

Marshalls Bricks & Masonry Customer Service Charter



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01 Who we are

Our story began back in the 1890s. Founded by Solomon Marshall, our legacy is woven into the fabric of British history.

Now over 130 years later, We supply products for both commercial and domestic markets across three main divisions.



Building Products

Drainage and water management solutions, concrete bricks, masonry, mortar, screeds and aggregates.



Landscape

Products Paving, kerbs, edgings, walling and street furniture.



Roofing Products

Concrete tiles, clay tiles, timber battens and roof-integrated solar panels.

You can find more on our Bricks & Masonry journey [here](#)

At Marshalls Bricks & Masonry, our purpose is simple: to help you build with confidence. As part of the wider Marshalls family, we bring together decades of expertise with a steadfast commitment to quality, reliability, and service.

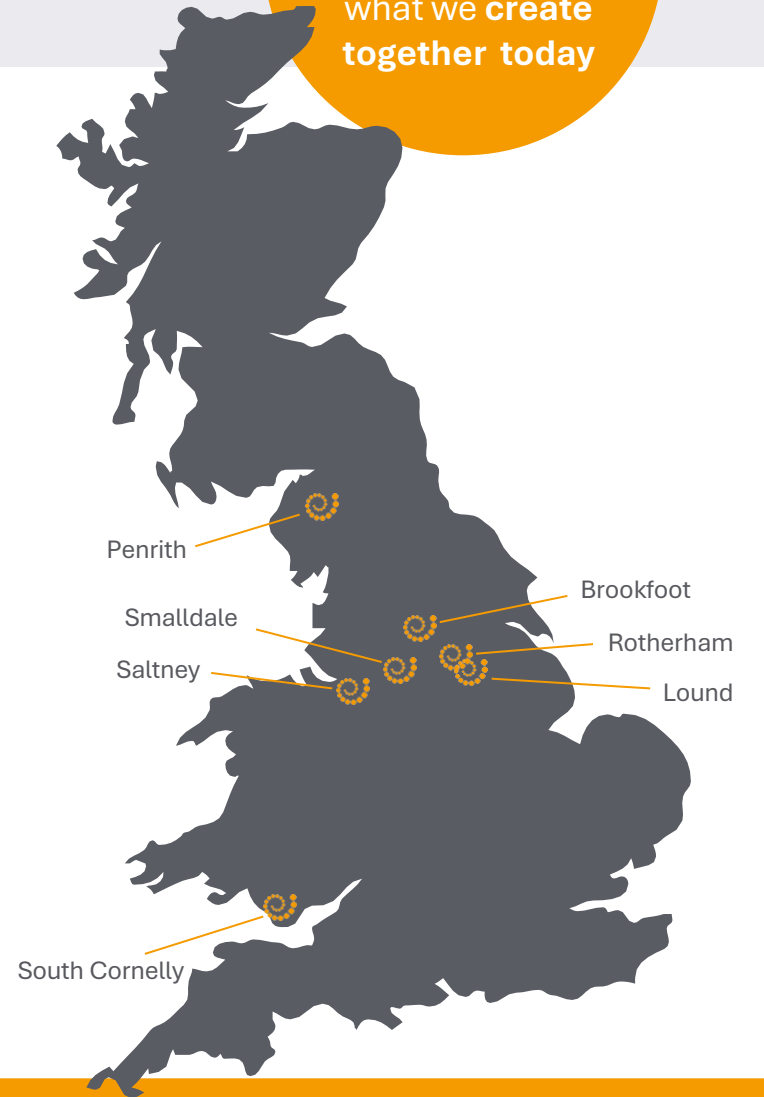
Following the acquisition of Edenhall in 2018, Marshalls brought its strength together with Edenhall's specialist expertise to form a dedicated division focused on delivering the bricks, masonry, and walling solutions that keep your projects moving.

We know the pressures of build programmes and site schedules. That's why we prioritise dependable products, transparent delivery timelines, and responsive support when plans change — helping you stay on track, without unwanted surprises.

With more than 60 years of specialist experience, we're proud to lead the UK in concrete brick innovation, including introducing perforated concrete bricks to the UK market. Our British-made products support local jobs and minimise transport miles, helping reduce the carbon footprint of every project.

Whether you're building homes or supplying them, we're here to make the process straightforward, reliable, and sustainable — every time.

