

SHEET 1

Sending Consignments

The consignment fax pads have four consignment entries to one sheet. Each entry has a unique number printed in the top right hand corner which is used by our system to identify and track your freight. When identifying your parcels please clearly mark or label each individual parcel with consignees details and the consignment note number. We will re-label all freight at our depot before despatch with our internal routing information. Unfortunately packs or consignments not clearly marked or identified may be delayed until such time as we can contact you. Acclaim Parcel Express shall take no responsibility for any late or failed deliveries as a result of this action.

When filling out a consignment sheet we need the following information:

Please provide as many details on the consignee as you have. Ideally we require contact name, full address with postcode (mandatory) and telephone number.

In the service box please state the delivery service you require eg: Nextday, AM, 9AM, 10AM, Jiffy Bag, Pallet. **The service level you mark is the level you will be billed for.** Please note that some services are unavailable to certain postcodes (eg no timed to Scottish Highlands), please call us if you are unsure.

Service Restrictions - Shipments where a single item exceeds 25kg must travel on the Heavyweight service. The maximum piece weight allowable through the system is 50kg, above this weight all single pieces will be charged at pallet rates. Consignments sent to Scottish postcodes over 100 kg will be charged on the Heavyweight service (excludes pallets). Items on pallets will travel at pallet rates regardless of weight. Maximum item length through the parcel system is 3.05m. Items over 2.0m must travel on the Heavyweight service and are limited to no more than 30cm x 30cm in the other dimensions. Items that are received into the parcel system exceeding 50 kg/3.05m will be returned to you at your expense. Bare metal consignments are not accepted for transit unless totally packaged.

When sending courier packs please write courier pack or jiffy bag in the service box. If the consignment sheet is not marked as a timed delivery it will be despatched on a standard nextday service.

Please note that 7.30am timed deliveries are only available by prior arrangement with the delivery depot and you will need to contact us prior to despatch to use this option.

If you have a valuable / sensitive shipment and wish to use the Secure Parcel Tracking Service please telephone our office prior to despatch on 023 80860722.

Please ensure that the correct number of packages is shown for the consignment in the items box.

If you require increased liability cover please state the value of cover you require in the special instructions box including the words Increased Liability. For terms and restrictions regarding liability cover see sheet 3, 3-1. Please call us if you are unsure about the amount of liability cover you will receive on any shipment.

Liability for shipments is strictly limited, please see our terms and conditions of carriage for full details.

SHEET 1-1

You are required by **Law** to inform us if the goods you are sending are of a Hazardous nature. We are only able to accept certain classes of Dangerous goods by prior arrangement for pallet and oversea's freight. We are not able to accept Hazardous or Dangerous shipments of any nature through the APC parcel network. Any hazardous shipments that are offered by yourselves for transport in breach of these conditions will be returned to you at your expense.

Any consignment containing paint, varnish, ink, oil or any liquid that could cause harm to either the APC or our own sortation systems, vehicles or other consignments must be declared on the despatch sheet as travelling on the fragile service along with a full description of the goods. Any non declared goods that cause a spillage on the sortation belt at the APC hub will incur a charge of £250 towards the cost of cleaning in addition to any liabilities incurred under our terms and conditions.

Please ensure that you fax your sheet to us by 6pm on 023 80862838. We will endeavour to send consignments that have not been faxed where time permits and the sender and receiver can be clearly identified. However we will not be aware of any special instructions or timed options and due to pressure of time consignments that are not faxed to us may be held in our warehouse.

We will check all shipments for gross weight and volume and you will be invoiced on the chargeable weight resulting from this check regardless of the weight or volume you have entered on your despatch sheet or any previous quotation supplied by us.

Conditions specific to Pallet Shipments

Each pallet charge is based on a maximum pallet size of 120 x 120 x 180cm (120 x 100 x 180cm for Ireland), pallets that exceed any of these dimensions will be charged accordingly ie: a pallet 150 x 120 x 180 cms would be a double charge, a pallet 240 x 120 x 180cms would be 3 x pallet charge.

