



FOR QUALITY SERVICE WE GO THE DISTANCE

1. Insurance

1.1. All transactions are undertaken in accordance with the Road Haulage Association's Terms and Conditions of Carriage and Storage, version: 2009 Edition. A full version of the RHA terms document is available on our website and hard copies are available on request. Our liability for all UK road movements is subject to RHA which limits the liability to 1.30GBP per kilo. Our liability for all UK warehousing claims is subject to RHA which limits the liability to £100.00 GBP per tonne.

1.2. Insurance claims must be formalised in writing, within 24 hours of delivery to bradley@dwclark-sons.com to be eligible for the claim to progress. D W Clark & Sons Ltd has a £50 excess in place for any goods in transit or goods in storage insurance claim. We do offer enhanced G.I.T. insurance cover which increases the liability to £10.00 GBP per kilo for an annual premium. Please ask our sales team for more details. We also offer bespoke quotations for high value G.I.T. consignments.

1.3. We are unable to provide cover for certain product shipments such as certain types of glass, personal effects, bullion, cash etc., but we are more than happy to provide bespoke insurance quotes on request.

1.4. In line with RHA terms and conditions we do not insure customers for consequential loss.

2. Customer Accounts

2.1 Tariffs are issued on the basis of use of our web based online booking portal -. Bookings will not be accepted in any other format, training is available, and we will set you up with an online account. Please contact one of the Palletline team at D.W.Clark & Sons Ltd if you do not have an online account or email palletline@dwclark-sons.com and we will contact you to help with setting up an account. If you are unable to use our online system a 3% surcharge will be applied to your account.

2.2. D W Clark & Sons Ltd will not accept liability for any customer inputting errors. If you require an amendment to the shipment after booking online, please phone Palletline and email transport@dwclark-sons.com with your changes.

3. Fuel Surcharge

3.1. We reserve the right to charge a variable fuel surcharge on all consignments, this fuel surcharge cost will be emailed to you the end of each month ready for the month ahead.

4. Payment Terms

4.1. Credit is granted on the strength of robust credit check procedures. If granted, standard terms are 30 days from invoice date, unless otherwise agreed. If no credit facility is granted, payment will be required prior to uplift of freight.

4.2. Cash up front (BACS only) consignments will require cleared funds in our account prior to collection

5. Cancellation Charges

We reserve the right to apply reasonable cancellation charges at our discretion.

All jobs must be cancelled in writing to transport@dwclark-sons.com, with palletline@dwclark-sons.com cc'd.

6. Proof of Delivery

6.1. PODs are viewable and printable from our online portal when using palletline. We do not return hard copy PODs to customers. We do not accept that non-provision of a proof of delivery provides reason to withhold payment of our freight invoice and all our invoices are due for payment within the allotted terms. Any POD requests should be emailed to transport@dwclark-sons.com or palletline@dwclark-sons.com



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We relinquish any responsibility for returning Amazon pods, as we cannot return Amazon pods as Amazon do not send back pods on all deliveries and this can take up to 10 weeks to get a pod with consistent chasing.

7. Quoted Validity

7.1. Please note that all quotes issued are valid for 30 days.

8. Invoice Queries

8.1. All invoice queries must be directed to accounts@dwclark-sons.com and raised within 10 days of date of invoice. Queries will be acknowledged within 24 hours and we aim to resolve them within 7 working days. Payment of invoices cannot be delayed by queries lodged with D W Clark & Sons Ltd or otherwise. All invoices should be paid in line with agreed credit terms.

9. Freight Presentation

Please note the following minimum requirements for freight presentation, D W Clark & Sons Ltd reserve the right to stop any shipment where the freight presentation appears unsuitable for road transport.

9.1. Wrapping

Freight needs to be securely attached to the pallet. Goods should be wrapped securely on all sides and across the top, so the goods are completely sealed with sufficient layers to prevent goods moving independently of the pallet.

Pallet cones are available for purchase to protect pallets containing fragile non-stack freight. Please contact transport@dwclark-sons.com for price and availability.

9.2. Labelling

All pallets must be labelled clearly on one short side using a label generated from the online booking platform.

9.3 Customer Label Printers

Where appropriate D W Clark & Sons Ltd will install Zebra label printers into customers' premises. The use of these printers will be agreed in writing through a separate policy document. Customers must label all pallets appropriately.

