

## We Guarantee:

The equipment you expected, in stock	✓	At the time scheduled	✓
In the quantity ordered	✓	In the required specification	✓
At the place agreed	✓	Including all relevant accessories	✓

### Green Area Promise

Sameday Delivery when order placed by 10am

Next Day AM Delivery when order placed by 5pm

Off-hired equipment collected within 2 working days from off-hire

Guaranteed equipment availability on [core](#) equipment

Sameday exchange or fitter on site if breakdown reported by 10:30am

### Blue Area Promise

Next Day Delivery when order placed by 5pm

Off-hired equipment collected within 2 working days from off-hire

Guaranteed equipment availability on [core](#) equipment

Next Day exchange or fitter on site if breakdown reported by 5:00pm

## 1 WEEK FREE HIRE IF WE FAIL TO DELIVER ON THIS PROMISE\*

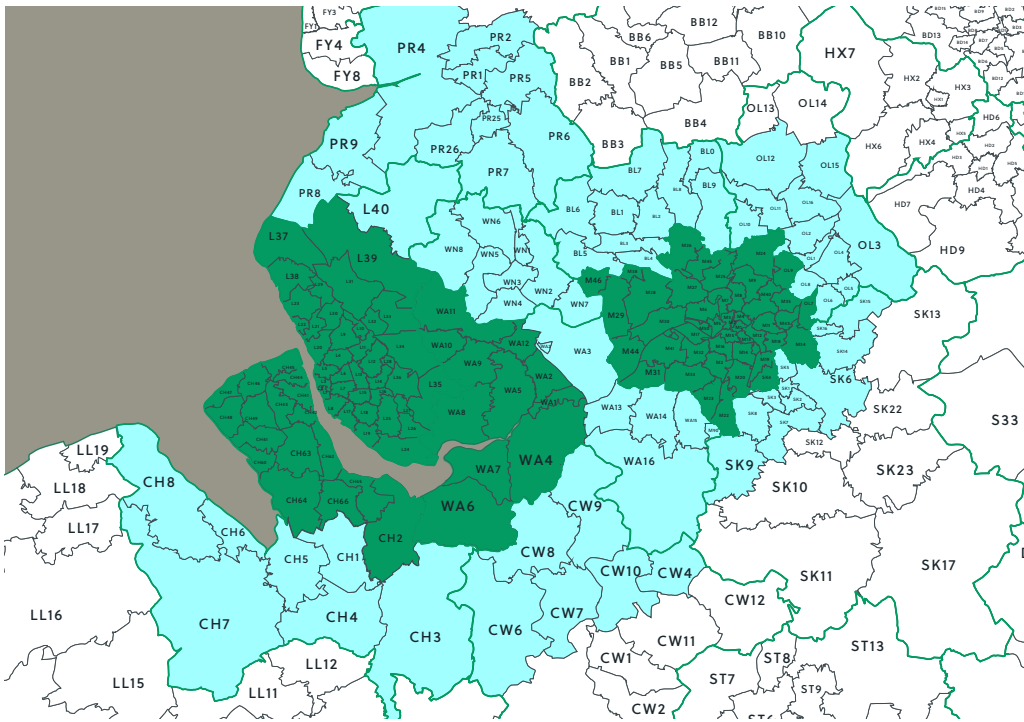
We take brand promise failures seriously. Any and every failure is reviewed weekly in a senior management meeting and actions taken to prevent recurring issues.

### \*Terms & Conditions

Engineers available between 8am and 3pm, promises apply for [core](#) equipment only and orders of less than 1 vehicle load. Sites that require booking in and/or timed deliveries are excluded. We cannot guarantee timed deliveries, however we will always strive to meet customers' demands when possible and we inform our customers of the ETA scheduled at the start of each run on the day of delivery. Alternative equipment may be offered in lieu. City Hire reserves the right to withhold or amend this promise at any time and without notice, at its sole discretion.

# Delivery Areas

## North West Region



ID: 002979

## London & South East Region

