



2025/26 IOU Agreement – Effective 1st September 2025

RE: CHEP Hire Pallets Loan Request

In line with our revised Pallet Policy – Effective 1st August 2025, Pickering Transport has undertaken a review and made various changes to the way we interact with hire pallets. PTG identified various issues such as low availability of hire pallets, stock leakages, rising hire costs and associated time in dealing with pallets.

Our pallet policy details our preferred method of handling hire pallets, with senders to make a direct transfer from their CHEP/LOSCAM hire account to the receiver's pallet account. Please visit our website to read our policy and apply for a hire account directly with a pallet supplier. www.ptg.com.au/pallets

As such, you may wish to apply for as an interim measure the loan of pallets directly from PTG. We can only provide pallets to customers on very limited circumstances, subject to availability and the following conditions apply:

A signed copy of this letter must be received & acknowledged by PTG.

- A booking request must be made in advance to supply empty pallets (7 days is preferred)
 - Separate freight charges (i.e. Fuel Levy) apply and we may wish to elect a combined freight booking with any outbound freight that you may have to save costs where possible.
- \$1.50 supply fee per pallet will be charged to issue empty pallets an additional \$55 local delivery will be applicable (this can be credited back, if you have a corresponding booking on the same day and booking number is provided at time of empty pallet booking. A minimum of 15 pallets will be supplied at anytime, which translates to 1 pallet space on a PTG truck.
- A Rental Fee of 25c per day, per pallet, is payable from the date of issue until either:
 - Pallet is transferred to receivers CHEP account after any relevant delays
 - Pallet is returned to PTG in clean working order
 - A de-hire fee of \$1.50 per pallet is payable
 - A booking is required to be made for all empty pallets dropped into depot or collected from grower.
 - Or Pallet is declared non-recoverable & the customer elects to terminate the hire and pay a restocking fee of \$55 in addition to rental charges accrued.
- In the event the receiver of goods transported on CHEP does not have a valid pallet account, then they must exchange CHEP pallets or you will be charged a restocking fee of \$55 per pallet.
- You will be required to provide a monthly stocktake of hire pallets on hand when requested and agree to allow reasonable access to verify balances in line with CHEP's own T&C, as they retain property rights.

- An administration fee for pallet handling will apply to all IOU accounts issued 500+ pallets in a season, the fee charged is applied using a tiering system. Refer to tiering pyramid attached for applicable fees.
- Customers issued less than 500 pallets will not incur an administration fee for pallet handling.
- Alternatively you can open your own CHEP account at agreed rates negotiated for growers transporting produce with PTG. Produce growers are supplied pallets before transport companies during fruit seasons and account can be placed on hold when not required.
- You are requesting loan pallets for the sole purpose of transporting freight with PTG and any pallets sent with other carriers will be deemed non-recoverable and relevant fees will be charged.
- We highly recommend customers use our online Pickup Request form for hire pallets.
- The above terms & conditions are in addition to our general freight T&Cs. We will update you with any changes as required. Please refer to our website for the latest information.

Pallet Loan Request & IOU Hire Agreement

Customer Code: _____

Customer Business Name: _____

ABN: _____ Date of Request: ____ / ____ / __2025__

CHEP Account Number: _____

Email Address: _____

Authorised Person (Print Name): _____

Signed By: _____

We acknowledge the above-mentioned terms and agree to be held liable for pallets held in our possession or used to transport our goods. We agree that our freight may be held if our account is outside of agreed trading terms (inclusive of pallet hire charges) and will be liable for any collection recovery charges raised.

Please return a signed copy for your request to be actioned.

Kind Regards,
Angela Conway

PTG Group Pallet Controller
Pickering Transport Group
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