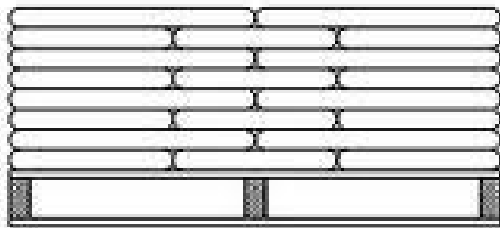
Where a customer with an implant printer fails to inform D W Clark & Sons Ltd of any amendments or cancellations as set out within this document, we reserve the right to charge an administration fee with a minimum of £10 per pallet.



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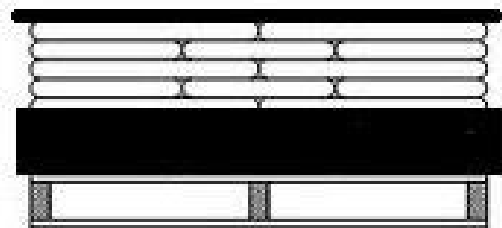
9.4 Bagged Product

- Product must not overhang the base dimensions of the pallet
- Must be guarded with cardboard shield 500mm up from the base of the pallet
- Must be protected with a cardboard layer card on the top of the pallet
- And be securely wrapped to the wooden pallet



Insufficient Protection

Correctly Protected Bagged Product



Pallets that appear unstable maybe decked and reworked at a cost to the customer.

9.6 Pallet Quality

Pallets we collect must be loaded onto good quality 4-way pallets. Please ensure that the quality of the pallets used is adequate for the weight of the goods being loaded. High weight loads, greater than 500 kg per pallet, require high quality 4-way wooden pallets.

9.7 Pallet Weights

Any pallet to be delivered by tail lift must not exceed 750kg. Please contact transport@dwclark-sons.com for more information about our lift assist option for pallets exceeding the above.

9.8 Palletline Network Freight Specifications

Any pallet travelling through the Palletline network must conform to the parameters below or will be liable for additional charges. Palletline Freight Definitions

Type	Max Dimensions	Max Weight	Comment
Full	1.2m x 1.2m x (2.2m tall)	1200kg	Standard
Oversized	2.4m x 1.2m x (2.2m tall)	2000kg	2 space
Half	1.2m x 1.0m x (1.0m tall)	500kg	Stackable
Quarter	1.2m x 1.0m x (0.6m tall)	250kg	Stackable



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10. Booking Cut Off Times

For all consignments, freight must be booked online by **12:00hrs** (noon) for same day collections, Monday – Friday. Consignments uploaded after the **12:00hrs** (noon) cut-off, we may be able to collect but we cannot guarantee next day delivery, economy freight would be upgraded at your cost to achieve delivery date if we are unable to send.

11 Away Collections (3rd Party Collections)

Freight collections outside of the CM/CO postcode and away from your site will need to be booked online by **11:00hrs** for same day collections, Monday – Friday,

12. Freight Collection Window

Our standard collection window is within 09:00 – 17:00hrs unless otherwise specified or booked. Goods need to be available for collection at any point during this window. D.W.Clark & Sons Ltd vehicles must leave all areas by 5pm for freight to meet trunk vehicles, if freight is not ready you will risk missing trunk vehicles and pallets will not make delivery point.

13. Freight Delivery Window

Our standard delivery window is within 09:00 – 17:00hrs unless otherwise specified or booked. Customers should ensure that there is someone on site to receive the goods. If no-one is available to sign for the goods, we reserve the right to return them to our depot. Any redelivery following such action would be charged to the customer.

14. Nature of Delivery

14.1 Kerb Side

All deliveries are to kerb side only unless prearranged before collection. Any additional requirements may incur additional charges and must be confirmed in writing to D W Clark & Sons Ltd. When a handball service has been booked, this is also to Kerbside unless otherwise agreed in writing prior to collection.

14.2 Service Levels

Each shipment method has its own unique service levels and it is the customer's responsibility to select the appropriate level when booking. Below are examples of different levels available, but if in doubt please contact our Palletline team on 01621 862682 or email us at transport@dwclark-sons.com to ascertain the correct service level. All delivery service levels exclude Sunday and Bank Holidays unless agreed and confirmed in writing by D W Clark & Sons Ltd.

