

Conditions of Service - Overview

This overview provides further information on some of the Conditions of Service, our contract with you.

Services, Liability and Chain of Responsibility

Services means all the things that we might do for you, which includes but is not limited to transport, storage, packing and handling. Basically all the services we perform for you (clause 13).

We are not a Common Carrier, which means that we only work under contract (our Terms). As such we don't accept liability for customer's goods whilst in our care (clause 3 and clause 7). This is standard practice within the industry and places us on an equal footing with the majority of transport operators.

You have to make sure that the goods that you are asking us to handle are well packed, safe to handle and you need to tell us the weight and mass (size) of the goods. This is now standard within the industry as we all have a role to play under the Chain of Responsibility (COR) legislation.

We do not normally handle Dangerous Goods, so you need to tell us that the goods are not Dangerous (clause 4 and clause 8).

Risks - Subcontractors, Delays in Transit, Temperature and Insurance

It goes without saying that we try to avoid any damages or schedule changes, but sometimes things can be outside our control (e.g. storms, flooding, snow or simple mechanical breakdown). If we can't deliver your goods then we can arrange to return them to you ASAP. We might have to use a Subcontractor to move your freight (clause 5) and sometimes we might need to alter normal delivery routes and times (clause 6). This could cause a delay in delivering your freight.

Please make sure that your goods are at the right temperature when provided to us as normally your goods are boxed and wrapped. This means that if the goods are warm when received it is unlikely that our equipment will cool it down. When transporting refrigerated goods, we endeavour to maintain the transport temperature (clause 9). Our refrigeration equipment has been designed to maintain a constant temperature.

Remember, we do not accept liability for your goods and we don't carry transit insurance on your behalf (clause 14).

We have taken the view that each individual customer is best placed to know the value of their consignment and everyone has a different risk profile.

We strongly urge all customers to consider the merits of taking out transit insurance.