

Pergola Assembly, Installation & Bolt-Down Essential Information

By allowing our team to begin assembling, installing, or bolting down your pergola, you confirm that you have read, understood, and agreed to the terms of our assembly, installation & bolt down services below.

Available Services

Pergola Assembly Service

- This service is suitable for Free-Standing Pergolas and is available across the whole of the UK Mainland. This service includes delivery and assembly of your pergola, as well as packaging removal but does not include bolting down. This service is currently priced at £499.

Bolt Down Service (Excluding Porcelain)

- This service adds bolting-down your Free-Standing Pergola when you have selected the Pergola Assembly Service and is currently priced at £100. If you only require the bolt down service without pergola assembly, this is priced at £250.
We can securely bolt your pergola to most well-constructed hard surfaces **excluding porcelain tiles**. Patio slabs/tiles should be laid on a solid concrete bed to allow the use of expansion bolts. Patios laid on a loose substrate (such as sand) or patios where the bond between the slab/tile and the concrete has diminished are not suitable. If your patio or paving is old or if you're uncertain about the foundation used, we recommend lifting the surface and installing a concrete foundation beneath each pergola leg for added stability.

Bolt Down Service (to Porcelain)

- This service adds bolting-down your Free-Standing Pergola to porcelain tiles when you have selected the Pergola Assembly Service and is currently priced at £250. If you only require the bolt down service without pergola assembly, this is priced at £300.
- This service is currently available within an 80 mile radius of our warehouse (near Sudbury, Suffolk). If you are unsure whether you live within 80 miles of us, please contact us at customerservices@harbourlifestyle.co.uk.
We can securely bolt your pergola to your porcelain patio. Patio slabs/tiles should be laid on a solid concrete bed to allow the use of expansion bolts. Patios laid on a loose substrate (such as sand) or patios where the bond between the slab/tile and the concrete has diminished are not suitable. If your patio or paving is old or if you're uncertain about the foundation used, we recommend lifting the surface and installing a concrete foundation beneath each pergola leg for added stability.

Wall Mounted Pergola Installation

- Our Wall Mounted Pergola Installation Service is available within an 80 mile radius of our warehouse (near Sudbury, Suffolk). If you are unsure of your distance from our offices, please contact us at customerservices@harbourlifestyle.co.uk.
- The service includes; delivery, assembly, installation and bolting down. We will also take away all of the packaging.
- When choosing the location for your wall mounted pergola, please inspect the wall to which the pergola will be fitted. Pay particular attention to; the width of windows/patio doors, the height of door frames (measured from the patio/decking surface), the location of any downpipes, lighting or any other items which may interfere with the fitting of your pergola
- Prior to installation, we may request photographs of the desired location for your Wall Mounted Pergola. We may also request measurements to confirm that installation is possible. Our installation team may contact you prior to your installation date to discuss any potentially complicating issues.
- We aim to schedule your assembly or installation to take place within 14 business days of you placing your order. During our busy season (February-September) delivery and assembly can take longer to schedule.
- We can securely bolt your Wall Mounted pergola to your patio. Patio slabs/tiles should be laid on a solid concrete bed to allow the use of expansion bolts. Patios laid on a loose substrate (such as sand) or patios where the bond between the slab/tile and the concrete has diminished are not suitable. If your patio or paving is old or if you're uncertain about the foundation used, we recommend lifting the surface and installing a concrete foundation beneath each pergola leg for added stability.

After Placing Your Order

- Once your order has been processed, Harbour Lifestyle, or our appointed contractor, will contact you to schedule a delivery date. You will be given an estimated time that the team will arrive. Please note that our teams arrival time may shift or change based on the day's circumstances. The duration of the assembly/installation will vary depending on the product you purchased and can take several hours.

Choose and prepare the location for your pergola

- The location you choose must be appropriate for the assembly and installation of the pergola.
- Choose the location for your pergola, ensuring that all obstacles (*including, but not limited to furniture, toys & planters*) are cleared from the area to avoid delays or cancellation on installation day. Please ensure that access is clear and the assembly/installation area is adequately protected.
- Ensure that the surface your pergola will be assembled/installed on is appropriate for the your pergola. Suitable surfaces include concrete, paving slabs & decking.
- Professionally installed decking & patios are usually constructed with a 1:80 'fall' to allow water to drain away from buildings. The ideal patio 'fall' for your pergola assembly/installation is 1:80 (*your patio falls by 1cm over a distance of 80cm*). If your patio does not have adequate fall (either too much or too little) to allow your pergola to drain correctly, we are able to supply packers to lift or level your pergola. *Please note that packers are chargeable items.*
- If you are a leaseholder or tenant, please ensure that you have permission from your freeholder or landlord before commencing with assembly/installation.