

Logistics

Whilst we are able to manage all aspects of the production of your graphics internally, we do sometimes have to rely upon external delivery companies to provide an economical solution to deliver your items.

TNT are our recognised, preferred supplier for next day, overnight and timed deliveries, but they do operate outside of our control.

Though we will make every effort to help if you have problems with your shipment, we unfortunately cannot be held responsible or accept any liability for costs arising due to delayed or lost consignments.



UK Deliveries

We run a van to within a 40 mile radius of our factories at Keighley on a daily basis and where possible we will always try to use our own delivery van to ensure the safest possible transportation of your graphics. However, whilst we will try to accommodate either morning or afternoon, we cannot guarantee a timed service.

Our delivery charges for this service are as follows;

Delivery towards Bradford within 10 miles of BD21 4PJ **£10.00**

Delivery towards Leeds within 20 miles of BD21 4P **£30.00**

Delivery towards York within 40 miles of BD21 4PJ **£60.00**

If the cost of a dedicated vehicle proves uneconomical and an overnight courier is to be used, there are a number of things you should be aware of and that you can do to help avoid problems with your shipment, such as providing us with the following information;

- > Full name of the intended recipient
- > Telephone number for the intended recipient*
- > Full name of the company to receive the items
- > Full address to include the post code
- > Your e-mail address to receive online tracking details

***Please be aware that if the shipment is to travel overseas a landline number of the intended recipient is required.**

The maximum package size for standard overnight delivery should be no more than 3600mm (L) x 1800mm (w) x 2100mm (H). Packages exceeding this overall dimension are classed as "awkward freight". TNT are still able to ship over this size, however we do require 24 hour notice to organise this for you and is subject to additional costs, which we are happy to quote for you at the time.

TNT Delivery Charges



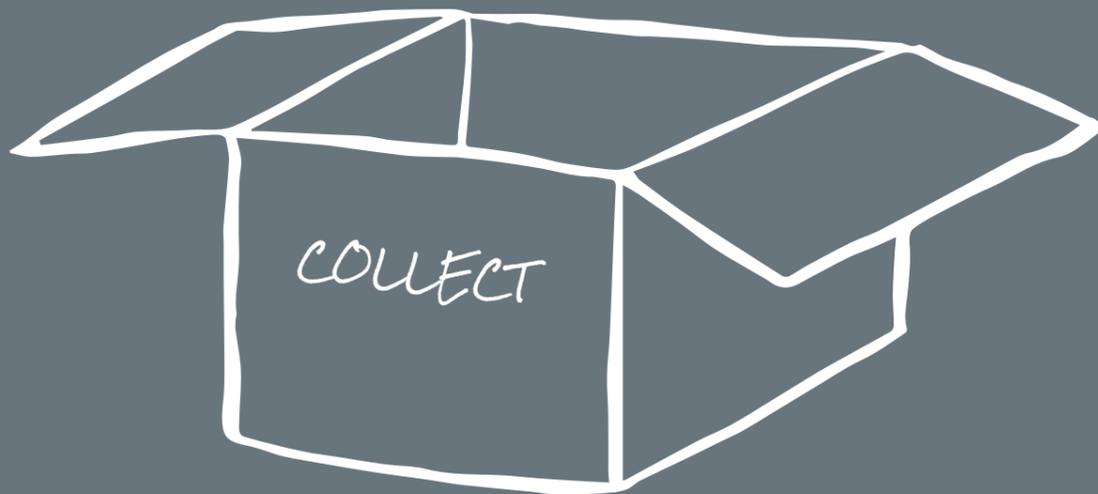
	Delivery time	Weight of consignment	Additional weight	Additional services
MAINLAND UK (Exc. Scottish Highlands)	Express 12.00 Express 10.00 Express 9.00 Express	1-20kg £25.00 £34.00 £39.00 £45.00	21-100kg 0.65 kg £0.65 kg £0.65 kg £0.65 kg	Add per consignment Saturday delivery £30 Saturday Collection £30 Isle of Wight delivery or collection £15
NORTHERN IRELAND (9.00am Express Belfast only)	Express 12.00 Express 10.00 Express 9.00 Express	£44.00 £54.00 £59.00 £62.00	£2.10 kg £2.10 kg £2.10 kg £2.10 kg	Saturday delivery £30
HIGHLANDS (North of Aberdeen) CHANNEL & UK OFF-SHORE ISLANDS	Express	£44.00	£1.30 kg	

Collections

On some occasions we are required to organise collection of goods which are to be returned to us. This can be challenging as it requires communication between us, you the client, TNT and the contact at the collection point. It is important to note that TNT will only make two attempts to collect. Delays and charges will be incurred if both attempts are unsuccessful, so again to aid the smooth management of this process, there are a number of things TNT will require:

- > Full name of the contact at the pick-up point
- > Telephone number for the contact at the pick-up point*
- > Email address for the contact name provided
- > Full company name of the pick-up point
- > Full address to include the post code
- > Opening hours
- > Number of packages
- > Size and weight of each package

*Please be aware that landline number of the pick-up contact is required.



European Overseas Delivery

On some occasions we are required to organise collection of goods which are to be returned to us. This can be challenging as it requires communication between us, you the client, TNT and the contact at the collection point. It is important to note that TNT will only make two attempts to collect. Delays and charges will be incurred if both attempts are unsuccessful, so again to aid the smooth management of this process, there are a number of things TNT will require:



- > Full name of the contact at the pick-up point
- > Telephone number for the contact at the pick-up point*
- > Email address for the contact name provided
- > Full company name of the pick-up point
- > Full address to include the post code
- > Opening hours
- > Number of packages
- > Size and weight of each package

***Please be aware that if the shipment is to travel overseas a landline number of the intended recipient is required.**

The maximum package size for standard overseas delivery should be no more than 2400mm (L) x 1200mm (w) x 1500mm (H). Packages exceeding this overall dimension are classed as "Awkward freight" TNT are still able to ship over this size, however we do require 24 hour notice to organise this for you and is subject to additional costs, which we are happy to quote for you at the time.

Overseas Delivery Outside of the EU

Delivering outside of the EU is significantly different, in that import taxes and duties are applied by customs of the country receiving the goods. We submit a commercial invoice to accompany the goods, detailing the value and the type of goods that are being sent. Upon receipt of the goods and the commercial invoice, customs then calculate how much duty must be paid. The recipient is then responsible for paying this duty. In some cases we can pay the duty on your behalf to avoid delays however this will not automatically be the case and we must have that as an instruction from you and the cost must be reimbursed by means of a follow up invoice to yourselves. Unfortunately this cannot be included in the initial cost of carriage, as this cannot be calculated prior to despatch.

If goods cannot clear customs within a set timeframe, then the goods will either be returned to us or depending on the country and circumstances could be destroyed, so again to limit the risk of delays, problems or in worst case scenario the following information should be supplied:

- > Full name of the intended recipient
- > Telephone number for the intended recipient*
- > Email address for the intended recipient
- > Full name of the company to receive the items
- > Full address to include the area code
- > Your e-mail address to receive online tracking details

***Please be aware that if the shipment is to travel overseas a landline number of the intended recipient is required.**

The maximum package size for standard overseas delivery should be no more than 2400mm (L) x 1200mm (w) x 1500mm (H). Packages exceeding this overall dimension are classed as "Awkward freight" TNT are still able to ship over this size, however we do require 24 hour notice to organise this for you and is subject to additional costs, which we are happy to quote for you at the time.

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