

Courier Expert Terms & Conditions of Carriage

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

Conditions of carriage for our Courier service: (see below)

1 Parties

The parties to this agreement are:

1.1 CRV Solutions Ltd t/a Courier Expert ('the Courier') which expression shall where the context allows include his employees agents and sub-contractors

1.2 the person firm or company named as Customer

2 Definitions

'Sub-Contractor' means any person whose services the Courier engages or makes use of to perform the whole or any part of the services the subject of this contract

'Dangerous goods' means goods included in the list of dangerous goods as defined in the Classification Packaging and Labelling of Dangerous Substances Regulations (known as the C.P.L. Regulations), and in the classification and labelling of explosives regulations (The Radioactive Substances (Carriage by Road)(Great Britain) Regulations 1974) and including any other relevant legislation or regulations together with any amendments to them, or means goods which present a comparable hazard

"Theft attractive goods" include: Money, Securities, Deeds, Bills of exchange, Promissory notes, Stamps, Photographs, Mobile telephones and all ancillary equipment, General telephony equipment, Documents of title to property, Jewellery, Precious stones, gold, silver, platinum, Other precious metals, Non-ferrous metals other than in components, Furs, Watches, Cassettes, videos Spirits, tobacco and cigarettes

"Consequential Loss" shall include without limitation all economic losses loss of profits increased management or labour costs loss of future business loss of reputation and goodwill loss of market or falls in prices of whatever nature and all other damages costs or expenses or other indirect losses including any liability to or claims by any third party.

"Consignment" means the delivery of goods in bulk or contained in one parcel package container or envelope or as the case may be or any separate number of parcels packages containers or envelopes sent at any one time in one load by or for the Customer from one address to one address. "Goods" includes papers and documents other than those expressly excluded.

3 Courier's obligations

3.1 The Courier shall use its best endeavours to deliver the goods specified overleaf to the delivery address so specified at about or before the time so specified

3.2 The Courier shall not be liable for any delay in delivery caused by the unavailability at the delivery address of the consignee or other authorised recipient

3.3 The Courier shall not be liable for loss of or damage to or mis-delivery or delayed delivery of the goods occasioned by:

3.3:1 act of God including but not limited to storm tempest or flood

3.3:2 act of war hostilities riot or civil commotion or the threat or fear of such conditions prevailing

3.3:3 criminal malicious or negligent actions or acts or omissions of third parties

3.3:4 industrial action or unforeseeable traffic conditions

3.3:5 the effect of ionising radiation or uncontrolled nuclear reaction

3.3:6 suspension or cancellation of transport services by reason of or of the threat or fear of inclement weather or any of the matters set out in clauses 3.3:1 to 3.3:5 inclusive

3.3:7 Fire-lighting or explosion

3.3:8 Seizure under legal process

3.3:9 Act default or omission of whatever nature of the Customer his employees or agents or any person having any interest in the goods

3.3:10 Insufficient or improper packing labelling or addressing

4 Customer's obligations

Subject to the provisions of this agreement the Customer undertakes:

4.1 That in relation to the Goods the Customer is either solely beneficially entitled to the Goods or has the authority of all those interested in the Goods to enter into this contract and to bind them to its terms

4.2 In the event of any claim by any third party against the Courier arising out of this contract to indemnify the Courier against the claim and all legal and other costs incurred except to the extent

that the Customer establishes that the Courier would have been liable to the Customer had the original claim been made by the Customer but on the assumption that the Customer had retained title to the Goods

4.3 To give any instructions requested by the Courier in pursuance of clause 3 above as soon as reasonably practicable

4.4 To make all payments as provided in clause 13 below

5 Limitation of liability

5.1 The liability of the Courier in the event of loss of or damage to or mis-delivery of the goods (where the Courier's liability is not otherwise excluded) shall not exceed the declared value of the goods specified overleaf or otherwise declared by the Customer (and pro rata in the case of an event affecting part only of the goods) or the cost of repairing any damage or of reconditioning the goods subject always to a maximum liability of £10,000 per Consignment or part thereof in the case of an event affecting part only of the Consignment. Where the Customer requires a higher value of cover this shall be expressly negotiated and agreed in writing. The value of the goods actually lost damaged or misdelivered shall be taken to be their invoice value if they have been purchased by the Customer or otherwise shall be taken to be the replacement cost to the owner at the commencement of transit and in all cases shall be taken to include any Customs and Excise duties or taxes payable in respect of the goods provided always that the Courier shall be entitled to proof of value of the Consignment or any part of it.

5.2 The liability of the Courier for delay in delivery (where the Courier's liability is not otherwise excluded) shall not exceed a sum equal to the carriage charges or a proportion of those charges in the case of an event affecting part only of the goods

5.3 The Courier shall not be liable for any physical loss, mis-delivery or damage to any theft-attractive goods unless the Courier has specifically agreed in writing prior to transit commencing to carry such items and the Customer has agreed in writing to reimburse the carrier in respect of all additional costs including insurance costs which result from the carriage of the said items and the loss mis-delivery or damage is occasioned during transit and is proved to be due to the negligence of the Courier its servants or agents.

