

## Customer's Guide to Pallet Network Deliveries & Collections

Dear Customer,

Whilst we make every effort to deliver your goods quickly, efficiently and economically we do have to adhere to certain regulations and conditions. We hope the following points will clarify our driver's responsibility to you:

1. The driver is allocated an average time of 15 minutes for each delivery.
2. Pallet Networks do not operate vehicles with on board cranes or fork lifts.
3. The driver will perform an onsite risk assessment, if he considers the delivery to be unsafe, likely to cause harm or personal injury, damage to his vehicle or property he should not enter.



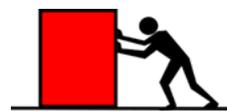
*Palletised Goods  
Only*



*Kerbside Deliveries  
on hard even  
surfaces only*



*No deliveries on  
unpaved roads,  
inclines, etc*



*No heavy goods  
manual handling*



*No deliveries into  
flats, gardens,  
garages, etc.*

*Typical examples of risks the driver must consider are: passing traffic, over hanging trees or foliage, narrow lanes, un-made or uneven roads and surfaces, grass or gravel surfaces, pavements and inclines.*

*When unloading with a pallet truck the driver cannot move heavy goods on uneven, poor, shingle or gravel surfaces. Hills and inclines have the effect of making the pallet heavier.*

*The driver is not required to use more force than is reasonable or permissible under The Manual Handling Regulations.*

4. If you do not have a fork lift or any other means of unloading the goods, the driver will *unload the goods from the lorry normally using a hand pallet truck.*

*However, the driver is not insured to take the goods inside your property and if you invite the driver inside your property then you do so at your own risk.*

5. We do not take away packaging materials for disposal.

We will provide all reasonable assistance provided if it is safe to do so. However, it is ultimately the responsibility of the recipient to make suitable arrangements to receive the goods they have ordered. If you feel the driver is being unreasonable then please call us on 01227 722 247 [opt 2] and we will do whatever we can to help within the constraints noted in this leaflet.

**Thank you - Salvatori Transport - Pallet Distribution Department.**

## Customer's Guide to Pallet Network Deliveries & Collections

Dear Customer,

To enable us to deliver your goods fast, efficiently and economically please may we ask you to adhere to below regulations and conditions:

1. Every consignment must be on a strong and stable pallet. Goods must be securely strapped or shrink wrapped to the pallet base.
2. If you do not have a suitable pallet or your goods are not palletised, please speak to us first so we can accurately assess the requirements to ship your goods on pallet network.
3. Every pallet must be clearly labelled with a full delivery address.
4. Any machinery (engines, etc) must be oil and fluid free and should be on a bespoke pallet securely fixed to pallet base.
5. Heavy items must not be stacked on top of lighter items. Uneven or unsafely stacked pallets will not be allowed on trunk vehicles. Goods must not overhang pallet base. Any oversized goods should be loaded on a bespoke pallet.

### Do's and Dont's



*Yes – Engine leak free, tightly shrink wrapped and well secured to pallet base*



*Yes- Machine, leak free and well secured to a bespoke pallet*



*Yes – evenly stacked boxes, good weight distribution, well secured and wrapped.*



*No – unevenly over stacked boxes, overhanging pallet base*



*No – too much weight, not wrapped*



*No – awkward shape not on a bespoke pallet, not secured to pallet base*



*No – heavy engine not secured efficiently to a pallet base (plastic banding is not enough)*

We will provide all reasonable assistance provided if it is safe to do so. However, it is ultimately the responsibility of the sender to provide goods in appropriate and safe manner for onward travel. If you feel the driver is being unreasonable then please call us on 01227 722 247 [opt 2] and we will do whatever we can to help within the constraints noted in this leaflet.

**Thank you - Salvatori Transport - Pallet Distribution Department.**