

Freight Presentation

Pallets will be handled multiple times between the collection point and your end delivery point. They also have to be safely, and securely, transported on various vehicles in accordance with DVSA loading and freight security guidelines.

A consignment travelling via our pallet network is typically loaded and unloaded around 8 times. Whilst each of the forklift drivers who handle the pallets are trained and take care with each movement it's important that we help reduce the risk of issues where possible.

It is important that pallets are suitably packaged, labelled and presented to prevent any movement of the goods on the pallet during transit and so that they are safe to handle.

European consignments must be suitably presented to comply with international packing requirements and any required documentation affixed to the pallet.

Failure to present freight correctly in accordance with our Terms and Conditions, may result in an insurance claim being rejected, and more importantly may result in damage or personal injury.

Product Packaging

Ensure your product is adequately packaged before palletising.

- 🚫 Bagged freight should be protected with cardboard tray, caps and edge protectors.
- 🚫 Protect all four sides of your pallet - making sure there's nothing sharp protruding.
- 🚫 Fragile items, such as glass and high value items, are not normally suited for pallet distribution unless packed and transported in suitable wooden crates. If you are dispatching any items that are particularly fragile then please contact us for further advice.
- 🚫 Ensure your packaging protects the product from any inclement weather at the collection and delivery points.

Pallet Bases

Products must be on a wood, plastic, or metal base with sufficient gap of 10-15cm to allow for forklift truck access to move the pallet.

- ☞ Tail lift and Lift Assist consignments must be on sturdy 4-way pallets - these are pallets that are accessible from 4 sides with a pump truck.
- ☞ Ensure the pallets you use are in good condition, have no broken slats or blocks and are suitable for the weight of the consignment.
- ☞ Oversize freight must be on a suitably sized pallet base without significant overhang.
- ☞ No claims can be accepted due to the pallet base collapsing if the quality of the base is inadequate and/or becomes unstable during transit.

Securing goods to the pallet base

Goods must be secured to the base of the pallet to eliminate the risk of them shifting in transit.

- ☞ Use cross banding and/or double wrap ensuring that the product does not overhang the base.
- ☞ Freight needs to be stable with a low centre of gravity, especially for tall pallets, so there's no risk of leaning or toppling so stack the goods, interlocking where possible.
- ☞ Barrels and kegs should be cross banded to the pallet and should not be double stacked without using trays or stocks to prevent sliding.
- ☞ Non-stackable freight must be clearly marked ideally using a non-stack cone (Please contact the commercial team if you wish to purchase any) or Do Not Stack signage on all 4 sides.



Pallet Identification & Labelling

Ensure each pallet is clearly labelled and identifiable to the driver.

- 🚫 As a minimum, the delivery address and any relevant reference numbers should be clearly visible on each pallet.
- 🚫 Guidelines are provided on how to affix the pallet in the correct position to ensure that it can be automatically scanned.
- 🚫 If your product has uneven contours then please affix the label to a piece of cardboard and then affix to the pallet.
- 🚫 Take off any old labels that are not applicable to the consignment - particularly if they indicate hazardous contents.
 - Any empty vessels previously containing hazardous substances must be clean, free of residue and have a certificate of purge attached.
- 🚫 Label with LQ diamonds if Limited Quantity product.
- 🚫 Add fragile and this way up stickers as appropriate to protect your freight.