The above delivery is subject to our standard Terms and Conditions which are set out below

5.4 The Courier shall not in any event be liable for any consequential loss whatsoever and howsoever arising (including in relation to theft attractive goods) which shall include without limitation all economic losses loss of profits increased management or labour costs loss of future business loss of reputation and goodwill loss of market or falls in prices of whatever nature and all other damages costs or expenses or other indirect losses including any liability to or claims by any third party.

6 Excluded goods

6.1 The Customer shall not submit for carriage and the Courier may at any time abandon the carriage of any goods of a type specified in clause 6.3 below

6.2 If the Courier abandons goods in pursuance of clause 6.1 above he shall immediately notify the Customer of the circumstances but shall be under no liability in respect of the safe-keeping of the abandoned goods

6.3 The following are excluded goods:

6.3.1 Explosive and inflammable articles firearms including parts of any firearms ammunition and detonators

6.3.2 Dangerous goods

6.3.3 Any article the possession of which in or the importation of which into any country from through or to which the carriage is to take place is illegal or prohibited

6.3.4 Any article prohibited as hand luggage by British Airways

6.3.5 Any written printed or pictorial matter which is obscene blasphemous scandalous or defamatory or proscribed or prohibited

6.3.6 Human remains

6.3.7 Livestock

7 Warranties and Indemnities

The Customer shall indemnify the Courier in respect of the whole of any fine or penalty or legal and other costs incurred by the Courier and any other loss outlay and expense sustained by the Courier by reason of the Customer's breach of clauses 3, 4 and 6 above.

7.1 The extent of the Courier's responsibilities and liabilities are defined in these conditions and the Customer shall save harmless and keep the Courier indemnified from and against all claims costs and demands of whatsoever nature and by whomsoever made and howsoever arising from negligence or otherwise in excess of the liability of the Courier under these Conditions arising directly or indirectly from the collection, carriage, storage and/or delivery of the Customer's Consignment.

7.2 In the absence of written notice to the contrary given to the Courier at the time of delivery to them, all goods and the packaging within which they are contained are warranted by the Customer to be fit to be carried and stored.

7.3 The Customer agrees that he will not submit to the Courier any Consignment containing dangerous, verminous, infested, contaminated or condemned goods unless he shall first have given to the Courier in writing full details of the same and obtained the written agreement of the Courier to the submission of such Consignment.

7.4 The Customer will be responsible for and will indemnify the Courier against all losses damage and claims of whatsoever nature made upon the Courier for which the Courier may be or become liable arising from the tender of a Consignment all or part of which consists of dangerous, verminous, infested, contaminated or condemned goods including loss and/or damage sustained by the Courier to its own property and injuries or loss sustained by servants and/or sub-contractors of the Courier.

8 Third Parties

The Courier shall be entitled to appoint sub-contractors and/or agents and it is hereby declared any sub-contractor of the Courier and the employees of the Courier and any such sub-contractor and also any person deriving title to the goods from the Customer are third parties to this contract within the meaning of the Contracts (Rights of Third Parties) Act 1999 and shall be entitled to enforce this contract accordingly.

9 Transit

9.1 Transit begins when the goods are handed to or collected by the Courier for carriage.

9.2 Transit shall be suspended:

9.2.1 When the goods are held by the Courier at some place other than the destination at the request of or for the convenience of the Customer or because the Customer or Consignee refuses or is unable to take delivery at the destination or;

9.2.2 when the goods are detained for Customs purposes;

and shall be resumed when the Courier resumes the carriage of the goods.

9.3 Transit shall (unless otherwise previously determined) end:

9.3.1 in the case of goods to be delivered by the Courier when they are tendered at the usual place of delivery within the customary delivery hours of the district, or at such other times or places as may be agreed between the Courier and the Customer;

9.3.2 in the case of goods not to be delivered by the Courier awaiting order or collection, at the expiration of one clear day after notice of arrival has been given either orally or in writing to the consignee or, to the sender when the address of the Consignee is not known; provided that when the addresses of both the sender and consignee are not known, the said end shall be at the expiration of one clear day after the arrival of the goods at the place to which they are consigned.

9.4 The Courier shall be entitled to raise a charge in respect of any wasted or needless journeys made or for any delay in attempting to effect delivery of the goods due to any default of the Customer and/or consignee in accordance with its own costing scales.

10 Means of transport

10.1 Goods accepted by the Courier for carriage may be carried by such means of transport and by such route as the Courier thinks fit and these conditions shall apply to whatever means or routes by which the goods are carried.

10.2 Goods carried wholly or partly by water or air or rail shall in connection with liability in respect of such carriage be carried subject to the applicable Conditions of Carriage by water or air or rail of the carrier who carries the goods such conditions to be read as though reference therein to water or air or rail carrier were reference to the Courier. In the absence of

proof to the contrary where goods are carried partly by land and partly by water or air or rail any loss damage or delay shall be deemed to have occurred whilst the goods are being carried by road.

11 Loading and unloading

11.1 On collection or delivery at a Sender's or Consignee's premises the Courier shall be under no obligation to provide any plant, power or labour for loading or unloading.

