

How to Arrange a Courier Collection Effective from 1st September 2025

1 Overview

This document provides instructions for booking a courier collection from the Hydronix Ltd premises. Hydronix cannot arrange collections using third-party courier accounts. To use the Hydronix courier service, please contact the [sales team](#) and Hydronix will manage the shipment, any applicable courier charges will be added to your invoice.

The following sections describe each step of the process.

2 Wait to Receive Collection Details

When your order is ready, you will receive the following information from Hydronix:

- Collection address
- Weights and dimensions
- Number of parcels
- Reference number

Please do not book your collection until you have received these details.

3 Book Your Courier Collection

Using the information provided, arrange the collection with your chosen courier.

4 Send the Courier Labels

Once booked, please email your courier labels and, if applicable, the Airway Bill to our [stores](#) (email stores@hydronix.com and cc sales@hydronix.com).

Include your reference number in the subject line or body of the email.

5 Hydronix will Handle the Rest

Hydronix will apply the labels to your shipment and ensure your order is ready for collection at the agreed time.

6 Important Notes

- Collections must be arranged within 3 days of your order being ready.
- If labels are not received before the scheduled pickup time, the collection may be delayed.
- Hydronix is not responsible for booking or tracking third-party courier collections.

If you have any questions, please email sales@hydronix.com or call **+44 (0)1483 468 900**

Thank you

The Hydronix Team