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



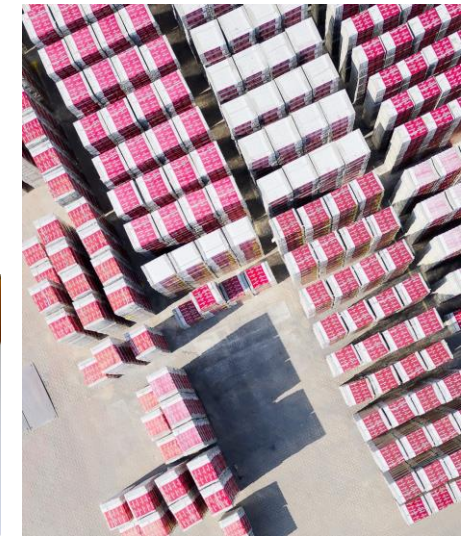


02 What this charter covers

Our Customer Service Charter sets out how we'll work with you to keep your build moving smoothly. It explains what you can expect from us, what we'll need from you, and how we'll stay aligned every step of the way.

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 partners, including housebuilders, contractors and builders' merchants. 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

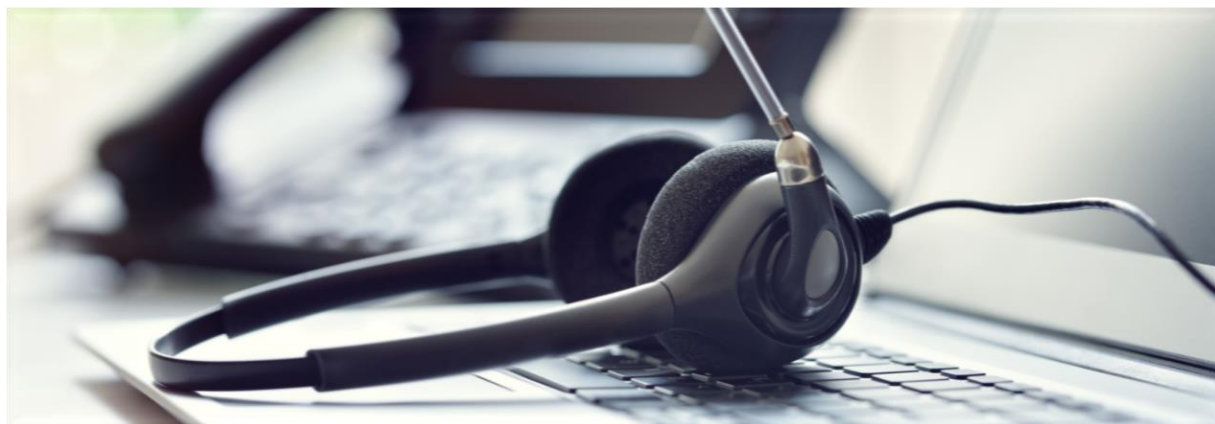
What we ask of you:

- 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



Your dedicated support team

Whether you're looking for product advice, help placing an order, checking stock, or support with a return, our team is here to respond quickly and keep things simple for you.



Call us

01633 600 806

Our lines are open Monday to Friday from 8am to 5pm (excluding Bank Holidays and over Christmas).



WhatsApp

07723 429 983



Email us

BricksandMasonry@marshalls.co.uk

AfterSalesBM@marshalls.co.uk



Customer Support Team

From the moment you join us, our Customer Support Managers are dedicated to delivering a smooth, successful onboarding experience, allowing you to focus on what matters most — your build.



Technical Team

From first concept to final completion, we work with you to select the right products, ensure specifications are accurate, and resolve site challenges efficiently. With expert guidance and one-to-one support, we help keep your project moving with confidence.



Aftersales Team

Our Aftersales Team provides ongoing support to ensure your project continues seamlessly after delivery. From maintenance advice to returns support, we're on hand to offer guidance and resolve matters quickly, keeping your project on track.



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 dedicated point of contact for planning, problem-solving, and keeping your project on track. No call centres — just someone who knows your business and understands your needs.

If any issues arise, they'll help resolve them quickly and smoothly. Each Account Manager has their own email and mobile, so you'll always know exactly who to contact.

New customer? Simply email our support team at BricksandMasonry@marshalls.co.uk and we'll connect you with your Account Manager.



**Orders
Advisor**

Our Orders Advisors make sure your orders and deliveries are handled efficiently.

We're here to keep the process smooth and straightforward, providing the support you need quickly and without any hassle.



Call us
01633 600 806



WhatsApp
07723 429 983



**Internal Sales
Advisor**

If you have questions about our standard products or want to explore our full range, our Internal Sales Advisors are ready to assist with quotes and pricing enquiries.