14.3 For deliveries made via the Palletline network

Service Level	Collection Day	Delivery Day
A - Next Day	1	2
B - 48 Hour Economy	1	2 or 3
C - 72 Hour Economy	1	2, 3 or 4
D - Saturday AM	1	2



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15. Amendments to Bookings & Cancellations

If you require any amendments to any details of booked freight, please email Transport@dwclark-sons.com by 16:00hrs on the day of collection. All cancellations must be made by sending an email to transport@dwclark-sons.com where cancellations are made at short notice D W Clark & Sons Ltd reserves the right to apply a cancellation fee.

16. ETA Provision

Estimated freight arrival times are available on request. We will respond in a timely fashion giving the most accurate information possible. Please note that the information given will be "estimated" and cannot encompass unforeseen circumstances such as congestion or road works.

17. POD Provision

We aim to upload PODs against consignments for viewing online within 24hrs of delivery. These will be available to download via our online booking portal. Amazon pods are not available until up to 10 weeks after delivery.

18. Booking In

Please note that only Economy deliveries can be booked in by D W Clark & Sons Ltd. This is a chargeable service as per customer tariffs. If required, customers must book in Next day deliveries and advise all details when booking.

19. Customer Paperwork Usage

If you wish to use your own paperwork as a POD, a copy must be fixed to one of the pallets within the consignment. In addition, a complete copy must be emailed to transport@dwclark-sons.com by 5pm on the day of collection in PDF format. No hard copies will be accepted and if customer paperwork has not been received at the above email address, then our standard paperwork will be used.

20. Customer Contact

We may need to contact customers during the day to discuss deliveries and collections. Customers should be available between the hours of 09:00hrs – 17:00hrs for phone and email contact.

21. Demurrage

We allow 2 hours for loading and unloading full loads and containers and 15 minutes on Palletline for loading and unloading of single pallets and part loads. After these free periods and at our discretion we will charge waiting at £65 per hour for general haulage loads. We reserve the right to move the vehicle on after the free period has ended.

22. Health & Safety of Customers and their Clients during Deliveries

D W Clark & Sons Ltd will accept no responsibility for injury to any person during the collection or delivery of goods. No one except D.W.Clark & Sons Ltd staff should be on the delivery vehicle or any associated part e.g. a tail lift, all other persons should stand well clear.



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23. AMAZON Deliveries

23.1 Palletline is a preferred delivery service for Amazon and has a consolidation agreement to service all the major fulfilment centres in the UK. The following is intended as additional customer support. It does not replace information provided to customers through Amazon’s ‘Vendor Central’.

23.2 When Amazon provides the Vendor with a purchase order, a delivery window will be set within which the goods must arrive at the nominated fulfilment centre. Using this PO, the vendor is able to retrieve the ASN number for the consignment and set an estimated delivery date during the window. Using the service level information above Vendors should book jobs with D W Clark & Sons Ltd so that delivery can be made during the window specified. Please be aware that we will make delivery in line with the booking instructions received and it is the customer’s responsibility to book so that delivery to be made during the allocated window. Amazon may raise fines for early and late deliveries which would be deemed consequential loss and therefore not the liability of D W Clark & Sons Ltd.

23.3 When booking jobs Amazon require a specific code for each of its fulfilment centres instead of the postcode thus allowing accurate routing through the Palletline network. These codes are shown below and should be used for all Amazon bookings. The postcode for the delivery point must be put in the main address field.

23.4 Due to a consolidated agreement between Amazon and Palletline, you must NOT book specific timed deliveries. D W Clark & Sons Ltd will not accept any liability for failed timed bookings or any costs associated with the failure.

23.5 Amazon ASN and PO references are required to be entered in the ‘Amazon/Description Reference Box’.

Code to be entered in the Postcode Field of each booking

Fulfilment Centre

AMAZON Crymlyn (Swansea)	CWL1
AMAZON Daventry (Norbert Dent.)	XUKD
AMAZON Doncaster (DN4 5JS)	LBA1
AMAZON Dunfermline	EDI4
AMAZON Gourrock	GLA1
AMAZON Hemel Hempstead	LTN2
AMAZON Peterborough	EUK5
AMAZON Ridgemont (Milton Keynes)	LTN1
AMAZON Rugeley	BHX1
AMAZON Runcorn (DHL)	XUKA
AMAZON Balby/Doncaster (DN4 5JP)	LBA3



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25. Insurance

30.1. D W Clark & Sons Ltd undertakes logistics services under the following terms and conditions:

[RHA Terms and Conditions of Storage 2009](#)

[RHA Terms and Conditions of Carriage 2009](#)

25.1. Please note that we are unable to provide cover for certain product shipments, such as personal effects, bullion, cash etc., but we are more than happy to provide bespoke insurance quotes on request.

