



Marshalls

Civils & Drainage



Civils & Drainage Customer Service Charter



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01 Who we are

Our story began back in the 1890s, founded by Solomon Marshall. Over 130 years later, we supply products across commercial and domestic markets through three divisions.

"We believe building tomorrow's world starts with what we create together today."

Divisions:

- **Building products** – drainage, concrete bricks, masonry, mortar, screeds, aggregates
- **Landscaping products** – paving, kerbs, edgings, walling, street furniture
- **Roofing products** – concrete tiles, clay tiles, battens, solar-integrated roofing

You can find more on our Civils & Drainage journey [here](#).



01 Who we are

Introduction

Marshalls Civils & Drainage was strengthened in 2017 through the acquisition of CPM, expanding our expertise into below ground infrastructure and broadening our ability to deliver integrated solutions across water, utilities and civil engineering markets.

Today, we do more than manufacture products. We work as an engineering partner, supporting customers from design and specification through to project delivery with solutions that are buildable, compliant and designed to perform throughout their service life.

By combining technical expertise, quality manufacturing and a commitment to sustainability, we help customers reduce risk, improve outcomes and deliver infrastructure with confidence.



02 What the charter covers

Our Customer Service Charter sets out how we'll work with you to keep your infrastructure project moving smoothly. It explains what you can expect from us, what we'll need from you, and how we'll stay aligned every step of the way.

We aim to deliver quality products and a service that makes your life easier, helping to bring every project to life exactly as you envision it.

This charter outlines the service we offer to our business partners, including tier 1 contractors, design consultants, civil engineering contractors, groundworkers and merchants. If you're looking for details about our consumer service offer, including our consumer terms and conditions, you'll find everything you need on our website.



03 What you can expect from us



Expert advice

Clear, accurate guidance
on our product and
service offer



Quick support

Fast responses to
your queries



On-time delivery

Reliable and timely
order fulfilment



Clear updates

Transparent
communication
throughout



Quality products

Consistent, high-
standard materials

What we ask of you:

- Check your quote and order acknowledgement carefully and let us know if anything doesn't look right
- Let us know about any delivery access restrictions early
- Provide as much notice as possible for changes
- Be respectful to our team, whether on the phone, over email, or on site

04 Talking to us

Customer service team

Whether you're looking for product advice, help placing an order, checking stock, or support with a return, our team is here to respond quickly and keep things simple for you.



Call us:

0333 220 2735

*Our lines are open Monday to Friday from 8am to 5pm
(excluding Bank Holidays and over Christmas).*



Email us:

civilsdrainagesales@marshalls.co.uk



04 Talking to us



Regional sales manager

Your Account Manager is your main point of contact. They'll help drive your landscaping sales forward, keep everything on track, and meet with you in person when needed.

If there are any issues, they'll help sort them out quickly and without any fuss. Our Account Managers each have their own email and mobile, so you'll always know exactly who to reach and how.



Customer fulfilment advisors

Your orders and deliveries are well looked after by our Orders Advisors.

We're here to make the process smooth and straightforward, supporting you with everything you need, quickly and without hassle.

[0333 220 2735](tel:03332202735)

civilsdrainagefulfilment@marshalls.co.uk



Sales advisors

If you've got any questions about our standard products or want to know more about our bespoke landscaping options, our Internal Sales Developer is on hand to help with quotes and pricing enquiries.

[0333 220 2735](tel:03332202735)

civilsdrainagesales@marshalls.co.uk

If you're a new customer and not sure who your Account Manager is, just get in touch with our support team at civilsdrainagesales@marshalls.co.uk and we'll let you know who to contact.

Our lines are open
Monday-Friday
from
8:00 – 5pm
(excluding bank
holidays, and over
christmas)



04 Talking to us

Technical team – your dedicated design office!

