



Frequently Asked Questions - Pallet delivery

How do I send a pallet?

Pallets are used for **heavy items, large items** or a **collection of goods** that are being shipped together. They support the weight of the item(s) you are sending then slotted into an appropriate vehicle to get your goods to their destination securely. A forklift is used to lift the pallets or power assisted pump truck and vehicle tail lifts.

In order to book a pallet delivery you must supply your own pallet and wrapping (we can provide pallet and wrap for an additional charge) make sure the pallet is stable for transportation as the whole pallet will tilt when lifted.

If your goods are too large for the pallet shipping size, height or weight restrictions, you can consider our two-man delivery service, Retail Plus or dedicated courier option.

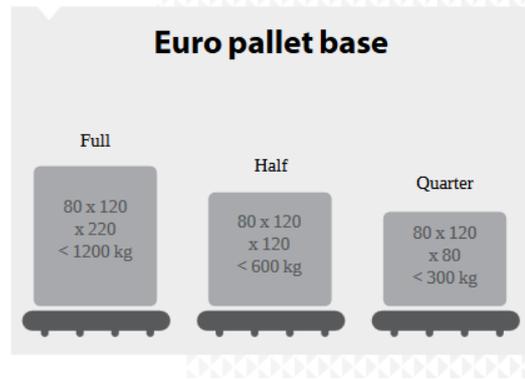
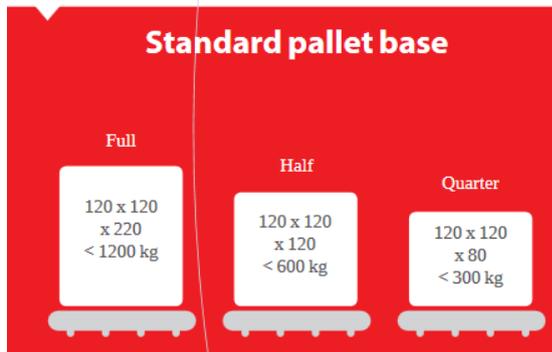
Sending multiple items

If you're sending a pallet of goods, it's important **not** to think of them as one item because they are all on one pallet. Think of them as many items and give them each the same attention you would if you were sending each parcel separately. You must make sure all the goods on your pallet are individually well packaged to protect them during transit.

What are the size, weight and height restrictions?

There are 6 different standard sizes for pallets: **Full, Half, Quarter, Standard UK or EUR pallet**

Domestic UK



Full Pallets

The following **three restrictions all apply** for size, weight and height:

1. Goods must not be bigger than the 1.2m x 1.2m base
2. Goods must not weigh more than **1200kg**
3. Goods must not sit higher than **2.2m** including the pallet base.

Half Pallets

The following **three restrictions all apply** for size, weight and height:

1. Goods must not be bigger than the 1.2m x 1.2m base
2. Goods must not weigh more than **600kg**
3. Goods must not sit higher than **1.2m** including the pallet base

Quarter Pallets

The following **three restrictions all apply** for size, weight and height:

1. Goods must not be bigger than the 1.2m x 1.2m base
2. Goods must not weigh more than **300kg**
3. Goods must not sit higher than **0.8m** including the pallet base

Irregular sized pallets

If you have a non-standard size pallet for UK or international delivery, we can quote for this.

Can I send engines by Pall-Ex?

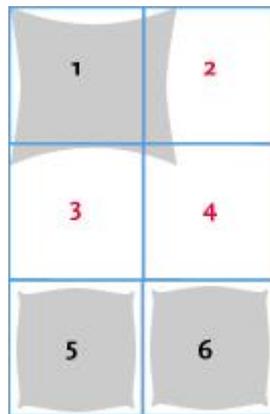
Engines are on the prohibited list however if they are fully drained and packaged properly then they can be sent via our network. We will accept engines if they are **completely** flushed of oil and are dry. The dipstick must also be accessible for the driver to check it.

What happens if my item overhangs the pallet?

If you have a particularly large item you can book extra space to accommodate this. Physically, only one pallet can be lifted for transportation, but you can book space on the lorry for the **width** of two pallets.

What counts as overhang?

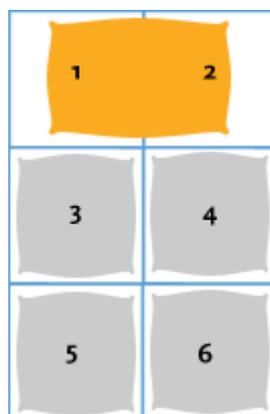
Overhang is overhang, whether it is 1cm or 10cm - if your item is not **fully** contained within the pallet base then it does not fit. We load pallets side by side in rows. If your goods overhang your pallet it means another pallet cannot be slotted in next to it and you will be charged for this extra space or your pallet refused altogether:



Booking extra space for larger items

If your item overhangs one pallet, you can book **space** for two pallets to accommodate this. However, pallets are lifted by a forklift, which only has two prongs. This means only **one physical pallet** can be lifted at a time. The maximum extra space allowance is two pallet widths (2m) and the goods must still sit within the 1.2m depth:

You can then book and pay for two pallet spaces and your one physical pallet can be loaded in to the lorry with the goods taking up the space either side:



Surcharges

If your item overhangs the pallet and you haven't booked extra space, either your pallet will not be collected at all, resulting in a **failed collection charge**, or your pallet will be collected and you will be asked to pay a surcharge. Either way, you will need to pay extra for your shipment.

Can I load my pallet at either angle?

When you measure your item you may find it is the perfect size to fit a pallet. However, it must fit the width **and** depth of the pallet base appropriately to be accommodated.

What is pallet wrapping?

Your item must be on a pallet and wrapped before the driver arrives. Pallet wrapping (like cling film) **secures your goods to the pallet** ready for transportation. Wrapping provides **no protection** for your goods and they must already be well packaged. We can offer pallet and wrap service, please ask for rate and advise BEFORE collection is booked

Engines

If you are shipping an engine and the pallet is shrink wrapped, there must be a hole in the shrink wrap, so that the driver can access the dipstick to check the engine for oil.

What access is needed for pallet trucks?

Pallet collections and deliveries are usually made by large **18.5 tonne** Lorries think Bin Lorry! This means that access at both the collection and delivery points needs to be suitable for large vehicles. We can request that vehicles have both a tail-lift and pallet truck (pump truck) to help at locations where there is no forklift available.

Restricted access

If you have access issues to either premises, there is the option to request a 7.5 tonne lorry. Please advise at time of booking

Are pallets stacked on top of one another?

Palletised goods may be stacked on top of one another, unless specified.

Larger pallet Lorries may have two levels inside, so that they can stack pallets two rows high, but the pallets themselves sit on metal supports and not on top of one another.

Should I sign for a damaged pallet?

Report any damage at the time of delivery.

If you sign for a pallet, but don't report damage upon delivery, it is assumed you are signing for receipt of the palletised goods in good condition. Write "DAMAGE" next to your signature if the goods cannot be refused and notify Harbour Customer Service straight away

IF IN ANY DOUBT, PLEASE SPEAK TO A MEMBER OF THE TEAM WHO WILL GLADLY AND HAPPILY ASSIST WITH ANY QUESTION OF QUERY YOU HAVE.

The difference is the service

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