Email us
BricksandMasonry@marshalls.co.uk
AftersalesBM@marshalls.co.uk



05 Orders



Placing an order

We value every order you place with us and strive to make the process as straightforward as possible. To help us confirm your order quickly, we just need a few details from you:

- Your purchase order reference and account details
- The quotation reference and call off schedule if your order is going direct to site
- The full list of products and services you need – this will need to include quantities and price
- 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 site contact available 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. A further confirmation will be sent one week prior to your delivery. 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 **48 hours before your delivery**.

If an order is changed or cancelled after this time, a minimum £250 charge will apply to cover transport costs. If an order is cancelled after it has been shipped, a restocking fee and full haulage charge will be applied. The restocking fee is 20% of the order value and is applied to cover handling and administration costs.

Please note that all amendment or cancellation requests must be sent to us in writing. Any amendments may result in a revised delivery date.

Our aim is to always work with you to minimise disruption and keep your build moving.



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, 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 your order confirmation email or by contacting an [Order 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.

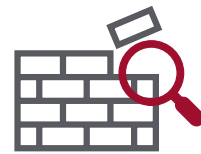
When you're ready, just send the delivery details - we'll call off the load, reserve the stock, and book the date.

To help us support your project, we recommend sharing a three-month rolling delivery programme.





05 Orders



Product Matching

From bricks, to walling solutions, we'll help you find the best match for your build.

Our brick ID and product match service takes the guesswork out of finding the perfect fit.



Looking for a new design?

If you'd like us to explore a new brick or walling design for your project, just reach out to your Account Manager.

They'll work with you and our specialist team to understand your requirements and guide you through what options are available and advise on the best fit for your build.



Brick Specials

We offer a wide range of made to order brick specials designed to meet unique project requirements, including Plinths, Pistol Bricks and Brick Slips.

If you have a specific requirement or would like to know more, please reach out to your Account Manager. They will support you through the process to make sure everything fits your project perfectly.



Made to Order Products

When we receive an order that includes a Made to Order (MTO) product, we'll send you a Made to Order letter confirming the products included and any additional terms that apply.

We'll ask you to review and confirm these terms by returning a signed copy of the letter. Once received, we'll be able to process your order.



06 Delivery

Our logistics partner - *Wincanton*

We partner with Wincanton to ensure your orders are delivered safely and efficiently. Their fleet includes over 200 Euro 6 FORS Silver-accredited vehicles, with additional resources and approved subcontractors available as needed. FORS Gold-accredited vehicles can also be arranged on request.





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	None	£150 drawbar charge per delivery	None	£150 moffett charge per delivery



06 Delivery

Timed deliveries

Our standard delivery times are:



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

(excluding Bank Holidays and over the seasonal holidays).

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



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 collection window.

If you need to change or cancel your order, please let us know before the end date on your collection window. Changes after this time will incur a £100 charge to cover handling and administration costs.

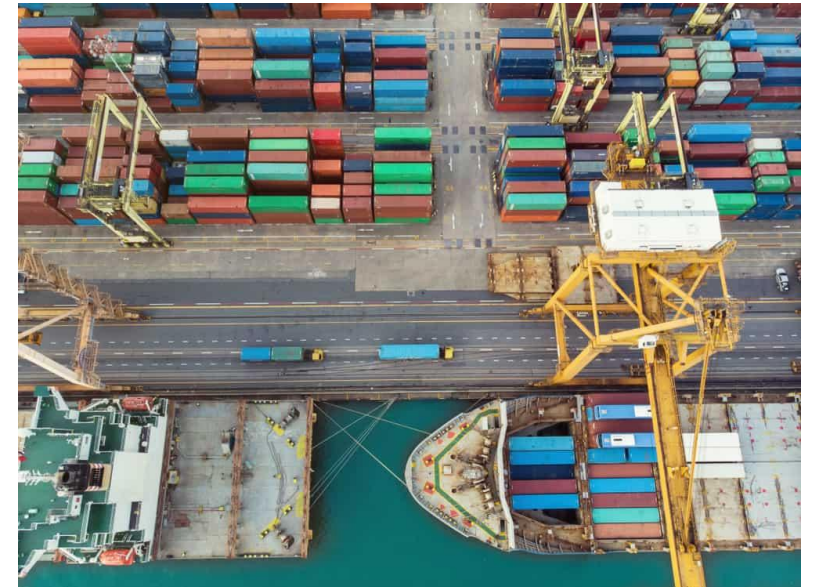
Please note that any amendment or cancellation requests must be sent to us in writing.

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



Courier deliveries

For small orders we offer courier delivery options for £120 per pallet. Customers must have offloading facilities for courier deliveries.



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.

