

PROCEDURE GUIDE



TRAFFIC PROFILE - 1MAN

> No single package to exceed 50kg in weight or no one package to exceed 127kg cube (unless placed on the 2Man service, this will be charged accordingly).

> No single package to exceed 3.2m in length.

> Any single consignment over 20 items will be charged as 2 consignments or multiples thereof.

> No single consignment to exceed a total gross weight of 250kg.

> Any single consignment exceeding 250kg will be charged as 2 consignments or multiples thereof.

>> No hazardous or dangerous goods unless within limited quantities threshold.

> No fireworks/firearms or any type of pyrotechnics.

> Goods should be packed sufficiently to withstand multi handling and consolidation with other goods.

> Glass items are carried at sender's risk.

TRAFFIC PROFILE - 2MAN

> Any single consignment over 10 items or grossing more than 350kg in weight, will be charged as 2 consignments or multiples of.

> No single item to exceed 4m in length.

> No single item to exceed more than 150kg.

> No stacked items.

> Items should be sufficiently packaged to travel through the network.

> No hazardous or dangerous goods unless within limited quantities threshold.

> No fireworks/firearms or any type of pyrotechnics.

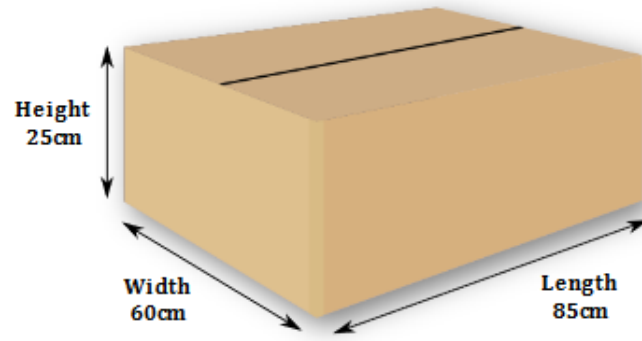
> Any consignment volumising over 600kg will require a dedicated vehicle and charged accordingly.

> Gym equipment delivered to ground floor only.

VOLUMISATION

As with all carriers, you have been issued a rate card which details your prices for sending goods based on the weight of the items however, at times you will send goods which are light in weight, but large in volume, because of the amount of space these goods will take up, on both our trunk and delivery vehicles, we use an industry standard conversion, based on the size of the goods to determine their volumetric weight.

Using the diagram below, we multiply the height x width x length to give us the value of 127500.



Using this figure of 127500, if the parcel is being despatched to a location within the mainland United Kingdom, we then divide by 5,000 generating a volumetric weight of 26kg.

If the parcel is being despatched to a destination other than the mainland United Kingdom, we then divide the figure of 1275000 by 3,000 which generates a volumetric weight of 43kg.

CLAIMS

In the unlikely event that you will need to make a claim, please be aware of the following:

There are two levels of insurance, Overnight and Economy - the standard rates of insurance for these levels are as follows:

- **Overnight, £10.00 per kilo**
- **Economy, £5.00 per kilo**

Compensation is paid out on either the weight of the goods, or the cost prices of the goods, whichever is the lowest. Compensation is always issued via a credit note offset against your account.

On each claim there is a £25 excess, meaning that either £25 will be deducted from your claim amount, or if the claim is under £25 you will be entitled to a refund of your carriage.

On every consignment sent, you have the option to take out extra insurance, this is chargeable at a rate of £5.00 per £1,000 of cover, up to a maximum of £5,000 (£100 maximum insurance cover for third party and international deliveries) and depending on the amount you take, will cover you for the full cost value of the goods. Please note that this will still be subject to the £25 excess. (additional insurance applies to Mainland UK only).

Charges are made per £1,000 or part thereof (example: if you insure your goods for £1,500, you will be charged £10.00).

There are strict deadlines as to when you have to submit a claim, these are:

Loss/Part Loss - 33 days from date of dispatch (incl. weekends and public holidays)

Damage- 7 days from date of delivery (incl. weekends and public holidays)

Incorrect/Late- 7 days from date of invoice

These have to be submitted via the online portal, please also provide a full description and invoice to substantiate the cost of the goods along with the consignment number and reason for claim.

You may contact claims@xdp.co.uk with any queries once the claim has been submitted.

In either case, the proof of delivery must be marked accordingly, for example: 1 short or box damaged. If your customer signs for the goods without noting a discrepancy on the proof of delivery, your claim will be denied (please note, signing unchecked, unseen etc will not be accepted for claims purposes).

Your goods should always be sufficiently packed to travel through a freight network, if insufficient packaging is used, we will not accept any claims.

In the event that goods lost are of a lower value than carriage charges, you can elect to have the carriage charges credited instead of an insurance claim.

Goods may be requested for inspection for damaged claims.

Appeals must be put in writing, addressed to the claim's manager.

**WE'VE
GOT IT**



WWW.XDP.CO.UK