



BROAD POWER SOLUTIONS LTD  
CARRIAGE & HANDLING CHARGES as of 1<sup>ST</sup> March 2017

**Standard Carriage & Handling Charges:**  
UK Mainland Excluding Scottish Highlands

**Non Time Specific \***

Orders above £1,000  
FREE OF CHARGE

Orders between £100 - £1000  
STANDARD CARRIAGE & HANDLING - £15

Orders up to £100 in value  
STANDARD CARRIAGE & HANDLING - £10

- Please note that larger volume orders shipments are normally made on a 3 day pallet service as standard.
- Where the delivery is time critical this should be noted on your purchase order and may result in additional charges.

**Timed Specific Tarriff's – additional charge to any standard tarriff above:**

AM – Before 12:00 - additional £15.00  
AM – Before 10.30 - additional £22.50  
AM – Before 09:30 - additional £35.00  
Saturday - additional £22.50 per consignment.

**Scottish Highlands, Northern Ireland, Channel Islands and Offshore Islands**  
**Carriage & Handling charges apply to all orders placed – Price On Application**

**SAME DAY**

We can arrange same day deliveries if consignment is time critical. Details and quote provided on request.

**INTERNATIONAL DELIVERIES EU and OUTSIDE EUROPE**

Details and quote provided on request.

**\*\* Important Notes \*\***

All deliveries will be undertaken by a third party, carrier Terms & Conditions will apply.

Tracking details or POD's are available on request. Please email: [operations@broadpower.co.uk](mailto:operations@broadpower.co.uk) If tracking is required prior to delivery please request before despatch, giving the email you would like tracking details to be sent.

It is our Customers responsibility to make sure there is someone to accept and sign for a delivery.

Where possible we recommend advising of the site contact name, email and contact number. This will not transfer any responsibilities for deliveries on to Broad Power Solutions Ltd.

In the event of a failed delivery a card should be left by the transport carrier. You may need to contact them directly to organise collection from their depot or arrange re-delivery. Carriers will usually agree to attempt a second delivery before returning the parcels to the supplier. Parcels which are returned to Broad Power Solutions Ltd may result in additional delivery charges being incurred by the customer for re-delivery.

**MULTI ORDER DISPATCHES**

Please note that our carriage charges are calculated per each individual Purchase Order / Order Acknowledgement.

Where notified in advance we can group Orders together for shipping in bulk.

This does not include orders of over £1000 excl VAT as these orders are already being shipped free of charge.

Carriage is charged on the highest value order where less than £1000 net value and £5 per additional order shipped.



## Despatch Procedure - Process for Short Delivery/Non Delivery

### Despatch of Goods

#### Courier / Postal / Parcel Deliveries / Pallets

- Delivery note sent with all orders.
- Pallet Service - The delivery note will show the corresponding box number next to the item code.
- A Picking List with details of consignment including box numbers, individual box weights and dimensions will be completed by Broad Power Despatch. This will be kept on file and available on request.
- All Boxes/Packets will be individually marked with number of box, i.e box 1 of 2, 2 of 3, 3 of 3 etc.,
- We will note the stock item codes on a box, where products are mixed.
- Tracking details of consignment are generally available on request. We may be able to email tracking details at the time of despatch depending on service used. Please provide us with an email address prior to despatch of order.
- Same Day Services – Delivery details of courier will be advised at time of despatch.

**ALL GOODS MUST BE CHECKED OFF TO THE DELIVERY NOTE ANY DESCRIPTIVEIES TO BE REPORTED TO [operations@broadpower.co.uk](mailto:operations@broadpower.co.uk) WITHIN 48HRS OF DELIVERY.**

#### Reporting of Short Delivery/Non Delivery/Damages

- Any claims for Short/Non Delivery must be notified to Broad Power 01258 841001 or [operations@broadpower.co.uk](mailto:operations@broadpower.co.uk) within 48hrs of despatch. Please provide the following information:

1. The date of purchase.
2. The Sales/Purchase Order number.
3. If shortage, product code and quantity.
4. Details of damages with photo evidence if possible.
5. If copy of Packing List is required.

- We will investigate immediately any problems you may have encountered and will follow one or more the actions below depending on circumstances.
  - Contact the Courier Service who collected consignment.
  - Obtain the POD.
  - Check the POD if parcel signed in good condition.
  - Check weight on POD if corresponds with the Packing List.
  - Warehouse to check stock on hand.
  - Re-Create order to check weight declared.
- We endeavour to resolve on the same day, however in cases where this may not be possible and goods are time critical we recommend you place another purchase order for re-delivery assuming stock availability. We will apply any credits/refunds once investigations are complete.