



## Product range and delivery options explained

Manufacturing and delivering over 100 cutting edge roof sets nationally each day is no mean feat, yet we remain continually driven to evolve, improve and innovate.

Here we explain how we have advanced our product over the last decade to class leading levels, how we have created unique cutting edge products and how in delivery we have the widest range, the longest reach and the most flexible service available in the UK today.

### Product range

As has become commonplace we offer a competitive entry level 1.2 U / 40% G blue roof glass, however unlike most this comes in three additional colours of Neutral, Aqua and Bronze, and unlike most all are warm edge and all are true self clean - always.

Next up the range and moving to 1.0 U value is SMARTGLASS PLUS+, beyond that sits SMARTGLASS Ultimate Blue with a solar gain of just 20% and a hugely popular choice these days. This however is the point we leave the rest of the market standing. Our ULTRA 86 offers all the benefits of the rest of the range - warm edge, 1.0 and true self clean yet boasts a true class leading performance in terms of G value at just 14%, unrivalled in the UK today.

Oh yes, and did we mention we make SMARTGLASS *Dynamic* - the UK and Europe's first and only thermochromic self-tinting roof glass – tinted when you need it and clear when you don't.

### Lead times and deliver frequency

To maximise load efficiencies and geographical coverage, in common with many other service providers we offer a postcode system where coverage is split by day. In doing this we aim to ensure 95% of the population is no more than one day away from a delivery with 2/3rds of the population covered 3 or more days per week. A full Postcode map is attached for your convenience **and delivery of roof sets as per this schedule is free, however for orders under £250 where in effect the carriage exceeds the margin, there is a fixed £60 fee.**

Alongside this, one thing we really love here at SMARTGLASS is to be flexible and to help our customer. So if a typical 5 day lead time falls say on a Tuesday, but your postcode is Mon/Wed/Fri then rather than making you wait 6 days, wherever possible we'll bring the job forward by a day to accommodate. Now this won't always be the case but over the course of a working year we'd expect to be able to help in this way a lot of the time.

And that's not all, we have one last trick up our sleeve. If the days just don't match and we can't get to you in person, then we have 10,000 friends who can. For a small fee of typically just £25 per order. Our delivery partners with whom we have worked for many years are fully trained in glass handling. Nearly all orders can be to any postcode, and day of the week and specified as pre 12am or even pre 10 as an option, giving us unrivalled flexibility when delivered this way.

## Logistics

In order to maximise flexibility, scalability and reliability whilst keeping price to a minimum, your SMARTGLASS roof will be loaded onto a timber frame of various types, and delivered by a dedicated vehicle from lightweight van to 18T HGV.

The default for all delivery types is to deliver roof units loose where we will facilitate safe and speedy unloading and retain all packaging at point of delivery.

However – where possible in terms of handling equipment, you are more than welcome to forklift the full roof set and its timber frame, retaining for onward transport and whilst we then can't collect it at a later date, you can subsequently recycle or upcycle it yourself.

There's one exception to these rules, for distance carriage or one offs we often use conventional flat pallets or an 'LF1'- a lightweight constructed frame based on a 1200x1200 footprint and purpose designed to be disposed of on site. Here, the roof and its packaging will be delivered as a whole for forwarding or disposal.

A summary of the types of packaging is below -

 <b>SMARTGLASS® - Your delivery packaging explained</b>			
Flat Pallet or 'LF1' disposable 1200 x 1200 x 2000 timber frame	Medium weight timber L Frames, 1200 wide, up to 3250 long x 1000 high		Heavy duty timber A Frames, up to 1500 W, 3000 L and 1650 H
 <p>Retain and Dispose</p>	 <p>Retain or Return</p>	 <p>Retain or Return</p>	 <p>Retain or Return</p>
 <p>Retain or Return</p>			
<p>Please advise your driver packaging <b>Retain or Return</b> at the point of delivery, as <b>no return collections can be made</b></p>			

## Customer Service

Over the past 20 years we have built what we like to consider the most knowledgeable, friendly and helpful team in the glass industry. Joanne and her team will make a point of getting to know you and your business personally, and offer the best of service at all times.

Wherever we can help we will, and we have developed an array of information sharing from EDI ordering, electronic order confirmations and satellite tracked deliveries.

But best of all are our good old fashioned real people – polite, efficient response to any queries you may have, and a smile and a chat to go with it.

**As an existing customer we hope in the above you'll appreciate we've listened to your feedback regarding stillage collections, products etc. As a potential new one we're absolutely sure you'll come to value the way we do things differently at here, and our flexible can-do approach.**