

# Landscaping Customer Service Charter



STONEMARKET

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# 01 Who we are

**The Marshalls story began with landscaping way back in the 1890s, and over 130 years later, it's still at the heart of what we do. Today we're proud to supply products for both commercial and domestic markets, with our expertise now spanning water management, building and roofing products too.**



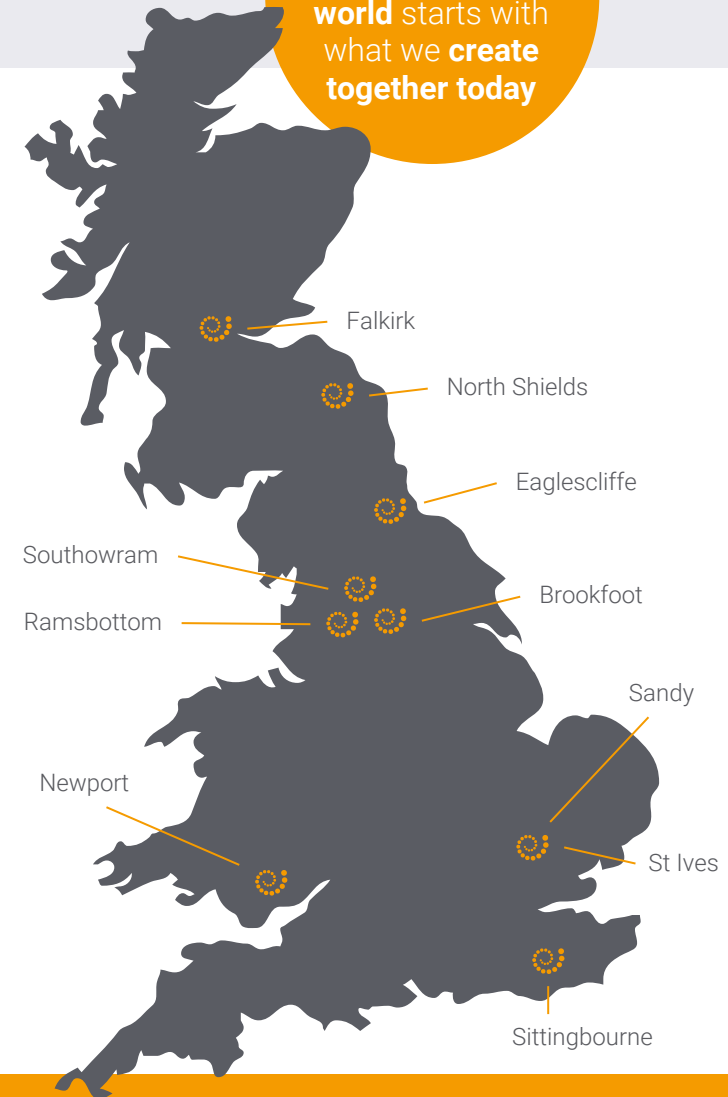
At Marshalls Landscaping, we provide everything from beautiful paving and kerbs to walling, street furniture, and landscape protection helping bring your landscaping vision to life, solving material challenges and enabling better outcomes at every stage.

We're driving progress toward lower-carbon solutions without compromising performance, making it easier for our customers to meet their sustainability goals. And because we've got manufacturing and distribution sites dotted all over the UK, we can get what you need, to where you need it without the fuss and while keeping delivery lorry miles to a minimum.

When it comes to service, we've built our whole approach around making your life easier. Whether you're a merchant, contractor, housebuilder, or homeowner, we're here to support you.

From choosing the right product and getting expert design advice, to on-time delivery and reliable aftercare, you can count on us for quality, know-how, and friendly support on every project, big or small.

We believe  
building  
**tomorrow's**  
world starts with  
what we **create**  
together today





## 02 What this charter covers

**Our Landscaping Customer Service Charter covers what you can expect from us, what we need from you, and how we can work together to make every Marshall's Landscaping and Stonemarket project run smoothly.**

We aim to deliver quality products and a service that makes your life easier, helping to bring every project to life exactly as you envision it.

This charter outlines the service we offer to our business customers, including builders' merchants, contractors, and landscape installers. If you're looking for details about our consumer service offer, including our consumer terms and conditions, you'll find everything you need on our website.





