



TERMS & CONDITIONS

1 DELIVERY AND COLLECTION

It is the customer's responsibility to provide the following prior to collection:

- a) A faxed / emailed confirmation or online job order no later than 12.00pm on the day of collection to guarantee uplift of goods. Any request received after 12noon on the day of collection cannot be guaranteed.
- b) Complete consignment details must be included in the confirmation - full postal address, service level, weight, dimensions (specified as width x depth x height) and telephone numbers. No claims can be accepted for incurred costs due to inaccurate consignment details provided by the customer. Where no pallet weight is declared we will assume that the pallet weighs above 500kg. Where no service is provided we will assume 24 hour service to be applicable.
- c) Notification of special requirements e.g. tail lift, 7.5 tonne, handball. No claims can be accepted for incurred costs due to lack of notification of special requirements. Access to collection and delivery premises must be appropriate for 7.5 tonne vehicles or larger. Deliveries on vehicles smaller than 7.5 tonne must be pre- arranged at a cost to the customer. The standard vehicle size is 18 tonne.
- d) Appropriate delivery documents (Dangerous Goods Note, Consignors Declaration, Delivery Notes) MUST be supplied for any hazardous or harmful goods (to be faxed/emailed with request for collection).
- e) Delivery hours are 9am – 5pm. Deliveries outside these hours are subject to arrangement and may incur a surcharge.
- f) For 48 hour/72 hour deliveries the company has the right to deliver within 2/3 days respectively following the day of collection unless the actual delivery date is specified on the faxed/email details from the sending customer. 24 hour deliveries will be made on the day after collection.
- g) Goods MUST be adequately secured onto a pallet (use shrink / heat wrap, banding and security tape where appropriate). The destination address must be clearly identifiable. No claims can be accepted for pallet misroutes due to insufficient pallet identification.

2 PALLET DEFINITIONS

- a) Products must be on a wood, plastic or metal base.
- b) Single pallet – maximum 1.50m x 1.20m footprint with a maximum 2.29m height, maximum weight 1250 kgs.
- c) Double pallet - from 1.50m x 1.20m footprint to a maximum of 2.40m x 1.20m, maximum 2.29m height, maximum weight 1250 kgs.
- d) Triple pallet - from 2.40m x 1.20m footprint to a maximum of 3.60m x 1.20m, maximum 2.29m height, maximum weight 1250 kgs.
- e) Small pallet – 0.80m x 1.20m footprint with a maximum 1.20m height, maximum weight 300 kgs.
- f) Pallets in excess of the single pallet dimension and/or maximum weight will be subject to an oversized surcharge. Movement of overweight pallets must be cleared by the traffic office before onward distribution.
- g) Small pallets – Any pallets informed as small pallets which exceed the small pallet criteria as stated on any rates schedule will be held over until accurate information is provided by the customer.
- h) Tail lift deliveries are subject to maximum height pallets of 1.8m and maximum pallet weights of 1000kg. For hazardous goods, the maximum weight for a tail lift is 850kg. Tail lift deliveries require 4 way pallets (accessible from 4 sides with a pump truck)

3 HANDBALL DELIVERIES

Handball deliveries must be advised by the customer via fax, e-mail or via the online job entry system.

It is the duty of the driver to unload the pallet to ground level, adjacent to his/her vehicle. Any further movement is at the discretion of the driver/traffic office. The vehicle must always remain in the driver's sight.

The maximum handball weight is 1000kg (850kg hazardous goods) and where the pack size does not exceed 25kg/ltr

4 INVOICE QUERIES AND PODS

All rates schedules are exclusive of VAT.

Invoice queries must be raised within 14 days of the invoice date.

POD requests can be made for consignments delivered within the previous 6 months.

5 GOODS IN TRANSIT INSURANCE

All goods carried will be subject to RHA Conditions of Carriage 1998. A copy is available upon request. All claims will automatically have a limit of liability of £1300 per tonne (£1.30 per kilo). Uplifted limits of liability are available to cover the cost value of your goods (upto £10000 per tonne; £10 per kilo) but must be declared on the customer agreement form. An annual premium of £75.00 is chargeable for the uplifted insurance. The uplifted insurance covers all freight sent out during the 12 month period.

All goods stored will be subject to RHA Conditions of Storage 1998. A copy is available upon request.

6 CLAIMS

Edge Transport Ltd shall not be liable for damage to the whole or any part of the consignment, or physical loss, mis-delivery or non-delivery of part of the consignment unless advised verbally within 7 working days of delivery and the claim is made in writing within **14 working days** after the termination of transit.

No claims can be processed unless the delivery note has a clause.

No claims can be processed if the delivery note has an "unchecked" clause.

All claims must be based on the cost price of the goods rather than the retail price, and evidence of the cost price must accompany the claim.

All claimants should use the Company claim form – copy available upon request.

7 PAYMENT TERMS

Payment terms are strictly 30 days from invoice date unless otherwise agreed in writing. Cash sales accounts require immediate payment upon collection of goods.

Edge Transport Ltd reserves the right to retract credit facilities if the customer fails to adhere to the above payment terms.

All monies exceeding our credit terms and conditions may become subject to interest charged at 3% above the base rate currently applicable at our bankers namely "Nat West".

Credit account customers shall not deduct or offset against any claims without prior agreement with Edge Transport Ltd.

(The company reserves the right to apply a fuel surcharge (2 weeks notice will be provided where fuel surcharge is to be applied)

January 2009



Customer Declaration

I / We certify that we have received, read and understood the Terms and Conditions.

I / We acknowledge that goods are moved in accordance with RHA Conditions of Carriage 1998, a copy of which has been received.

I / We request that the limit of liability for insurance claims is set at:

£1300 per tonne (£1.30 per kilo) as per standard RHA Conditions of Carriage (provided free of charge)

Uplifted level (to cover cost price of your goods - max £10000 per tonne - £10 per kilo)

Please state maximum cost value of your goods per tonne _____

(A £75.00 charge covers all freight for a period of 12 months)

Company: _____

Name: _____ Position Held: _____

Signed: _____ Date: _____

(This form should be signed by a Director or Company Secretary)

fax to: 01978 852800 / email to jenny@edgetransport.co.uk