

SALVATORI

The Salvatori Group of Companies

Customer Information Pack & Terms and Conditions of Carriage



Leaders
in Logistics

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Contents

Salvatori Pallet Network	3
Transport, Logistics & Storage	4
Collection Procedures	5
Collection Request Form Sample	7
Out of Area Collections	8
Deliveries Procedures	9
Delivery Services and Rules	10
Pallet Dimensions and Security	11
Labelling and COP	12
Invoicing	12
POD's	12
Insurance Claims	13
Summary	13

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Salvatori Pallet Network

We are one of the leading pallet distribution providers in Kent, offering a variety of Premium and Economy services throughout the UK and Europe.

The Pallet Network system we use is proven to be one of the most efficient and effective forms of transport for palletised freight, reducing not only cost but carbon emissions as well. Our network is an industry leader in providing cost-effective, green transport solutions.



We operate via multiple hubs through out UK and Europe handling about 20,000 pallets every night just in UK alone.

The Network's Membership comprise of over 100 of the best independent transport companies in the UK and Ireland all meeting rigorous quality standards. Our network prizes quality, not quantity and we have a zero tolerance policy towards failure and loss or damage to freight.

We pledge that your freight will always be handled carefully and delivered on time and is backed by a market-leading IT operating system allowing full track and trace of each consignment.



Transport, Logistics & Storage

Our Pallet Distribution is supported by a fleet of modern HGV vehicles that operate daily collections and deliveries service in the CT, ME and part of TN/DA postcode zones and in the surrounding areas. All vehicles are equipped with tail-lifts and a pump truck for our customers convenience.



Our fleet consists of all range of vehicles from 1.5T vans to 44T artic lorries giving us total flexibility to meet our customers' needs. In addition to pallet distribution requirements we can deliver full and part loads to destinations all over the UK and Europe using our own vehicles.



To compliment our pallet distribution service we are also able to offer ambient and controlled atmosphere storage facilities, carefully managed by our experienced warehouse staff.



Our friendly and helpful staff are always available to help you and answer any questions . We can organize any shipment world wide using a wide range of partners.

Terms & Conditions of Carriage

Collection Procedure

1. Collections must be advised to us by 14:30 on the day of collection.
2. All Pallet Network bookings must be submitted via [online booking system](#), you must send us pick-up request via Pallet Connect by 14.30
3. All non-network bookings must be pre-notified to us via email: pallets@salvatori.co.uk by 14.30
4. All account customers must use the online booking and tracking system, if you do not have an account and wish to book on ad-hoc basis, please use the booking for supplied (see page 7)
5. We will do our best to collect any pallets that are advised after the cut off time, however it cannot be guaranteed.
6. All goods must be ready for collection by 16.00 latest.
7. Every booking confirmation must contain clear information as per below:

- ✓ **Collection date and address**
- ✓ **Amount of pallets**
- ✓ **Weights and sizes of pallets**
- ✓ **Service required* (Next Day, Economy, etc)**
- ✓ **Delivery address including full post code and telephone number**

*** Services provided are as follows:**

- Premium Next day delivery (any time between 09.00-17.00)
- Economy delivery (usually within 3 working days 09.00-17.00)
- Tail lift delivery (no extra charge)
- AM Delivery (any time 09.00 – 12.00)
- Timed delivery (any specified time between 10.00-17.00)
- Delivery to be booked in with consignee (usually within 3 days)

If you require any other service, or are unsure of anything, please do not hesitate to contact the office for assistance.

7. Please ensure that the pallet weights provided are accurate as spot checks are carried out at the hubs and can result in delivery being delayed and fines applied for over weight pallets. If for any reason you should need to make a claim, the weights you provide will be used in this claim. Please see your price sheet that contains all allowed pallet sizes and weights.
8. If you require a timed or tail-lift delivery, please ensure that it is clearly stated on email confirmation or selected on online booking.
9. Every pallet must be securely packed and strapped to the pallet base. Insurance claims will not be accepted if goods haven't been properly packed and secured for transport. We can provide pallets and wrapping service for an extra fee. Please contact the office for more details should you wish to use it .
10. Please note all out of gauge goods must be on bespoke pallets (goods should not overhang the pallet base) failure to comply may lead to pallet being refused for transport and any insurance claims to be voided.
11. Every pallet must have an address label attached to the pallet and clearly displaying delivery address. We can not be held responsible for any lost pallets that did not have an address label attached.
12. We strongly recommend using our online booking system to input your collections. This gives you much better control and overview of your orders.
13. If you do book by email we strongly recommend using our collection booking template provided.
14. Please note that non-timed deliveries that are not booked as a book-in service will be attempted at any time between 09.00-17.00, and if delivery was failed due to receiver's fault or absence the sender will be charged for re-delivery costs.

