

Customer Checklist

I confirm and understand that:

1. I have received a copy of the rate card and the services have been explained to me.
2. The rates offered are based on volumes of pallets per month. Should volumes fall below this Walkers reserve the right to review the rates.
3. I have received a Pallet Dimensions sheet.
4. I will make all bookings via the Walkers portal online booking system only.
5. I have received, read and understood the terms and conditions of carriage, RHA 2020.
6. I have been informed of my terms of insurance cover namely:
 - Cover is
 - An excess of £50 will apply to each claim where the POD is signed damaged. For clean POD's the excess is £150
 - Any claim must be reported within 7 working days of the incident to insurance@walkers-transport.co.uk
 - A completed claim form must be added to the Resolution Centre within 14 working days of the incident
 - An insurance claim can only be advanced where a claused proof of delivery is evident
 - All goods carried are subject to RHA Terms and Conditions 2020
 - Consequential loss; the company cannot be held responsible and will not be held responsible for any consequential loss as per RHA terms and conditions 2020
7. I am aware Fuel Surcharge is an additional charge calculated based on the monthly average diesel price published in the AA Fuel Price Report.
8. I have been informed that payment terms are 30 days from end of month invoice date unless credit limit is reached before this time. We reserve the right to withdraw credit terms at any time if payment terms are not adhered to.
9. I understand that all invoices will be sent via email .
10. Refusals/returns are charged at 100% of the outgoing charge.
11. Re-delivery fees are charged at £25 per pallet space up to 14 pallets. 15+ pallet spaces are price on application.
12. Tail lift deliveries, booking in requirements and timed delivery details must be advised at the time of booking and be clearly stated in the booking made via the Walkers online booking system.
13. Deliveries are to kerbside only and drivers are not permitted to handle our customers' products.
14. Deliveries before 10am are not available in all areas and I am advised to check with Customer Services before booking.
15. Normal delivery is between 8.00am and 5.00pm Monday to Friday.
16. Drivers are permitted to wait at a delivery point for a maximum of 20 minutes, but I will be notified of any delivery problems whilst the driver is at the location.
17. We operate a "sign on glass" system whereby the recipient signs for the safe and complete delivery of the pallet or pallets in each consignment. The signature captured by the operative in the hand-held terminal at point of delivery is deemed to be proof of delivery. It is the responsibility of the recipient and supplier to identify specific items contained in each pallet or pallets.
18. Hazardous goods can only be carried in limited quantities and with an accompanying Safety Data Sheet.

Signature:

Print:

Title:

Company:

Date:

