

Surcharges

There are a range of surcharges that will enhance the standard delivery or collection service. They may be chargeable so please check your rate card for confirmation.

Surcharge Code	Description		Charge
AM	AM Delivery	Open delivery between 09:00 and 12:00 noon.	Yes
AY/AZ	Amazon Delivery	Specific surcharge to indicate delivery to an Amazon FC. Use Royal Mail postcode.	No
BC	Booking Charge	Specific surcharge to indicate booking in has been completed and charge applicable - by prior agreement.	Yes
BD	Timed Deliveries	Specific delivery slots or a time window of less than 2 hours between the hours of 09:00 and 17:00.	Yes
BI	Book In	Specific surcharge to indicate booking in is required for consignments <6 pallets or by prior arrangement.	Varies
BW	Booked Window	A booked window of 4 hours or more between the standard delivery hours of 09:00 and 17:00 such as "Delivery 11am-3.30pm" or "PM delivery".	Yes
CA	Time Specified Collection	Collection before 12:00 with at least 1 working days' notice, limited availability. Specific timed collections by prior agreement only.	Yes
CM	CMR Insurance	European consignment where CMR insurance rather than RHA applies.	No
FC/FD	FORS Bronze	FORS Bronze Collection or Delivery. Subject to availability.	Yes
IR	Ireland Customs	Ireland standard customs charge.	Yes
LA	Lift Assist Delivery	Assisted pallet truck tail lift delivery service for pallets weighing between 751 - 1,000kg, only available on vehicle sizes in excess of 7.5tonne due to tail lift weight capabilities.	Yes

Surcharge Code	Description		Charge
LC	Lift Assist Collect	Assisted pallet truck tail lift collection for pallets weighing between 751 - 1,000kg.	Yes
LQ	Limited Quantity	Consignment includes product classed as Limited Quantity, not hazardous, and has LQ diamonds on the pallet.	No
MP	Micro Pallet	Consignment includes Quarter pallets that can be converted to Micro Pallets.	No
NS	Non -Stack	Goods not to be stacked with pallets on top. Pallet must be visually identifiable as non-stackable by use of a pallet cone or “Do Not Stack” signage on all 4 sides.	No
OH	Out of hours	Delivery outside of the standard 09:00 to 17:00.	Varies
PT	Before 10am	Delivery between 09:00 and 10:00.	Yes
PU	Pallet Unload / Handball	Removal of cartons (<25kg each and maximum total of 1,000kg) at the delivery point, after unloading the pallet from the vehicle, and transfer to ground surrounding the vehicle.	Yes
PW	Pallet & Wrap	Collection of items for delivery which are not palletised and must be suitably packaged for transit. This is only available on 1 or 2 pallet consignments and with 1 working days’ notice.	Yes
SC/SD	FORS Silver	FORS Silver collection or delivery. Subject to availability.	Yes
SV	Small Vehicle	Delivery on a 7.5tonne vehicle. Anything below 7.5tonne must be pre agreed and would be chargeable. (Lift Assist not available)	No
TL	Tail Lift	Standard tail lift delivery service for pallets weighing less than 750kg. Delivery to kerbside.	No
VU	Time Before 10am	Delivery at a specific time between 09:00 and 09:59.	Yes

Special Instructions

Anything placed in the consignment collection and delivery notes is classed as special instructions and is on a request basis only.

This would include:

- 📞 ETA Call - Call with the estimated time of arrival on the day of delivery, usually one hour prior to arrival.
 - Please note that an ETA call is not a guaranteed service and customers will still need to be available between 9am and 5pm to receive delivery or re-delivery charges will apply.
- 📞 Delivery or collection reference numbers to quote on arrival.
- 📞 Helpful notes on locating the correct collection or delivery point.