

# FREQUENTLY ASKED QUESTIONS

## Will my product come assembled?

Items are generally not pre-assembled prior to loading for delivery. Please speak to the Barbeques Galore team to book and pay for assembly during the delivery.

## How can I prepare for my delivery?

We recommend moving any old product prior to the delivery of your new Barbeques Galore purchase, to make the delivery as smooth and convenient as possible. This will help to ensure the product is placed exactly where you want it.

## Who can remove my old product?

ANC can remove your old product at the time of delivery. This can be booked and paid for with the Barbeques Galore team at the time of purchase. An additional fee will apply for this service

Alternatively, your local council will usually provide a regular or annual collection service, so we suggest you contact them directly for the specific coverage in your area. You could also consider donating your unwanted preloved furniture or barbeque to a local charity.

# CONTACT US

## Pre delivery queries

Please contact your Barbeques Galore store, as per the details on your receipt.

## On the day details

Please contact ANC on 13 20 88 for all your “on the day” delivery enquiries. Please have your ANC job reference number, the four digit number received via SMS, ready when you call.

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# HOME DELIVERY AND ASSEMBLY

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# HOW TO PREPARE

## for your new Barbeques Galore delivery

- If there are any access issues or obstacles that may hinder the safe and successful delivery of your new purchase, please advise the Barbeques Galore team at time of purchase.
- Consider the location of where you would like your new Barbeques Galore product to go, ensuring there is sufficient clearance space and access.
- **Any unsafe or difficult deliveries may need to be left in an agreed alternative location.**
- Clear the area where the new product will go, including ensuring there is sufficient space for your ANC Delivery Team to maneuver.
- Clear the access to the area where your Barbeques Galore delivery will be made.
- Something simple! Ensure your recycling bin is empty the week prior to the delivery, allowing easy disposal of any packaging.
- Removal of packaging is not provided by the ANC Delivery Team, unless the Assembly Service is included.
- Packaging waste can be collected by your local council in your regular collection.

# WHAT TO EXPECT

## from your ANC Delivery Team

- Barbeques Galore will make your product available as quickly as possible and notify your ANC Delivery Team when it's ready for collection, and then delivery.
- ANC will send you an SMS the evening before delivery, confirming the 3 hour delivery window i.e. the time frame when the ANC Delivery Team will be delivering your new Barbeques Galore product.
- ANC will deliver the product into the location of your choice, assuming there is sufficient clearance and space to safely accommodate the new product.
- Should the product not fit within the chosen location, ANC will consult with you on the best alternative location.
- ANC will help position the product to your satisfaction.
- Unless delivery includes an Assembly Service, removal of waste including packaging and old products, will be your responsibility.
- Any unsafe or difficult deliveries may need to be left in an agreed alternative location.

# OPTIONAL SERVICES

## you may consider, additional and worthwhile

### Assembly Service

- Please speak to Barbeques Galore regarding assembly of your new product.
- An Assembly Service is available, usually done at the time of delivery by the ANC Delivery Team, unless other arrangements are made.
- The total estimated assembly time and cost will be quoted to you at time of purchase.
- If the Assembly Service is included, removal of packaging waste is also included.

**Your ANC assembly can be to a new gas bottle supplied with your delivery, however not to any existing gas bottles at the delivery point.**

**Please note, ANC is not licensed to carry out any connection or disconnection to a natural gas outlet. Please refer to your Barbeques Galore team for further support.**

### Removal of Old Product

- Removal of old, comparable product can be arranged at the time of purchase of your new product.
- If you have additional waste not comparable to your new product, you may require a dedicated collection. Please contact your local council to confirm their services.