## 03 What you can expect from us



### Expert advice

Clear, accurate guidance on our product and service offer



### Quick support

Fast responses to your queries



### On-time delivery

Reliable and timely order fulfilment



### Clear updates

Transparent communication throughout



### Quality products

Consistent, high-standard materials

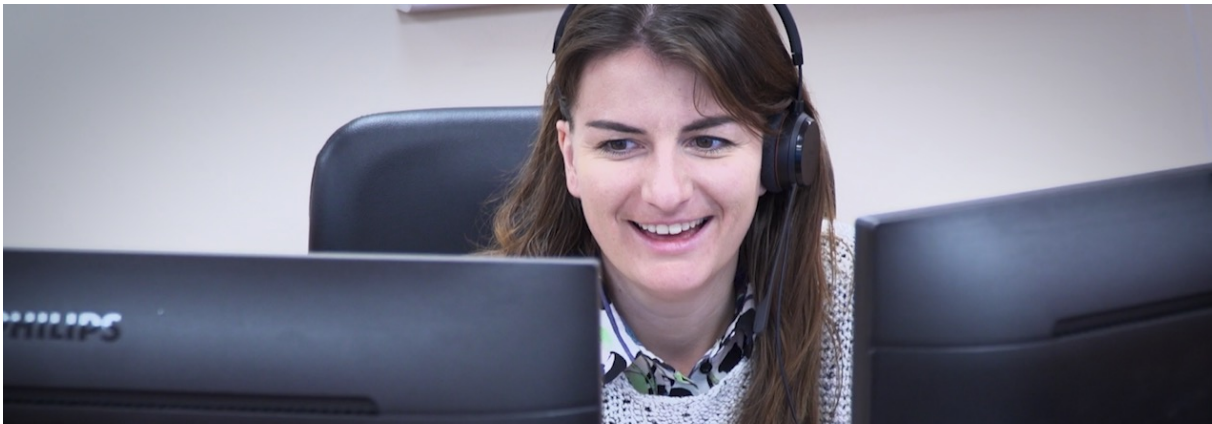
### What we ask of you:

- Check your quote and order acknowledgement carefully and let us know if anything doesn't look right
- Let us know about any delivery access restrictions early
- Provide as much notice as possible for changes
- Be respectful to our team, whether on the phone, over email, or on site



## 04 Talking to us

### Customer Service team



Whether you're looking for product information, a quote, help placing an order, checking stock availability, or support with a return or collection, our team is here to respond quickly and provide a genuinely helpful service.



#### Call us

**0333 220 2737**

Our lines are open Monday to Friday from 7.30am to 5pm (excluding Bank Holidays and over Christmas).



#### Email us

**[orders@marshalls.co.uk](mailto:orders@marshalls.co.uk)**

### My Account

MyAccount is our online hub for customers who order directly through Marshalls, making it quick and easy to track and manage orders.

#### Here, you can...



See orders, quotes and delivery notes



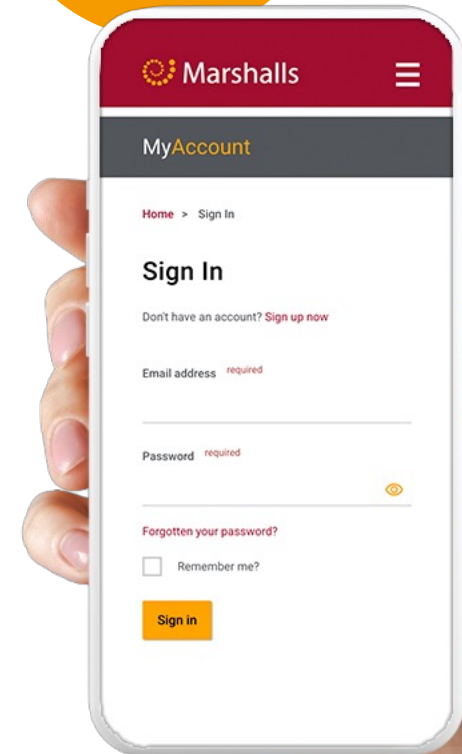
Track deliveries as they happen



Instantly check prices and stock

If you'd like to know more about **MyAccount**, our friendly Support team are here to help!

Log in here  
**[My Account](#)**





## 04 Talking to us

### Your dedicated support team

We've got a dedicated and friendly team ready to help when you need it...



#### Account Manager

Your Account Manager is your main point of contact. They'll help drive your landscaping sales forward, keep everything on track, and meet with you in person when needed.

If there are any issues, they'll help sort them out quickly and without any fuss. Our Account Managers each have their own email and mobile, so you'll always know exactly who to reach and how.

If you're a new customer and not sure who your Account Manager is, just get in touch with our support team at [orders@marshalls.co.uk](mailto:orders@marshalls.co.uk) and we'll let you know who to contact.



