



Transport Services Ltd

FREIGHT MANAGEMENT TRANSPORT SOLUTION

FREIGHT FORWARDING – CONTRACTED TRANSPORT

FROM 7.5 TONNE TO SPECIALIST TRANSPORT INCLUDING ABNORMAL LOADS

Thank you for your order, please ensure that you have checked the attached confirmation, if there are any discrepancies please contact KT's transport immediately, by accepting the confirmation you agree to the below terms.

Rates

All rates provided are for deliveries which take place Monday to Friday between the hours of 0700-1600. Our prices are based on the information provided at the time of the quotations should your requirement change after this time: we reserve the right to amend our price.

Unless specified our prices do not include timbers or chains, if required this equipment must be provided free of charge and not returnable and point of loading.

Rates are based on the movement of non-hazardous cargo

Weekend work will be charged at different rates
All prices are exclusive of VAT

We do not provide a custom clearance service

Loading procedure

It is the driver's responsibility to ensure that your product gets to the end point safely and securely. Therefore, we ask that the forklift driver and any other personnel co-operate with the driver to ensure safe loading procedures outlined by DVSA is met.

The driver should ensure that your product is strapped securely, in the event the drivers arrive to site with no straps KT's should be contacted immediately,

Waiting time

As standard we allow our customers up to 2 hours to load & 2 hours to off-load an Artic trailer load and the guide times given below for other vehicles.

- 3.5 -7.5 Tonner – 1 hour free of charge, thereafter £25 per hour or part thereof
- 18- 26 Tonner – 2 Hours free of charge, thereafter £30 per hour or part thereof
- 40 - 44 Tonner – 2 Hours free of charge, thereafter £45 per hour or part thereof
- Hiab and mechanical offloads 2 Hours free of charge, thereafter £60 per hour or part thereof

All above charges will be charged to the nearest 15 minutes

**REGISTERED OFFICES: ROOM 33 DENEL SUITE THE RUFUS CENTRE, STEPPINGLEY ROAD, FLITWICK
MK45 1AH, 01525 621337**

COMPANY REG: 08680182 VAT REGISTRATION: 287 1768 55



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Our customers will be notified once a vehicle and driver has been on site for 1 hour, initially by telephone, then by email with continuous updates thereafter until they are loaded. If you the customer has **not** been notified, then no charge will apply.

If a specified booking slot has been missed, then no waiting time charges will be applied.

Waiting time will always be discussed and verified between Supplier (KTs Transport) and our customer in writing. If no verification from you the customer has been received within 10 working days, KT's Transport reserves the right to apply the charges providing Email communications and or Tracker can be provided.

Returned loads

If a load is to be returned due to incorrect product being loaded, or delivery point not having the capacity of facilities to offload a 100% load rate is applicable.

Redirection

If a load is to be redirected to alternative address at no fault of KT's Transport, then a redirection charge of £1.50 per mile will be applied to the original load rate.

CANCELLATION CHARGES

If the load is cancelled whilst the vehicle is on site with no suitable replacement load, a 50% cancellation charge will apply.

If we arrive with an unsuitable vehicle, then no charge will apply. A replacement vehicle will be sent ASAP.

KT's Transport do not accept fines on failed loads, as we do everything to fulfil the loads in a timely manner

Damages to vehicle or Property

Any damages incurred to our vehicles at point of Loading or offloading will be notified immediately to you our customer, followed by an email and will be chargeable directly to you as our customer.

Any damages caused by our vehicles to your collection/ delivery points or goods must be notified to KT's transport immediately, where an investigation will take place and a response will be available within 7 days – if found to be the fault of a vehicle supplied By KT's Transport, documentation will be supplied for a suitable claim to take place against the relevant haulage company.

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Invoices

Any queries on invoices must be raised within 14 days of receipt of the invoice, any queries or discrepancies raised after this time will not be accepted

PODs

Proof of delivery's will be provided with all invoices signed by the delivery point and available within 14 days of completing the job

Letters of Indemnity

If a Proof of delivery cannot be provided within 14days of delivery, then a Letter of Indemnity will be issued

Communication

All communication must go through KT's transport Services Ltd, you the customer must not contact our hauliers directly regarding the load being carried out or to offer further works.

Payment Terms

We are pleased to say that most of our valued customers settle their accounts with regularity, and in accordance with our terms of trading.

A payment is 'late' after 30 days unless something else has been agreed in writing between KT's Transport and you the customer.

We will exercise our statutory right to claim interest (at 8% over the Bank of England base rate) and compensation for debt recovery costs under the Late Payment legislation if we are not paid according to our agreed credit terms.

Terms of Carriage

All goods are insured under RHA conditions of carriage, which are available on request.

Once again Thank you for your Business and we look forward to working with you.

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