



Customer guide for vehicle and tail-lift deliveries



**Ensuring your delivery
first time, every time**



TPN. THE Pallet Network



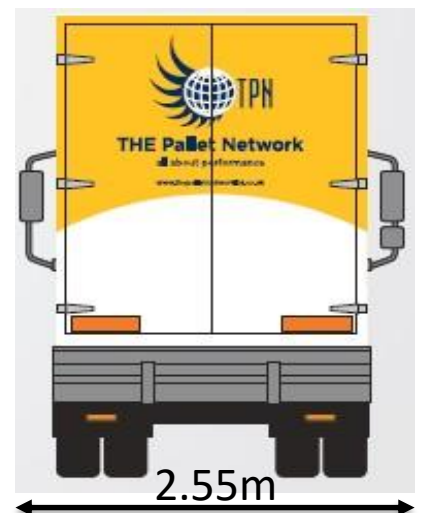
Standard vehicle dimensions

18-tonne vehicle dimensions



Payload is 9 tonnes. Tail-lift weight max. 1000kg

7.5-tonne vehicle dimensions



Payload is 2.4 tonnes. Tail-lift weight max. 750kg

Note: Palletised goods requiring delivery on a tail-lift must be able to safely and comfortably fit through the rear door aperture of the vehicle.



TPN Tail-Lift Delivery Considerations

What we can do...

How you can help...

Pallet dimensions and weight



Length: 120cm Width:120cm
Height: ¼ pallet 60cm; ½ pallet 100cm; full pallet 220cm
Weight: ¼ pallet 250kg; ½ pallet 500kg; full 1,250kg
The maximum weight for a tail-lift delivery is 1000kg.

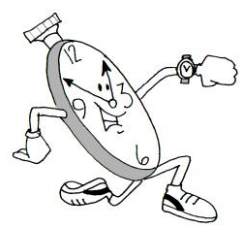


Who are we delivering to?
Please provide the full delivery/site address including postcode. Give us at least two phone numbers to make sure our driver can get in touch.

Maximum slope




We can only use a tail-lift on level ground, not slopes.



When?
Make sure you pick a delivery date you can be present for. Otherwise our driver will have a wasted journey and you could incur additional charges.

Unloading Facility



Deliveries will be made using a manual pump truck.
Note: This is a kerb side delivery service.



Where are we going?
When you place your order, please tell us about any access restrictions so we have the right vehicle and equipment. This saves us a wasted journey and you additional charges.

Ground Conditions




Deliveries can only be made on hard, even ground. We cannot pull over gravel, loose stones, cobbles or grass.
We cannot pull pump trucks over very high kerbs.



How are we unloading?
The freight must be suitable to offload via a tail-lift vehicle. If not, make sure the delivery site has a forklift truck.
We must abide by health and safety rules at all times.

Road access restrictions



Make sure we know about any road restrictions: height, weight, no parking, narrow lanes, or pedestrian crossings or anything else.



Who is signing?
A responsible adult, 18 or over, must be on site to sign for the delivery. If there isn't anyone to sign for it, you may have a later delivery or additional charges.



TPN Guidelines

THE Pallet Network Ltd (TPN) operates the following rules in relation to tail lift deliveries:

- We offer a kerbside delivery service only.
- The driver is not authorised to carry goods up or down steps or through a property.
- The delivery driver will be able to wheel the pallet with a pallet truck as far as possible, but is not able to remove goods from the pallet or take the pallet away.
- Whilst our drivers are instructed not to take their vehicle off the roadway to make deliveries, our driver will make every effort with your delivery to meet your requirements.
- If you require the driver to leave the roadway, it will be at your own risk.
- All freight that is due for delivery on a tail lift vehicle must be secured to a pallet that is accessible from all four sides and have sufficient opening for a pump truck.

Please Note:

- All deliveries are made in accordance with the RHA conditions of carriage.
- Once the proof of delivery (POD) has been signed by the customer or on behalf of the customer, no subsequent claims can be made against the delivering company as the POD is signed acceptance that the order is complete and intact.



TPN. THE Pallet Network
all about performance