

## **Courier Expert: Terms & Conditions for Economy Parcels & Pallets**

As a user of this website you acknowledge that you are bound to our terms and conditions below.

### **Definitions**

Listed below the following terms that will be found in these terms of carriage:

Consignment – A parcel or a group of parcels sent to a single address.

Consignee/Receiver/Recipient – The person who is receiving the consignment.

Shipping Labels– The documentation placed on the parcel.

Third Party - The order placed through us utilising the account that we have with the carrier.

Working Day - Monday to Friday from 9am to 5.00pm, excluding public and bank holidays.

### **Obligation to our customers**

We will arrange collection and delivery of the consignment/s via a third party service with a major reputable carrier.

We do not come into direct contact with the consignment/s but arrange the shipment through one of the carriers that we hold an account with.

The carrier has the right to refuse a consignment for a given reason such as insufficient packaging or the consignment being too large.

In addition we have the right to refuse any user from our system.

All queries/claims must be directed through us who will then contact the relevant carrier on the sender's behalf. If the carrier is contacted directly, we may not be able to assist you with your query at a later date.

If your collection fails you must contact us and request an alternative collection time which will be booked as soon as possible or at another convenient time.

We can only deliver to a full street address.

We cannot deliver to a PO Box. If a consignment is collected and returned for this reason, no refund will be given.

Payment is taken by our automated system at the end of your order.

Tracking is available through our Web site online. Hard copy Proof Of Delivery will be charged at £3.00 per item.

**Prohibited Items & Items with limited liability.** If any one of the items in our list are prohibited and collected by a driver, you are then liable to be surcharged and your parcel returned. No refund of postage will be made and compensation claims will be void. Please see our prohibited list at the end of the terms and conditions further down.

Please note that our staff are unable to monitor what is being shipped, so it is the customers responsibility to either read the terms and conditions or enquire directly via email to see if your parcel is acceptable.

### **Collection & Delivery**

Via our Quote & Book system our website takes all booking data as per the customers instructions. The customer will have a choice of various collection windows to choose from, please note that this time slot is not guaranteed. If the collection does not happen within the time slot allocated it is the customers responsibility to inform us via email of a failed collection. We will then endeavour to rearrange another collection which is convenient to the customer.

We can only deliver to a full street address.

We cannot deliver to a PO Box. If a consignment is collected and returned for this reason, no refund will be given.

Collections & Deliveries are made on Working days only. Saturday deliveries are optional at an extra cost, this option is available during booking.

Please ensure you are in at the collection time that you request. A surcharge of up to 100% of the original charge may be applied if you are out when the driver attempts to collect.

In respect of a late delivery the customer may claim a refund of the consignment charges paid for the service selected:

Guaranteed services 50% refund

Non guaranteed (estimated) services no refund

Consignments collected and or delivered in certain areas in Scotland, Wales, Cornwall and Offshore Islands may be subject to a 24 hour delay.

Transit times must be checked for the service ordered. On some services there will be a surcharge if a re delivery is necessary.

Please note that all guaranteed services start once the consignment is collected. If the collection fails it is the customer's responsibility to inform us, we will then re book for the next convenient time the customer

is available for collection. No refund / discount will be given for failed collections. Also if you wish to cancel a collection for any reason, and the carrier still turns up, you must not hand over the parcel, if you do, you will be charged the full amount quoted for the delivery.

In the event the recipient is not at the deliver address when the driver delivers they will either leave with a neighbour or return the parcel to the depot. Some of the carriers we use may leave a calling card advising of the action that has been taken, but this is not guaranteed.

Third Party Collections / Three Way Collections / Freight Forward Collections, this is where the customer is arranging a collection from a remote address. It is the customers responsibility to ensure there is somebody at the remote collection address to hand the goods to the driver. The customer may incur a surcharge of up to 100% of the original shipping charge if an attempted collection is made from a third party address. Track & Trace will not work until the package has been collected, therefore it is the customers responsibility to keep informed by the person at the collection address when the parcel has been collected.

### **Customs Clearance**

You are pre paying for the postage charges of your consignment/s only. we have no control over any customs queries or charges that may arise. Customs charges must be paid in addition by the sender or receiver before deliver is made. We reserve the right to pass these charges directly onto the person that placed the order. If you do not wish to pay the charges and the consignment is returned, all return charges will also be passed on.

