



Retail *Plus*

The retail plus service enables you to further support high-street stores and residential addresses.

The freight market has developed over the last few years, and our customers expect freight to be delivered in the same way as parcels and smaller consignments. The Retail Plus service acts as a bridge to support customers' freight expectations but also to ensure everyone remains safe and injury free.

Retail Plus is an across the threshold service

The service also enables us to focus on our CSR responsibilities as all packaging including the pallet needs to be removed from the delivery location and recycled responsibly.

BENEFITS TO CUSTOMERS:

- ▶ Valuable reduction of carbon footprint
- ▶ Reduced health and safety risk
- ▶ Improved stock room space management

Surcharges apply for this service

Please communicate any additional distribution needs promptly when using this service

TERMS AND CONDITIONS:

- ▶ Each pallet must weigh less 500kgs and individual boxes/ cartons/items must weigh less than 20kgs and come within the current manual handling regulations.
- ▶ Parking must be available within reasonable distance of the delivery point, and must not be subject to any restrictions whilst the unloading process takes place.
- ▶ Goods will be placed over the threshold
- ▶ No acceptance of responsibility for damage to goods during this handball process, assuming due care and attention is taken by the driver
- ▶ POD upon arrival is mandatory, the customer must sign for intact pallet and to confirm the delivery has been made to correct location.
- ▶ No individual item shortages will be accepted once intact pallet is signed for. All consignments should be supervised by recipient where applicable.
- ▶ Remove all waste packaging including the pallet from delivery premises.