



## ONLINE SHIPPING POLICY / TERMS OF USE

*By using any of Transland Group's Online Shipping Services, the Customer indicates acceptance of our Terms and Conditions of Carriage (available on the Transland Group website [www.translandgroup.com](http://www.translandgroup.com)).*

### SERVICES

Transland Group's Online Shipping Services are for non-hazardous palletised freight ONLY. Goods must be palletised prior to collection; goods that are not palletised will not be collected, and the Customer will be liable for costs.

**Transland Group's service offering is Door-to-Door for business-to-business collections / deliveries, and Kerb-to-Kerb for personal effects and residential collections / deliveries. Please note that Transland is not insured to break down pallets and carry goods into or out of premises.**

The services currently available through the Transland website are as follows:

Collection from	Delivery to
Ireland	Ireland
Ireland	UK
Ireland	Europe*
UK	Ireland
UK	UK
UK	Europe*
Europe*	Ireland
Europe*	UK

\* European countries serviced: Belgium, Denmark, France, Germany, Italy, Luxembourg, Netherlands, Portugal, Spain.

### GOODS SHIPPED

All goods MUST be properly packed and secured prior to collection.

**In relation to personal effects, Transland Group strongly advises the customer to take out their All Risks insurance policy for such consignments. It is the customer's responsibility to ensure that all personal effects consignments are professionally palletised or crated, packed and secured, to prevent goods being damaged or damaging other consignments while in transit.**

### COLLECTIONS & DELIVERIES

Transland Group does NOT, as a rule, make contact prior to collections. Goods are assumed to be ready for collection at time of booking. Therefore, please ensure that goods are ready for collection at time of booking.

**Where goods are NOT ready for collection on the specified collection date, a Wasted Collection charge of €20.00 per consignment will apply, as well as any difference in cost between the original price paid and the price available on the new collection date at the time the change is being made.**



The above charge is based on the assumption that the collection will be re-booked with Transland for another date. The collection must be re-booked with your local Transland office (Ireland: 01 4140600 / UK: 0151 653 4540) **within 5 working days of the original collection date** (the new collection date does not have to fall within these 5 days).

Should the collection be cancelled entirely, or the collection is not re-booked within 5 working days of the original collection date, **NO REFUND WILL APPLY.**

Please note: An incorrect collection address will result in a Wasted Collection charge, and may result in the consignment being collected on another day.

Standard collection / delivery hours are as follows:

Ireland: between 09:00 A.M. and 17:00 P.M. Monday to Friday only

UK: between 09:00 A.M. and 17:30 P.M. Monday to Friday only

AM / Timed Collections, Deliveries and Book-Ins are NOT available to book through our online service. Please contact your local Transland office for more details (Ireland: 01 4140600 / UK: 0151 653 4540) – please note: a surcharge may apply for these services.

It is the customer's responsibility to notify Transland Group of early closing / late opening times, otherwise a wasted collection / delivery charge per pallet will apply. Please enter these details in the Collection / Delivery "Special Instructions" box on the Booking Form.

Please note: Wasted Delivery is charged PER PALLET (not per consignment). Wasted Delivery charge = €20.00 / £20.00 per pallet.

**Residential deliveries: Please note Transland Group carries palletised freight ONLY, and drivers are NOT insured to bring goods into premises.**

Tail-lift requirement MUST be specified at time of booking.

#### MAXIMUM PALLET DIMENSIONS AND WEIGHTS

Maximum dimensions per pallet	Length: 1.2 m (or 1,200 cm) Width: 1.0 m (or 100 cm) Height: 2.0 m (or 200 cm)
Maximum weight per pallet	1.2 ton (or 1,200 kg)

Rates quoted are based on the dimensions and weights provided at time of booking.

**If pallets are found to be outside the maximum dimensions, additional charges will apply. The Customer will be contacted by Transland to authorise payment of additional charges; authorisation must be received before consignment is delivered.**

#### TRANSIT TIMES

Typically our transit times are as follows:

To	From	Transit Time	Notes
Ireland	Ireland	24 hours	Main towns and cities only – remote areas may take an extra 24 hours Customer will be informed if this is the case
Ireland	UK	48-72 hours	
UK	Ireland	48-72 hours	
UK	UK	24-48 hours	



Ireland	Europe	84-96 hours	Belgium, Denmark, Germany, France, Luxembourg, Netherlands
		120 hours+	Italy, Portugal, Spain
UK	Europe	60-72 hours	Belgium, Denmark, Germany, France, Luxembourg, Netherlands
		96 hours+	Italy, Portugal, Spain
Europe	Ireland	84-96 hours	Belgium, Denmark, Germany, France, Luxembourg, Netherlands
		120 hours+	Italy, Portugal, Spain
Europe	UK	60-72 hours	Belgium, Denmark, Germany, France, Luxembourg, Netherlands
		96 hours+	Italy, Portugal, Spain

The above transit times are based on the collection date selected by the user, NOT the booking date.

