Customer Collections

Segen – SWL Hubs

Order Placed

Place your order before 12pm on day one.

Collection will be able to be made from 8am - 12pm Monday - Friday.

Your Details

We will contact you to confirm the order and to request the following information:

- **Name of driver collecting**
- **Vehicle registration plate**
- **ETA**

N.B. Collection window 8am – 12pm

Order Processed

Your order will be ready for collection at your chosen collection hub on day 2.

Order Collection

When you arrive at the Hub. the security team will ask you to provide the information below and advise you where to collect your order.

- **Personal Identification**
- **Shipment email invoice**
- **ADR certification***

***Battery collections require ADR certification**

Order Handover

Sign the PDA to confirm your order has been received in good condition

Check that you have all your ordered items correct before leaving the site!

Quality Control

Liability is now yours for all damages post signature, unless highlighted prior to handling of the goods and noted on PDA.

- **Should you identify any other Quality concerns with your order at its destination, please contact our Order Processing Team. Call 0330 900 0141**