



## Pukka Service Requirements

*We are delighted you would like to use our Courier Services – please read the following hints and tips before you make your first booking:*

1. Is your Product stored in suitable packaging for the transport of its contents?
2. Confirm the number, content & weight of your parcels or pallet.
3. Confirm the date & time required for the Collection & Delivery.
4. Clearly label the parcel or pallet – with Name & Location of Collection & Name & Location of Delivery.
5. Confirm the Temperature your Product needs to be maintained at during Transit to Delivery.
6. Parking – costs incurred are paid at the rate at which they are charged to our drivers – this will be added to your Invoice.
7. London Congestion Zone – if your Transit passes through the zone – a £15 cost will be added to your Invoice.
8. Dangerous Goods? These must be declared before in writing – PUKKA will then decide if the item can be transported. Documentation relative to transportation of the Goods must accompany the Goods.
9. Confirm your Products are Insured for Transit against loss & damage.
10. Regular clients can apply for a credit account & pay their invoices to standard 15 days terms, subject to credit status.

## Other Key Points For Your Delivery

### WAITING TIME & CANCELLATION

For Van Collection – 20 minutes is given Free of Charge – following this waiting time is then charged at £20 p/ additional 20 minutes or part thereof. The Client will be contacted via text or called by the Courier – if the Client cannot be reached & the wait time goes beyond 40 minutes – the job is deemed to be cancelled & a 50% charge of the total job fee will be made to the Client.

For Van Deliveries if the wait time goes beyond 40 minutes – the Goods will be taken to the PUKKA Warehouse & stored, to be charged at the rate of £20 per pallet & £10 per parcel – per 24hr period or part thereof in increments of 12 hrs.

### STORAGE

**Items are charged at the rate of £20 per pallet & £10 per parcel – per 24hr period or part thereof in increments of 12 hrs.**