#### Orders Advisor

Your orders and deliveries are well looked after by our Orders Advisors.

We're here to make the process smooth and straightforward, supporting you with everything you need, quickly and without hassle.



**Call us**  
Contact number can be found in email signature



#### Internal Sales Developer

If you've got any questions about our standard products or want to know more about our bespoke landscaping options, our Internal Sales Developer is on hand to help with quotes and pricing enquiries.



**Email us**  
[orders@marshalls.co.uk](mailto:orders@marshalls.co.uk)



## 04 Talking to us

### Your dedicated support team

We've got a dedicated and friendly team ready to help when you need it...



#### Technical Service Team

Our Technical Service Team are here to support our customers, whether it's choosing the right product, getting the specification spot-on, or making installation simple. From first idea to final completion, we're committed to helping projects run smoothly and delivering results that everyone's proud of.

If any quality concerns come up, we'll step in straight away. Our team offers expert advice and one-to-one support to get things sorted quickly and keep your project moving.



**Our lines are open **Monday to Friday** from **8.30am to 5pm****  
(excluding Bank Holidays and over Christmas)

 **Call us**  
**03704 112233**

 **WhatsApp**  
**07361597148**

 **Email us**  
**[grouptechnicalservice@marshalls.co.uk](mailto:grouptechnicalservice@marshalls.co.uk)**



## 05 Orders



### Placing an order

We really appreciate every order you place with us.

Ordering from us is simple, we just need a few details from you before we can confirm your order. Please send us all the relevant information below by email or EDI. Once we have this, we can get your order on its way:

- Your purchase order reference and account details
- The quotation reference and version number if your order is going direct to site
- The full list of products and services you need – this will need to include quantities in unit-of-sale multiples and the price per unit
- The delivery address and any delivery information we should know in advance such as site access restrictions, specific vehicle needs, timed delivery slots, booking-in instructions, or special offloading requirements
- The name and number of the person who'll be there to receive the delivery



### Order acknowledgement

Once your order's been processed, we'll send you an order acknowledgement by email to confirm everything's in place. If you've ordered directly through Marshall's, you can find this information in [MyAccount](#).

We request that you take a moment to check everything's correct and if something doesn't look quite right, please get in touch.



### Order amendments and cancellations

We know plans can change and we aim to be as flexible as possible. If you need to make a change to your order, **please tell us before 9am the day before your delivery.**

If an order is changed or cancelled after this time, a £250 charge will apply to cover transport costs. If an order is cancelled after it has been shipped, a restocking fee will be incurred in addition to the £250 cancellation charge. The restocking fee is 30% of the order value and is applied to cover additional transportation, handling and administration costs.

Please note that all amendment or cancellation requests must be sent to us in writing.



## 05 Orders



### Delivery lead times

Delivery lead times vary, but we'll always confirm an expected date when you place an order. Typical delivery lead times from your local Marshalls Distribution Site (from the order confirmation date) are:

**Full loads and part loads to site** up to 3 working days

**Part loads to yard** up to 5 working days

**Courier deliveries** up to 3 working days

For a part-load to builders' merchants' yards, if we're able to bring your delivery forward from our initial estimate we'll do our best to make it happen and send an updated order confirmation.

Non-standard products may take longer - we'll give you an estimate when quoting and confirm it when you order.

Some standard items might need to be moved to your local depot first, which can add time.

You can track your delivery anytime via [MyAccount](#) or by contacting an [Orders Advisor](#).



### Bulk purchase orders

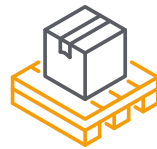
We accept bulk orders for multiple full-load deliveries over time. While we can't reserve standard stock without delivery instructions, we can schedule deliveries in advance if there's a firm commitment to receive them.

When you're ready, just send the delivery details - we'll call off the load, reserve the stock, and book the date.





# 05 Orders



## Minimum order quantities

### Merchant yard deliveries

Minimum order quantities can be found in your term agreement.

### Site and home deliveries

There is a small load charge of £100\* per delivery for:



#### Home delivery

Order value  
below **£1,200**



#### Site delivery

Order value  
below **£2,000**



\*excluding deliveries made by courier



## Building your load

With our mixed load delivery offer, you can create a bespoke order made up of Marshall's or Stonemarket landscaping products. Mix and match from our wide range, including block paving, kerbs, edgings, decorative concrete, stone, and porcelain paving.



If you'd like to know more, your Orders Advisor will be happy to help.



## Made to order products

When we receive an order containing a Made to Order (MTO) product, we'll send you a Made to Order letter outlining the products included and any additional terms that may apply. We'll ask you to confirm that you're happy with these terms by returning a signed copy of the letter to us. Once we've got this, we'll be able to process your order.



