



## TKLC Logistics – Customer Delivery Terms & Conditions

These Terms & Conditions (“Terms”) apply to all delivery services (“Services”) provided by TKLC Logistics Ltd (“the Company”, “we”, “us”) to any customer (“the Customer”, “you”), including businesses, organisations, and private individuals.

### 1. Service Provision

1.1 The Company agrees to collect, transport, and deliver goods (“the Consignment”) with reasonable skill, care, and in accordance with the instructions provided at the time of booking.

1.2 All delivery times, unless explicitly guaranteed in writing, are estimates and may vary due to circumstances beyond our control.

### 2. Right to Subcontract

2.1 The Customer acknowledges that TKLC Logistics reserves the right to subcontract any delivery, in whole or in part, without prior notice.

2.2 All subcontractors engaged by the Company are vetted and operate under the same professional standards as TKLC Logistics.

2.3 Subcontracting does not affect any of the Customer’s rights, insurance protection, or entitlement to compensation.

### 3. Customer Responsibilities

3.1 The Customer must ensure that all goods are properly packaged, labelled, and safe for transport.

3.2 The Customer must provide accurate collection and delivery information and make the consignment available at the agreed time.

3.3 The Customer must disclose any hazardous, fragile, high-value, or unusual items at the time of booking.

#### 4. Liability and Insurance

4.1 TKLC Logistics provides limited liability cover as standard, unless otherwise stated in writing.

4.2 Additional insurance may be arranged upon request prior to collection.

4.3 The Company is not liable for damage caused by inadequate packaging, incorrect information, or indirect losses.

#### 5. Collection, Delivery & Waiting Time

5.1 The Customer must ensure the locations are accessible for the booked vehicle.

5.2 The first 30 minutes of waiting time is free.

5.3 Thereafter, waiting time is charged at £20 per hour or part thereof, rounded to the nearest 15 minutes.

5.4 A physical signature is required unless agreed otherwise.

#### 6. Restrictions

6.1 The Company does not transport illegal goods, live animals, or items prohibited by law.

6.2 Undisclosed restricted items are the Customer's full responsibility.

#### 7. Delays & Circumstances Beyond Control

7.1 The Company is not liable for delays caused by events beyond reasonable control.

7.2 We will take all reasonable steps to minimise disruption.

#### 8. Cancellations & Failed Collections

8.1 Cancellations after dispatch may incur charges.

8.2 Failed collections due to Customer error may incur additional fees.

#### 9. Payment Terms

9.1 All charges must be paid according to invoice terms.

9.2 The Company may withhold delivery pending payment where lawful.

#### 10. Complaints

10.1 Complaints must be submitted within 7 days of delivery.

10.2 Claims outside this period may not be considered.

## 11. Governing Law

11.1 These Terms are governed by the laws of England and Wales.

11.2 Disputes fall under the exclusive jurisdiction of the courts of England and Wales.

## 12. Acceptance

By booking a delivery with TKLC Logistics, the Customer accepts these Terms & Conditions.