

# *Guide to International Services*



an  
Imperial™  
company

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# The numbers behind the network



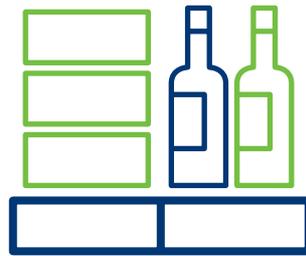
TWO BIG THINGS  
HAPPENED IN TRANSPORT IN

# 1994

THE CHANNEL TUNNEL OPENED,  
AND SO DID PALLETWAYS

EVERY DAY, OVER  
**45,000**

PALLETS TRAVEL THROUGH OUR  
NETWORK CARRYING EVERYTHING  
FROM BRICKS TO FINE BORDEAUX



THERE ARE 28 COUNTRIES IN THE EU  
AND OUR NETWORK IS UP TO

# 24

AND COUNTING



# 450

MEMBER  
**DEPOTS**

LINK INTO 21 PALLETWAYS' HUBS  
ACROSS EUROPE – THAT'S THE  
DEFINITION OF A NETWORK

# 1<sup>ST</sup>

FIRST WITH  
**TRACK & TRACE**

FIRST WITH  
**ESTIMATED TIME OF ARRIVAL**

FIRST WITH  
**HOME DELIVERY**

THAT'S BECAUSE WE PUT  
OUR CUSTOMERS FIRST



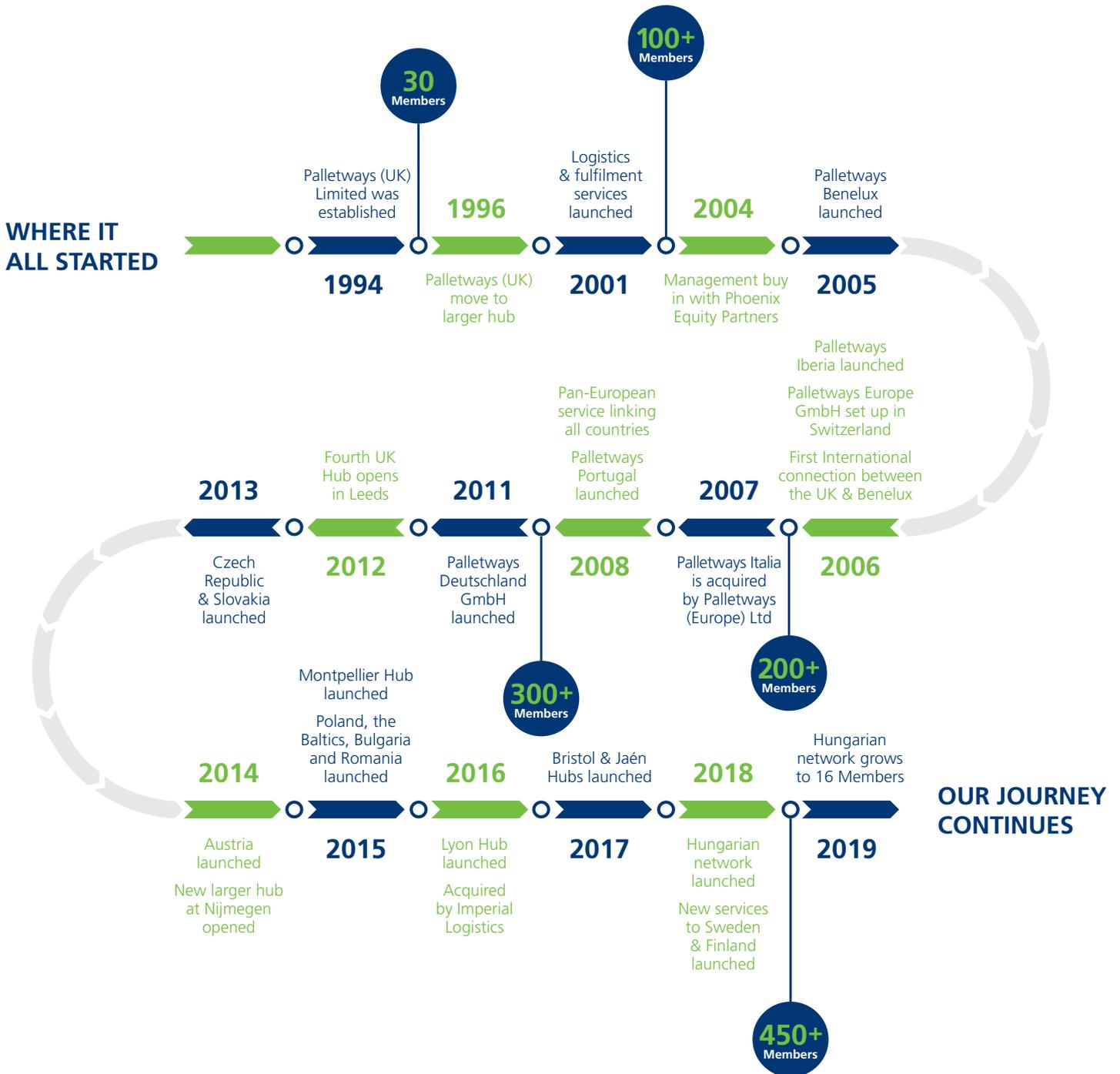
**1,500+**  
TRACTOR UNITS

**2,000+**  
TRAILERS

**5,000+**  
VEHICLES

THAT'S THE FLEET ACROSS THE NETWORK –  
PROVIDING UNRIVALLED 'CAN-DO' CAPACITY

# Our timeline



# European export & import checklist



## IMPORTANT

### ALL COUNTRIES

CONSIGNMENTS WHERE 'BOOK-IN' IS TICKED, CONSIGNMENT WILL ONLY BE BOOKED IN UPON RECEIPT OF FREIGHT AT DELIVERY DEPOT.

