

Shipping & Delivery Policy

At TankBuilder, we are committed to delivering your custom vessels safely, efficiently, and on time. This Shipping & Delivery Policy outlines our logistics procedures, delivery timelines, and customer responsibilities.

1. Shipping Methods

Groupage vs. Direct Delivery

- Large orders will be delivered direct to site by artic truck. We utilise a variety of trailers depending on tank size. Curtain sider, flat bed, Low loader, specialist vessel bed trailers.
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- Individual sales of tanks under 3000mm in height can be shipped via groupage (shared transport).
- Tanks 3000mm or taller unless laid on their side are delivered via direct delivery, due to their size and transport requirements.
- Customers may request direct delivery for tanks under 3000mm in height; however, an additional charge will apply for this service.
- TankBuilder will arrange all road permits and required load escorts for larger vessels.

2. Delivery Terms

- All deliveries are made under DAP (Delivered at Place) Incoterms.
- Offloading is the responsibility of the customer and must be arranged in advance at the delivery location.
- If a HIAB truck(truck mounted crane) is required, TankBuilder can provide pricing upon request.

3. Estimated Delivery Times

Delivery timelines are estimated as follows (from date of dispatch):

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Destination	Estimated Time
Island of Ireland	2 business days
England & Wales	3–5 business days
Scotland & EU countries	5–7 business days

Please note: These timelines are estimates. Delivery may vary based on customs clearance, local traffic conditions, ferry schedules, or third-party courier availability.

4. Delivery Acceptance and Damaged Goods

- All products must be inspected upon delivery.
- Do not accept or sign for any tank that appears damaged.
- If a unit arrives to site damaged, refuse the delivery and report the issue immediately to TankBuilder with photos of the damage.
- Accepting damaged goods without notation on the delivery docket may void your right to a replacement or refund.

5. Special Delivery Requirements

- If your site has restricted access, requires timed delivery, or has special unloading needs, TankBuilder must be notified at time of quoting.
- Additional delivery services (e.g., HIAB, forklift, tail lift, or site coordination) are not included in standard delivery pricing and can be quoted separately.
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- Fors delivery is possible on full loads, but must be requested at time of quotation.

6. Delivery Delays

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While we make every effort to meet the estimated delivery dates, TankBuilder cannot be held liable for delays caused by:

- Weather conditions
- Customs inspections
- Third-party logistics providers
- Strikes or other force majeure events

7. Contact Us

For delivery updates, special transport arrangements, or questions about shipping costs, please contact:

Email: admin@tankbuilder.ie

Website: www.tankbuilder.ie