

Change in warehouse storage and location (26.01.25)

Frequently asked questions

Q. Who is your transport partner?

A. Our transport partners are, and will continue to be, XPO, FLX and DX.

Q. I have heard that you are moving your distribution warehouse from Lenham. Is this true?

A. Yes. We will be moving to a third-party logistics partner, Rhenus Logistics.

Rhenus Logistics are based in Corby, Northamptonshire. They are located in the Midlands, within the 'Golden Triangle' providing easy access to all major roads and rail infrastructure.

Q. If you are making changes to your distribution warehouse how will this impact customers?

A. We have been working hard on this project for many months to ensure that we do not cause any disruption to our customers. Our business and daily deliveries will continue as normal.

Q. When does the move from the Aliaxis site in Lenham to Rhenus Logistics happen?

A. The introduction of our new warehouse will be rolled out gradually from 1st February 2025 and will continue over the coming months. We expect the move to be completed by June 2025.

Q. How does the new distribution warehouse affect 'collection only' orders?

A. You will still be able to collect orders during this transition period. Please contact your day-to-day contact in the Customer Service team who will be able to advise you of your collection point.



Q. How can I be kept up to date on the latest information with regards to this new warehouse?

A. All of the latest updates in regards to the new warehouse location in Corby, Northamptonshire can be found at www.aliaxis.co.uk/new-warehouse-location

Q. Who should I reach out to with more specific questions or queries?

A. Any additional questions should be directed to your day-to-day contact within Aliaxis who either will be able to obtain an answer for you or connect you with the right person.