EXPORT CHECK LIST	
Full delivery address	✓
Contact at delivery point	✓
Local telephone number at delivery point	✓
Ensure correct number of pallets, size and correct weight is manifested	✓
Check if any need to pre-advise or verify	✓
Manifest any timed or book-in requirements for delivery	✓
Manifest any references required for delivery	✓
Ensure any packing lists or important documentation is attached to the consignment, and this is noted on the special instructions on the portal	✓
If alcohol is being exported, attach alcohol documents to the pallet	✓
When job is entered, check the delivery date given is as expected	✓
Third party: ensure full collection / delivery details are provided	✓
Required customs paperwork to be securely attached to the pallet and also emailed to you local Palletways Member	✓
Check tracking status of consignment for updates	✓
Limited quantity products require to be verified for network transit. Please contact your local Palletways Member for further advice	✓

IMPORT CHECK LIST	
Full collection address	✓
Contact at collection point	✓
Local telephone number at collection point	✓
Ensure correct number of pallets, size and correct weight is manifested	✓
Confirm and manifest in special instructions the date and time goods are ready for collection	✓
If alcohol is being imported, ensure alcohol documents are attached to the pallet. Ensure any relevant references are added	✓
Third party: ensure full collection / delivery details are provided	✓
Manifest in special instructions who the goods are being collected for. Important for wine imports: require name of final customer, not the bonded warehouse	✓
Manifest any special instructions to be made for collection or delivery	✓
When job is entered, check the delivery date given is as expected	✓
Check tracking status of consignment for update	✓
Limited quantity products require to be verified for network transit. Please contact your local Palletways Member for further advice	✓

# New for Brexit 1 January 2021

HOW WE ENTER A SHIPMENT INTO THE PALLETWAYS PORTAL WILL BE CHANGING, THIS WILL INCLUDE THE UPLOADING OF COMMERCIAL INVOICES AND OTHER RELEVANT DOCUMENTATION ALLOWING GOODS TO TRANSITION SMOOTHLY THROUGH THE CUSTOMS PROCESS – PLEASE NOTE SOME REQUIREMENTS WILL BE SUBJECT TO CHANGE.

## What do you need to do to prepare for Brexit

While Palletways has done everything possible to support you and your shipper's business with whatever type of Brexit trade deal we eventually get, there will be some preparation that all parties will have to do. We have created a handy step by step guide to ensure everyone is prepared.

- 1 Familiarise yourself with Brexit outcomes and what it means for you and your customer
- 2 Register for a UK and EU E.O.R.I (Economic Operators Registration Identification) number
- 3 Agree Incoterms with your own customers (Commercial trading terms)
- 4 Learn how to describe and classify goods (Commodity/TARIC codes)
- 5 Learn how to complete invoices, apply for any licenses and certificates (If applicable)
- 6 Prepare to submit your commercial invoices electronically
- 7 Understand customs and clearance requirements
- 8 Notify any of your receivers/importers about potential changes
- 9 Set up a Deferment Account (Import)

Ask us questions



# Amazon delivery checklist

Palletways handle many deliveries into Amazon.

All deliveries into Amazon Regional Distribution Centres (RDCs) are treated and charged for as a timed delivery.

For deliveries into Amazon Europe (particularly in Germany, France and Poland) the following information is mandatory:

Supplier Name
ASN or FBA number
Total number of pallets to be delivered
Total number of boxes in the shipment (NOT per pallet)
Total number of items (units) in the shipment (NOT per pallet)
P.O. numbers separated by "," (or if not available the FBA number)

**If all relevant information cannot be manifested then an email with the Amazon FBA sheet which will also contain the above information should be forwarded to your local Palletways Member.**

This is required to enable the delivering Member to book the delivery onto the Amazon CARP system.

Failure to provide this information will result in delay and may incur additional cost. Please **DO NOT** pre-book deliveries, always select book-in request. Our mainland Europe Members do not have consolidated slots into Amazon. As a result, Amazon have instructed them to book-in on the CARP system only.

If an Amazon vendor has a specific latest delivery window then this should be communicated in Special Instructions.

## PLEASE BE AWARE

Amazon Germany, **ONLY** accepts Europallets (1.2m x 0.8m - max height 1.8m).

- Freight destined for an Amazon RDC will only be booked in once the freight has physically arrived at the delivery depot.
- The due date cannot be guaranteed as this is dependent upon acceptance of the consignment by Amazon.
- It is recommended a Premium service is booked to maximise the delivery window.

