

What happens when you order a Pool Table?

When we receive your pool table order a chain of events takes place which I will explain in detail, but first some background.

Most UK style slate bed pool tables are manufactured in the UK. There are only 4 volume manufacturers in the UK and all are based in the North West and within 30 miles of our offices.

We are distributors for them all and have a close relationship with each one of them with the added advantage of being able to nip round and collect even 1 table when it is ready. Which speeds up delivery to you the customer.

All four companies are small to medium size enterprises that work pretty much to their order book as opposed to carrying stock. Some batch produce a particular model every few weeks whilst others have mixed table production lines.

We do carry some stock in house but the cloth is pre-covered on both slate and cushions so if you want a table with a different colour cabinet or different colour cloth then there is a lead time for manufacture.

There is always a waiting time for non-stock specification tables as the manufacturers are always busy with existing orders. Some are more prolific than others hence lead times varying between 3-10 weeks depending on manufacturer and model. A pool table will be a fixture for you for some time to come so it is often worth waiting for the model you really like.

American style tables usually come from Europe and are normally stock items so the general rule of thumb is 4-5 weeks before installation to allow for the shipment arrival and custom clearance.

Process

Once we have your order the process of procurement starts the same day.

If you buy online you will receive a short automated confirmation once payment has been made through the system. Within twenty four hours or sooner you will receive a more detailed email confirmation direct from us showing all accessories and any other specific detail. If you have not received it within twenty four hours please check your junk mail first to make sure that has not been diverted there and if no sign call 0345 226 5758 and we will send a copy.

If we have your table in stock we will give you an estimated time for delivery.

For non-stock tables we immediately place the order with the relevant manufacturer via our direct ordering system and at the same time we copy in our fitting company so they can start considering runs to your area to schedule you in once the table is ready.

The manufacturer will have given us an estimated lead time for your table and we display this on the product page of the table of your choice on the website. Please note this is only an estimate and we are in the hands of our supplier before we can give you a delivery date. We do however have a lot of experience of lead times and in most cases work within the estimated times provided. Any slippage

of lead times will be communicated to you but we will not be able to give any definitive delivery day until we physically have your table in stock.

We monitor the progress on a regular basis with the supplier and any updates will be communicated to you.

Delivery

Prior to delivery our fitters or our office will call you to arrange a day for delivery with a two hour window so that you don't have to wait in all day.

When arranging delivery we have to optimise our delivery costs so your delivery will be one of up to 4 tables on board the van for delivery in your area. We have to give all four customers timings so it is important that you can accept the allotted slot otherwise your delivery may have to be rescheduled for a later date. We try to be as flexible as possible but we appreciate your co-operation.

If our drivers are delayed on route they will call you with an expected time of arrival. They drive Sprinter style vans so can usually access all areas

As you will understand our fitters need close access to the building where the table has to be assembled due to the weight of the product so they will need a minimum of 1 hours free parking for a standard UK pool table install and about 4 hours free parking for an American pool table with sectional slate as it will require the cloth fitting in situ. City Centre deliveries need pre-arranged parking on site for a Sprinter type van for the relevant time period.