



SHIP SAFELY

Just like you we want your consignments to arrive safely, securely and on time. Please use the following information as a guideline to help us both to achieve this.

PACKAGING

Your consignments are going to require handling during transit and we want to ensure that they arrive with the consignee in exactly the same condition as they left you in.

To reduce the possibility of accidental damage,

- The contents of your package should be packed using suitable protective inner and outer packaging materials appropriate for the type of goods that you are sending particularly if the items are fragile or contain liquids (Sturdy envelopes, boxes or containers, wooden cases etc) and they should be sealed securely.
- If you are shipping small but heavy items such as boxes of printed matter ensure that each edge of the package is taped.

Some materials are subject to minimum packaging requirements by law for transportation in which case we recommend that you use the services of a professional packing company.

ADDRESSING

Many packages look alike and we want to ensure that yours are delivered to the right place and on time so we need to be able to identify them.

So Please,

- Attach an address label or write the consignee's address directly on to every package.
- If your consignment is going to a Residential address please include a contact telephone number.

We use an automated routing system to send your consignment onto the correct delivery vehicle so please include as much information as possible in your delivery address – Consignee Name, House Number, Street Address, Town, Postcode and County. Failure to do so could delay your delivery.

LABELING & MARKING

Where appropriate each package should be clearly labelled and marked with,

- Consignee Address
- Your consignment number indicated on each package
- Any Special Delivery instructions
- Fragile or Hazardous labels
- If you are sending a multiple piece consignment please indicate this on each package.
Piece 1 of 2, Piece 2 of 2 etc.

PRE – ALERTS

If you require any service other than our standard service we need to receive a Pre-Alert from you detailing your exact requirements.

- You can use our website to send us a Pre-Alert.
- You can Fax your own Pre-Alerts to Customer Services on 02827 66 88 77.
- You can e-mail them to cs@timeexpress.com

We want to carry out your instructions to the letter and we work on the premise that the more people who know about your requirements the better.

Therefore we ask that you also copy our London Operations Department on Fax 01753 686246 and finally as a safeguard please give us a call to confirm that we have received your Pre-Alert.

INSURANCE

Whilst we make every possible effort to ensure that your packages are delivered safely and securely we strongly recommend that you insure your consignment for accidental damage, loss or delay.

We are unable to insure your consignments on your behalf and our liability is limited by our terms and conditions of carriage to a maximum of £100.00 or three times the tariff charged for sending your consignment.

VOLUMETRIC PACKAGES

If your package is physically large and not very heavy we convert the volumetric size into kilos to establish the volumetric kilo weight. If the volumetric weight is greater than the actual weight then the volumetric weight is used for charging.

To calculate the volumetric weight of your consignment simply multiply the Length x Depth x Width of each package in cms and divide the answer by 6000.