**If you have any queries please contact your local Member.**

# Alcohol & limited quantity checklist

## Information required to quote

### WHAT ARE THE GOODS?

1. If Alcohol, see "Import / Export Checklist" and ensure you check the number of pallets and size of pallets are correct. Also check the information section "If the goods are Alcohol".
2. If Hazardous, see "Import / Export Checklist" and ensure you check the number of pallets and size of pallets are correct. Also check the information section "If the goods are Limited Quantities or Hazardous".
3. For other goods use the guide for All Consignments. Please ensure you check the Prohibited Items list and also be aware of goods that require a formal written agreement from Palletways Europe via you local Palletways Member.

### PLEASE ENSURE ALL CONSIGNMENTS ARE COMPLETELY READY FOR COLLECTION



#### ALL CONSIGNMENTS

You will need to know the following:

- Full collection / delivery address including zip code
- How many pallets and/or their size
- Manifest any specific due date required and/or collection date
- Select service requirement
- Check you have the contact details for the delivery / collection point – name and local phone number
- If there are any documents, please attach these to the pallet (ensure you keep a copy)
- Is a booking required and does it need a reference number for delivery?



#### PROHIBITED LIST

The following types of goods are forbidden to be shipped via the International Service:

- Tobacco
- Cigarettes
- Bank notes or coins
- Weapons, ammunitions and explosives
- Livestock – any animal or insect
- Human remains
- Illegal products such as narcotics, pornographic materials, etc.
- Perishable products



### GOODS THAT REQUIRE WRITTEN AGREEMENT

The following types of goods may be transported after a formal written agreement from Palletways Europe and after relevant additional insurance is secured:

- *Valuables*
- *Removals / personal effects*
- *Goods requiring special equipment for loading, securing, transport and unloading*

As the goods are being handled several times at Depots and Hubs it is a pre-requisite that goods are packed / wrapped / strapped appropriately to withstand the rigours of a robust network environment.



### IF THE GOODS ARE ALCOHOL

Are the goods going from a bond to a bond?

If yes, then you will need an AAD form. This is required by HMRC (for UK imports / exports) for movements under duty suspension for wine to or from another EU country. This has to be completed by the sender. A copy must accompany the goods and the receiver must sign and stamp it when the goods arrive.

This document must be on the pallet during transit.



### IF THE GOODS ARE LIMITED QUANTITIES OR HAZARDOUS

Every consignment has to be pre-advised to your local Palletways Member. We are not able to carry Full Dangerous Goods, only Limited Quantities. We require the following information to ship these items:

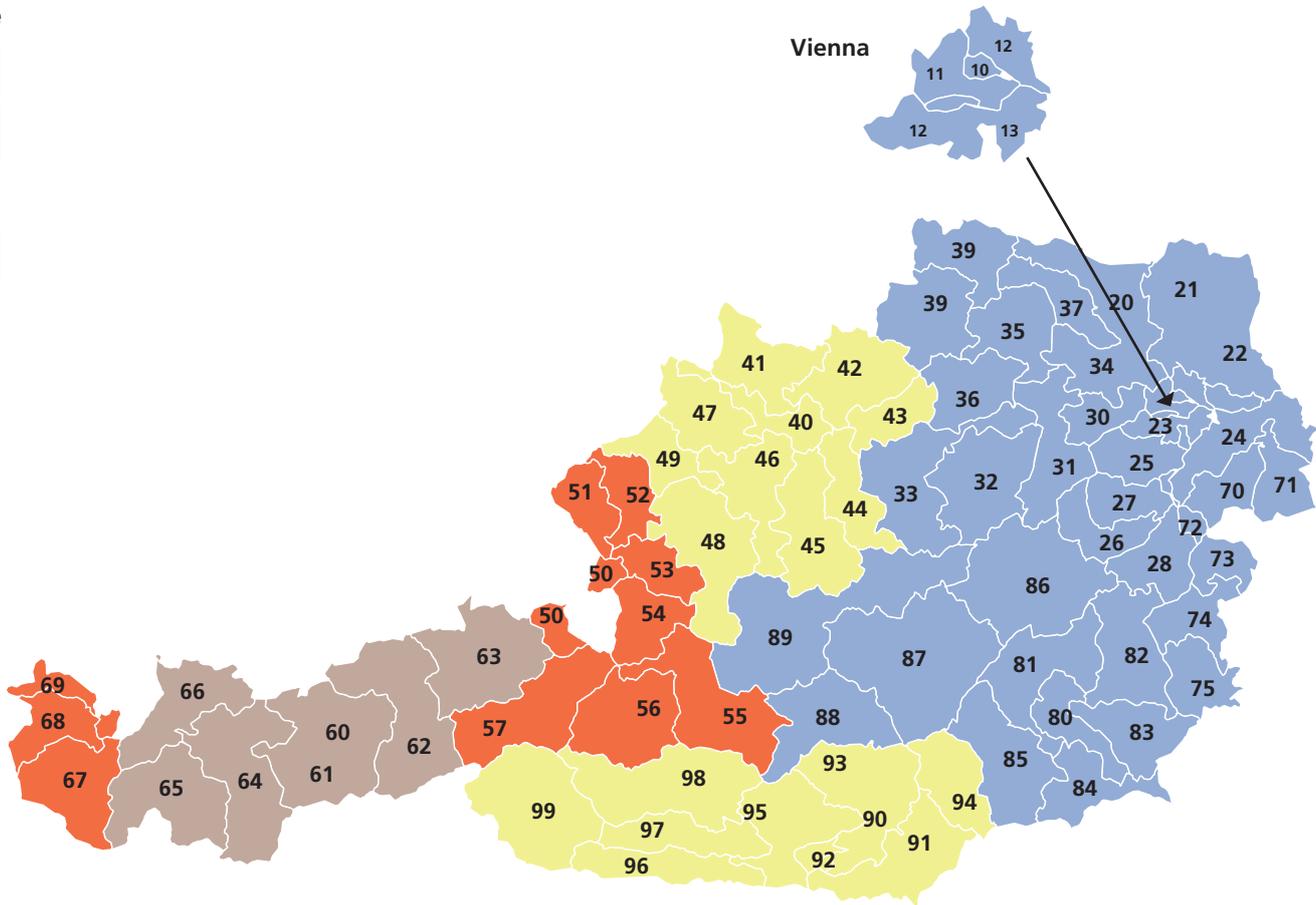
- *UN Number*
- *Class*
- *Packing group*
- *Product name*
- *Volume per item / total volume*
- *Destination*
- *Documentation to be on the pallet and labelled clearly*