Where a delivery attempt is made and we are unable to deliver ie customer is not home, then an additional charge will be made to reattempt the delivery again and for all subsequent attempts. This charge will also apply to deliveries where the driver cannot make the delivery within 20 minutes of arrival and is forced to move on.

It is the responsibility of the consignee to ensure that all goods being received have the correct amount of packages to that of the consignment note and are in good condition. For consignments travelling under our standard liability cover the consignee will be required to state clearly on the delivery note that the goods have been damaged. They must also state the extent of the damage, sign and print their name. No liability claim will be accepted unless this information has been clearly and legibly stated.

All deliveries signed for as unexamined or unchecked by the receiver will be deemed to have been delivered in good condition with the correct amount of packages as per the consignment note. Acclaim Parcels shall take no responsibility for any consignment incomplete or damaged thereafter. If no time or date is recorded by the receiver the goods will be deemed to have been delivered on time.

Please note that any packages that have been sent out by you with insufficient or poor quality packaging may be subject to delay or damage in transit. We will where possible re-pack these items for you as part of our service but do not take any responsibility for items sent where poor packaging has resulted in delay or damage to the item/s. Bare metal consignments are not accepted for transit unless totally packaged.

SHEET 1-2

For security reasons Acclaim Parcels do not specify the contents of your consignment on the delivery note. It is the responsibility of the consignee to check the delivery against your own delivery note (where attached).

Volume charges will apply where the cubic size of the consignment exceeds its gross weight based on 1kg= 6000cc (for UK mainland shipments only, other regions vary). Measurements will then be taken of all packages in order that its gross cubic weight may be ascertained.

Proof of deliveries are available either by telephoning our office or on the Internet. Timed delivery POD's should be available within 1 Hour (eg. 9am available by 10am) and nextday deliveries by 8pm. After these times POD's are available by phone, fax or on the internet free of charge but we do make a small admin charge of £2.50 for POD requests before these times. (eg. 9am POD required before 10am or nextday required sameday of delivery before 8pm).

Customer Implant / Net Despatch Users

If you are using a customer implant system supplied by ourselves or the Net Despatch Online Booking system you agree that you will pay all charges relating to manifested freight regardless of whether you have given the shipment to us for transportation or not and in addition to our terms and conditions of carriage V41005 we will not be liable to you for any loss, damage, mis-delivery, non-delivery or delayed delivery of any Consignment which occurs as a direct or indirect result of:

Your failure to manifest all the consignments you have sent

Incorrectly entered consignment information into the implant system including correct postcode and full address

Consignments incorrectly labelled / not labelled with the appropriate APC routing labels

Failure to provide a manifest to us either via email or diskette and to confirm that we have received the same

Or any other information omitted by yourselves from the consignment instructions

The APC central hub impose a fine on any shipment who's service code is misdeclared (eg: a box keyed in as a courier pack, a parcel over 26kg keyed in as ND16 not XS16) or in the case of shipments travelling outside of the mainland UK misdeclared volume. Therefore a charge of £3 will be applied to your account for any misdeclared shipments manifested by yourselves.

Your tariff rates for shipments travelling outside of the mainland UK are not necessarily based on transit through the APC network. Therefore shipments manifested to the area's below will be charged at the following rates NOT your published tariff rates. To obtain your tariff rates you must NOT manifest the consignment via the implant system but use the standard fax despatch sheet.

Northern Ireland (BT postcodes) £35 upto 10 kg plus £1.00 per kilo thereafter

Channel Islands (GY & JE postcodes) £45 upto 5 kg plus £2.25 per kilo thereafter

Isle of Man (IM postcodes) £36 upto 5kg plus £2.00 per kilo thereafter

Southern Ireland £45 upto 5kg plus £2.00 per kilo thereafter