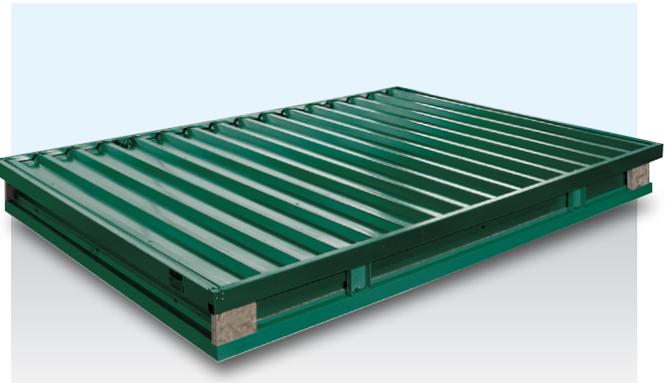




Click & Collect Guidance



Soon after you have placed your click & collect order, a member of our sales team will be in touch to arrange a convenient collection date and time for you (Monday to Friday, 8.30am – 4.00pm). We need at least 24 hours' notice to ensure your order is ready and to plan around other collections so that we keep everyone safe.

Your collection vehicle

In order for your unit to be transported safely and arrive at its destination in perfect condition, it's important to use the most appropriate vehicle.

For a shipping container, you will need a suitable lorry that can carry its size and weight, for example a 20ft x 8ft container weighs 2.1 tonnes.

If you are collecting a flatpack unit, you will require a suitably-sized flatbed or trailer to allow for safe loading using our forklift. For reference, flatpack stores are 2.1m wide and flatpack cabins are 2.3m wide. These units are packaged together in their flatpack form for safe transportation. Please note that flat packed containers and cabins are not on pallets.

It is also your responsibility to ensure the load is secured and strapped down on your vehicle once loaded.

Arriving at our site

When you come along to collect your order, please report to reception where you will be asked to read and confirm you understand the Site Guidance Notes. You will then be directed to the area where our forklift can load your vehicle safely, after which you can ensure it is secure before leaving site.

For everyone's safety, Portable Space operates a CCTV system including number plate recognition technology.

If you have any questions regarding the collection of your order, please call us to discuss the vehicle you plan to use. Unfortunately Portable Space is not responsible for damage caused while loading or during the delivery of your product when collected by a third party.