## 06 Delivery

### Our logistics partner - Wincanton

We work with Wincanton to deliver your orders safely and efficiently. Their fleet includes over 200 Euro 6 standard, FORS Silver-accredited vehicles and Wincanton can draw on extra vehicles from their wider fleet and a network of approved subcontractors if needed. FORS Gold-accredited vehicles can also be arranged.





## 06 Delivery

### Vehicle types

We use different trucks to suit your site and delivery needs. Here's a quick guide to help you understand the options we have:



Vehicle	Artic Flatbed	Full artic crane	Drawbar (wagon and drag)	Tautliner / Curtainsider	Moffett
Weight:	26.2 tonnes max	26.2 tonnes max	26.3 tonnes max (with trailer) 12.3 tonnes max (front end)	28 tonnes max	Small vehicle -12 tonnes max Large vehicle - 23 tonnes max
Use:	Direct to site or yard deliveries	Direct to site or yard deliveries	Direct to site or yard deliveries, also ideal for restricted access	Direct to site or yard deliveries	Direct to site deliveries
Offload facilities:	No offload facilities - a forklift or similar is needed at the delivery address	Comes with an attached crane, can offload all products (palletised, voided, or placed flat on the deck)	Driver can drop the trailer to make vehicle shorter; front-end only delivery possible on request	No offload facilities - a forklift or similar is needed at the delivery address	Forklift
Charges:	None	Direct-to-site mechanical offload charge: £40	£50 drawbar charge + £40 direct-to-site mechanical offload charge (charge not applicable for home deliveries)	None	POA



# 06 Delivery

## Timed deliveries

Our standard delivery times are:



**8am to 4:30pm  
Monday to Friday**

(excluding Bank Holidays and over Christmas).

If you need a delivery outside of these hours, please let us know when placing your order.

### Delivery options

### Charges

Full day delivery (8am to 4:30pm)	No charge
First drop (before 8am)	No charge
AM (8am - midday)	No charge
Next day delivery	POA
Out of hours delivery	POA
2h time delivery slot	£150
Half day delivery slot	£300
Courier delivery 3-day window	£85

### Courier deliveries (ADD Express or UK Mail)

For small orders  
(up to 2 packs)  
we offer courier  
delivery options

### Courier option

### Charges

Economy delivery (1-3 days)	£85 per pack
Next day delivery	POA
Morning / Saturday / timed delivery	£85 per pack + £20 per delivery



### Please bear in mind:

Delivery options are subject to what's in stock and which vehicles are available.



## Order select service

Most of our products are supplied in full packs, as detailed in your quotation. Some smaller items can be provided individually, and these will be clearly highlighted.

With our Order Select service, you can split packs of certain decorative products for delivery. If you'd like to find out more or see if your products can be included as part of this service, please contact your [Orders Advisor](#).



## 06 Delivery



### Collections

We're happy to help with collections wherever we can. Orders are placed the same way as deliveries, you'll just need to let us know who'll be collecting, along with your preferred date and time.

Collections are subject to stock availability. Once we've confirmed your order, we'll email you the collection date with your 1 hour collection window.

If you need to change or cancel your order, please let us know before 9am the day before. Changes after this time will incur a £100 charge to cover handling and administration costs. Please note that any amendment or cancellation requests must be sent to us in writing.

Please follow our health and safety protocols when collecting your order to help keep everyone safe.



### Docks service

You can order Marshalls and Stonemarket branded domestic stone and porcelain landscaping products direct from the docks.

This means your products are shipped straight from our docks distribution point rather than our local depot, with all deliveries arriving as full loads on an Artic Flatbed truck.



### Offshore postcodes

For customers requesting deliveries offshore, Marshalls will deliver to the nearest docks. Full responsibility falls to the customer to organise pickup of the products and deliveries to site.



## 06 Delivery



### Track your delivery

There are several ways you can track your delivery. You can do this through our website, via the link included in your order confirmation, or by following the links on the delivery updates we'll send to you by email and text.

If you've placed your order directly with Marshall's, you can also track your delivery in MyAccount, either on our website or through the app in the 'Track your order' section.

If your delivery is delayed, we'll do our best to let you know as soon as possible and send an updated order confirmation with the revised delivery time. Sometimes, the driver may need to call in to report an issue, which could cause a slight delay in real-time updates.



### Redirections

#### Need to change your delivery location while your order is en route?

Here's how it works based on how far the new location is away from the original:



### Adverse weather

From time to time, severe weather conditions (e.g. ice, floods, high winds) may affect loading, delivery or collections. Keeping everyone safe is our top priority.

