

# PGS Global Logistics Ltd Trading Agreement

## Parcels

Glass, plaster, porcelain, pottery and tenders are **NOT** insured.

## Volumetric Freight (Parcels)

PGS Global Logistics Ltd reserve the right to charge accordingly for oversized freight. This charge is calculated by measuring the volume of the bulky items (L x W x H) cm/6000kg=cubic weight. If the cubic weight is greater than the dead weight, the cubic weight will be charged.

## Volumetric Freight (Pallets)

PGS Global Logistics Ltd reserves the right to charge accordingly for oversize freight.

## Third Party Collections>Returns (Parcels)

There is an additional charge for goods that are returned or collected from a 3<sup>rd</sup> party. All collection requests **MUST** be faxed or emailed by 12 noon. The charge still applies if there are no goods to collect, or they are not available.

## Payment Terms

Payment terms are 30 days from invoice date.

To prevent your account being placed on stop your payment terms must be strictly adhered to.

No deductions must be made from our invoices unless instructed by our accounts department. Any invoice queries must be sent to our accounts office by email within **7 days of receipt of your invoice**.

## Insurance for Parcels

Your insurance for Parcels will be £100 regardless of the weight and a maximum of £50 per consignment for Mail Packs, Courier packs and Lightweight services, claims will be paid on the lesser of cost/repair of the goods. There is **NO EXCESS**. Completed claim form is required in writing within 3 days. If you require additional insurance, we need to be notified in writing before consignments are release from yourselves. **PLEASE REFER TO OUR FULL INSURANCE GUIDELINES AVAILABLE ON OUR WEB SITE.**

## Insurance for Pallets

Your insurance cover is £1.30 per kilo as per RHA conditions of carriage. If you require additional insurance, we need to be notified in writing before consignment is released from yourselves. **PLEASE REFER TO OUR FULL INSURANCE GUIDELINES AVAILABLE ON OUR WEB SITE.**

## General Haulage

Your insurance cover is £1.30 per kilo per RHA conditions of carriage. If you require additional insurance, we need to be notified in writing before consignment is released from yourselves.

## Insurance for Storage

Your insurance cover is £100.00 per ton as per RHA conditions of carriage. If you require additional insurance, we need to be notified in writing before consignment is released from yourselves.

| Acknowledgment  |                |  |
|---|----------------|--|
| I accept knowledge of all the above and agree to the terms. I also acknowledge that payment to PGS Global Logistics Ltd is to be made within my agreed terms. |                |  |
| Signature:  | Position Held: |  |
| Print Name:   | Date:          |  |

# PGS Global Logistics Ltd Goods in Transit

## Claim Information & Guidelines

The purpose of this information is to clarify the important procedures required by insurers so that in the unlikely event of a claim the customer is informed of all necessary procedures to follow.

Claims are processed strictly in accordance with the Road Haulage Association (RHA) (2009) terms and conditions of carriage. A copy of these terms and conditions are available upon request.

It is essential that Goods in transit claims are clearly understood and PGS Global Logistics Ltd are notified within the following time limits: -

- Shortages/damages-verbally within **3 days**
- Claims must be submitted in writing within **7 days.**
- Supporting documents (see below) to be received within **14 days** for Pallet-Track consignments and **10 days** for APC consignments after termination of transit:
  - Sales Invoice
  - Cost Invoice
  - Delivery Notes
  - Weight of goods missing, lost or damaged

## Consignment/Delivery Documentation

Consignment/delivery notes must be endorsed accordingly, i.e. goods damaged, missing goods etc. please provide specific details of the nature of the claim within the documentation\*

**Disclaimer: A clear (no recorded discrepancy) signed proof of delivery will void any claim. Goods signed for unchecked will be deemed as a valid proof of delivery**

| Confirmation  |                |  |
|---|----------------|--|
| <p>"RHA 2009 Terms and Conditions will govern all transactions. Attention should be given to the insurance cover provided and the correct claims procedure are followed in the event of a claim. "</p> <p>I accept the terms and conditions contained within this document. I understand any amendments to these terms will only be undertaken by a director of PGS Global Logistics Ltd.</p> <p>****The signatory must be an appropriately authorise person within the Company****</p> |                |  |
| Signature:  | Position Held: |  |
| Print Name:   | Date:          |  |