

Delivery & Collection

We are happy to take deliveries and arrange parcel collections for Custodian clients. However due to the volume of deliveries we receive on a daily basis, the procedure below must be followed to ensure the safe handling and tracking of items.

Deliveries

These should be pre-arranged with at least 24 hours' notice by contacting Custodian at **Access@CustodianDC.com** or via the **Customer Portal** with the following information:

● Estimated delivery date/time

● Number of packets and approx size/weight

● Courier company name

● Contact telephone number

Custodian will issue a **job number** which should be marked on the deliveries as detailed below. Preferably deliveries should arrive between the hours of 8am and 5pm; however deliveries outside of these hours are possible by prior arrangement.

Deliveries are made on the understanding that Custodian DC Ltd and its staff accept no liability for damage of goods in transit or held on our premises. We will email you as soon as your delivery arrives. Please confirm receipt of this email and arrange collection from us as soon as possible, quoting our job number.

We will store deliveries free of charge for 2 weeks. After this, longer storage can be arranged but will be chargeable.

Deliveries must be labelled as follows:

Company Name (**Job Number**)
C/O Custodian Data Centre, Vinters
Business Park, Kent ME14 5NZ
Tel. 01622 230382

Collections

These should be pre-arranged with at least 24 hours' notice and preferably between the hours of 8am and 5pm. Please email **Access@CustodianDC.com** or via the **Customer Portal** with the following information:

● Estimated delivery date/time

● Number of packets and approx size/weight

● Courier company name

● Contact telephone number

Please note: All collections must be arranged by the client. Custodian does not arrange collections. If collections do not have a job number, they may be refused as we cannot verify which parcel to give to the courier.