If we can't load your order or allow collections safely, we'll get in touch as soon as possible to let you know and confirm when your order will be re-scheduled for.

If you can't accept a delivery or make a collection because of the weather, please let us know as early as you can so we can adjust our plans.



### Congestion charges

All deliveries are free of congestion charges.



### Off-loading

When your delivery arrives, it will have the off-loading equipment you requested when placing your order. For everyone's safety, we have to follow strict health and safety guidelines, which means we may not be able to unload if the site can't meet these requirements.

If we do come across any safety concerns when we're delivering your order, we'll need to arrange a risk assessment so we can work out the safest way to get your products to you.



## 06 Delivery



### Waiting times

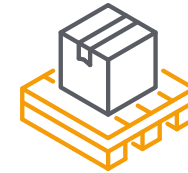
If you think unloading will take more than an hour, or you need an early delivery, just let us know when you place your order so we can plan ahead. Extra time on site may mean an additional charge.

If unloading takes longer than an hour and we haven't been told in advance, drivers may need to leave to keep other deliveries on schedule. In such cases, charges laid out in our Return to Works policy will apply. See [here](#) for more information.



### Proof of delivery

Once your delivery has been made, a copy of your Proof of Delivery (POD) will be added to MyAccount, so if you place your orders directly with Marshalls, you can view or download it at any time. Please allow up to 7 days from the invoice date for the POD to appear. If you still can't see it after this time, please contact our [Credit Team](#).



### Product packaging

#### Pallets

All our pallets are FSC®-certified, meaning they come from responsibly managed forests. This ensures that every pallet you receive not only supports sustainable forestry but also contributes to a more circular and environmentally conscious supply chain.

#### Plastic wrap

The majority of our plastic wrap contains at least 30% recycled content. Our polyester strapping, which keeps products secure, is mostly made from recycled PET (RPET) and is fully recyclable. A small proportion of strapping is made from virgin polypropylene for product integrity.



## 07 Aftercare



### Raising an issue

Our goal is to always provide you with quality products, coupled with great service every time. If you're not happy with your order or the service you've received, just let us know and we'll put it right as quickly as possible.

**Service issues** - Contact your [Orders Advisor](#) or Account Manager

**Product quality concerns** - Contact the [Technical Service Team](#)



### Returns

We want to make returning as easy and fair as possible.

If you've made an error or changed your mind about a product and would like to return it, please let us know in writing. We'll review your request and confirm back in writing, subject to our discretion.

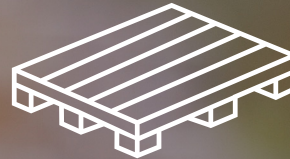
If the return is accepted, a transport charge of £250 and a restocking fee of 30% of the order value will apply to cover the costs of collection and handling. This will also apply if a site isn't ready to receive delivery, or if unloading is delayed by over an hour, unless we've received updated instructions before 9am the day before delivery.

**If you've accepted a delivery but later change your mind, we may accept a return as long as:**

- The goods are in the same condition as delivered, undamaged, with all packaging intact
- You let us know within 15 working days of delivery
- The items are still part of our standard range – unfortunately we don't accept returns on bespoke, made to order or obsolete items



## 07 Aftercare



### Pallet recovery service

We work with Scott Pallets Recovery Service to collect and repair unused or slightly damaged pallets so they can be reused repeatedly. This helps reduce waste going to landfill which can cost around £8 per pallet in a mixed waste skip!

If you're signing up for the first time to a pallet collection service, please contact The Pallet LOOP. Using The Pallet LOOP collection service provides significant savings versus a typical £8 waste disposal cost per pallet.

If you want to find out more, get in touch with your Account Manager or Scott Pallets Recovery Service directly. You can find out more [here](#).



### General Feedback

We're committed to putting our customers at the heart of everything we do - whether that's through the service or the products you receive. Your feedback helps us to improve and shape our business.

Sharing your thoughts is easy – just click the survey link at the bottom of our emails, quotes, or orders. After a delivery, we'll also send a text to hear how everything went.

If you'd prefer to speak to someone to share your feedback you can request a callback by emailing [customerexperience@marshalls.co.uk](mailto:customerexperience@marshalls.co.uk) – we'd love to hear from you!



## 08 Terms and conditions



This charter is consistent with our full Marshall's terms and conditions, which you can find on our website: [www.marshall's.co.uk/termsandconditions](https://www.marshall's.co.uk/termsandconditions)

