

# centralbooks

50 Freshwater Road Chadwell Heath London RM8 1RX

Goods In Department

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## Delivery Procedures at Central Books Updated 2025

Dear Publisher

Central Books operates a booking-in procedures for larger deliveries. This is intended to minimise congestion in the goods-in department, thereby making the processing of new stock faster and more efficient. We always try our best to accommodate requested delivery dates and rarely refuse them.

Our address is at the top of this page but some postal databases have us down as 1 Unit , Heath Park Industrial Estate, Freshwater Rd, Dagenham RM8 1RX, this is exactly the same place at 50 Freshwater Road.

All deliveries comprising 10 or more boxes will have to be palletised, always use pallets with a base of 100 x 120cm.

Book deliveries of 10 or more **boxes** need to be booked-in in advance. *(Magazine deliveries do not have to be booked)*

Deliveries of 1 to 9 pallets should be booked-in in advance and delivered to Freshwater Road RM8 1RX

We **may** ask for deliveries of 10 or more **pallets** to be delivered to Lineout Bradley CM0 7QF. **Always contact** us at **Central Books** well before delivery to Lineout. We do NOT divert all 10 plus pallet deliveries to Lineout. Check with us first.

We would prefer not to deal with deliveries of containers; these will be over 9 pallets so they should to Lineout.

Please visit <https://www.centralbooks.com/kbase/deliveriesofbooks.html> for more details, especially the books should arrive.

For deliveries where titles are mixed on pallets, each pallet must have a list of contents also a file (Spreadsheet) with – Title, ISBN, Quantity, must be sent to our email address [goodsin@centralbooks.com](mailto:goodsin@centralbooks.com)

**Note:** regardless the size of the delivery all boxes must be labelled displaying title, ISBN, Quantity. The ISBN bar code must be printed on the box where the box contains only one title.

Deliveries should be booked through our email – [goodsin@centralbooks.com](mailto:goodsin@centralbooks.com) or by phone +44(0)20 8525 8831. If you do choose to book in by email, please wait for the delivery date to be confirmed before sending it.

Please book in your delivery **AT LEAST 3\* WORKING DAYS** before intended delivery date. We will endeavour to accommodate your preferred date. (\* for deliveries over 10 pallets inform us at least 5 working days before delivery).

When booking please have the following details ready

- Delivery size – number of boxes/Pallet
- Publisher/Book Title
- Preferred date of delivery

Deliveries can only be accepted between the following times:

08:00 – 16:00 – Monday, Tuesday, Wednesday, and Thursday or 09:00 – 15:00 – Fridays

**FOR HEALTH AND SAFETY REASONS BOXES AND PACKETS MUST WEIGHT NO MORE THAN 15kg.**

***Pallets must not exceed 130cm in any dimension, only use wooden pallets that are 100cm x 120cm (40in x 48in) four-way entry with full perimeter base. Boxes or pallets that do not conform to this will be re-packed at the publisher's expense.***

Due to some printers “exaggerating” delivery times, it is probably better to inform your printer(s) of this procedure, and let them do the booking-in for you. This tends to simplify things at our end as we don't get two completely different dates for the same delivery, one from the publisher and one from the printer.

Failure to observe this procedure may result in deliveries being refused. Any non-booked delivery that we do accept will not be given priority over those deliveries that were booked-in.

If we do not receive delivery notes your books will take longer to add into our warehouse.

A minority of publishers send us books before sending us bibliographic details of the books. This makes the work of the Goods In Department very hard as they cannot add stock if the title is not on our database. Please help us by telling us about books long before you send them to us. This title information can be sent to [regine@centralbooks.com](mailto:regine@centralbooks.com).

*We wish we could put all the relevant information on one page but this not possible.*

Please visit <https://www.centralbooks.com/kbase/deliveriesofbooks.html> for more details on how the books should arrive.

Thank you for your assistance.