

TRANSPORT SERVICE LEVEL AGREEMENT

This is an agreement between One 2 One Logistics Ltd and our customers with the sole purpose of delivering and collection of goods and products on their behalf.

Standard Delivery Times:

- Standard delivery time will be made between 0700 – 1800.
- Timed deliveries can be requested.

Tail Lift:

- Tail lift delivery is only possible across hard, flat, even ground (concrete / tarmac) with minimal incline / decline.
- Max weight for tail lift is 1000 kgs

Vehicle Restrictions:

- Any vehicle restrictions or access point restrictions must be advised at time of booking.
- If collection / delivery is delayed due to any of the above, charges will apply for both the attempted and completed delivery

Dimensions and Weights:

- Please ensure pallet dimensions are correct at time of booking to ensure the correct capacity is allocated.
- If these are check weighed / measured as greater than expected we reserve the right to apply additional charges.

Labelling:

- Please ensure goods have a full address label.

Packing:

- Please ensure pallets are stable and all items are fully secured.
- Goods will be handled several times and travel with other freight so please ensure goods are packed suitably.

Bookings:

- Bookings to be made via email to the relevant department, contact list enclosed.

Manifested Goods:

- Please ensure all manifested goods are sent, if you need to cancel any consignments from your manifest please inform the office.
- Failure to do will result in additional charges due to space allocation.

Amendments:

- Please contact the office via telephone on 01633 893960 or alternatively via email in order to amend accepted manifests.

Waiting Time:

- Waiting time is limited to 30 minutes for collections and deliveries, unless other agreements are made, anything out of this may be charged.

Payment Terms:

- Payment terms are 30 days net unless otherwise stated.

Receipt of Goods:

- All goods must be signed for, the clause of unchecked will not form the basis of any claim.

Delivery Notes / POD's:

- With the current situation regarding the spread of the coronavirus, we have taken steps to keep everyone safe.
- Drivers will now self sign all delivery notes, they will clearly print the name of the person who received the goods,
- We have also temporarily halted the sending of hard-copies of delivery paperwork to further reduce the risk of spread.
- All invoices and POD information will now be emailed as standard.
- Anyone who still specifically requires hard-copies, please make sure you let us know.

Loading & Unloading:

- Drivers will respect the request to keep contact to a minimum, thus will ensure they remain at least 1 metre away from others at all times.
- Drivers are advised to use gloves whilst handling goods and carry hand sanitizer in the vehicle at all times and to also make regular stops for hand washing where possible.

Insurance, Damage / Loss & Claims:

General trading and liability cover is operated as follows :

- RHA 2009
- All risk insurance can be arranged for an additional fee, please contact the office for a quote.
- Consignees must inspect their goods for visible signs of damage on receipt of delivery and note the proof of delivery.
- Claims for damages whereby the consignee has signed the POD as clean will not be accepted. To make a claim in the first instance you must notify One 2 One Logistics Ltd by email within 7 days of delivery.
- Please request the delivery point take photos of any damage and send this through with your initial covering mail.

OFFICE OPERATIONS:

- Opening Hours Monday – Friday 0730 hrs to 1800 hrs
- Goods received and delivery notes produced via email
- RHA trading conditions apply
- Orders/Bookings can be made via email or online booking system with full consignment details being required.
- Freight being delivered in needs to be booked in for suitable times

CONTACT DETAILS:

Office - 01633 893960

Adam Brown - adam@one2onelogistics.co.uk

Jordan Sibley - jordan@one2onelogistics.co.uk

Chris Phillips - chris@one2onelogistic.co.uk

Environmental Policy:

One 2 One Logistic Ltd are committed to improving our practices in order to minimise the impact of our operations on the environment as far as is reasonably practical.

- We will:
- Ensure compliance with all environmental legislation, regulations and codes of practice relevant to the transport and logistics industry.
- Make efficient use of natural resources by conserving energy and water, minimising waste and recycling water where possible.
- Meet our duty of care requirements in relation to waste by ensuring the safe keeping, transportation and subsequent recovery or disposal of waste.
- Regularly service our vehicles to maintain their efficiency.
- Make ourselves aware of and consider environmental developments in fuel and vehicle technology when acquiring new company vehicles.