### **Surcharges**

By informing us of the weight and dimensions of your consignment/s you are pre paying for the postage. If the consignment/s is heavier or larger, or if the consignment requires a different carrier or delivery service than initially advised by the customer, the additional amount will be charged to the card or Paypal account that the order was placed on together with an administration charge of £5 + VAT.

Additional charges will be confirmed in writing.

Please ensure you are in at the collection time that you request. A surcharge of up to 100% of the original charge may be applied if you are out when the driver attempts to collect.

Transit times must be checked for the service ordered. On some services there will be a surcharge if a redelivery is necessary.

Some areas will be subject to a remote area surcharge. This will be calculated in the quoting system at the time of booking.

The automated system books and charges for the delivery. If the consignment/s has to be returned then the return charge is chargeable.

You are pre paying for the postage charges. Any Customs charges will be passed on in addition should they arise.

We may supply documentation to accompany your shipment. You will be advised of this at the time of ordering. This must go with the shipment, if not your shipment could be delayed and the carrier may well charge you a higher premium direct.

Delay / Damage / Loss

Any item that is listed in our prohibited items, will be exempt from any claim against delay, damage and loss.

Please check our Prohibited items list.

In respect of a late delivery the customer may claim a refund of the consignment charges paid for the service selected:

Guaranteed services 50% refund

Non guaranteed (estimated) services no refund

Consignments collected and or delivered in certain areas in Scotland, Wales, Cornwall and Offshore Islands may be subject to a 24 hour delay.

Your consignment/s must be packed to a professional standard. Any claim resulting from a parcel that is not packaged to a professional standard will be rejected. All items must be packed in a double walled box with further padding surrounding the item. Please click here to see our recommended guidelines.

In the event of damage all packaging must be kept for inspection. The item must be available for inspection in the state it was delivered, at the address it was delivered to. If the item is moved / repaired or if the packaging is not kept the claim will be rejected.

Any item travelling through our services must be able to withstand a short drop, fragile items should not be sent though our services. Any item that is damaged as a result of a fall, with the packaging intact will therefore be declined. Please see our packaging guidelines.

If the outside packaging is intact, then any claim for damage to the consignment will be invalidated as the internal packaging would not have been sufficient to protect the product.

The recipient must sign 'UNCHECKED' for all parcels that he/she is unable to check when the driver delivers.

If the box or packaging is clearly damaged on delivery, it is of paramount importance the recipient must sign for as 'DAMAGED' otherwise any claim for damage will be refused. It is the senders responsibility to

inform the recipient of these terms and conditions.

All claims must be brought to us via email to [info@courierexpert.co.uk](mailto:info@courierexpert.co.uk) within 10 days of receipt. Please state your order/tracking number and a detailed description of the claim/complaint. Allow 2 working days for us to review all details of the claim before we contact you.

### **Liability & Claims**

Each service comes with a limited amount of Transit cover. If you require cover on the full amount then you must cover the full value of the shipment as the additional cover replaces the inclusive liability cover.

Transit cover applies to per consignment only and not per parcel within a multiparcel consignment.

In the event of a claim, a cost invoice will be needed to prove the value of the consignment/s and photos must be supplied for all damage claims. [Learn how to screen print] a useful tool for emailing cost invoices instead of posting.

If the item is not sufficiently packed, the claim will be rejected. Please check our guidelines before ordering.

If the item is not correctly labelled, the claim will be rejected.

Please check our Prohibited items list to see if you are able to make a claim.

Any item that is listed in our Prohibited Items section will be exempt from our liability cover.

All claims must be brought to us via email to [info@courierexpert.co.uk](mailto:info@courierexpert.co.uk) within 10 days of receipt. Please state your delivery order/tracking number and a detailed description of the claim/complaint. Allow 2 working days for us to review all details of the claim before we contact you.

### **Liability Continued**

The person placing the order is responsible for the information entered. We will not be held responsible for wrong information that is entered and no refunds will be given in this instance.

You are prepaying for the postage charges and we apply these charges on your behalf to our account with the relevant carrier. We are not liable for any customs charges that may arise.

Liability is limited to the negligence of the company carrying the goods. This is then limited to the customer who placed the order with us.