Online booking and tracking system

1. If you are unsure of how to access your online booking & tracking system. Please speak to our sales team they will assist you.

Collection Request Form Sample

For non-account customers (cash customers) the below standard booking form applies. This must be sent to pallets@salvatori.co.uk no later than 14:30 on the day of required collection. For same day out of area collections the cut-off time is 11:00 am and special surcharge applies.

Date: DD/MM/YYYY

Collection request form

Customer: XYZ Customer

Collection address: 1 Collection Road, London, W1 XYZ

Collection Date: DD/MM/YYYY

No of pallets	Pallet Size (LxWxH)	Delivery Service	Total weight	Delivery address	Special instructions
2	120x100x140	Next Day	600 kg	Peter Smith 1 Delivery Road Canterbury, CT1 1AB	Tel: 07555 555 555 *tail-lift required.

■ Out of Area Collections

We are able to offer collections from any area in the UK or Europe. For these collections following rules apply:

In UK:

Same Day collection (extra charge) – we must know by 11.00

Next Day – we must know by 14.30

Economy – we must know by 17.00

Europe:

Same Day (extra charge) – we must know by 09.00 (collection country local time, subject to availability by a local depot)

Next Day – we must know by 11.30 (local time)

Economy – we must know by 16.00 (local time)

We are able to arrange for these pallets to be delivered anywhere in the UK or Europe. Please check the cost for this service with our office, as it may not be the same as on your rate sheet.

Please note that collections will be attempted at any time between 09.00-17.00 and you (your customer) will be allowed 15 minutes to load the vehicle (please see customer's collections guide for specific collections rules) If there are any problems with the collection you will be informed and given the opportunity to resolve the issue. If it is not resolved within the next 15 minutes the driver may be pulled out and we may have to charge you for a wasted journey. Please check with the office for details of these charges. You will be informed of this at the time of the event.

Deliveries Procedure

Once the delivery driver arrives at the delivery point, please be aware that you (or your customer) must accept the goods and/or offload the vehicle within 15 minutes (please see delivery guide section for a specific delivery rules). If there are any problems with your delivery you will be informed and given the opportunity to resolve the situation. If it is not resolved within the next 15 minutes the driver may be pulled out and we may have to charge you again for the re-delivery or return of the goods. Please check with our office for details of these charges. You will be informed of this at the time of the event. Please note non-timed deliveries (such as Next Day or Economy) will be attempted at any time between 09.00 – 17.00. We may be able to give estimated time of arrival but we can't guarantee exact time of delivery, therefore it is very important that you inform your recipients that they will need to be available during these times to accept the delivery without any undue delays. Please also advise your recipients to check the goods before signing for delivery as any delivery documents signed as "unchecked" will not be accepted for insurance claims purposes.

Please note that timed deliveries are not guaranteed, if a time delivery fails due to unforeseen circumstances – it will be delivered on the quickest available service and you will be charged economy rate. Any claims for lost revenue, downtime, etc will not be accepted.

Delivery Services and Rules

Next Day Deliveries

Next day deliveries will be delivered on the day after collection at any time during the working day (between 09:00-17:00).

Economy Deliveries

Economy deliveries are usually delivered within 3 days. This means on either day 1, 2 or 3 after the day of collection at the delivery partners discretion.

Deliveries To Be Booked In (“Book-In”)

The delivery depot will book the pallet(s) in with the customer within 2 working days of date of input, to be delivered at a time convenient to both parties.

Timed Deliveries

Deliveries booked in on a specific day or at a specific time will be charged at the next date rate even if delivery is not for the following day. Consignments that are booked in for a specific time will also incur the applicable timed surcharge.

Saturday Deliveries

Saturday deliveries must be pre-advised to us by 12:00 of the Friday prior. Deliveries will usually be AM and will incur a Saturday surcharge.

Dedicated Day Deliveries

Delivery on the 2nd or 3rd working day following the date of input (not Saturday). Next day rates to apply. Can be used with Premium Deliveries.

Tail-lift Deliveries

Deliveries requiring a tail-lift vehicle must be clearly stated on the paperwork.

POD's

A copy of the POD will be available to you in electronic format on request. If you have your own paperwork (COP) that you required to be signed on delivery please let us know at the time of setting up the account, please put the copy of your delivery note on the pallet next to your address label and also provide traffic office with electronic copy of that paperwork for every shipment.

