

True Space Solutions

Policy & Terms for the Supply of Used Storage Equipment

1. Company Policy

True Space Solutions will always recommend new storage equipment where reasonably practicable. New equipment provides full manufacturer traceability, manufacturer's warranty, known loading capacities and the highest level of confidence in long-term performance.

Where budget, programme or sustainability objectives make used equipment an appropriate option, True Space Solutions can supply and install quality used storage equipment subject to the conditions contained within this document.

By accepting a quotation for used equipment, the customer acknowledges the additional limitations associated with equipment that has had a previous service life.

2. Nature of Used Equipment

Used storage equipment has had a previous service life. Its loading, impact, maintenance and environmental history cannot be fully verified.

True Space Solutions cannot warrant the long-term structural integrity, fatigue life or residual strength of any used component.

Published Safe Working Loads relate to the equipment when originally manufactured and should not be interpreted as confirmation that the equipment retains its original load carrying capacity.

Used equipment is supplied without the benefit of the original manufacturer's warranty unless expressly agreed otherwise.

3. Inspection of Used Equipment

Used storage equipment is sourced from third-party suppliers and may not be available for inspection prior to delivery.

Components are visually inspected during receipt, unloading and installation before being incorporated into the completed installation.

Visual inspection cannot identify hidden defects, fatigue cracking, previous overloading, internal damage or material degradation.

True Space Solutions reserves the right to reject any component considered unsuitable for reuse using competent engineering judgement and recognised industry guidance.

4. Supply Only

Where True Space Solutions supplies used equipment only, the customer is responsible for installation, floor suitability, correct fixing arrangements, compatibility, commissioning and ensuring the installation is safe before being placed into service.

5. Supply and Installation

Where installation forms part of our scope, True Space Solutions will install the equipment in accordance with recognised industry good practice and, where available, the original equipment manufacturer's installation requirements.

Installation workmanship does not constitute certification of the structural integrity or previous service history of used components.

6. Components Rejected During Installation

If, during unloading, installation or the optional post-installation inspection, any component is identified as exhibiting damage or defects which, in the opinion of True Space Solutions, render it unsuitable for continued service (including components assessed as Amber Risk or Red Risk in accordance with recognised SEMA guidance), the component will be installed but must not be loaded.

Unless expressly included within our quotation, the supply and installation of replacement components shall constitute a variation to the contract and shall be chargeable to the customer.

True Space Solutions reserves the right to suspend installation until suitable replacement components are available. Any resulting programme delay shall not constitute a breach of contract.

7. Optional Post-Installation Inspection

Where requested, True Space Solutions can undertake a ground-level post-installation inspection to verify that the installation appears to comply with recognised SEMA good practice and to identify any visually apparent installation defects.

This inspection is not a structural assessment and does not verify hidden defects or certify that used equipment performs as new.



8. Customer Responsibilities

Provide accurate loading and pallet information.

Ensure the equipment is not overloaded or modified without assessment by a competent person.

Carry out regular in-house inspections and arrange expert inspections in accordance with HSG76 and current SEMA guidance.

Report impact damage immediately and remove unsafe areas from service where necessary.

Where possible True Space Solutions will supply the customer with OEM operating and maintenance manuals.

9. Limitation of Liability

True Space Solutions' liability is limited to the supply and/or installation services described within the quotation. Liability is excluded, to the fullest extent permitted by law, for failures arising from misuse, overloading, impact damage, corrosion, poor maintenance, incompatible components, unauthorised alterations or events occurring after practical completion.

10. Customer Acceptance

Acceptance of our quotation confirms that the customer has read and accepted this policy and understands the inherent limitations associated with the supply and installation of used storage equipment.