



## Customer Information Pack & Terms and Conditions of Carriage

### Salvatori Canterbury

4 Covert Road  
Aylesham, CT3 3EQ  
T: 01227 722 247  
E: [transport@salvatori.co.uk](mailto:transport@salvatori.co.uk)

### Salvatori Sittingbourne

Eurolink V, Swale Way  
Sittingbourne, ME10 3NH  
T: 01634 270 999  
E: [sales@salvatori.co.uk](mailto:sales@salvatori.co.uk)



[salvatori.com](http://salvatori.com)

Transport – Logistics – Storage

Salvatori Pallet Network	3
Collection Procedures	4
Customs Clearance	10
Delivery Procedures	11
Admin, POD, Invoicing	15
Insurance Claims	10
Summary	17



### Summary

- UK & EU Coverage
- Online Tracing & POD
- Live ETA Notifications
- 120+ UK Depots
- 300+ EU Depots
- 20 000 Pallets per day
- 97.9% On-time delivery
- Wide range of vehicles

### Available Services

- Next Day (UK)
- Express Dedicated (UK/EU)
- Economy
- Specified Time Delivery
- Specified Date Delivery
- Book-In Service
- Tail-Lift
- ADR (Dangerous Goods)
- Amazon RDC Delivery



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](mailto: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 form supplied (see page 7)
5. We will do our best to collect any pallets that are advised after the cut off time, however this 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, name and telephone number
- ✓ For EU pallets, fully [compliant export invoice](#)

- \* 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 (£1.50 extra charge)
  - AM Delivery (any time 09.00 – 12.00) / PM Delivery (13.00-17.00)
  - 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 this service .
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 and allows you to print network compliant labels in-house.
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 fails due to receiver's fault or absence the sender will be charged for re-delivery costs.

**Online booking and tracking system:**

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



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.



For non-account customers (cash customers) the below standard booking form applies. This must be sent to [pallets@salvatori.co.uk](mailto: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.

Collection request form

Collection Date:  
*01/03/2022*

Customer:  
*My Company Ltd*

Collection address:

*1 Collection Road, London, W1 XYZ*

No of pallets	Pallet Size (LxWxH)	Delivery Service	Total weight	Delivery address	Special instructions
<i>2</i>	<i>120x100x140</i>	<i>Economy</i>	<i>600 kg</i>	<i>Peter Smith 1 Delivery Road Canterbury, CT1 1AB</i>	<i>Tail-lift required Please book in delivery tel: 07555 555 555</i>
<i>1</i>	<i>120x100x120</i>	<i>Timed</i>	<i>500 kg</i>	<i>John Green 2 Delivery Road Canterbury, CT1 1AB</i>	<i>Tail-lift required Please deliver 01/05 @ 11:30 tel: 07111 111 111</i>



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.

**Max Pallet Dimensions**

**Max Weight**

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

**\*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.





Machinery and engines are a particular risk in a pallet network, the following control measures should be taken:

1. All fluids MUST be drained. The driver must have access to a dipstick and may check for oil, if oil is present pallet can't be collected.
2. The pallet should have rags or oil absorbent mats on top, before the machine or engine is placed on the pallet.
3. If the engine has a sump and is therefore not flat, the sump should be put inside a car tyre to help stabilize it.
4. The machine or engine should ideally be fastened to the pallet by at least a ratchet strap. Professional style plastic or steel banding with at least 2 bands should be acceptable. All straps and bands should be protected where they touch the machine or engine to prevent chafing/sliding.

**PLEASE NOTE THAT THE FOLLOWING LOAD SECURITY / FASTENING ARE NOT ACCEPTABLE AND COLLECTION WILL BE REFUSED:**

- Engines tied to pallets with rope
- Shrink wrap only
- Shrink wrap that is not see-through (e.g., black wrap)
- Tape only
- Straps with no ratchets or plastic/metal bands that have not been affixed by a machine or are not tight.

