



AVOIDING POTENTIAL DELAYS

To avoid delays and ensure that your shipment is collected and delivered on time, please consider the following:

Preparation at the Pickup Location

Please ensure that the pickup location is fully prepared and accessible at the time of booking. This includes:

Finalizing Necessary Arrangements

Make sure all logistical preparations are complete, and the shipment is ready for pickup at the time of placing your order with us. Ensure there are *no obstacles or issues that could prevent the shipper from releasing your order*, facilitating a smooth collection process.

Providing Essential Information

Ideally, please provide us with the *warehouse working hours* and any *relevant details that will help us identify your order*. This should be done in advance to avoid the need to ring or write ahead to arrange the collection with the sender.

Ensuring Accuracy at Pickup

Ultimately, *it is the sender's responsibility to load the correct order as booked*. Our drivers will load the items provided to them, and we cannot be held accountable if a different order is loaded by mistake. We appreciate your cooperation in ensuring the right items are ready for collection.

Ensuring Timely Pickup

If we must ring or write ahead and the contact person is not immediately available, this could result in delays. Therefore, providing all necessary information upfront is crucial for a timely and efficient pickup.

Driver Time Constraints

Please be aware that drivers arranging **small domestic collections** typically have only **15-20 minutes** to complete their collection. If there are any discrepancies or problems during the collection, the driver may not have the time to communicate these issues back to you for resolution. In such cases, the driver may have to leave without completing the collection, and there is a chance that a **charge for a wasted collection** could be applied.

By ensuring that the pickup location is fully prepared, and all necessary details are communicated in advance, you can help us avoid **delays and additional costs**, ensuring a smooth and timely collection process.