

## New Delivery Schedule – Effective 14<sup>th</sup> February 2010

Sika Ltd is pleased to inform you that we have been looking at ways of improving our customer service and following the recent survey and extensive review with our haulage partners we are pleased to enclose our new delivery schedule which will come into effect on 14 February 2010.

We considered key factors such as consistency, sustainability and the aim to improve our service without increasing our cost base. A copy of the new schedule is attached both as a postcode and geographical map. Further copies are available on our website [www.sika.co.uk](http://www.sika.co.uk)

The main change is that from all warehouses customers will now enjoy an Order Day 1 for Delivery by Day 3 service as standard with only Northern Scotland, the West Country and Northern and West Wales operating with a Day 1 for Day 5 service.

Our existing cut off point for orders processed on Day 1 will remain as 12.00 noon. Any orders received after this time will use the next working day as Day 1.

Our Standard Delivery Terms remain unchanged with carriage free on all orders over £750 nett goods value delivered by normal routing to a single address in mainland England, Wales and Scotland. Orders under £750 nett will be charged at £80 per delivery. Special routing and special agreed transport will be charged extra.

Our normal cancellation/return policy for processed orders will incur a minimum £300 or 30% handling charge (whichever is the higher).

Should you wish to discuss any item contained in this letter please contact your local Area Sales Manager.

**Martin Richardson**  
Business Unit Manager  
Contractors





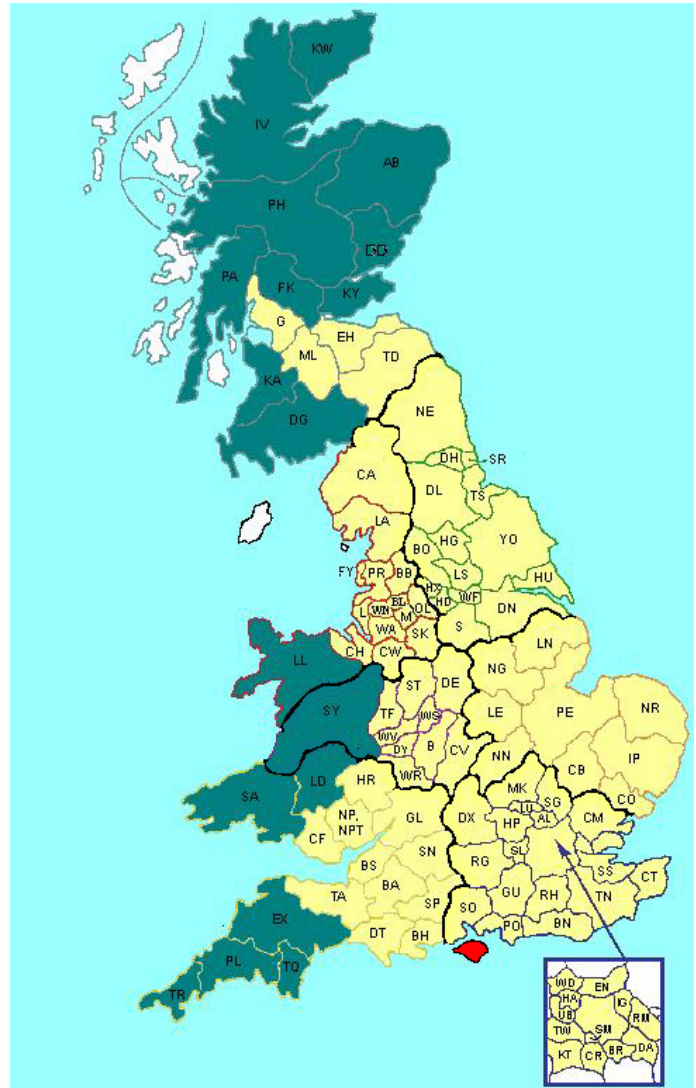
...FROM THE UNITED KINGDOM

January 2010

# New Delivery Schedule

## KEY

- Day One For Day Three
- Day One For Day Five
- Within a Week



## POST CODES COVERED

DAY 1 FOR DAY 5 AB DD DG EX FK IV KA KY KW LD LL PA PH PL SA SY TQ TR

DAY 1 FOR DAY 3 AL B BA BB BH BL BN BO BR BS CA CB CF CH CM CO CR CT  
 CV CW DA DE DH DL DN DT DY EH EN FY G GL GU HA HD HG  
 HP HR HU HX IG IP KT L LA LE LN LS LU MK ML NE NG NN  
 NP NR OL OX PE PO PR RG RH RM S SK SL SN SO SP SR SS  
 ST SW TA TD TF TN TS TW UB WA WD WF WN WR WW YO

Construction

