

Our Terms and Conditions for Packing

Do Not Use One Way Pallets



Pallet Type

- UK 1 metre x 1.2 metre
- Euro 1 metre x 80 centimetres
- Anything smaller provided they can be lifted by an FLT truck
- They **must not have closed** ends.
- Must be robust and in good condition (see above illustration).
- **Maximum Length we can accept is 2.4 meters**
- **Maximum Width we can accept is 2 meters**
- **Maximum Height we can accept is 2.2 metres**

European deliveries

What does it mean that pallets must be stackable?

For utilisation of space on the lorries is very important, a pallet definition is that it must be stackable, this means another pallet can be placed on top of it without causing damage. If it is not stackable then an additional charge may be levied

Safe and Secure Packing

- You must make sure goods are secured properly and appropriately wrapped and protected
- If not we will instruct the driver to refuse to take them.
- Do not let goods overhang the sides as they will not be insured against damage.
- Pallets are placed tightly side by side when loading so damage is likely to occur to overhanging items.



- Secure goods such as boxes using shrink wrap
- Heavy items must be strapped securely using banding
- Do not use rope as it becomes loose in transit.
- If required screw additional supports to the pallet
- Make sure the screws don't project.
- Ensure goods are protected from the weather
- Loading and unloading often takes place outside.

What can I put on a pallet?

Most Items can be palletised; the critical issue is how they are packed. They must not overhang the sides and they must not be classified as restricted goods. **NO ENGINES UNLESS IN A CRATE OR SEALED IN PLASTIC AND BANDED**

Fluid Leakages

- If fluids leak you will be liable for the subsequent clean up charges and any related damages to other person's property. You may be reported to the relevant authorities if the incident occurs within the public domain. i.e. spillage onto the highway

Lorry Access/Kerb Side Delivery

- All deliveries are curb side only
- We **DO NOT** bring goods up driveways, into gardens or into the house
- It is important to make sure that a large rigid curtain side lorry (Typically 18 ton GVW) will fit down your road. Low trees will restrict access as these vehicles are typically 13 feet tall
- Before requesting our services, take into consideration that large goods vehicles can cause damage to surfaces such as drives and underground drains etc.
- It is your full responsibility if you invite the driver to access your property as we will not accept damage claims to your property if you do

Tail Lift



- Vehicles are equipped with tail lifts
- The driver can only manoeuvre items up to a weight that is reasonable using a pallet truck
- There is an **absolute maximum limit** of one ton based on the delivery being on a level hard standing surface service. I.E. The roadway outside your property
- This **does not allow for** inclines, slopes, uneven ground, and top heavy or bulky items.
- You must ensure you have enough help to be available for off loading
- Any items **over one ton** will require lifting equipment
- **Note** In law it is your responsibility to ensure the safety of any person delivering to your site whether private or business

Pallet Trucks

- They will only operate on a smooth and solid surface
- They will not operate on gravel, grass, sand, or uneven surfaces
- Note some tarmac surfaces are not suitable if they have a large amount of gravel or top dressing
- Tarmac may become soft due to heat which can be damage by the pallet truck wheels if the pallet is heavy

Pallet collection and delivery times

- Drivers are allocated 15 minutes for each drop/collection
- Please ensure you check your goods before signing for them
- Drivers are not required to wait for a pallet to be made ready
- Please ensure the pallet is in an accessible place near to the parking point of the vehicle

Failed or missed collections

- We calculate the price you pay based on one collection/delivery attempt only
- Additional costs will be charged if deliveries/collections fail due to persons not being available at the prescribed time