



Transport Services Ltd

FREIGHT MANAGEMENT TRANSPORT SOLUTION

FREIGHT FORWARDING – CONTRACTED TRANSPORT

FROM 7.5 TONNE TO SPECIALIST TRANSPORT INCLUDING ABNORMAL LOADS

General terms

1. Jobs are offered on a
 - a. Same day delivery, one-way basis unless otherwise stated at time of booking.
 - b. Day one for Day 2 one-way basis unless otherwise stated at time of booking.
2. Upon receipt of a request from KT's Transport Services Ltd for provision of the Services ("Specific Job Request"), where 'The Supplier' is unable to supply the haulage services to KT's Transport Services Ltd for any reason whatsoever: -it shall notify KT's Transport Services Ltd immediately (no later than 30 minutes after initial request) and suggest an alternative solution for provision of such haulage services ("Alternative Solution")
3. Failure to operate within insurance and operator's license will result in immediate termination and suspension of payments whilst any losses and damages are established
4. All vehicles must be maintained to Driver and Vehicle Standards Authority (DVSA) standard.
5. If the driver is required to stop as a result of a breakdown,
 - a. Inform KT's Transport Services Ltd
 - b. Ensure that the vehicle is in a safe and secure location.
 - c. Ensure that the vehicle is under security surveillance or the driver's surveillance.
 - d. If necessary, transfer loaded trailer to another vehicle to ensure delivery requirement.

Capacity:

All Curtain Sider or Flatbed vehicles shall carry a Minimum of 13 Ratchets and Straps for a Tautliner and 15 For a flatbed, with a minimum carrying capacity of 28 tonnes. Unless otherwise agreed

Curtain sided Vehicles must be minimum of 4.2m High and 13.6m Long unless otherwise agreed in writing.

All Rigid Vehicles shall have a carrying capacity of 16 tonnes.

Collection

Prior to collection the Supplier shall ensure, that an ETA is provided along with registration number and drivers name,

- Drivers will be required to arrive at collection address for loading with enough time to load and deliver their product to meet the stated delivery time.
- Upon arrival at collection address Drivers must park safely and book in/make site aware of arrival, Driver name, vehicle reg, trailer no, job no and destination. (if for any reason Driver is unable to leave vehicle then Driver/Haulier must inform KT's Immediately. KT's will book vehicle in, establish any delays/issues, aiming to efficiently execute loading process



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- People who cannot speak or understand English will be unable to access the sites for health and safety purposes' and will be turned away

The driver shall not leave the collection site until:

1. The load is secured in accordance with the guidelines – load security guidelines
2. Delivery documentation matches product loaded
3. Delivery documentation is complete, also load is complete
4. Delivery documentation has correct delivery address as to the one provide By KT's transport
5. Driver understands customers' requirements for POD's - IE Signatures, Names, Times

Securing the Load

1. The load must be secured to the trailer using webbing straps and/or chains.
2. The load must be secured to the chassis of the trailer or rated attachment points
3. Rope hooks are not suitable attachment points.
4. If indicated the load must be sheeted.

Further information can be found here <https://www.gov.uk/government/publications/load-securing-vehicle-operator-guidance/load-securing-vehicle-operator-guidance>

Delivery

1. Driver must make KT's Transport aware 40 mins prior to arrival
2. On arrival to delivery address driver must book in
3. Establish site procedures and rules and adhere to them
4. Establish any delays with being unloaded, if so inform KT'S immediately
5. Follow instructions onto unloading area/bay & Adhere to **ALL** site Health & Safety Rules
6. Remove load restraints,

The driver shall not leave the Delivery site until:

Goods are signed for, On Delivery paperwork provided this must include

1. Date
2. Printed name,
3. Signature & Date
4. Drivers Registration

Details of Arrival and departure times

What is required on completion?

1. POD's 'MUST' be emailed to accounts@ktstrans.co.uk in PDF format, we do not accept poor quality POD copies or copies taken on a mobile phone.
2. All original hard copy PODs 'MUST' be returned to us within 7 working days.