## ONLINE PAYMENTS

Once you have confirmed your online booking with Transland, a confirmation email will be sent to the email address provided quoting a unique job reference number. Payment will be taken from your credit / Laser card once the job has been processed.

Transland Group accepts payment for its Online Shipping Services by the following methods: Visa, Mastercard and Laser.

In order to process your payment, your card data will be taken securely on our SSL certified page. These details will be submitted to Realex Payments who will authorize the transaction with your bank on the Realex Payments secure server. Realex secure server is Level 1 PCI compliant, PCI is a security standard that applies to anyone who stores, processes or transmits cardholder data. Realex Payments respect your right to privacy and comply with their obligations under the Data Protection Acts 1988 and 2003 and is their full security statement is located at <http://www.realexpayments.com/about-realex/security-statement>.

For your online safety and security, we require that you enter your credit or debit card's verification (CVV) number before we can process your payment. The CVV number is the last 3-digit number printed on the signature panel located on the back of your card.

## CHANGES / CANCELLATIONS TO ONLINE BOOKINGS

### Cancellations

Bookings cancelled **before 5:00 PM on the day before collection date** will be refunded, minus an Administration Fee of €15.00 / £15.00 per consignment. Unfortunately, bookings cancelled after this cut-off time will NOT BE REFUNDED.

### Changes

#### a) Change to date

Bookings may be changed to another date. A Change Fee of €15.00 / £15.00 per consignment will apply, as well as any difference in cost between the original price paid and the price available at the time the change is being made. However, there will be no refund of the difference should the new price be lower than the original price. Bookings cannot be changed online, and must be done by ringing your local Transland office (Ireland: 01 4140600 / UK: 0151 653 4540).



## 2) Change to consignment

Where there are MORE pallets to be collected than originally booked and paid for online, one of the following options will apply:

- a) The customer can have the additional pallet/s collected on the same day, but **ONLY** if they contact Transland **by 11:00 AM on day of collection**. However, the additional pallet/s will be charged at the Standard rate (i.e. not the cheaper online rate). As same-day collections cannot be booked online, additional pallets for same-day collection must be booked through the local Transland depot (Ireland: 01 4140600 / UK: 0151 653 4540).
- b) If the additional pallet/s are discovered after 11:00 AM on day of collection trailer capacity cannot be guaranteed, so either of the following may occur:
  - i. If additional pallet/s **CAN** be collected on the same day, they will be charged at the Standard rate (i.e. not the cheaper online rate);
  - ii. If additional pallet/s **CANNOT** be collected on the same day, option c) below will apply.
- c) The customer can book the additional pallet/s online for collection on a different date, to avail of a cheaper online rate. This will obviously result in 2 separate collections on different days, 2 different delivery dates and 2 separate consignment numbers. However, the same online rate **CANNOT** be guaranteed, as rates are based on the capacity available.

Where there are LESS pallets to be collected than originally booked and paid for online (but the collection is not cancelled), one of the following options will apply:

- a) If the customer notifies their local Transland office (Ireland: 01 4140600 / UK: 0151 653 4540) **before 5:00 PM on the day before collection date**, the pallet/s that are not available for collection will be refunded, minus an Administration Fee of €15.00 / £15.00 per consignment.
- b) If Transland is not notified by this cut-off time, **NO REFUND** will be given for the pallet/s that are not available for collection.

## INSURANCE

All carriage is subject to Transland Group's Terms and Conditions of carriage, which can be viewed at <http://www.translandgroup.com/cms/download>. By using any of the Transland Group services, the Customer indicates acceptance of these Conditions. Under these Conditions, Transland Group's liability is limited (please note in particular Sections 23-27).

Goods insured under the Transland Group insurance policy include every description of approved goods and / or manufactured and raw material of a non-fragile, non-volatile, non-hazardous nature, suitably packed and protected to withstand the normal rigours of the transit undertaken, **excluding the following goods, which must be specially declared and agreed prior to shipment:**

- Alcoholic beverages
- Containers including ISO Tanks (All Risks)



- Documents, monies of every description, securities, negotiable documents or instruments, bonds, bullion, stamps, credit and debit cards including telephone calling cards, and digital camera photo sticks
- Fresh fish, fresh fruit and fresh vegetables
- Furs, fishmeal and refined sugar
- Household goods and personal effects, including personal motor vehicles
- Jewellery, watches and perfumes
- Living creatures, dead creatures and life forms of any type
- Metals (other than iron and steel) in raw, scarp or ingot form
- Microchips, motherboards and / or memory of any kind that is not part of a complete system
- Mobile telephones, components, parts and accessories
- News print, pulp, or reams of paper
- Precious stones or metals
- Tobacco or tobacco products

**In relation to personal effects, Transland Group strongly advises the customer to take out their own All Risks insurance policy for such consignments.**