

Warehouse Heavy Vehicle Collection Guide

Before You Arrive

To help us prepare your order, please ensure:

- ✓ Your collection has been booked
- ✓ Your order is ready for collection
- ✓ You have your order number available
- ✓ Your vehicle is suitable for the load

Collection Checklist

- Driver Name
- Order Number
- Collection Time
- Vehicle Registration

Upon Arrival

1. Enter via the designated truck entrance.
2. Follow all warehouse signage.
3. Stop at the nominated collection point.
4. Remain inside your vehicle unless instructed otherwise.
5. A warehouse team member will assist you.

For Everyone's Safety

Our warehouse is an active industrial environment.

To keep everyone safe:

- ✓ Follow staff directions at all times.
- ✓ Observe site speed limits.
- ✓ Stay inside your vehicle unless instructed.
- ✓ Keep children and passengers inside the vehicle.
- ✓ Never enter operational warehouse areas.

Safety first

Only authorised BetterTiles team members may enter loading zones.

Loading Your Order

Our warehouse team will load your order where applicable.

Before leaving:

- ✓ Check your order number
- ✓ Confirm quantities
- ✓ Ensure your load is secure
- ✓ Confirm all paperwork has been received

Before You Drive Away

Take a moment to check:

- load restraints
- visibility
- vehicle stability
- mirrors
- paperwork

If you have any questions, ask our team before departing.



Need Assistance?

BetterTiles Distribution Centre

Phone: (02) 9682 4388
Collection Hours: 9:00am-3:00pm

Access to the warehouse is restricted to authorised BetterTiles team members.

For your safety, please remain inside your vehicle at all times unless instructed by a BetterTiles team member. Anyone under the age of 18 must remain inside the vehicle at all times.

Collection bookings are essential.

Enter via Fox St

1. Once directed through the gate by a BetterTiles team member, please remain in your vehicle.
2. Warehouse access is restricted to authorised BetterTiles personnel. Customers are not permitted beyond the designated collection area.
3. Collection bookings are essential. We appreciate your patience while our team prepares your order.

Heavy Vehicle Collections are available for:

- Light Rigid (LR) Trucks
- Heavy Rigid (HR) Trucks



