



HARBOUR INTERNATIONAL FREIGHT

Quality service and performance you can rely on



Retail *Plus*

Harbour International Freight's retail plus service enables you to further support high-street stores, residential and business 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 which allows customers to choose the delivery location of their consignment. This includes inside a shop or residential building, room or floor of choice and stockroom delivery. The service also enables the membership to focus on their CSR responsibilities as all packaging including the pallet needs to be removed from the delivery location.

BENEFITS TO CUSTOMERS:

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

Surcharges for the service are:

- ▶ **£25 PER PALLET**
for ground floor delivery
- ▶ **£35 PER PALLET**
for 1st floor or basement delivery

Any pallet that needs to be delivered outside of the two above options is subject to health and safety regulations, the weight of the pallet and any restrictions. These deliveries are at the discretion of the delivering depot and would be price on application (POA).

Please communicate any additional distribution needs to the relevant depot promptly, by agreement only.

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 in a stock room or other suitable room but not necessarily put on shelves or any other location.
- ▶ No acceptance of responsibility for damage to goods during this handball process, assuming due care and attention is taken by the Harbour operative.
- ▶ 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 store staff where applicable.
- ▶ Remove all waste packaging including the pallet from delivery premises.