

## MORE INFO

### PACKING REQUIREMENTS

**transportfriends.co.uk** is a Pallet Network distribution system. From collection point to delivery point, the pallets will be transhipped a minimum of six times. Consignments must be entered correctly and packed in accordance with the following specifications. Failure to adhere to these requirements may result in refusal to collect the goods, you could incur excess surcharges and, in the event of damage to your goods whilst in transit, may cause insurance cover to be reduced or refused.

### PALLET DIMENSIONS

Pallets should not exceed the standard size of 1000 mm x 1200 mm, and must be within the height and weight maximums for the size entered, as below. Goods must not overhang the pallet edges.

### OVERSIZE PALLETS

We are able to ship pallets that exceed the standard dimensions or contain goods that overhang. However, these are charged at one pallet space or part thereof. To process such a consignment, please enter the number of pallet spaces as though they were separate pallets and specify "1 x Oversize" in the further info' box below the collection address.

**The goods must be palletised and be securely packaged and protected for transport prior to collection. Damage to goods not securely packaged or protected for transport may not be covered by our insurance.**

The collecting driver has the right to refuse to collect if he deems the item unfit or unsafe for transport.

This is ideal for one-off shipments of heavy or bulky items or multiple item consignments which it may not be practical, possible or cost-effective to send as large parcels.

The goods must fit within the pallet dimensions you have paid for; failure to do this may incur additional costs for delivery.

### DELIVERY

**When your goods are delivered, the person responsible for accepting and signing for the goods should make an examination of goods to check for damage, If any shortage or damage is apparent or suspected, the delivery note should be endorsed accordingly using the word "damaged " or "shortage " or "goods missing ", the word "unchecked" or similar is not accepted as clausd proof of delivery.**

Insurance companies will not consider a claim for damage or loss when a "clean" or "clear" proof of delivery is produced.

### INSURANCE

In the event of claim being raised insurers will require the following mandatory pieces of information: Proof of Purchase/Value /ownership, Weight of the damaged item.

Insurance is included (subject to RHA conditions of carriage) at the lesser of i) £5.00 per kilogram; and ii) the value of the Consignment at the time and place when accepted for carriage. If only part of a Consignment suffers from loss or physical damage, liability shall be limited to that proportion of the sum calculated which the actual value of such part bears to the value of the whole Consignment. You must notify **transportfriends.co.uk** of any damage to the whole or any part of a consignment, or physical loss, mis-delivery or non-delivery of part of a consignment in writing within 7 days of the date of delivery. Any claim in respect of the non-delivery of the whole of the consignment must be notified in writing within 21 days of despatch.

Please contact us in writing at the earliest opportunity if you wish to report loss or damage.

**If your item requires specific insurance not covered by £5 per KG please contact us as a individual quote for cover will need to be raised.**