Our Design & Engineering team works alongside customers from concept through to completion, providing expert technical support, bespoke design solutions, detailed drawings and specification guidance. By combining engineering expertise with manufacturing and installation insight, we help develop compliant, buildable solutions, identify potential issues early, reduce project risk and keep projects moving forward with confidence.

Aftersales team

Our Aftersales Team provides ongoing support to ensure your project continues seamlessly after delivery. From maintenance advice to returns support, we're on hand to offer guidance and resolve matters quickly, keeping your project on track.



05 Orders



Order acknowledgment



Once your order's been processed, we'll send you an order acknowledgement by email to confirm everything's in place. If you've ordered directly through Marshalls, you can find this information in MyAccount. We request that you take a moment to check everything's correct and if something doesn't look quite right, please get in touch.

Placing an order



We really appreciate every order you place with us. Ordering from us is simple, we just need a few details from you before we can confirm your order. Please send us all the relevant information below by email or EDI. Once we have this, we can get your order on its way:

- Your purchase order reference and account details
- The quotation reference and version number if your order is going direct to site
- The full list of products and services you need – this will need to include quantities in unit-of-sale multiples and the price per unit
- The delivery address and any delivery information we should know in advance such as site access restrictions, specific vehicle needs, timed delivery slots, booking-in instructions, or special offloading requirements
- The name and number of the person who'll be there to receive the delivery



Order amendments and cancelations



We know plans can change and we aim to be as flexible as possible. If you need to make a change to your order, **please tell us before 9am the day before your delivery.**

If an order is changed or cancelled after this time, a £250 charge will apply to cover transport costs. If an order is cancelled after it has been shipped, a restocking fee will be incurred in addition to the £250 cancellation charge. The restocking fee is 20% of the order value and is applied to cover additional transportation, handling and administration costs. Please note that all amendment or cancellation requests must be sent to us in writing.

05 Orders

MaDE

Marshall's
Design and
Engineering

to order

Create exactly what you need,
no compromise

We design and manufacture bespoke precast concrete solutions to meet any project requirement.

Made to Order gives you the freedom to design what's actually required, by:

- Adapting existing precast systems to suit your design
- Combining components in completely new ways
- Or developing a fully bespoke, one-off solution

From refined standard to completely original — we work to your requirements resulting in a tailored solution engineered to fit your application perfectly.



06 Delivery



Delivery lead times

Delivery lead times vary, but we'll always confirm an expected date when you place an order. Typical delivery lead times from your local Marshalls Distribution Site (from the order confirmation date) are:

- ✓ Full loads to site & yard = 3 - 5 working days
- ✓ Part loads to site & yard = up to 5 working days
- ✓ Courier deliveries up to 3 working days (£100 per pallet, 2 pallets max)

For a part-load to builders' merchants' yards, if we're able to bring your delivery forward from our initial estimate, we'll do our best to make it happen and send an updated order confirmation.

Non-standard products may take longer - we'll give you an estimate when quoting and confirm it when you order. Some standard items might need to be moved to your local depot first, which can add time.

You can track your delivery anytime via MyAccount or by contacting an Orders Advisor.



06 Delivery

Bulk purchase orders



We accept bulk orders for multiple full-load deliveries over time. While we can't reserve standard stock without delivery instructions, we can schedule deliveries in advance if there's a firm commitment to receive them.

When you're ready, just send the delivery details - we'll call off the load, reserve the stock, and book the date.

MaDE to Order delivery

When we receive an order containing a bespoke product, we'll send you a letter outlining the products included and any additional terms that may apply.

We'll ask you to confirm that you're happy with these terms by returning a signed copy of the letter to us.

Once we've got this, we'll be able to process your order.

Design changes post order? No problems, simply let us know and we can stop the process and redraft the drawings. If the products have already begun manufacture at this stage, a £250 service charge will apply and any manufacturing costs incurred will be charged back to you.