Loss or damage under the following conditions will not be covered:

Act of God

Consequences of war

Insufficient packaging / Incorrect labelling

Prohibited contents

We will deal with the person who placed the order only.

Liability is limited to the cost of sending the item only and to the Insured value if a claim is raised. We will not be liable for any further claim for any loss of profit, administrative inconvenience, disappointment, or indirect or consequential loss or damage arising out of any problem in relation to the service you ordered.

### **Complaints**

We aim to provide outstanding customer service. If you have any complaint about the service you have received from us, please contact the Managing Director.

### **Severability**

If any part of these terms and conditions is found to be unenforceable as a matter of law, the enforceability of any other part of these terms and conditions will not be affected.

### **Governing Law**

These terms and conditions and any contract between us shall be governed by and interpreted in accordance with English Law and the English Courts shall have jurisdiction over any disputes between us.

### **Statutory Rights**

These terms and conditions are in addition to your statutory rights as a consumer which remain unaffected.

### **Privacy Policy**

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998).

We collect information about you for 2 reasons: firstly, to process your order and second, to provide you with the best possible service.

The type of information we will collect about you includes:

- Your name
- Address
- Phone number
- Email address
- Credit/debit card details

We will never collect sensitive information about you without your explicit consent.

The information we hold will be accurate and up to date. You can check the information that we hold about you by emailing us. If you find any inaccuracies we will delete or correct it promptly. We will not store your credit / debit card details.

The personal information which we hold will be held securely in accordance with our internal security policy and the law.

If we intend to transfer your information outside the EEA (European Economic Area) we will always obtain your consent first.

We may use technology to track the patterns of behaviour of visitors to our site. This can include using a "cookie" which would be stored on your browser. You can usually modify your browser to prevent this happening. The information collected in this way can be used to identify you unless you modify your browser settings.

If you have any questions/comments about privacy, you should contact us.

#### **Office Address (Trading Address)**

CRV Solutions Ltd T/A COURIER EXPERT  
Eventus Business Centre  
Sunderland Road  
Northfields Industrial Estate  
Market Deeping  
Peterborough  
PE6 8FD

#### **Prohibited Items**

The following items are prohibited from being shipped:

Any of these items being sent may result in surcharges, delays or confiscation by authorities where appropriate. No liability cover or guarantees whatsoever will apply to these items. If in any doubt of the following restrictions please do not hesitate to contact us to query a consignment you need to ship.

Toner cartridges

Animal skins / Furs / Any Animal Parts / Ivory and ivory products

Articles of exceptional value (eg, works of art, antiques, precious stones, gold and silver)

Dangerous goods / Hazardous materials / Fireworks

Liquids / Adhesives / Paint

Firearms / Swords / Knives / Weapons

Live animals

Money, Keys, Negotiable items & Payment cards

Perishable goods

Personal effects

Plants / Seeds

Pornographic materials

Passports / Birth Certificates

Tobacco and tobacco products / Drugs / Medicines

White Goods (Fridges, Ovens, Microwaves, Washing Machines, Dishwashers etc.)

Fire Extinguishers

Furniture (Unless Flatpacked)

Engines / Generators or any part containing or having contained oil unless flushed through

Batteries (Except Dry Cell)

The following items can be shipped but with limited liability:

Any of these items being sent will be subject to limited liability. No claim for damage will be accepted. Only claims for loss will be considered, subject to packaging guidelines.

Glass / Ceramic / Marble / China / Stone / Resin - (or any item containing these materials)

Computers, Laptops, Monitors, TFT Screens

Televisions, LCD screens, Plasmas, Projectors or similar

Musical Instruments must be shipped in recommended hardcases with padded lining, and then boxed if you don't want the case to become scratched. e.g A guitar being sent in a soft case will not be covered by insurance for damage.

To comply with strict regulations we will not carry any substances classified as dangerous in the latest edition of the Civil Aviation Organisation's Technical Instructions.

There are nine hazard classes which cover these and the examples quoted below must not be taken as full lists of all dangerous goods. We will not accept other materials and products that may be hazardous to handling staff.

Dangerous goods are defined as those goods which meet the criteria of one or more of the nine UN hazard classes. These classes relate to the type of hazard and are detailed below. All dangerous goods are prohibited.