ONLINE POD's

Customers who are using our online booking & tracking system will have instant 24/7 access to their online PODS which are available from as fast as 10 minutes after delivery. The systems also provides live delivery tracking, number of reporting tools and invoicing facilities.

■ Pallet Dimensions and Security

Max Pallet Dimensions

Max Weight

Mini Quarter	120 x 100 x 60 cms	150 kg
Quarter	120 x 100 x 80 cms	250 kg
Half	120 x 100 x 110 cms	500 kg
Light	120 x 100 x 220 cms	750 kg
Full	120 x 100 x 220 cms	1200 kg



Above are the maximum allowances for standard pallets. Pallets larger/heavier than this are subject to an over size pallet charge, which should be discussed with our office beforehand. Please ensure that all of your pallets are safely stacked and securely shrink wrapped as well as wrapped or strapped to the pallet base. Any pallets deemed unsafe on arrival at our depot will be left off the trunk vehicle and returned to you the next day. Please remember that most pallets will spend 8-10 hours being transported on a lorry and will be handled at least three times before arriving with the customer. It is therefore vital that they are secure before we move them.

Important All machinery (engines, etc) must be drained of any liquids (oils, etc) before they can go onto pallets. Please see “engine collection guide” and “pallet handling rules” for full details. [these are available on salvatori.com or on request]

Labelling and Customer Own Paperwork

Labels for the pallets are produced by us and placed on the pallets when they arrive in our yard (unless you have agreed with us to produce network labels at your company). We have to use specific labels for our network and these are produced from the information on your collection request form so please ensure that all the information is accurate. In order for us to identify your pallets when they arrive here please make sure that all your pallets are marked up with the address labels.

If you require your customer to sign and/or receive your own paperwork – please specify that request on your booking and attach the relevant document to your pallet(s) in addition please send electronic copy of that paperwork to our traffic office.

Invoicing Procedure and POD's

Invoices are produced on a weekly basis and will be emailed in electronic format to customers automatically. Copies of the POD's are available in electronic format and will be emailed to you upon request, unfortunately we can't guarantee original paperwork being sent back to you as many deliveries are signed for via electronic handheld devices.

Invoicing Queries

Please check all invoices upon receipt and advise us within 5 days of any queries. This should be done in writing and sent via email to pallets@salvatori.co.uk.

Insurance Claims

We are fortunate with our pallet network that we experience very few claims, however even the smallest claims require a lot of work on our behalf. In order to simplify this process please read the following details carefully:

We operate under RHA conditions of carriage 1998 as do most of our partners in our network. If you are unfortunate enough to encounter any form of damage please follow these guidelines:

- ✓ **Please ensure that the goods are signed for as damaged at the delivery point. Failure to do so will result in the claim being void.**
- ✓ Any claims must be notified to us within 7 days of the delivery date.
- ✓ You will then receive a letter from us telling you what to do next
- ✓ We will be required to provide supporting documentation, such as invoices, photographic evidence, etc. Please return all relevant information to us as soon as possible so that we can submit the claim to our pallet network insurance.
- ✓ Never repair, re-sale or dispose of damaged goods without our approval as this may void your claim

PALLET NETWORK INSURANCE COVER SUMMARY

1. Basic UK insurance covers the cost value of the goods only for up to £1300 per tonne.
2. If £1300 per tonne is insufficient for your needs, £5000 per tonne uplifted cover is available at cost of £0.5 per pallet.
3. Basic European insurance covers the cost value of the goods only for up to 8.33 SDR per tonne.
4. Bespoke marine insurance cover is available on request (please advise at the time of booking).
5. Insurance excess is £150 for any single claim.
6. Basic insurance does not cover goods sold via eBay.
7. Basic insurance does not cover transport charges.

A claim in all circumstances is limited to the cost price, the cost to repair, or the limitation to weight under RHA conditions – whichever is the **lesser**.

Summary

Every job undertaken by A Salvatori & Son Ltd is subject to to RHA1998 condition for UK Transport and CMR conditions for European movements. These terms and conditions are available in full version on our website at Salvatori.com/terms.html hard copies are available on request.

Please also check our Customer's Collection & Delivery Guide for more detailed information regarding our driver's and customer's responsibilities.

Customer signature

I confirm that I have read, understand and accept the above terms and conditions including :

- Customer information Pack
- Pallet Handling Rules
- Machine / Engines Shipping Guide

Company

Name

Position

Signature

Date