



Pallet Delivery

Terms & Conditions

Delivery

- Drivers will wait a maximum of 15 minutes when they collect or deliver packages.
- Our standard pallet delivery service is within 2-3 working days after the goods have been collected from Mutneys. Next Day/Dedicated Day/Time Slotted delivery is available for a surcharge.
- Deliveries are made between 8:30am - 5:00pm.
- Redelivery / attempted collections will be charged 75% of the original price
- Where the courier has obtained a 'clean p.o.d' (undamaged, clean at the point of delivery), any claim for damage will be rejected.

Damage Claims

- Claims for damage must be notified to us within 2 days and loss of goods within 5 days of delivery. Please thoroughly inspect goods at the point of delivery even if they are not to be used immediately. Claims presented after this time will be time barred.
- Photographic evidence must be provided in claims of damage.

Collections

- For collections, goods must be presented for carriage in a suitable manner, secured to a pallet and wrapped securely with shrink or banded.