**Class One: Explosives** Definition: Any chemical compound, mixture or device capable of producing an explosive-pyrotechnic effect, with substantial instantaneous release of heat and gas. All explosives are prohibited. Examples: Nitroglycerine; Fireworks; Blasting caps; Christmas Cracker Snaps; Igniters; Fuses; Flares; Ammunition, etc.

**Class Two: Gases compressed, liquified or dissolved under pressure.** Definitions: Permanent gases which cannot be liquified at ambient temperatures; liquified gases, which become liquid under pressure at ambient temperatures; dissolved gases which are dissolved under pressure in a solvent.

All flammable compressed gases are prohibited. Examples: Hydrogen; Ethane; Methane; Propane; Butane; Cigarette lighters; Gas Cylinders for camping stoves, blowlamps, etc.

All toxic compressed gases are prohibited. Examples: Chlorine; Flourine, etc.

All non-flammable compressed gases are prohibited. Examples: Carbon Dioxide; Nitrogen; Neon; Fire Extinguishers containing such gases, etc. iv) All aerosols are prohibited.

**Class Three: Flammable Liquids** Definition: Liquids, mixtures of liquids, or liquids containing solids in solution or suspension which give off a flammable vapour. Any liquid with a closed cup flash point below 60.5° C is prohibited. Examples: Acetone; Benzene; Cleaning Compounds; Gasoline; Lighter Fuel; Paint Thinners and Removers; Petroleum; Solvents, etc.

**Class Four: Flammable Solids** Definition: Solid materials which are liable to cause fire by friction, absorption of water, spontaneous chemical changes, or retained heat from manufacturing or processing, or which can be readily ignited and burn vigorously. Examples: Matches (any type inc. safety); Calcium Carbide; Cellulose Nitrate products; Metallic Magnesium; Nitro-cellulose based film; Phosphorous; Potassium; Sodium; Sodium Hydride; Zinc Powder; Zirconium Hydride, etc.

**Class Five: Oxidising Substances and Organic Peroxides** Definition: Though not necessarily combustible themselves, these substances may cause or contribute to combustion of other substances. They may also be liable to explosive decomposition, react dangerously with other substances, and be injurious to health. Examples: Bromates; Chlorates; Components of Fibreglass repair kits; Nitrates; Perchlorates; Permanganates; Peroxides, etc.

**Class Six: Toxic (Poisonous) and Infectious Substances, Other Medical Substances.** Definition: Substances liable to cause death or injury if swallowed or inhaled, or by skin contact. All toxic substances are prohibited. Examples: Arsenic; Beryllium; Cyanide; Fluorine; Hydrogen Selenide; Infectious substances containing micro-organisms or their toxins which are known to cause (or are suspected of causing) disease; Mercury; Mercury Salts; Mustard Gas; Nitrobenzine; Nitrogen Dioxide; Pesticides; Rat Poison; Serum; Vaccines, etc. Pathogens in Risk Group 4 and selected Risk Group 3 pathogens listed in Schedule 9, part 5 of the latest edition of the Control of Substances Hazardous to Health Regulations are prohibited. Examples: Clinical, environmental and medical waste; Ebola; Foot and Mouth disease.

**Class Seven: Radioactive Material** Definition: All materials and samples that are classified as radioactive using Table 2-12 of the latest edition of the International Civil Aviation Organisation's Technical Instructions. Examples: Fissile Material (Uranium 235, etc.); Radioactive Waste Material; Uranium or Thorium Ores, etc.

**Class Eight: Corrosives** Definition: Substances which can cause severe damage by chemical action to living tissue, other freight, or the means of transport. All corrosive substances are prohibited. Examples: Aluminium Chloride; Caustic Soda; Corrosive Cleaning Fluid; Corrosive Rust Remover/ Preventative; Corrosive Paint Remover; Electric Storage Batteries; Hydrochloric Acid; Nitric Acid; Sulphuric Acid, etc.

**Class Nine: Miscellaneous Dangerous Goods** Definition: Substances which present dangers not covered elsewhere. Examples: Asbestos; Dry Ice (solid carbon dioxide); Magnetised Material with a magnetic field strength of 0.159 A/m or more at a distance of 2.1m from the outside of the parcel.