.com



**IKO PLC (Head Office)**

Appley Lane North  
Appley Bridge  
Wigan  
WN6 9AB

01257 255771  
getintouch.uk@iko.com

**IKO Single Ply**

Coney Green Road  
Clay Cross  
Chesterfield  
S45 9HZ

**IKO HMMA**

Prospect Quarry  
Grangemill  
Matlock, Derbyshire  
DE4 4BW

**IKOGROUP.CO.UK**

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