**If there is any doubt, please contact your local Palletways Member.**

# Austria

## Zone

15
16
17
18



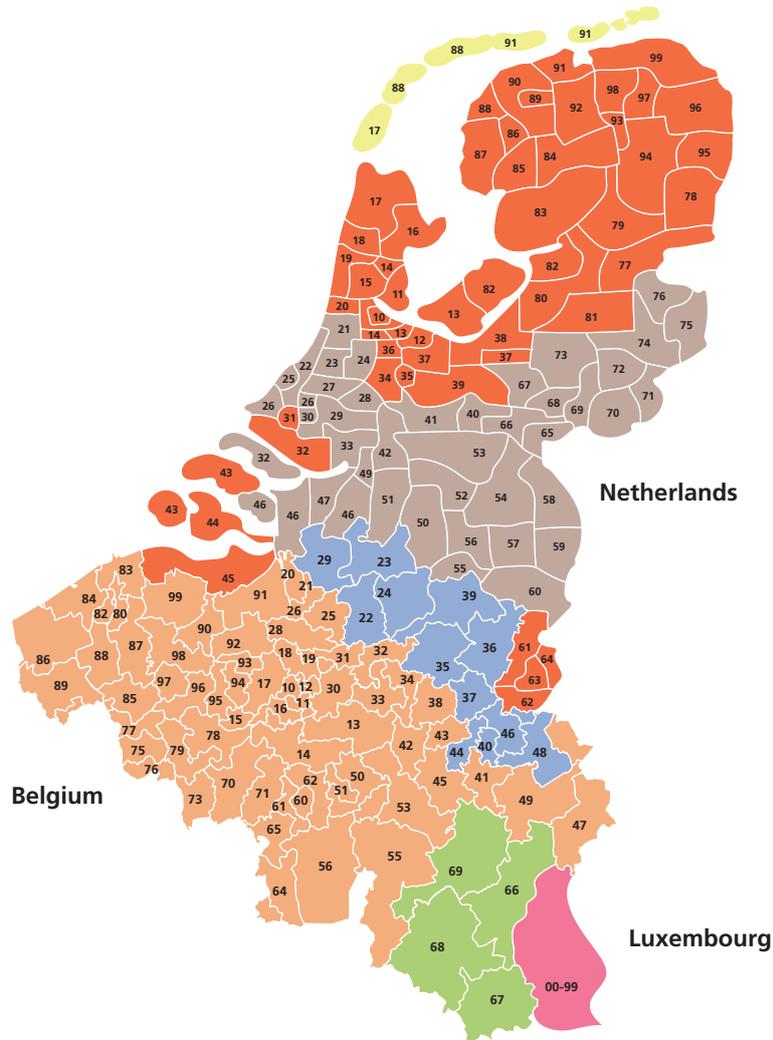
Austria	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	10.30 for same day	08.00 - 17.30	1,200	Some areas	Some areas	On request	On request

Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
15	60-66	3 - 4	5 - 6
16	50-57, 67-69	3 - 4	5 - 6
17	40-49, 90-99	3 - 4	5 - 6
18	10-39, 70-89	3 - 4	5 - 6

**Residential/Home deliveries** – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# Benelux

## Zone



Benelux	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	13.00 for same day	08.00 - 17.30	1,000	Most areas	Most areas	On request	On request