06 Delivery

We use different trucks to suit your site and delivery needs. Here's a quick guide to help you understand the options we have:



Vehicle	Artic Flat Bed	Artic Flat Bed with Trailer Mounted Crane	Rigid Flat Bed	Artic Flat Bed Urban Spec
Weight	28 tonnes max	23 tonnes max	14.5 tonnes max	25 tonnes max
Use	Direct to site or yard deliveries	Direct to site or yard deliveries, including self offload where access permits	Direct to site or yard deliveries, ideal for restricted access	Direct to site deliveries in urban areas with restricted access and space
Offload Facilities	No offload facilities – a forklift or similar is needed at the delivery address	No offload facilities required – trailer mounted crane* used to offload on site	No offload facilities – a forklift or similar is needed at the delivery address	No offload facilities – a forklift or similar is needed at the delivery address

*Crane lifts up to 3 tonnes max

06 Delivery

Off-loading

When your delivery arrives, it will have the off-loading equipment you requested when placing your order. For everyone's safety, we have to follow strict health and safety guidelines, which means we may not be able to unload if the site can't meet these requirements. This includes offloading to hardstanding areas only.

If we do come across any safety concerns when we're delivering your order, we'll need to arrange a risk assessment so we can work out the safest way to get your products to you.

Waiting times

If you think unloading will take more than an hour, or you need an early delivery, just let us know when you place your order so we can plan ahead. Extra time on site may mean an additional charge. The first 2hrs are FOC, waiting is charged at £60/hr thereafter.



06 Delivery

Collections

We're happy to support customer collections wherever possible. Orders can be arranged in the same way as deliveries, with details of the person collecting and your preferred collection date and time.

All collections are subject to stock availability, and once confirmed, we'll provide your collection date and time window.

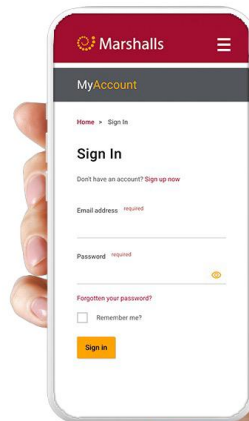
If you need to amend or cancel your order, please notify us in writing before the collection window end date. Changes made after this time may incur a £100 administration charge.

When collecting, please follow all site health and safety requirements.

Proof of delivery

Once your delivery has been made, a copy of your Proof of Delivery (POD) will be added to MyAccount, so if you place your orders directly with Marshalls, you can view or download it at any time.

Please allow up to 7 days from the invoice date for the POD to appear. If you still can't see it after this time, please contact our Credit Team.



06 Delivery



Adverse weather

From time to time, severe weather conditions (e.g. ice, floods, high winds) may affect loading, delivery or collections. Keeping everyone safe is our top priority.

If we can't load your order or allow collections safely, we'll get in touch as soon as possible to let you know and confirm when your order will be re-scheduled for.

If you can't accept a delivery or make a collection because of the weather, please let us know as early as you can so we can adjust our plans.

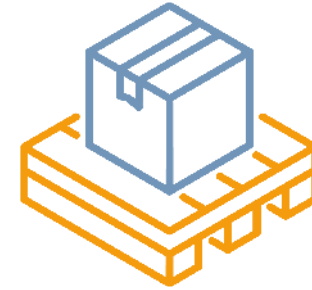


Congestion charges

All deliveries are free of congestion charges. If unloading takes longer than an hour and we haven't been told in advance, drivers may need to leave to keep other deliveries on schedule.

In such cases, charges laid out in our Return to Works policy will apply. See [here](#) for more information.

Charge: 2hr free, £60 thereafter



Pallets

All our pallets are FSC®-certified, meaning they come from responsibly managed forests. This ensures that every pallet you receive not only supports sustainable forestry but also contributes to a more circular and environmentally conscious supply chain.

Plastic wrap

The majority of our plastic wrap contains at least 30% recycled content. Our polyester strapping, which keeps products secure, is mostly made from recycled PET (RPET) and is fully recyclable. A small proportion of strapping is made from virgin polypropylene for product integrity.

