

### Can you explain about your Premium Services?

#### SERVICE LEVEL DESCRIPTIONS

NEXT DAY	Delivery or collection effected on a normal working day between 9am & 5pm (not at a stipulated time).
AM	Any delivery or collection effected any time up to Midday (this cannot be at any other stipulated time).
PM	Any delivery or collection effected any time after Midday (this cannot be at any other stipulated time).
TIMED	Any delivery or collection at a stipulated time or within a 2hr consecutive window and between the hours of 9am & 5pm.
C.O.D.	Cheque (not cash) on delivery. Note that any cheque collected must be payable to the 'Trader' and not the 'Carrier'.
HAZARDOUS	Any consignment that is considered Hazardous under the Carriage of Dangerous Goods by Road Regulations.

### Are all your rates applicable anywhere?

#### COLLECTIONS, DELIVERIES, ONWARD CONSIGNMENTS AND AIRLINES

This rates schedule only applies to the Circle Express depot shown. The rates are either from or to the Circle Express depot or local vicinity. If you have a collection from one area for onward delivery to another, two charges will apply, one for the collection point to our depot, the second from our depot to the delivery point. Delivery into a local Airline/Bond will be charged as per AIRLINE SERVICES. There may be a charge for a collection from an Airline/Bond that is not for delivery the following working day. IMPORT COLLECTION FROM AIRLINES/ BONDS Please note that we cannot guarantee to collect Import freight from any Airline or Bond before midnight unless agreed in writing prior to booking the consignment with our office.

### What happens if the cost of fuel rises?

#### FUEL LEVY

Like most of the companies in our industry the volatility of world oil prices has become increasingly difficult to manage. For this reason we find it necessary to incorporate a fuel levy system to protect our profit margin. Based on the standard industry fuel benchmark, the rates in this schedule are calculated on a fixed diesel cost then we add a percentage of fuel surcharge for each 1p over that fixed cost. Each monthly Fuel Surcharge percentage is based on the average increase during the previous month. Notification of the forthcoming change in Fuel Surcharge is printed at the foot of our invoices and published on our website at [www.circleexpress.co.uk/fuellevy](http://www.circleexpress.co.uk/fuellevy) where you can also sign up for automated fuel surcharge updates and view the calculations we use in more detail.

### Why is there a charge for 'false calls'?

#### REFUSED DELIVERY & CANCELLED COLLECTION CHARGES

Our vehicles are all scheduled not only by weight and location but also to an optimum operational revenue level. If we have scheduled a collection to a vehicle and the freight is not available or cancelled it can cause a reduction in revenue that is often difficult, if not impossible, to replace. Therefore, in most cases we need to make a charge equal to the booked weight and relevant revenue. If a delivery is refused, particularly with heavy or bulky freight, the availability of that vehicle is limited because we either have to carry the freight around for the rest of the day or return to base to offload. In these instances we not only need to charge for the aborted call but also for the reduced availability of space or time.

### Will you carry freight of any size?

#### See the Health & Safety Note below

#### OUT OF GAUGE FREIGHT

Our normal scheduled service will automatically handle any freight up to 3 metres long, 1.2 metres wide, 1.7 metres high, and up to 1,250 kilos or 6 cu. metres without any prior notice. We will willingly handle freight in excess of these limits subject to prior quotation and arrangement. Consignments needing special resources such as 'curtain siders' or tail lifts are also subject to quotation.

**HEALTH & SAFETY** Note that the majority of freight is carried on panel/box vans. If the freight is large and/or long and heavy, certain customers may decline to load or unload bulky items through the back doors of such a vehicle. If in doubt please check with your customer and if necessary contact your local Circle Express depot for advice.

### When does your Hazardous surcharge apply?

#### HAZARDOUS FREIGHT CONSIGNMENTS

Because of the legal requirement to record and report on all Hazardous consignments, whether within scope or not, we apply our standard surcharge to all Hazardous consignments. However, if the consignment exceeds the threshold of a Transport Category and requires an ADR trained driver, bookings are subject to quotation. From time to time we will be requested to supply an ADR trained driver for a consignment that does not legally require one, usually to comply with the 'in-house' policy of the consignor. In these cases we apply the same criteria as above and bookings are subject to quotation.

### Do you have a 'Specials' or 'Door to Door' service?

#### SAME DAY COURIERS

Based at your local Circle Express depot, Same Day offer immediate response backed by competitive rates and realistic despatch & delivery timings using their modern and diverse fleet. Customers can request either door to door or combine Same Day services with those of the Circle Express scheduled services.

Aberdeen 01224 774167    Birmingham 0121 780 4000  
Exeter 01392 360000    Glasgow 0141 883 5222  
Leeds Bradford 01274 652247  
London Heathrow 01753 214605  
Manchester 0161 902 2002

### What other services do you offer?

ADR TRAINING, DANGEROUS GOODS AWARENESS TRAINING, DRIVER CPC TRAINING DANGEROUS GOODS TRANSPORT including Fireworks, Class 1 Explosives, Class 7 Radioactive

For details or further information about any of the above, including the transport of all 9 classes of dangerous goods, please contact our sister company, Circle Express Specialist Services Ltd, on 01753 214638 or go to [www.dangerousgoodstransport.com](http://www.dangerousgoodstransport.com)

## How can I find out more about Circle Express?

[www.circleexpress.co.uk](http://www.circleexpress.co.uk)

for News & Information, Depots,  
Sales & Services and Online Bookings.



### HEAD OFFICE

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Company Reg. 2265791

VAT No. 487 5324 13

**THIS SCHEDULE** is based on five working days, excluding Bank and Public Holidays

**DOCKS and FREIGHT** Terminals by arrangement only

**VOLUMETRIC** All consignments are subject to our volumetric charge of 6 cu. mtrs = 1000kgs.

**HAZARDOUS CARGO** All hazardous cargo must be pre-booked as such and Hazardous Class and Transport Category/Packing Group MUST be declared on documentation or the shipment will NOT be moved.

**INSURANCE** Under our standard Conditions of Carriage our Liability is limited to 2 SDR's per kilo.

**FALSE CALLS** are charged in full as per the booked weight.

**WAITING TIMES** Difficulties encountered during loading or unloading will incur a waiting time charge as detailed within our tariff.

**COD's** Because of the security risk we collect cheques only, not cash. The surcharge applies even if the COD is not available.

**COLLECTIONS** Collections in the designated local area shown on the map will be returned to the customer on the day of the collection provided that the customer remains open to accept delivery. Exact time of return cannot be guaranteed.



The Small Print

Frequently  
asked  
Questions

