

Terms Conditions for Courier Services

Based on RTA Guidance

Introduction

These Terms & Conditions ("Terms") govern the provision of courier services ("Services") offered by **12CP Limited** ("the Company") to its customers ("Customer"). By engaging our services, the Customer agrees to be bound by these Terms, which are informed by the Road Transport Authority (RTA) guidance and applicable laws in the United Kingdom and Ireland.

Definitions

- Consignment: Any parcel, package, or item accepted by the Company for delivery.
- Customer: Any individual or legal entity requesting courier services.
- Company: The courier service provider.
- RTA Guidance: Official policies and recommendations issued by the Road Transport Authority.

Service Provision

The Company will endeavour to collect, transport, and deliver consignments in accordance with the agreed schedule. All deliveries shall comply with RTA safety standards, including proper vehicle maintenance, driver certification, and adherence to legal loading limits.

Customer Obligations

- Provide accurate and complete delivery details.
- Ensure consignments are suitably packaged and labelled.
- Declare any hazardous, fragile, or valuable items at the time of booking.
- Comply with all applicable laws regarding the contents of consignments.

Prohibited Items

Consignments must not include items prohibited by RTA guidance or relevant legislation, including but not limited to:

- Explosives, firearms, or illegal substances
- Perishable goods not packaged for safe transit

- Items exceeding weight or size restrictions as per RTA regulations

Liability & Insurance

The Company's liability for loss or damage to consignments is limited as per RTA recommendations. Customers are advised to arrange additional insurance for high-value items. The Company shall not be liable for delays or losses caused by circumstances beyond its control, such as adverse weather, road closures, or force majeure events.

Delivery & Acceptance

Deliveries will be made to the address specified by the Customer. Proof of delivery, such as a signature or electronic confirmation, will be obtained where possible. The Customer must inspect consignments upon receipt and report any damage or discrepancy (with evidence) within 24 hours.

Charges & Payment

- All charges for courier services are as stated at the time of booking.
- **Payment terms are 30 days of invoice.**
- Additional charges may apply for services outside standard delivery hours or for consignments requiring special handling, as per RTA guidelines.

Cancellation & Refunds

Cancellations must be notified in writing at least 24 hours before the scheduled collection. Refunds will be processed in accordance with the Company's policy, subject to RTA guidance and any costs incurred.

Data Protection

The Company will process Customer data in accordance with applicable data protection legislation and RTA privacy recommendations. Personal information will only be used for the purpose of providing courier services and will not be shared with third parties except as required by law.

Complaints & Dispute Resolution

Complaints regarding the Services should be submitted in writing to the Company within seven days of the incident. The Company will investigate and respond in accordance with RTA dispute resolution procedures.

Governing Law

These Terms are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts in that jurisdiction.

Amendments

The Company reserves the right to amend these Terms at any time. Customers will be notified of changes in advance, in accordance with RTA guidance.

Contact Information

For queries or further information, please contact:

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