

Membership Plus Delivery Instructions

This document outlines the delivery instructions for Membership Plus and applies to any type of delivery. We would ask that all clients inform their suppliers/hauliers of these specifications and booking requirements. The booking-in system is intended to ensure that delivery drivers are not kept waiting for an unreasonable length of time.

1. Booking In

When arranging a booking you must provide the following information:

- Membership Plus client name
- Supplier contact name and telephone number
- Item code and description
- Number of pallets/boxes, quantity per pallet/box, total item quantity
- Please email this information to deliveries@membership-plus.co.uk

2. Delivery Times

- All deliveries should be booked in and confirmed by telephone at least 24 hours prior to the anticipated delivery date by calling 01227 741066.
- Delivery times are between 9.30am and 4.30pm Monday to Friday.

3. Delivery Paperwork

Each delivery is to be accompanied by a Delivery Note, detailing:

- Membership Plus client name
- Supplier contact name and telephone number
- Item code and description
- Number of pallets/boxes, quantity per pallet/box, total item quantity

NB: Membership Plus will not be responsible for actual materials not conforming to specifications on accompanying delivery notes.

4. Delivery Information

All deliveries should be delivered to:

Membership Plus Ltd
Unit 18, Hedgend Industrial Estate
Shuart Lane
St Nicholas at Wade
Birchington
Kent
CT7 0NB

Please note this warehouse is not manned at all times and therefore the delivery needs to be booked in to ensure someone is present to take the delivery to avoid delays.

Please ensure the delivery vehicle has a tail lift as no fork lift on site to offload pallets – pump truck only.

5. Refusal of Deliveries

We will endeavour to accept every delivery made to us that conforms to these delivery instructions. However, in the interests of providing our clients with the best service possible, along with maintaining the highest levels of stock management, we reserve the right to refuse any deliveries, which arrive in an unacceptable condition, outside the time allocated or without the proper documentation and authorisation. Such refusal will only be made on the direct authority of the designated Account Manager.

If the condition of the delivered stock is not in an acceptable condition but the urgency of the job requires us to accept delivery, we reserve the right to levy a surcharge to cover any re-working that may be deemed necessary.

6. Packaging Specifications for Boxed Material

- Boxes must be fully packed to avoid crushing.
- All boxes of the same item must contain the same quantity.
- The weight of each individual box should not ideally exceed 15kg.
- If the contents of the boxes are brochures or similar, they should be turned (and ideally banded) in logical multiples to avoid uneven packing and to ensure that the box is solidly filled.
- Boxes should be individually labelled to show the item description, box quantity, product code and the client's name, as minimum requirements.
- Boxes should be properly sealed with case-sealing tape and have a sample attached to each box/pallet.

7. Packaging Specifications for Pallet Material

- Pallets should not contain mixed contents, if this is unavoidable, then a clear and concise pallet manifest must accompany each mixed pallet.
- Pallets should not exceed 500kg in weight and the pallet height should not exceed 130cm, including the pallet. Any pallets not conforming to this restriction may be refused. Valldata reserves the right to levy a surcharge to cover any re-working that may be deemed necessary.
- The acceptable pallet size is 100cm x 120cm and 80cm x 120cm.
- Pallets must be sound and in good repair, and of a suitable construction for moving with a pump truck. All pallets used must be 4-way only.
- Interleaving paper should be used between layers, wherever necessary, to ensure the stability of the pallet.
- Boxes and shrink-wrapped packs must be brick-stacked to stabilise the load.
- No material should overlap the edge of the pallet.
- Stretch wrap or a suitable substitute must be used, with sufficient tension to bind the contents to the pallet.
- Banding must always be used where necessary to ensure the stability of the pallet.
- Every pallet must be clearly labelled on at least one side to show full item description, the pallet quantity, and the client's name as a minimum.