11.2 Subject to these Conditions, the Courier's servants and/or employees have no authority to give assistance other than under supervision in the loading and unloading at the usual place of collection or delivery and the Courier shall not be liable for any loss or damage howsoever caused including negligence attributable to such or to any other assistance given and the Customer shall indemnify the Courier against any claims made against the Courier as a result of any such other assistance given.

11.3 Consignments or part thereof requiring special appliances for unloading from a road vehicle are accepted for carriage only on the condition that the Customer has duly ascertained from the consignee that such appliances are available at the destination. Where the Courier is, without prior arrangement in writing having been made by the Customer, called upon to load or unload Consignments or parts thereof for which special appliances are required, the Courier shall be under no liability whatsoever to the Customer for any damage howsoever caused, whether or not by the negligence of the Courier and the Customer shall be responsible for and indemnify the Courier against any damage or liability which the Courier may suffer or incur either itself or in respect of loss, damage or injury suffered by the Courier's employees or any third party.

12 Dangerous goods

12.1 Except where the Courier has agreed in writing signed by a Director, the Courier does not contract to carry or store dangerous, verminous, infested, contaminated or condemned goods.

12.2 Where the Courier accepts dangerous goods (in this Condition 12 called 'the Goods') for carriage or storage the Goods will be carried or stored subject to all the foregoing Conditions and subject also to the special Conditions specified and referred to in this Condition and in the event of conflict between the said special Conditions and the foregoing, the special Conditions shall prevail.

12.3 The special Conditions relating to the carriage of the Goods are:

12.3.1 At the time of tendering the Goods for carriage or storage the sender shall supply to the Courier a declaration in writing giving adequate and sufficient information in relation to the nature of the Goods and the hazard presented (whether or not required by statute).

12.3.2 The Goods shall be properly and sufficiently packed and labelled in accordance with any requirements specified by the Courier or otherwise with any statutory regulations in force applicable to the carriage of the Goods including but not limited to the C.P.L. and allied regulations.

12.3.3 Any additional Conditions and/or requirements communicated to the Customer by the Courier shall prevail

12.3.4 In case of non-compliance with any of the provisions of this Condition:

12.3.4.1 in any event the Courier shall not be under any liability whatsoever in respect of the dangerous Consignment save in the case of wilful misconduct by the Courier in which case liability shall be determined in accordance with these Conditions; and

12.3.4.2 the Customer will be responsible for and indemnify the Courier against loss or damage and claims made upon it for which it may be or become liable in respect of injury to persons or damage to property unless the Customer proves that the loss or damage or injury is due to the wilful misconduct of the Courier.

12.4 The Courier shall not be liable for loss of, or damage or delay to the Goods unless the Customer proves that such loss, damage or delay was not caused wholly or partly by failure on his part to comply with any of the special Conditions in paragraph 12.3 hereof.

12.5 The Courier may at any time at the sender's sole risk and expense return the whole or any part of the dangerous Consignment to the Customer (who shall receive it at once) or destroy or otherwise dispose of the whole or any part thereof if the Courier is of the opinion that it is necessary or advisable to do so.

13 Payment

13.1 The Customer shall pay for the delivery service within 7 days of receipt of the Couriers' invoice without set-off or deduction or counterclaim

13.2 In default of payment the Courier shall be entitled to charge interest at the rate of 5% above the then prevailing base lending rate of National Westminster Bank Plc from the date of invoice

13.3 Should a booking be cancelled by the customer, charges will apply. If the booking is cancelled prior to collection, then a charge of up to 50% of the job price applies, with a minimum fee of £25. If cancelled after collection, a charge of up to 100% of the job price applies.

14 Time Limits for Claims

14.1 The Courier shall not be liable for any damage to goods or delay unless it is advised in writing within 21 days of delivery or the date specified for delivery in regard to goods not actually received.

14.2 In any event any damaged goods must be made available to the Courier for inspection

14.3 The Courier shall not be liable for any loss or mis-delivery unless it is advised in writing by the Customer (otherwise than upon delivery of the Courier's documents) within 28 days of transit commencing and the claim is made in writing within 42 days after transit began

14.4 The Courier shall in any event be discharged from all liability whatsoever in respect of the Consignment unless proceedings are commenced within a period of one year from the termination or transit or, in the case of loss mis-delivery or non-delivery of the whole Consignment, from the said 28 days referred to in Clause 15.3.

15 Courier's lien

The Courier shall have a general lien against the owner of the Goods for any money due from the Customer or such other owner to the Courier and if any such lien is not satisfied within a reasonable time the Courier may in its absolute discretion sell all or part of the Goods as agent for the owner and apply the proceeds towards the money due and the expenses of retention insurance and sale of the Goods and shall on accounting to the Customer for any surplus be discharged from all liability whatever in respect of the Goods

16 The contract and these Terms and Conditions shall be construed and governed by the Laws of England.

Office Address (Trading Address)

Courier Expert

Eventus Business Centre

Sunderland Road

Northfields Industrial Estate

Market Deeping

Peterborough

PE6 8FD

Courier Expert: Terms & Conditions for our 48 Hour Parcels &

Pallet Service

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 through 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 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 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.