

## UPN European Freight - Terms & Conditions

All business is undertaken subject to these terms along with those stated in the UPN Network Procedures Manual, RHA Terms and Conditions (2009) and the Standard Trading Terms of the latest edition of B.I.F.A. (copies of which are available upon request from delivering depots).

All consignments are carried under CMR Conditions of Carriage. By using this service you are agreeing to accept these Terms & Conditions.

Wherever possible freight will be collected and delivered during normal working hours, Monday to Friday 09.00 - 17.00 (excluding regional, national or public holidays). All delivery times are local.

In all instances appropriate commercial documentation that accompanies the consignment must be secured on the goods in a suitable "Documents Enclosed" wallet.

Carriage of exhibition and/or business to consumer (private addresses) goods must be pre-advised before booking.

Authorisation to ship must be sought from the delivering depot. Should additional services be required, additional charges will apply. These must be advised prior to the despatch date.

Consignments may be withheld in the event of any change in operating conditions.

Transportation of the following goods is prohibited; household and personal effects, minted or non-minted or otherwise processed precious metals, jewellery, precious stones, paper money, valuable documents of any sort, documents and certificates, works of art, paintings, sculptures, unpacked furniture goods.

It may be possible to transport Limited Quantities. Hazardous goods cannot be exported. Please check with the delivering depot prior to despatch. If acceptable such consignments will need to be pre-arranged and written confirmation of acceptance will need to accompany the consignment. Such deliveries will be subject to a surcharge.

All dimensions are in metres and all weights are shown in kilograms. The maximum pallet dimensions of any one pallet should not exceed the maximum dimensions/weights shown in the ERS\*.

Pallets in excess of these dimensions or weights shown are by prior arrangement only, will be subject to additional charges and may be delayed in transit. Where possible additional charges will be advised prior to despatch.

Transit times are estimated and given in good faith but are not guaranteed as delays may occur due to circumstances outside of the control of the delivering depot (e.g., European Bank Holidays).



Full delivery postcode(s) and the receivers telephone number(s) are required at the time the consignment is booked in order to facilitate deliveries within the transit times.

In the event of a fixed delivery date being required, a surcharge will apply. Fixed delivery dates must be agreed in writing with the delivering depot prior to despatch. The fixed date specified cannot be earlier than the scheduled transit time stated in the ERS\*.

Timed deliveries during normal working hours can be arranged and are priced as a fixed day delivery plus an additional charge of £25. Additional surcharges are applicable for timed deliveries outside of normal working hours, prices are available upon request.

Tail lift deliveries are available upon request, additional charges may apply. All pallets booked or marked as non-stackable will be charged at the full pallet rate.

For deliveries to city centres, remote rural areas and mountainous areas that cannot be easily reached by a 13.6m trailer must be pre-advised. An additional delivery charge may be made where alternative methods of transport may be required.

Maximum allowable unloading time is 30 minutes after which time additional charges may be made. Where a delivery cannot be completed at the first attempt additional re-delivery charges will be made. In the event of non-delivery the consignment may be returned to the sending depot and additional charges may apply.

Suitable contact names and telephone numbers must be provided on the consignment booking form for deliveries that require booking in.

Non EU countries – export and import customs clearance can be arranged at additional cost. Commercial invoices and customs transit paperwork will be required. Import rates and transit times are available upon request.

All rates quoted in the ERS\* are valid for the periods shown on the individual tariffs but may be subject to change without prior notification. Unless otherwise stated fuel surcharges and MAUT tax rates are included within the published rates.

All consignments must be in a suitable condition for International carriage. CMR insurance cover is included but additional insurance cover is available at extra cost.

All prices shown are £ (GBP/Sterling) and exclude all hub charges, central insurance, Safeguard contributions and VAT charged at the applicable rates. Where additional charges are incurred these will be raised by COR or supplementary invoice.

ISPM15 (wood packaging material) regulations apply to pallets being sent to many countries including Bulgaria and Norway. Please refer to individual country rate schedules for additional terms which may affect some consignments.

If a POD is required please contact the delivering member for assistance. Delivery is to kerb-side only. Additional services may be available at extra cost. Please contact the delivering member for further advice.

\* ERS = UPN European Member Rate Schedule

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