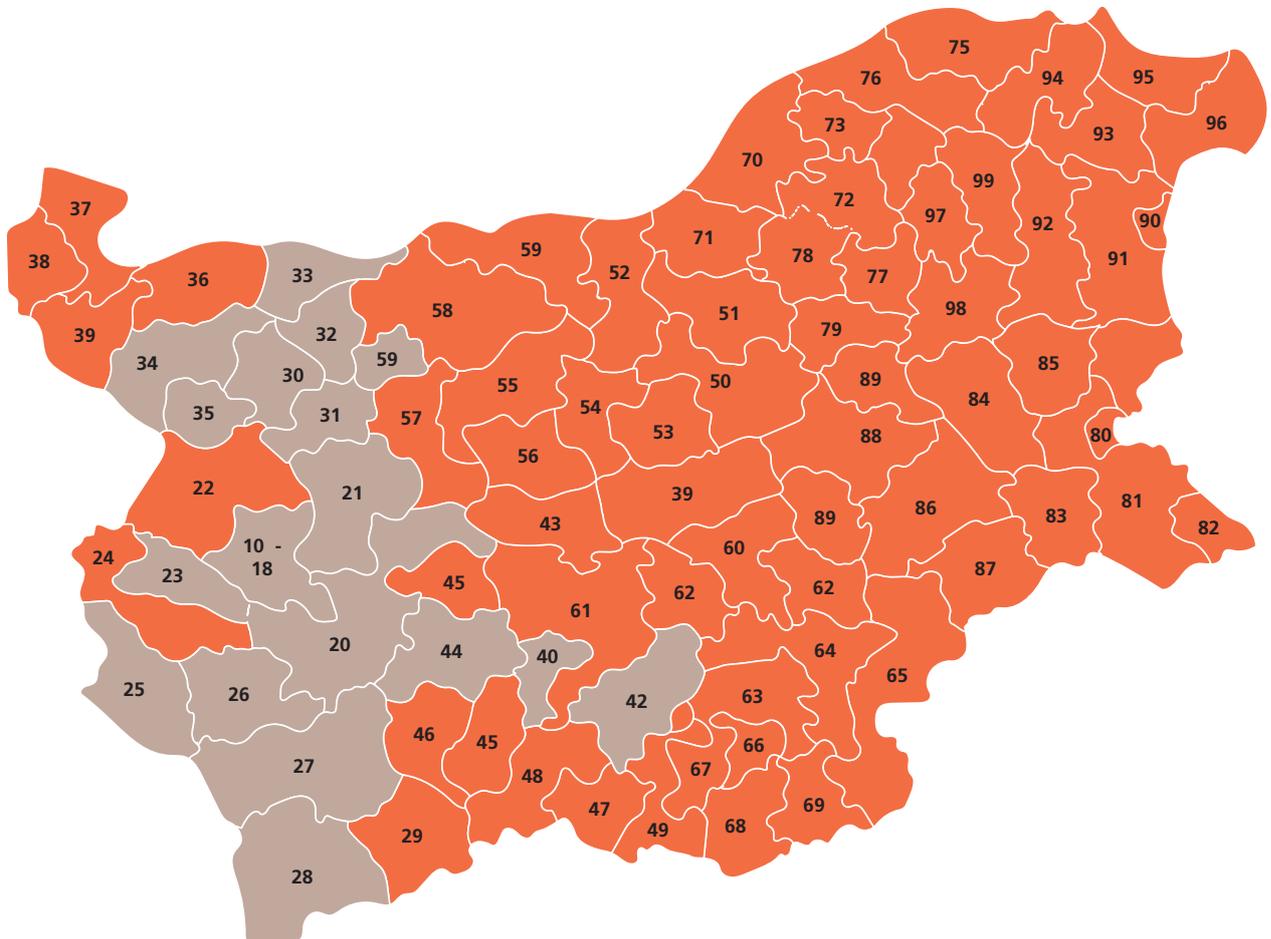
Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
31	22-30, 33, 40-42, 46-60, 65-76	2 - 3	4 - 5
32	10-21 excl 1791-1797, 31,32,34-39,43-45,61-64,77-99 excl 8881-8885, 8891-8899, 9161-9166	2 - 3	4 - 5
33	1791-1797, 8881-8885, 8891-8899, 9161-9166	2 - 3	4 - 5
34	22-24, 29, 35-37, 39, 40, 44, 46, 48	2 - 3	4 - 5
35	10-21, 25-28, 30-34, 38, 41-43, 45, 47, 49-65, 70-99	2 - 3	4 - 5
36	66-69	2 - 3	4 - 5
37	All Luxembourg	2 - 3	4 - 5

**Residential/Home deliveries** – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# Bulgaria

**Zone**

- 187
- 188



Bulgaria	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	12.00 for same day	09.00 - 18.00	1,000	Some areas	Some areas	On request	On request

Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
187	10-18, 20, 21, 23, 25-28, 30-35, 40, 42, 44	6 - 7	8 - 9
188	22, 24, 29, 36-39, 41-43, 45, 47, 49-65, 70-99	6 - 7	8 - 9

