



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).

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 / residential collections / deliveries. PLEASE NOTE: 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: Austria, Belgium, Czech Republic, Denmark, France, Germany, Italy, Luxembourg, Netherlands, Portugal, Slovakia, Spain.

GOODS SHIPPED

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

Personal Effects / Household Removals

All Personal Effects consignments MUST be declared as such when booking, and must be booked as a residential delivery. A full packing list MUST also be provided prior to collection. All residential / non-business deliveries will be treated as an Economy service (i.e. longer transit time) and will NOT be delivered without a book-in date and time confirmed with the recipient. Any refusal or cancellation will incur a Wasted Collection / Delivery charge.

It is **the customer's responsibility** to ensure that all personal effects / household removals consignments are professionally palletised or crated, packed and secured, to prevent goods being damaged or damaging other consignments while in transit. Transland Group will NOT accept personal effects / household removals consignments that are not professionally packed and crated, and a Wasted Collection charge or Administration Fee may apply.

Transland Group strongly advises the customer to take out their All Risks insurance policy for personal effects / household removals consignments, as such consignments are NOT insured under our Standard Terms and Conditions.



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: 01 829 3222 / UK: 0845 153 0016) **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 17:00 P.M. Monday to Friday only
Europe	between 09:00 A.M. and 17:00 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: 01 829 3222 / UK: 0845 153 0016) – 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

	<i>Length</i>	<i>Width</i>	<i>Height</i>
Maximum dimensions per pallet	1.2 m (120 cm)	1.0 m (100 cm)	2.2 m (220 cm)
Maximum weight per pallet	1.2 ton (1,200 kg)		
Maximum weight per pallet if Tail-Lift required	1.0 ton (1,000 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, this will result in delays to delivery and 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	Areas
Ireland	Ireland	1 day	All major towns and cities (more remote areas may take longer)
Ireland	UK	2-3 days	All major towns and cities (more remote areas may take longer)
UK	Ireland	2-3 days	All major towns and cities (more remote areas may take longer)
UK	UK	1-2 days	All major towns and cities (more remote areas may take longer)
Ireland	Europe	4-5 days	Austria, Belgium, Denmark, Germany, Luxembourg, Netherlands
		5 days+	Czech Republic, France, Italy, Portugal, Slovakia, Spain
UK	Europe	3-4 days	Austria, Belgium, Denmark, Germany, Luxembourg, Netherlands
		4 days+	Czech Republic, France, Italy, Portugal, Slovakia, Spain
Europe	Ireland	4-5 days	Austria, Belgium, Denmark, Germany, Luxembourg, Netherlands
		5 days +	Czech Republic, France, Italy, Portugal, Slovakia, Spain
Europe	UK	3-4 days	Austria, Belgium, Denmark, Germany, Luxembourg, Netherlands
		4 days+	Czech Republic, France, Italy, Portugal, Slovakia, Spain

PLEASE NOTE:

- Transit times shown above refer to Working Days only, and are based on the collection date selected by the user, NOT the booking date.
- Transit times shown above are a GUIDELINE only, and are NOT guaranteed. Therefore, although we attempt to deliver on the “due delivery date” provided on your booking confirmation, consignments may be delivered before OR after this 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 €20.00 / £20.00 per consignment. Unfortunately, bookings cancelled after this cut-off time will NOT BE REFUNDED.

Changes

1) Change to collection / delivery address

To make a change to a collection or delivery address, the original booking must be cancelled by Transland and the customer must create a new booking using the new address details, as different charges may apply. The original booking will then be refunded minus a Change Fee of €20.00 / £20.00 per consignment. Address changes cannot be made online, and must be done by ringing your local Transland office (Ireland: 01 829 3222 / UK: 01925 220 540).

2) Change to date

Bookings may be changed to another date. A Change Fee of €20.00 / £20.00 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: 01 829 3222 / UK: 01925 220 540).

3) 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: 01 829 3222 / UK: 01925 220 540).
- 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: 01 829 3222 / UK: 01925 220 540) **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 €20.00 / £20.00 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).

PLEASE NOTE: Goods are insured as per these Conditions with an excess of €250.00 / £250.00 payable by the customer.

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, 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

EXCISE DUTIES & CUSTOMS DOCUMENTATION

Products such as alcohol or tobacco are subject to excise duties in all EU member states. As such, specific documentation or fiscal marks are required to accompany all international shipments and some domestic shipments. This documentation allows authorities to monitor and ensure the payment of applicable duties. Proper documentation also enables shippers to recover (or, in the case of duty-suspended goods, avoid) certain duties when shipping internationally. If requested, shippers should provide proof of either payment of excise duty or application of the appropriate suspension regime.

Detailed information on the excise duty regime is published by the European Commission and can be found here: http://ec.europa.eu/taxation_customs/taxation/excise_duties/gen_overview/index_en.htm



PLEASE NOTE: Transland Group does not automatically obtain the consignee's signature on excise duty documents, nor does Transland Group automatically return these documents to the shipper.

International shipments within the EU require an Accompanying Administrative Document (AAD), a Simplified Accompanying Document (SAD), or an equivalent commercial invoice, as detailed below:

- Shipments including alcoholic beverages under excise duty suspension should be accompanied by an AAD, or, where approved by the applicable authority, a commercial invoice containing the same information.
- Shipments including alcoholic beverages cleared for excise duty should be accompanied by an SAD or a commercial invoice setting out the same information.

AAD and SAD forms, and the instructions for completing them, can be downloaded here:

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:31992R2719:en:NOT>
<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:31992R3649:en:NOT>

Domestic shipments in Belgium, France, Germany, Italy, Netherlands, Portugal, Spain and UK typically do not require any special excise documents or fiscal marks, except in the following circumstances:

Italy and Portugal	Shipments that include wine require accompanying documentation Bottled intermediate products and bottled spirits require fiscal marks
France and Spain	All alcoholic beverages require fiscal marks In Spain, an exemption applies to spirits with an alcohol content of 1.5% or less and a volume of 0.5 litres or less
United Kingdom	Spirits with an alcoholic strength exceeding 35% vol. sold in retail containers of 35cl and above require a fiscal mark

PLEASE NOTE: It is the shipper's responsibility to ensure that the correct documentation accompanies each shipment of alcoholic beverage. Shippers are also responsible for the payment of any excise duty, and for any penalties or losses that Transland Group may incur in relation to the shipment of alcoholic beverages.

For shipments to/from the following areas:

- Isle of Man
- Channel Islands
- Canary Islands
- Gibraltar

an EORI number and/or documentation may be required (e.g. commercial invoice with VAT numbers for both shipper and receiver of goods and breakdown of items being shipped). **It is the shipper's responsibility to provide this information, so please check with Customs & Excise before shipping.**

RIGHT TO REFUSE SERVICE

Transland Group reserves the right to refuse service to anyone for any reason at any time. Should an online booking be refused, payment will be refunded to the credit / debit card used to make the booking.



GDPR / DATA PROTECTION

Transland Group is committed to protecting and respecting your privacy in accordance with the European General Data Protection Regulations (GDPR), which came into effect on 25th May 2018. The company has taken the necessary steps to protect customers' personal data.

You can view our updated Privacy Policy here: <https://www.translandgroup.com/privacy-policy>

Questions and requests regarding the above should be addressed to gdprqueries@translandgroup.com.