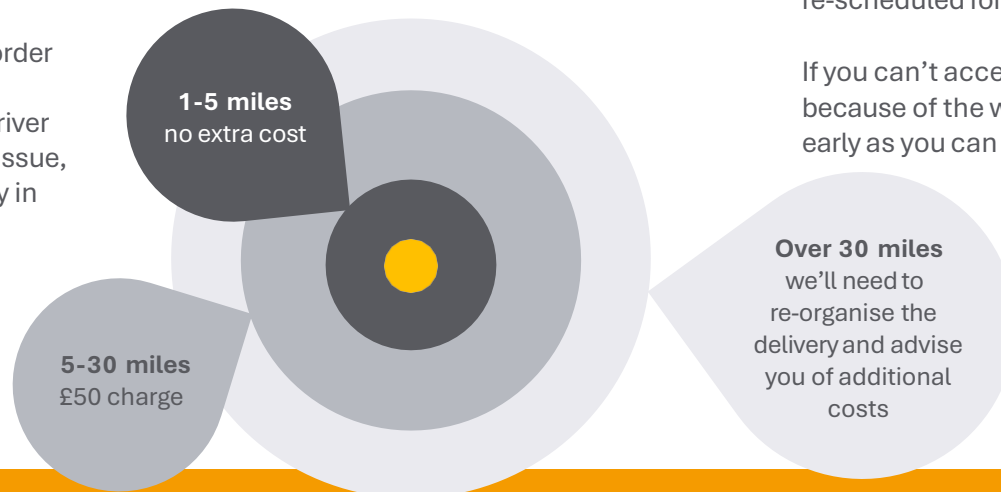
If your delivery is delayed, we'll do our best to let you know as soon as possible and send an updated order confirmation with the revised delivery time. Sometimes, the driver may need to call in to report an issue, which could cause a slight delay in real-time updates.



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 may need to arrange a risk assessment so we can work out the safest way to get your products to you.



06 Delivery



Waiting times

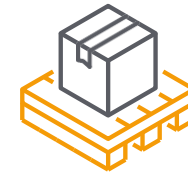
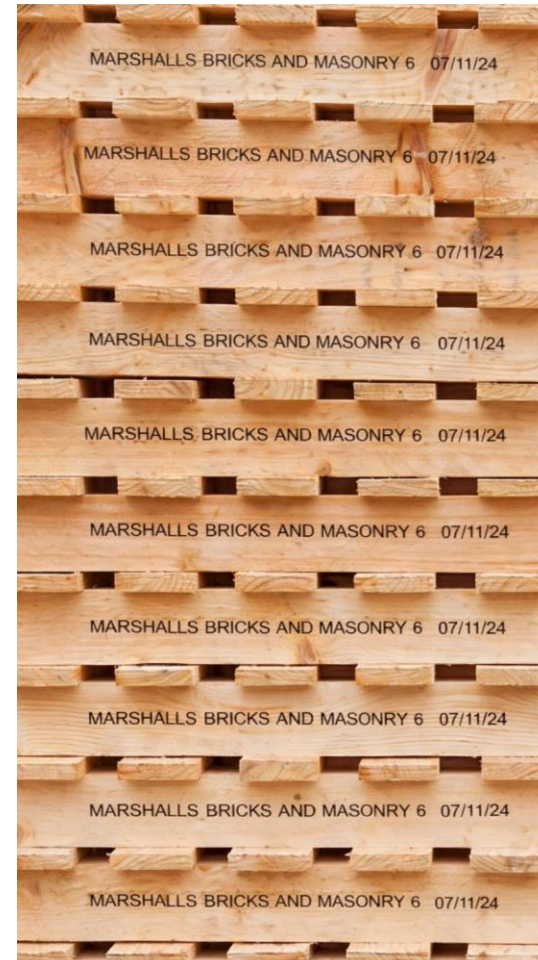
If you think unloading will take more than an hour, or you need an early delivery, just let us know when you place your order so we can plan ahead. Extra time on site may mean an additional charge.

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 sent to your preferred email address. Please allow up to 7 days from the invoice date for the POD to appear. If you still haven't received 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 our [Aftersales 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.

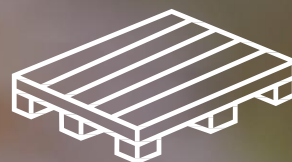
If the return is accepted, the full transport costs and a restocking fee of 20% of the order value will apply to cover the costs of collection and handling. This will also apply if a site isn't ready to receive delivery, or if unloading is delayed by over an hour, unless we've received updated instructions 48 hours 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 – we'd love to hear from you!



08 Terms and Conditions



This charter is consistent with our full Marshalls terms and conditions, which you can find on our website: [Marshalls PLC Terms & Conditions](#)

