CUSTOMER COLLECTIONS

SEGEN - MEDWAY

Segen

Order Placed

Place your order in the portal **before 12pm on day 1** and select from one of the available timeslots

- **Pre 08:30am**
- **Pre 10:30am**
- **Pre 12:30pm**

Your Details

We will contact you to confirm your delivery timeslot and request the following information:

- **Name of driver collecting**
- **Vehicle registration plate**
- **ADR compliant**

Order Processed

Your order will be ready for collection at our Warehouse on day 2.

- **Same day orders will be processed by exception only**

Order Collection

Arrive at our onsite gatehouse, our security team will ask you to provide the following and advise you what bay to collect your order from:

- **Personal Identification**
- **Shipment number or email invoice**

Order Handover

Sign copies of your dispatch paperwork to confirm your order has been received in good condition

- **Check the order/shipment number is correct before leaving**

Quality Control

The correct use of MHE and manual handling is required when unloading your goods after transit.

- **Should you identify any Quality concerns with your order at its destination, please contact our Customer services team**

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CUSTOMER COLLECTIONS

SEGEN - MEDWAY

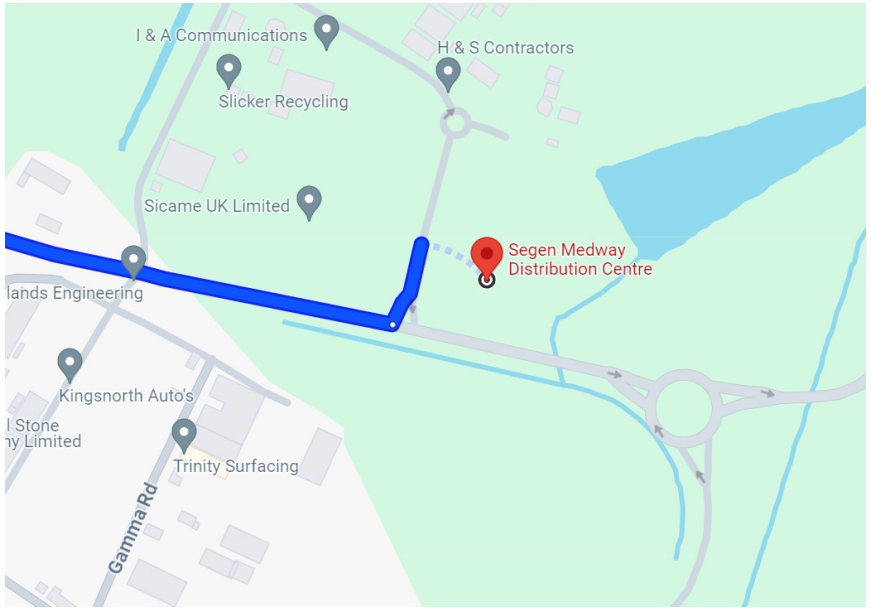
Segen

Collection address:

Segen Wincanton
Unit 5, Kingsnorth Industrial Estate
Hoo
Rochester
ME3 9ND

0330 9000 141

Directions:



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