



Swains Park, Park Road
Overseal, Derbyshire,
DE12 6JS

t. 01283 552205
f. 01283 831103
e. info@igelements.com

igelements.com

Call Off Procedure

Dear Customer,

Thank you for choosing to place your order with IG Elements, in order to provide high levels of customer satisfaction, we ask that we receive a written call off when units are required on site. For standard units the lead time is 4-5 weeks, for a bespoke items, lead times are 6 weeks from sign off of design drawings and for instances where a new mould is required, lead times are around 8 weeks from sign off of design drawings.

For administrative purposes, please ensure the following are included:

- ✓ Site address
- ✓ Contact name and number
- ✓ Units required (including plot numbers)
- ✓ Delivery date to site

This can be sent to our dedicated inbox at calloff@igelements.com and will be entered onto our production system. If for any reason the dates that you have put down cannot be achieved you will be notified.

In the meantime, should you require any assistance or have any queries, please do not hesitate to contact myself or a member of our team on **01283 552205** who will be happy to help.

Many Thanks

A handwritten signature in black ink that reads 'Liam Kelly'.

Liam Kelly
Managing Director
IG Elements

