



# MERCIA GARDEN PRODUCTS INSTALLATION PROCESS

We aim to make your installation experience as easy as possible, with minimal disruption as possible to your normal routine. To enable this, our garden building installation service is as follows....

1



Once your order has been processed, we will send you an email to confirm your order and to make you aware of the next steps we'll take to prepare for your delivery and installation.

2



You will receive an installation pack in the post, containing a handy booklet which will guide you through the process of ensuring your garden is suitable and prepared for delivery and installation.

3



In preparation for your installation, we will arrange for a member of our team to visit your property and conduct a base check. Following this assessment, our team will reach out to inform you of any necessary adjustments. (This excludes the Elite Ground Screw Base.)

4



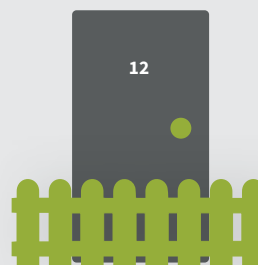
You will receive a link for an MGP logistics installation questionnaire. After this has been checked, our friendly customer service team will call you to book in a delivery and installation date that suits you. This may be different days.

5



On the day of delivery, we will send you a text to confirm your two hour delivery slot and a link to the delivery portal, where you will be able to track the location of the driver.

6



Your new garden building will be delivered on a flat bed van or lorry, depending on the size of your building. Please make sure there is adequate access to the build site without going through your house, garage or neighbouring property.

7



On installation day the team will install your new building as per the product instructions. Once completed, the team will make sure to clean up afterwards, leaving you to relax and enjoy your new garden building.