**Residential/Home deliveries** – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

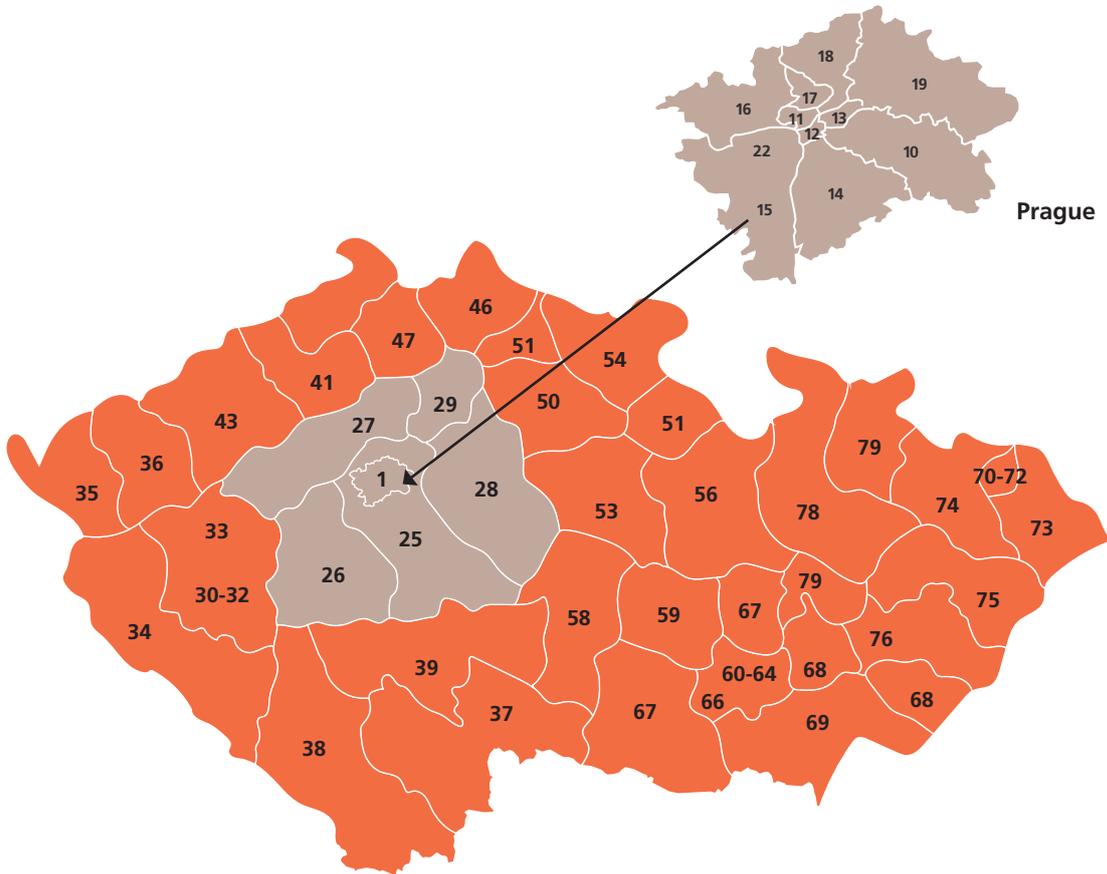
# Czech Republic

Served via Knüllwald

Zone

171

172



Czech Republic	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	16.00 for same day	08.00 - 16.30	1,000	Some areas	Some areas	On request	On request

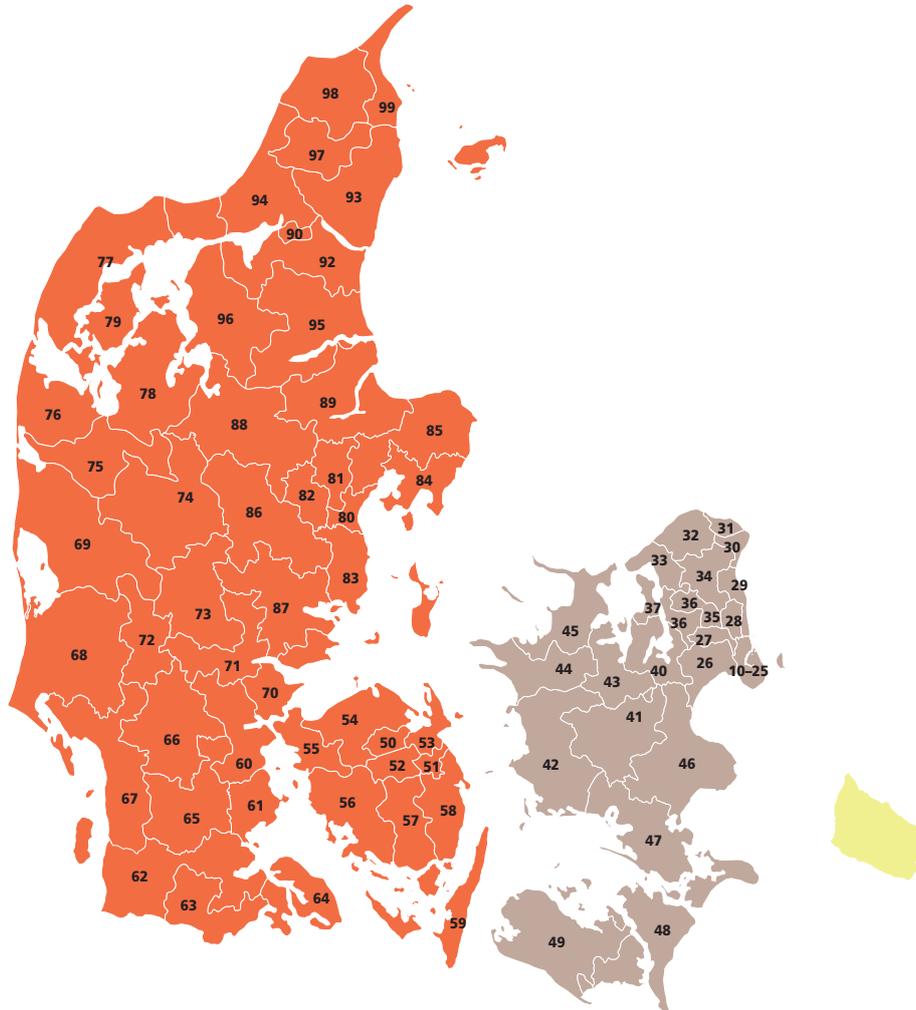
Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
171	100-299	3 - 4	5 - 6
172	300-799	3 - 4	5 - 6