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3. Failure to submit will result in delayed payment, if no POD can be produced within 30 days then a letter of Indemnity must be issued, by supplier
4. All PODs 'MUST' have KT'S job no driver and customer names printed and be signed and dated by both driver and customer to ensure payment.
5. POD's with multiple pages ALL pages must be signed and returned.
6. KT's Transport Services Ltd cannot be held liable for lost PODs and reserve the right to refuse or withhold payment for any given job for which a POD is missing.
7. No such activity shall be carried out by KT's Transport Services Ltd in cases where KT's Transport Services Ltd have secured payment from their customer for such loads.
8. All pod's must be complete, clear and understandable. POD's must include full name of receiver and driver, delivery date and time and receiver and driver signatures.

Pricing, Charges & Payment

1. Fixed rates per job, on accepting Job rate is accepted, all unauthorised haulier charges will be dismissed.
2. Payment is 45 days after verification of POD, and Purchase order being issued.
3. Invoices must be sent with POD to accounts@ktstrans.co.uk
4. Invoices must be made out to KT's Transport Rufus Centre, Steppingley road Flitwick, Bedfordshire, MK45 1AH

Cancellations

1. No liability for cancellation cost will be accepted for work cancelled.
2. 50 % Cancellation charge is payable if driver is on site and no alternative load can be offered.
3. No Liability for cancellation if supplier "pulls out" on his own accord.
4. No cancellation charge if an alternative load has been offered.

Waiting Time

1. 'The Supplier' shall report all site arrival and depart times, delays, and problems as soon as they occur and regardless within 30 minutes of occurrence. No liability can be accepted for waiting time prior to KT'S being aware of any issues.
2. No liability will be accepted for any Delays that KT's was Unaware of in writing.
3. No waiting time is paid for drivers breaks, taken during waiting.
4. Waiting time is only payable on approval and evidence of a copy of Drivers Tacho and vehicle tracker report, evidence must be supplied within 7 days of completing the job
5. The Supplier cannot claim waiting time or return to works payments if arriving late nor can they claim for time in advance of a booking time.
6. All waiting time is payable at £35.00 per hour as of 1st April 2022
7. Agreed waiting time is payable to the nearest 15 mins

Surcharges

REGISTERED OFFICES: RUFUS CENTRE, RM33 STEPPINGLEY ROAD, FLITWICK BEDFORDSHIRE MK45 1AH

COMPANY REG: 08680182 VAT REGISTRATION: 287 1768 55



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Surcharges are not accepted by KT's Transport, Load rates are agreed at time of booking.

Re-delivery & redirection

Incorrect address details

If the redirection has been caused by an error of KT's transport Services, and you are already at the incorrect address, a redirection charge is applicable of £1.20 per loaded mile.

Redelivery

In the event that you arrive within 15 minutes of the site closing and you return to your base due to driver inability in staying out this is the responsibility of the haulier, and no additional charges will be payable.

Missing stock or damaged Goods

In the event of missing or damaged goods, the Suppliers Goods In transit insurance will be passed directly to the collection point and will be dealt with directly between supplier and claimant.

Any damage to any of the collection or delivery points premises will be the responsibility of the haulier and any costs encountered will be passed directly to the supplier.

Returned Goods

In the event that a load needs to be returned to collection point, the same load value is payable.

Incorrect Load

In the event that the load has been loaded incorrectly by the fault of the site, a redirection charge will be applicable from the location the driver was advised a tracker report will need to be provided to evidence this

Property Damage

Damage to collection or delivery location property proven to be the fault of the supplier's driver and or vehicle will be payable by the supplier.

Monies will be held from any outstanding balance held with KT's until such time the damages are rectified and paid for by the supplier.



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Damage to a vehicle

Damage to a vehicle during transit to the collection or delivery point is the responsibility of the supplier.

In the event damage has been caused at time of loading and unloading, KT's transport must be notified immediately a statement of fact will need to be produced by the driver and signed and dated by the person liable photo evidence must be taken.

Accidents

In the unfortunate event of an accident on site, the driver must report this immediately to KT's offices, driver must not leave site till the following is completed.

1. A detailed written account of what happened to include date, time and registration of vehicles along with the named people involved, and the supplier's company name
2. A sketch of the incident along with Photograph of any damage to both parties' vehicles
3. To be signed by all parties involved

Any trackers or camera footage must be provided to KT's offices within 7 days to enable KT's to establish liability.

If proven to be the fault of the supplier then monies will be held from any outstanding balance held with KT's until such time the damages are rectified and paid for by the supplier

If proven to be the fault of a third party, then normal invoicing terms will apply of 45 days from date of invoice

These terms and conditions override any offered by the supplier