5. Providing the banding/strap is in place, shrink wrap can be used if there is a hole so the driver can check the dipstick.

The driver can refuse the collection if he has doubts regarding the security of the machine or engine on the pallet, or if there are any fluids left in the machine or engine.

**Paragraph 223 of the Health and Safety Executive, Workplace Transport Safety Guide, states that everyone in the supply chain should co-operate to achieve safety, including the sender, we all have a duty to ensure the consignment is secure and safe.**



If you ship your goods internationally, in order to clear your goods through customs we will require you to provide the following documents and take steps as per below guide:

1. Provide fully compliant invoice for the goods being exported/imported. [Please see sample [here](#)]

The invoice must include:

- Value for all goods
- EORI (for both seller and buyer)
- Incoterms
- HS / TARIC Commodity - Codes for all goods
- Country of origin for all goods
- Net + Gross Weight

2. Both seller (exporter) and buyer (importer) must sign authorization for Customs Direct Representation. The online form is [here](#).
3. Buyer (importer) may need to pay Duty and/or VAT (if applicable). Both options payments upfront or postponed payment are possible, depending on legibility. Please note private individuals can't postpone payments and will need to pay upfront.

**Important:**

Please check your invoice is compliant. Download sample [here](#).

Please make sure both exporter and importer have signed Authorization for Customs Direct Representation – the online form is [here](#).

Find out more help on our website [here](#).



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.



**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 2<sup>nd</sup> or 3<sup>rd</sup> 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.



- The driver is allocated an average time of 15 minutes for each delivery.
- Pallet Networks do not operate vehicles with on board cranes or fork lifts.
- The driver has to assess the delivery point and, if he considers it to be unsafe, likely to cause harm or personal injury, damage to his vehicle or property he should not enter.
- 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*.
- We do not take away packaging materials for disposal.



*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.*

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 01634 270999 [opt 2]



- Every consignment must be on a strong and good pallet; goods must be securely strapped or shrink wrapped to the pallet base.
- If you do not have a suitable pallet, your goods are not palletised, please speak to us first so we can accurately assess what's needed in order to ship your goods on pallet network.
- Every pallet must be clearly labelled with full delivery address.
- Any machinery (engines, etc) must be oil or any liquid free and should be on a bespoke pallet securely fixed to pallet base.
- Heavy items must not be over stacked on top of lighter items, unevenly 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 and Don't



*Please do: Evenly stack your goods and ensure equal weight distribution. Wrap all goods and secure to pallet base. Ensure engines are drained and leak free.*

*Please don't: Unevenly over stack goods, don't overload the pallet with too much weight, don't overhang the pallet with oversized goods (use bespoke pallet), don't use shrink wrap as means to secure heavy goods to pallet (use straps or banding).*

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 01634 270999 [opt 2]



**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.

**Customer Own Delivery Note** 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.

**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.

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](mailto:pallets@salvatori.co.uk).



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 2020 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 need to register your claim using our online form [here](#).
- ✓ We will be required to provide supporting documentation, such as invoices, photographic evidence, etc.
- ✓ 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 £0.50 per pallet.
3. Basic European insurance covers the cost value of the goods only for up to 8.33 SDR per tonne.
4. Insurance excess is £150 for any single claim.
5. Basic insurance does not cover transport charges and any goods sold via eBay.

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**.

If you need to make a claim, please use [our online portal](#).





Every job undertaken by A Salvatori & Son Ltd, Salvatori Logistics Ltd, The Salvatori Group of Companies Ltd, is subject to RHA2020 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 and hard copies are available on request.

Please review full T&C's (link below) and sign that you have read, understood and accept Salvatori' s Terms and Conditions of Carriage using our online form below.



[RHA 2020](#)



[Storage](#)



[CMR](#)



[Customs Clearance](#)

[Go to online form to sign and accept our T&C's.](#)