**Residential/Home deliveries** – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# Denmark

## Zone

57
58
59



Denmark	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	Not applicable	08.00 - 16.00	750	Some areas	Some areas	On request	On request

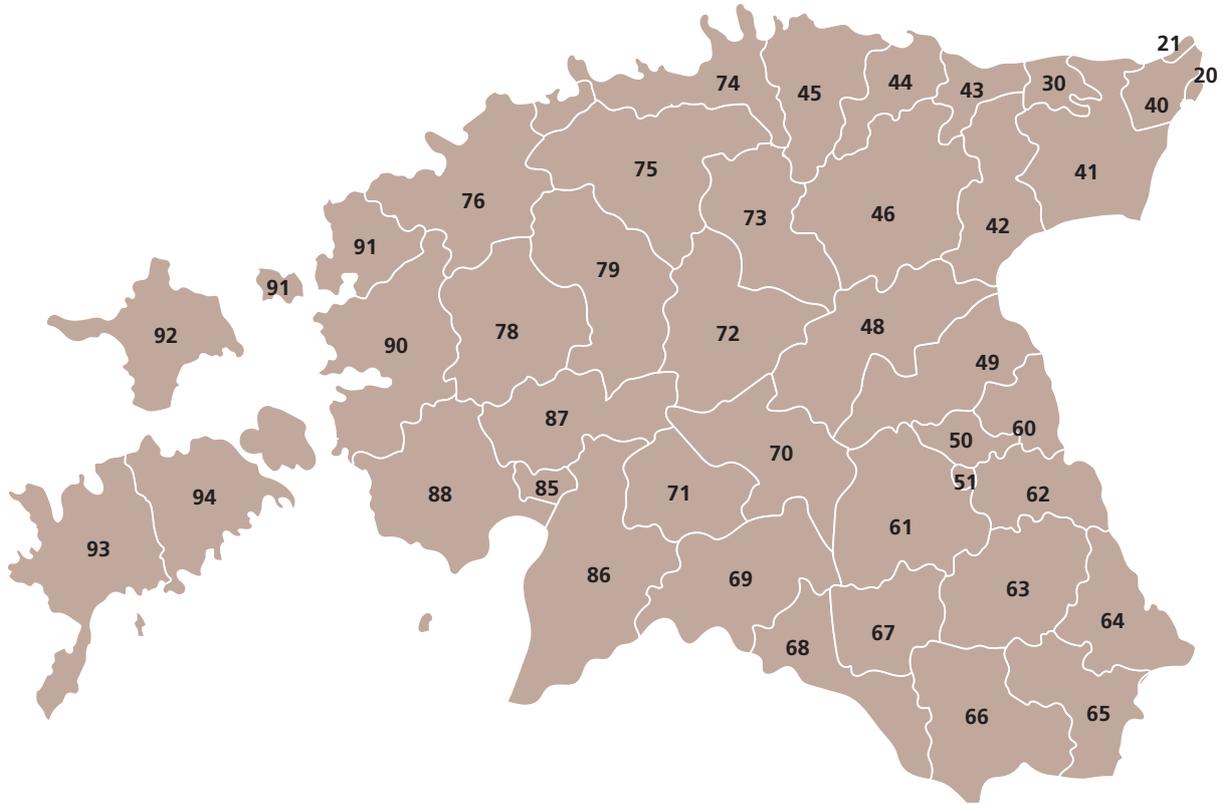
Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
57	10-36, 40-49	4 - 5	6 - 7
58	50-99	4 - 5	6 - 7
59	37	4 - 5	6 - 7

**Residential/Home deliveries** – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# Estonia

Zone

179



Estonia	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	14.00 for next day	09.00 - 18.00	1,000	Some areas	Some areas	On request	On request

