



## **Position & Unpack**

### **Service:**

The delivery of palletised consignments to a pre-agreed location and removal of packaging. This service may be carried out on a 1 or 2 person team, dependant on product and H&S requirements.

This service is subject to the following terms & conditions and excluded from Next day service:

- The delivery point has clear access and adequate parking for 18t vehicle
- The delivery point does not require specialist delivery equipment or additional manpower over and above the standard equipment held on the vehicle as defined below.

We will position the unit, unpack and remove the packaging, subject to the following terms & conditions:

- The unit is to be positioned to a ground floor or to a position that is achievable using the delivery equipment as defined below in the packaging (ie equipment can be positioned in the final installation location without additional equipment or site modifications). Deliveries can be made to a higher floor only if a service lift is available with a suitable weight limit and size to take the unit, the delivery team and the delivery equipment.
- The unit is within a pre-approved list of products as being safe to unpack with a standard delivery team.
- Crated units, and units on feet rather than castors, are excluded unless expressly authorised.
- The delivery team are not responsible for any form of installation including plugging in the unit.
- The unpack and placement is achievable within the allocated delivery time (45 mins). Time on site over this period should be booked in advance wherever possible. If not pre-advised, time on site is subject to route availability. Waiting time charges will apply.
- The customer is responsible for protecting their flooring throughout the positioning of the unit. The driver will take reasonable care when making a delivery.
- A full and comprehensive site survey is to be provided for any positioning service requiring anything other than a standard Unpack & Position delivery.
- Packaging will be returned back to Price Transport site for disposal. Packaging can remain on site if requested by the consignee or there is permission to dispose of at the consignee facility.

*Please note: PRICE Transport reserve the right to revert to a kerbside delivery or rearrange a chargeable re-delivery should we believe the position and unpack service required by the consignee have the potential to cause injury or damage to the unit and / or site / or delivery team. Where a kerbside delivery is made in this instance, this will be clearly documented and any subsequent damage claims not accepted. Price Transport reserve the right to not unpack any unit deemed to be too heavy or unstable to be unpacked by the crew at the delivery point.*

### **Standard Delivery Equipment**

- Pallet truck
- Sack truck

The ability to position inside will be determined further by the height and width clearance of any doorway, stairway or route to final position at the consignee's premises. Anything outside of the above will require a survey and may incur extra costs in terms of the use of a stairwalker, alternative lifting equipment and/or extra manpower and time on site.