



Stevens Transport Services LTD courier/collection and delivery service terms and conditions

By continuing to use Stevens Transport Services LTD you agree that you have read and agree to the terms and conditions as detailed below.

For the duration of this document “the customer” means the person who will or has paid money to Stevens Transport Services LTD for the services due or previously carried out. “collection contact” means the person whose details have been given to Stevens Transport Services LTD for the purpose of contacting them during the collection of detailed items. “delivery contact” means the person whose details have been provided to Stevens Transport Services LTD for the purpose of contacting them during the delivery of detailed items. “the driver” is the person employed or contracted by Stevens Transport Services LTD for the collection and/or delivery of detailed items.

Quotations

Stevens Transport Services LTD, will provide a free no obligation quotation for the services requested by the customer. This will be valid for 30 days, provided none of the details change when the booking is made, unless stated otherwise in writing by Stevens Transport Services LTD. Stevens Transport Services LTD will ask for the requested date and time of the transport, collection and delivery addresses along with the approximate size and weight of the item and will then provide a quote based on that date, time and based on the addresses given. This does not guarantee the date or time will be honored and is for estimating purposes only. If a quotation is provided for the 07.00 on Monday morning but the actual booking is made for 08.00 Monday morning, the customer will be liable for any extra charges this incurs. All times will be confirmed at time of booking.

Bookings

Stevens Transport Services LTD does not guarantee booking times and will only provide a time window of 3 hours. Booking will be confirmed by email once booking has been confirmed by Stevens Transport Services LTD and the customer should never assume a booking has been made for a specific time until the confirmation email has been received.

Collections

Stevens Transport Services LTD does not guarantee they will arrive during the timeslot given due to traffic conditions and other uncontrollable variables. The collection contact provided at the time of booking will be sent an ETA via SMS with a 30 minuet window of arrival time, this is an estimate and not a guarantee. The collection contact and the driver will be required to sign for the items detailed in the transport advice. This is confirming the collection has taken place and the condition of the items. The driver will not be able to carry any items other than the items detailed on the transport advice. If any items are not as described I.e., heavier, lighter smaller or larger than described then the driver has the right to refuse the load or Stevens Transport Services LTD has the right to adjust the price of the transport to reflect this change. Any transport cancelled before collection will be subject to a charge of the quoted price unless stated otherwise in righting by Stevens Transport Services LTD or falls into any other cancellation category detailed on our payment and additional charges terms and conditions document. On occasions where the driver cannot gain access to the detailed items or cannot find the

Stevens Transport Services LTD registered company in England and Wales company number 12993846 VAT number 372 8527 71. Registered office: 5 Harrow House, 24 Albert road, Horley, RH6 7JA. Contact 07932 448 420.



collection site, they will contact the collection contact via the given details. Stevens Transport Services LTD has policies in place to ensure we keep the very best customer service and to ensure we make every collection and delivery as close to the requested time as possible and for this reason the driver is only allowed to wait at the collection site for up to 20 minutes, including loading time. After this time, the driver will leave, and a cancellation fee applied. If the driver can contact the collection contact and it is requested that the driver waits longer, there will be additional charges applied as detailed in payment and additional charges terms and conditions document. Allowances may be made to waiting times and their charges on occasions where Stevens Transport Services LTD have missed the given timeslot, this will be down to the discretion of the manager on duty at the time and not guaranteed.

In transit

Stevens Transport Services LTD has good in transit insurance that covers up to £10,000. Any damages or losses to good will be covered by Stevens Transport Services LTD or the insurance policies in place however proof will need to be provided of the damage to the items in question. Items transported by outside contractors are subject to the contractors own terms and conditions and their own insurances which will be made available to the customer before they agree the booking (where terms and conditions vary). By signing at the point of collection Stevens Transport Services LTD accept the item(s) in the condition at the time of signing. Transports cancelled whilst in transit will still be subject to the full cost of the transport and if necessary, any storage and/or return charges that may be applicable. The customer will be notified where possible of any delays encountered while the customers items are in transit.

Delivery

Items found to have damage at the point of delivery should be photographed and a note made on the transport advice. Stevens Transport services LTD will accept no responsibility or liability for any damages found after the point of delivery transport advice has been signed. Damages should also be reported to Stevens Transport Services LTD via telephone or email within 24 hours of the transport advice being signed. Any item(s) rejected at the point of delivery will be subject to the full Transport charge and any additional storage or return transport charges that may be applicable. Where a safe place has been designated for items to be left, Stevens Transport Services LTD will accept no liability for any damages to any item(s) however caused, or any losses once the driver has left the item(s). A photograph will be taken of the item left in the designated safe place and the customer will be notified. Where the designated safe place is not accessible the delivery contact and/or customer will be contacted as necessary for further instruction. Instructions will be noted in the point of delivery Transport advice. On occasions where the driver is unable to locate the delivery location or anyone to accept the delivery, the delivery contact will be contacted for instruction followed by the customer if the driver is still unsuccessful. To help keep the desired level of customer service and delivery schedules the driver will be allowed to wait for 20 minutes only (unless stated otherwise in weighting by Stevens Transport Services LTD) including loading time. After 20 minutes the driver will contact their supervisor for instruction to wait longer (at extra charge to the customer) or to leave the point of delivery site. Where the driver has to leave the point of delivery location without completing the delivery, the customer may incur extra charges for storage and/or return Transport charges or re delivery charges.

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Storage

Stevens Transport Services LTD will store items as and when requested by the customer or in other circumstances as details throughout terms and conditions of various parts of the business. Stevens Transport Services LTD accepts no responsibility or liability for any items stored by Stevens Transport Services LTD and any damages or losses to any items stored are fully at owners risk. Charges for storage are displayed online and on other Stevens Transport Services LTD pricing documents and storage charges will be applied to items at the rates displayed when the item begins to be stored, or the quoted amount if a quote is generated and lasts during a price change.

Cancellations

Cancellation charges are detailed in the payment terms and conditions.

Rejected deliveries or undeliverable items.

Any items rejected at the delivery location will be returned to the collection location on the next available service operated to that area. The standard rate for the transport will be applied to the transport for the return journey and will be payable on top of the original transport charges, for full details refer to the payment terms and conditions. In the event that Stevens Transport Services LTD unable to complete the delivery back to the original collection location, due to there being no one available to accept delivery, or difficulties location the property and no one answering communications, items will be stored and delivery attempted again. This process will repeat up to 3 times at which point Stevens Transport Services LTD will send communications to the customer in the form of a final warning to make contact and arrange collection of their items, or re arrange delivery. If delivery is re-arranged after a final warning, and we are still unable to complete it, the process will continue as if there was no arrangements made to re-deliver. After a further 14 days from either event, items will be disposed of or sold at no discount to the customer, and the full amount of all transports will become payable by the customer.

Other terms

To agree to these terms and conditions you MUST be over the age of 18, and you acknowledge that you agree you are over the age of 18. By signing this document, you agree to any changes made to our terms and conditions being sent to you via email, and thereafter continuing to use Stevens Transport Services LTD you agree to the updated terms and conditions.