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| Service Level Agreement |
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| **Effective 01.01.2018** |

**Distribution**

**Delivery Times** - Standard deliveries will be made between 0900 – 1700. Timed deliveries can be requested POA

**Tail Lift -** Tail lift delivery is only possible across hard, flat, even ground (concrete / tarmac) with minimal incline / decline. Max weight for tail lift is 1000 kgs

**Vehicle Restrictions -** Any vehicle restrictions or access point restrictions must be advised at time of booking. If collection / delivery is delayed due to any of the above, charges will apply for both the attempted and completed delivery

**Dimensions and Weights** - Please ensure pallet dimensions are correct at time of booking to ensure the correct capacity is allocated. If these are check weighed / measured as greater than expected we reserve the right to apply additional charges. Palletforce specifications can be found within our manual and also on our rates.

**Labelling** - Please ensure goods have a full address label. If goods are shipping via Palletforce and you print your own labels, please ensure these are also present on the pallet in accordance with the Palletforce regulations.

**Packing** - Please ensure pallets are stable and all items are fully secured. Goods will be handled several times and travel with other freight so please ensue goods are packed suitably for export.

**Bookings –** Bookings to be made via email or online booking to the relevant department, contact list enclosed.

**Manifested Goods -** Please ensure all manifested goods are sent, if you need to cancel any consignments from your manifest please inform the office. Failure to do so will result in additional charges due to space allocations.

**Amendments -** Please contact the office via telephone on 01527 838500 or alternatively via email in order to amend accepted manifests

**Parking Fines / Additional Charges** – We will endeavour to advise if your pallet delivery / collection is likely to incur any fines / charges allowing you to continue with the delivery. Whilst every effort is made to avoid these, unfortunately in the instance these are incurred these will be passed on.

**Waiting Time** - Waiting time is limited to 30 minutes for collections and deliveries, unless other agreements are made, anything out of this may be charged.

**Fuel Surcharge** - All charges are subject to a variable fuel surcharge, which will be subject to ongoing review.

**Payment Terms** - Payment terms are 30 days net unless otherwise stated.

**Receipt of Goods** - All goods must be signed for, the clause of unchecked will not form the basis of any claim.

**Insurance, Damage / Loss & Claims**

General trading and liability cover is operated as follows :

Palletforce – RHA 2009

Ireland / Channel Isles & General Freight Forwarding – BIFA 2005a

All conditions can be found on our website [www.avonfreightgroup.co.uk](http://www.avonfreightgroup.co.uk)

All risk insurance can be arranged for an additional fee, please contact the office for a quote.

Consignees must inspect their goods for visible signs of damage on receipt of delivery and note the proof of delivery. Claims for damages whereby the consignee has signed the POD as clean will not be accepted. To make a claim in the first instance you must notify Avon Freight Group by email within 7 days of delivery. Please request the delivery point take photos of any damage and send this through with your initial covering mail.

**Warehouse Operations**

* Opening Hours Monday – Friday 0730 hrs to 1800 hrs
* All goods controlled by our Warehouse Management system (WMS)
* Goods received and delivery notes produced
* RHA trading conditions apply, liability and terms available via our website
* Storage prices are calculated and invoiced per week or part thereof unless otherwise stated within the quotation
* Handling charges apply as per the quotation
* Orders/Bookings can be made via fax, email or online booking system with full consignment details being required.
* Freight being delivered in needs to be booked in for suitable times

**Contact Details**

**UK Palletforce Deliveries**

**Telephone :** 01527 509241

**Email :** [palletforce@avonfreightgroup.co.uk](mailto:palletforce@avonfreightgroup.co.uk)

**Supervisor :** Sharon Wright

**Team Members :** Bev Edwards, Richard Cartland, Laura Hill

**Irish Deliveries**

**Telephone :** 01527 509243

**Email :** [irish@avonfreightgroup.co.uk](mailto:irish@avonfreightgroup.co.uk)

**Supervisor :** Sharon Walters

**Team Members :** Lucia Dyson

**Freight Forwarding including Europe, Offshore Isles**

**Telephone :** 01527 838500

**Email :** [forwarding@avonfreightgroup.co.uk](mailto:forwarding@avonfreightgroup.co.uk)

**Supervisor :** Mandy Jinks

**Team Members :** Samantha Baker

**Storage, Heming Road**

**Telephone :** 01527 838500

**Team Members :** Karolina Staszczuk, Michelle East

**Storage, Acanthus Park**

**Telephone :** 01527 838500

**Team Members :** Hayley Wesley, James Charters, Richard Lewis, Martin Bullimore

**Emma Anderson – Projects & Logistics Manager**

**Telephone :** 07795845020

[emmaa@avonfreightgroup.co.uk](mailto:emmaa@avonfreightgroup.co.uk)

**Zoe Burley – Supervisor**

zoeb@avonfreightgroup.co.uk

**Transport**

**Telephone :** 01527 838500

**Email :** [transport@avonfreightgroup.co.uk](mailto:transport@avonfreightgroup.co.uk)

**Sales**

**Telephone :** 01527 509240

**Team Members :**

**Julie George – Sales Director**

[julieg@avonfreightgroup.co.uk](mailto:julieg@avonfreightgroup.co.uk)

**Caroline Tilsley – Business Development Manager**

[carolinet@avonfreightgroup.co.uk](mailto:carolinet@avonfreightgroup.co.uk)

**Sian Taylor - Customer Services Manager**

[siant@avonfreightgroup.co.uk](mailto:siant@avonfreightgroup.co.uk)

**Accounts**

**Telephone :** 01527 838510

**Team Members :** Wendy Morgan, Valerie Jeanes

**Louise Harbourne – Financial Director**

[louiseh@avonfreightgroup.co.uk](mailto:louiseh@avonfreightgroup.co.uk)

**Jason Thornton – Compliance Manager**

[jasont@avonfreightgroup.co.uk](mailto:jasont@avonfreightgroup.co.uk)

**Dawn Greene – Operations Director**

[dawng@avonfreightgroup.co.uk](mailto:dawng@avonfreightgroup.co.uk)

**Simon Poole – Managing Director**