

DELIVERY FAQ's

Will my order reach me on the delivery date provided on my order confirmation?

We aim to meet anticipated delivery dates whenever we can, however these dates are always subject to final quality checks of both the glass and the fully assembled product. If there are any anticipated delays, the Stella team will notify you in advance.

If you would like to delay your delivery from the agreed delivery date then please contact your Stella representative and we will discuss options, depending upon the stage that your order is at in our assembly and production process.

How will my order be delivered?

All of our rooflights arrive on extremely sturdy, bespoke handmade pallets, which are specifically designed to fit your individual rooflight/s.

Each window is individually parcelled in foam wrap packaging and protective edging. If multiple rooflights are due for delivery at the same time, we may opt for a stacked pallet design to maximise delivery efficiency. Pallets are then secured with protective wrapping and labelled accordingly.

We select an appropriate delivery vehicle, depending on the size of your consignment and only work with trusted delivery partners to ensure your product arrives on time and in perfect condition. For this reason, we do not trust our deliveries to any pallet network.

delivery is to kerbside as delivery vehicles cannot travel over gravel/grass/uneven surfaces.

Due to the bespoke nature of our products, they may require a forklift or telehandler to offload from the lorry depending on weights and dimensions.

Upon Delivery

Upon delivery, please check your delivery carefully and do not sign the paperwork until you are happy that your delivery is correct and undamaged. This will require you unwrapping the rooflight pallet and inspecting the product thoroughly.

We cannot refund or replace items which have been signed for as 'received in good condition'.

What arrangements do I need to make if my rooflight delivery is too large for tail lift offload?

In our Terms and Conditions of Sale we advise that you must ensure that the delivery location is suitably prepared for delivery and that you have appropriate lifting equipment in place to take receipt of the products.

The dimensions and weights for all of our bespoke rooflights can be found on the approval drawings. However, should you need further clarification on this to arrange equipment for offload, please speak to a member of the Stella team before delivery.

Can Stella Rooflight provide a forklift offload?

Delivery with forklift services are an additional cost but can be arranged. Please note availability for this can be on an extended lead time so please discuss this requirement prior to paying for your order so we can include this in your final quotation or contact us at least 4 weeks prior to your anticipated delivery date.

Can my rooflight be craned from the delivery vehicle into position on the roof?

Yes – this is possible, however, please ensure Stella are aware that this is the intention during the consultation process so that the correct delivery vehicle can be quoted and booked.

Should you be using the lifting eyes provided please make sure to use a spreader bar to evenly distribute the weight to avoid damaging your rooflight.

What size will the delivery vehicle be?

Due to the bespoke nature of all of our products, vehicle sizes vary, the smallest vehicle on the fleet is 3.5t although deliveries can take place on much larger articulated lorries or rigid curtain siders.

Please highlight if you have any concerns regarding access to your delivery point.

Due to the size of rooflights/pallets some deliveries, including those with forklifts, are not possible with a 3.5t vehicle.

Can my builders offload the order by hand?

Yes, in some circumstances it is possible to unload the delivery vehicle manually but we would recommend that you speak to our team if you are intending to do so.

Where can I find my fixings and fittings?

Your actuators will be factory fitted and tested prior to dispatch. Items such as other components for electric actuation, manual winders, lifting eyes and loops will be boxed and sent with the driver.

What time will delivery take place? Can I specify a delivery time?

Once we have an agreed delivery date we will let you know the estimated time of arrival, however should you need we can arrange for deliveries to arrive by a certain time to accommodate arrangements such as co-ordination with a crane, please let us know.

Storage of your rooflight on site

You should not stack anything on top of your pallet and the rooflights should be kept in a flat dry place until installation.

What should I do if there is a problem with my rooflights upon delivery?

It is essential that you check your delivery upon arrival and before signing the delivery paperwork. Any issues or shortages should be noted on the delivery paperwork and you should call our team to report any issues immediately.

Do not sign the paperwork unless you are happy that the delivery is correct and undamaged. We

cannot fix or replace any item which has been signed for as 'received in good condition' upon arrival to site.