07 Aftercare

Our support doesn't stop once your delivery arrives.

Raising an issue

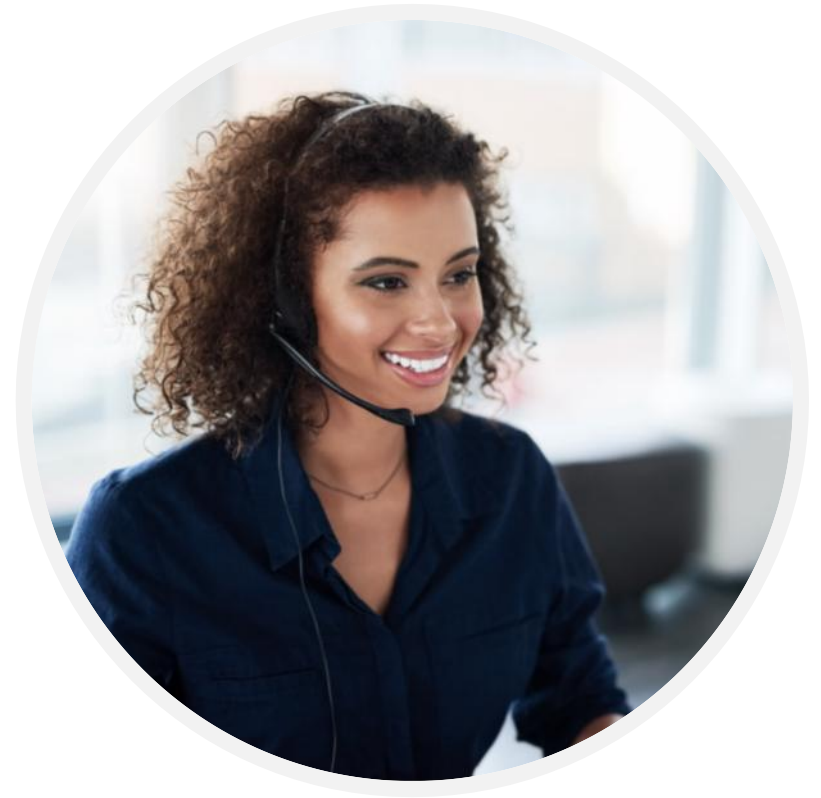
Our goal is to always provide you with quality products, coupled with great service every time. If you're not happy with your order or the service you've received, just let us know and we'll put it right as quickly as possible.

Service or product quality issues - Contact us on civilsdrainagefulfilment@marshalls.co.uk

Returns

We want to make returning as easy and fair as possible. If you've made an error or changed your mind about a product and would like to return it, please let us know in writing. We'll review your request and confirm back in writing, subject to our discretion.

If the return is accepted, the full transport costs and a restocking fee of 20% of the order value will apply to cover the costs of collection and handling. This will also apply if a site isn't ready to receive delivery, or if unloading is delayed by over an hour, unless we've received updated instructions before 9am the day before delivery.



If you've accepted a delivery but later change your mind, we may accept a return as long as:

- The goods are in the same condition as delivered, undamaged, with all packaging intact
- You let us know within 15 working days of delivery
- The items are still part of our standard range.

Unfortunately, we don't accept returns on bespoke, MaDE to order or obsolete items.



08 Terms & Conditions

This charter is consistent with our full Marshalls **terms and conditions**, which you can find on our website:

<https://www.marshalls.co.uk/legal>



09 Feedback

We're committed to putting our customers at the heart of everything we do - whether that's through the service or the products you receive. Your feedback helps us to improve and shape our business.

Sharing your thoughts is easy – just click the survey link at the bottom of our emails, quotes, or orders. After a delivery, we'll also send a text to hear how everything went.

If you'd prefer to speak to someone to share your feedback you can request a callback by emailing customerexperience@marshalls.co.uk – we'd love to hear from you!



