

## PALLET POLICY

This policy applies to all clients of The Land Transport Group.

The Land Transport Group is committed to providing the highest level of service to its clients, therefore this policy has been created to provide concise advice to all clients involved in the handling of hire pallets.

- The Land Transport Group's preferred method of controlling pallets is by "**DIRECT CLIENT TRANSFER**" noting Land as the "carrier only".
- All pallets must be clean, free of debris and have all pallet boards intact for collection.
- Please **DO NOT REQUEST** exchange of hire equipment upon collection of freight.
- All hire equipment is to be transferred in accordance with the best practice policies released by the relevant hire companies.

Please note The Land Transport Group will only accept wooden pallets onto the relevant hire accounts, any other items/products will be promptly rejected from the account.

All plain pallets will be considered to be disposable and will not be returned to the sending parties.

Please ensure all pallets being transferred onto the relevant Land Transport Group pallet account have a **14-day delay applied to their effective date**. Neglecting to apply the delay days to the pallet movement may result in your transfer being rejected instead of being corrected.

Transfer dockets must quote either The Land Transport Group consignment note or pick up number as a reference number on the physical transfer docket, this enables complete transparency for the efficiency of pallet control.

Please ensure all relevant sections on The Land Transport Group consignment note are completed regarding the pallet type and quantity. Overlooking the importance of completing these details on The Land Transport Group consignment note may result in your pallet docket being corrected or rejected.

The Land Transport Group reserves the right to:

- Reject any movements deemed unrecoverable at the point of delivery.
- Correct any discrepancies of quantities.
- Amend any effective dates to impose the company wide delay days.

Investigations are to be submitted with all supporting documentation and within 90 days of the amendment to your movement. Clients are to supply copies of PODs and Signed Pallet transfer.

Management approval must be sought prior to an investigation commencement that exceeds the 90-day period.

Two copies of the transfer docket are required as a minimum and will need to be supplied along with all other documentation for the collection of freight.

Transfers being processed onto the relevant Land Transport Group pallet account must be submitted by the sending party to the relevant hire companies.

The Land Transport Group will not be held responsible for declaring any movement onto the relevant Land Transport Group account.

The Land Transport Group will not accept movements in excess of 180 days.

The Land Transport Group does offer two services for pallet movements at the time of delivery:

- **Transfers** – Account numbers and Trading terms must be supplied to The Land Transport Group (*Please ensure pallet dockets are signed with the POD*).
- **Exchange-IOU** – All efforts will be made to successfully complete a one for one pallet exchange at the time of delivery. Any unrecoverable pallets at the time of delivery will incur a run fee for collection of outstanding pallets. Lost or Broken pallets will be charged at the current rate of compensation to the customer invoice: \$36.50 excluding GST.

Daily hire fees could be imposed in the interim on pallets that remain outstanding in excess of 7 days.

This policy may be customised to suit individual and business requirements at the discretion of The Land Transport Group.