

Hogsback Logs

How is delivery arranged and carried out?

Once we have received your order, we will begin route planning which will take a few days to link orders together.

In about 3-5 working days, you will receive a notification via text/email with a proposed delivery date and approximate time.

Your logs are loaded loose, and are brought to you to be tipped in the most convenient area that we can access with our vehicle. For example, in front of your garage door.

If you do not have a driveway, we would suggest that you provide a car space in front of your property for us to drop the logs kerbside.

You do not need to be present to receive your delivery, as long as there is space for us to be able tip your logs.

If you are not going to be present for delivery, you can leave a tarpaulin or any sheet and we will cover your logs in case the typical British weather is or due to rain.

We do request if you want to reschedule or cancel an order that has already been planned for delivery, that we are notified no less than 48 hours of the proposed date.