Terms & Conditions of Carriage

These Terms & Conditions incorporate the principles of the UK Road Haulage Association (RHA) Conditions of Carriage where applicable. In the event of any conflict, applicable law shall prevail.

1. Acceptance of Bookings

All bookings are subject to vehicle availability and acceptance. Quotations are based on the information supplied by the customer. Incorrect weights, dimensions, addresses or service requirements may result in revised charges.

2. Customer Responsibilities

Customers must ensure goods are correctly packaged, labelled, accurately declared and suitable for transport. The customer is responsible for ensuring lawful contents and providing any required documentation.

3. Collection & Delivery

Delivery times are estimates and are not guaranteed unless expressly agreed in writing. Delays caused by traffic, weather, customs, ferry disruption, mechanical failure or events beyond reasonable control shall not constitute breach of contract.

4. Waiting Time

15 minutes loading/unloading time is included. Thereafter waiting time is charged at £35.00 per vehicle per hour in 15-minute increments.

5. Driver Assisted Handball

Standard pricing assumes mechanical loading/unloading. Driver-assisted handball after the first 15 minutes is charged at £55/hour. Two-person handball is charged at £80/hour. Manual handling is subject to health and safety requirements.

6. Cancellation Charges

More than 24 hours: no charge. 12–24 hours: 25% (minimum £20). 4–12 hours: 50%. Less than 4 hours: 75%. Vehicle dispatched/on site: 100% of transport charge.

7. Aborted Collections & Failed Deliveries

If goods are unavailable, inaccessible, incorrectly addressed, inadequately packaged or delivery cannot be completed, additional charges including redelivery, storage, return mileage and waiting time may apply.

8. Repeat Cancellations

More than three cancellations within any rolling 90-day period may result in prepayment requirements, deposits, revised credit terms or account review.

9. Additional Costs

The Company may recover reasonable additional costs arising from inaccurate booking information, extra mileage, tolls, ferry charges, storage, labour, specialist equipment, out-of-hours work or operational changes.

10. Liability

Liability is subject to the applicable RHA Conditions of Carriage and any statutory limitations unless otherwise agreed in writing. Customers should ensure adequate goods-in-transit insurance for high-value consignments.

11. Dangerous & Prohibited Goods

Dangerous goods must be declared and accepted in advance. The Company may refuse any prohibited or unsafe goods.

12. Payment

Invoices are payable in accordance with agreed credit terms. Late payments may incur interest and recovery costs permitted by law.

13. Force Majeure

The Company shall not be liable for delays or failure to perform caused by events beyond its reasonable control.

14. Governing Law

These Terms & Conditions are governed by the laws applicable in Northern Ireland and the courts of Northern Ireland shall have jurisdiction unless otherwise agreed.

15. Tariff Changes

The Company may amend tariffs, surcharges and operational policies to reflect changes in legislation, labour, fuel, insurance and operating costs. The latest published tariff applies unless otherwise agreed in writing.

Reference to RHA Conditions

These Terms are intended to complement, and not replace, the current Road Haulage Association Conditions of Carriage where adopted by the Company. Customers are encouraged to obtain and review the current RHA Conditions. Any mandatory legal rights remain unaffected.