25.2. We do not insure customers for consequential loss.

26. Demurrage

We allow 2 hours for loading and unloading full loads on general haulage and for Palletline 15 minutes for loading and unloading of single pallets. After these free periods, waiting time will be charged at £65 per hour for full loads and £25 per hour for Palletline deliveries if we are able to wait.

27. Payment Terms

Credit is granted on the strength of robust credit check procedures. If granted, standard terms are 30 days from invoice date, unless otherwise agreed. If no credit facility is granted, payment will be required prior to uplift of freight. Insurance claims must not at any time be deducted from money owed as this is dealt with directly by our insurance company.

28. Proof of Delivery

We do not, as standard, provide proofs of delivery. If proofs of delivery are required for specific consignments, we will provide these where available. However, we do not accept that non-provision of a proof of delivery provides reason to withhold payment of our freight invoice and all our invoices are due for payment within the allotted terms. Any POD requests should be emailed to transport@dwclark-sons.com and palletline@dwclark-sons.com.

29. Quoted Validity

Please note that all quotes issued are valid for 30 days.



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30. Palletline European Deliveries

When booking European Palletline network deliveries customers should enter the specific country code below into the postcode field. The actual postcode must still be entered in the field above.

Code to be entered in the Postcode Field of each booking

European Country

Austria	ATEU
Bosnia-Herzegovina	BAEU
Belgium	BEEU
Bulgaria	BGEU
Switzerland	CHEU
Czech Republic	CZEU
Germany	DEEU
Denmark	DKEU
Estonia	EEEU
Spain	ESEU
Finland	FIEU
France	FREU
Greece	GREU
Croatia	HREU
Hungary	HUEU
Italy	ITEU
Lithuania	LTEU
Luxembourg	LUEU
Latvia	LVEU
Macedonia	MKEU
Netherlands	NLEU
Norway	NOEU
Poland	POEU
Portugal	PTEU
Romania	ROEU
Serbia	RSEU
Sweden	SEEU
Slovenia	SIEU
Slovakia	SKEU



Warehouse Specific Trading Terms

31. Warehouse Pallet Configurations

The maximum pallet height of freight stored in our warehouses is 2.2 metres including the pallet itself. The maximum number of SKUs (Specific Known Units) per pallet is one per pallet.

32. Warehouse Opening Hours

Daily between 10am and 3pm for Collections and Deliveries during the week. These have to be booked in via our Warehouse Department warehouse@dwclark-sons.com . Any bookings for outside of these hours can be requested on an adhoc basis only.

33. Order Cut Off Times

Same day despatch orders need to be made before a 12 noon and entered onto contrado.

Warehouse services

We offer all our customers warehouse facilities if space is available.

Our warehouse services include:

- ✓ **10,000sqft of storage space available now!!**
- ✓ Paper reel handlers
- ✓ Small quantities and bulk storage
- ✓ Racking available at customers cost
- ✓ Short or Long term storage
- ✓ Handling containers
- ✓ Pick and pack service
- ✓ Large loading and unloading areas
- ✓ Unloading banks for rear door tip.
- ✓ Fully secured site
- ✓ 24hr guarded security
- ✓ 80,000ft of warehousing
- ✓ HD CCTV of warehouse and yard with every area being fully monitored.



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Did you know we also offer the following transport solutions?

- ✓ Dedicated vehicles
- ✓ Contract vehicle hire with your livery
- ✓ Courier vans
- ✓ Large curtain sided vans
- ✓ Full loads
- ✓ Part loads and Groupage
- ✓ Sameday delivery
- ✓ Next day delivery by 10am
- ✓ Next day delivery by mid-day
- ✓ Next day delivery
- ✓ Saturday delivery
- ✓ Timed deliveries
- ✓ Economy service
- ✓ Tail lift services
- ✓ GPS tracking across the fleet