



## 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 and 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 slot. 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 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 writing by Stevens Transport Services LTD or falls into any other cancellation category detailed on this document. On occasions where the driver cannot gain access to the detailed items or cannot find the 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

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.



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 make contact with the collection contact and it is requested that the driver waits longer, there will be additional charges applied as detailed in this 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.

### **Cancellation charges/ additional costs**

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Stevens Transport Services LTD reserves the right to add additional charges to a transport job in certain circumstance, this will always fall to the manager's discretion. Extra charges equating to no more than £20 per hour may be added for extra waiting time at point of collection or delivery sites. Items returned to the customer will be charged at the standard rate for the distance of the return journey on top of the original delivery cost. In rare cases when the driver is unable to return the item to the collection point on the same day the item will be returned on the next available trip to the area of which the item was collected from. If the driver is unable to return the item due to there being no one available at the collection point, Stevens Transport Services LTD will rearrange up to 3 times (all charged at the standard rate for the distance traveled in order to return the item). After 3 attempts to return the item the bill payer will be contacted with a final warning advising the bill payer to arrange collection or delivery of their item(S). 14 days after the date of the final warning being sent Stevens Transport Services LTD has the right to dispose or re-sell the item in question. The 14 day period of the final warning communication being sent is chargeable in line with the standard Stevens Transport Services LTD storage charges, detailed in this document.

Transports cancelled up to 2 hours before the booking time slot opens will be subject to a cancellation charge of 100% of the quoted amount or £50, whichever is the higher amount. Transports cancelled between 2 and 8 hours of the transport will be subject to a cancellation charge of 50% of the quoted price or £25 whichever is the higher amount. Transports cancelled with more than 8 hours notice will be free of charge. Transports cancelled after the collection has been made will be subject to the original quoted price, and any return journey costs and/or storage costs. For example, if the original cost was £50, and the next available transport to return the item is 12 hours later, the total cost would be £100 plus the additional storage costs.

### **Payments**

Stevens Transport Services LTD gives the customer the option to choose their preferred payment method. The customer can choose from cash on delivery or collection, online payment, cheque, card or invoice. For more expensive transports Stevens Transport Services LTD recommends paying via invoice after the transport is completed to ensure the most accurate price is charged. The customer can choose to pay a deposit for the transport and then pay the rest once the transport has been completed, however the minimum amount for the deposit would be £100, therefore the transport must total £100 or more. Transports of £1000 or more are subject to a deposit of at least £100 All payments are due to be paid in full within 30 days of the date stated on the delivery section of the transport advice. In the event of a customer owing the equivalent or more than £6,000 Stevens Transport Services LTD will suspend providing services to the customer until a partial payment has been made.

### **discrepancy's**

Any damages or losses to item(S) in transit by Stevens Transport Services LTD must be noted and signed on the paperwork at the point of delivery, and the customer must contact Stevens Transport Services LTD within 24 hours of the delivery being completed. Stevens Transport Services LTD has the right to refuse to investigate or compensate any damage or loss complaints made without following this protocol.

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Any discrepancies found on with the paperwork before signing at either point of delivery or collection should be raised with Stevens Transport Services LTD immediately, and a note made on the paperwork. The driver will contact their supervising manager to discuss the course of action to be taken. If the discrepancy is found to be due to the customers fault, the transport will be either cancelled and cancelation fee's applied to the customer, or the transport will continue and any extra charges applicable will be applied to the customer. Where it is found that Stevens Transport Services LTD was at fault, all attempts will be made to correct the mistake and no extra charges will be made to the customer in relation to the discrepancy found. Stevens Transport Services LTD will accept no liability for any discrepancy's found to be at the fault of Stevens Transport Services LTD. Discrepancy's found at the point of delivery or collection and not report immediately will not be delt with by Stevens Transport Services LTD, and full liability will remain with the customer. In extreme circumstances Stevens Transport Services LTD may investigate discrepancy's not reported when a viable reason is provided, however this is to the discretion of the shift manager at the time. Discrepancy's reported to Stevens Transport Services LTD and no discrepancy is found will incur a £10 administration fee.

Discrepancy's found after the point of collection or delivery must be reported to Stevens Transport Services LTD within 24 hours of the date and time stated on the point of delivery section of the transport advice. Any discrepancy's not reported within this time frame will not be investigated by Steven Transport Services LTD and will remail the sole responsibility of the customer.

### **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.

In order 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.