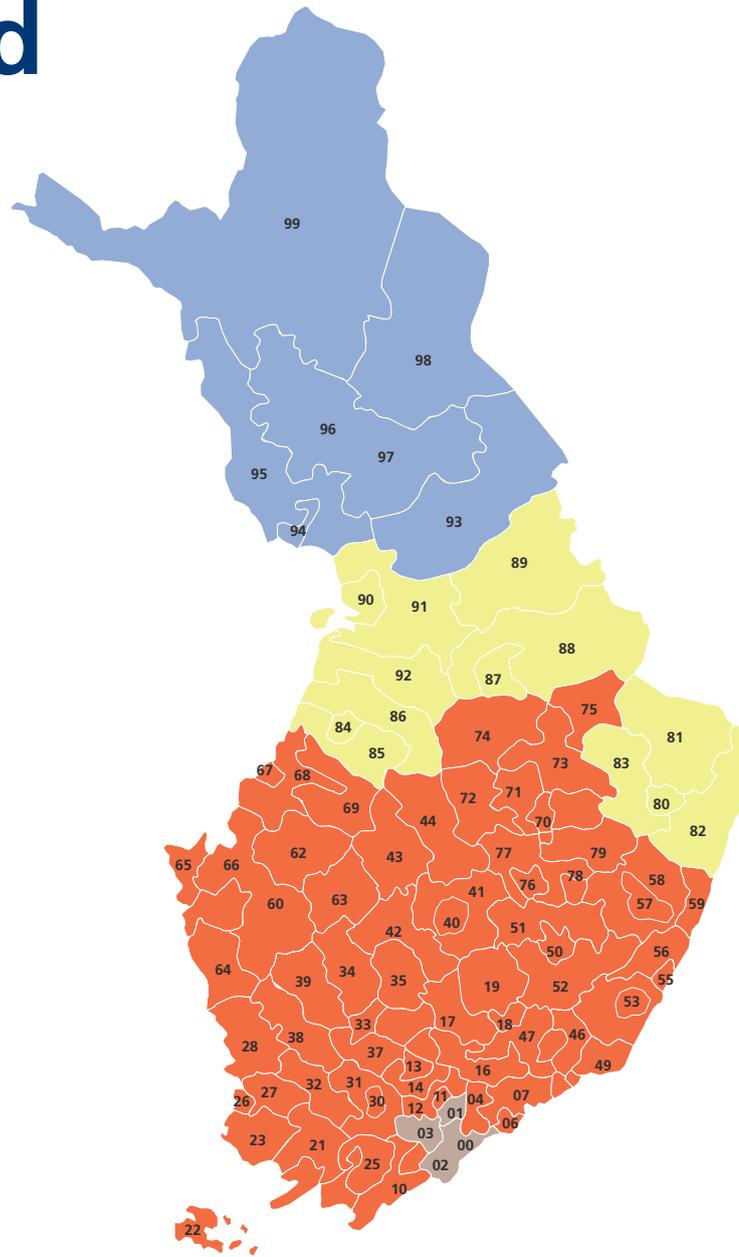
Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
179	All	4 - 5	6 - 7

**Residential/Home deliveries** – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# Finland

Zone

- 47
- 48
- 49
- 50



Finland	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	Not applicable	08.00 - 16.00	750	Some areas	Some areas	On request	On request

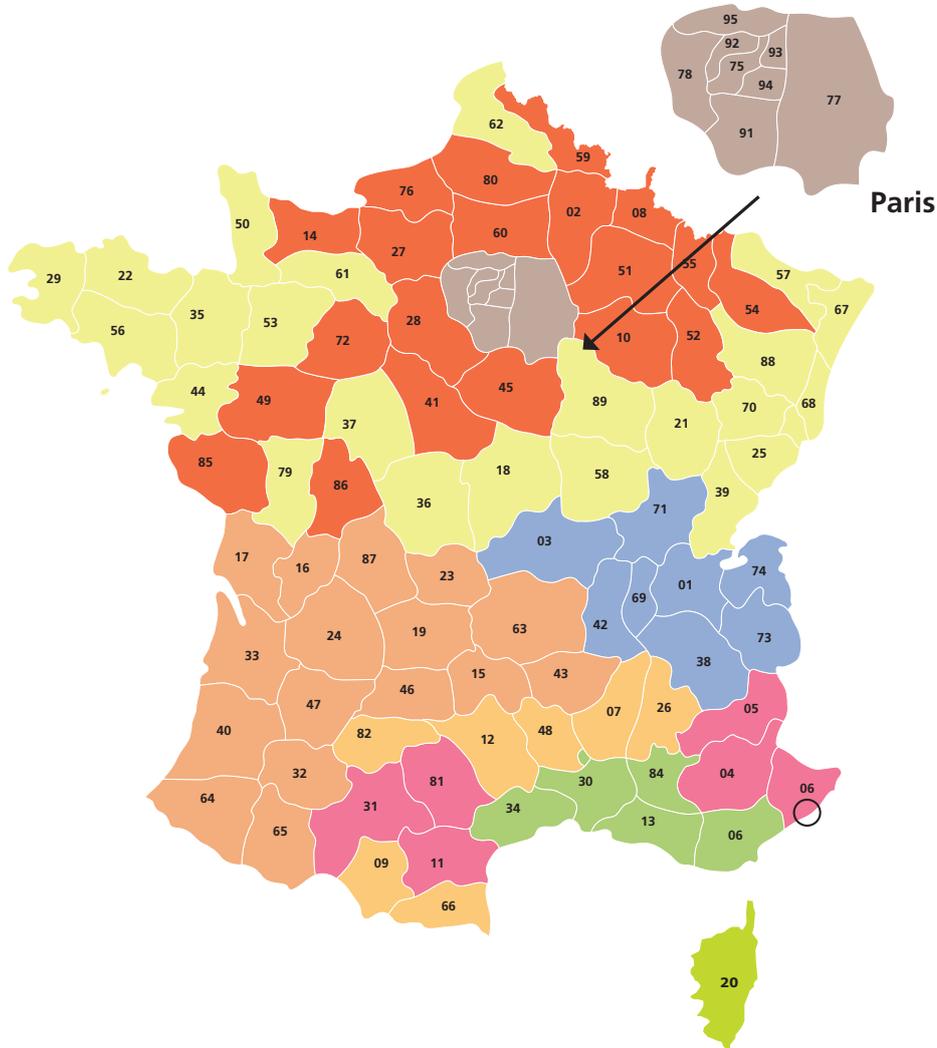
Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
47	00-02	5 - 7	7 - 8
48	03-79	5 - 7	7 - 8
49	80-92	5 - 7	7 - 8
50	93-99	5 - 7	7 - 8

**Residential/Home deliveries** – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# France

Zone

- 91
- 92
- 93
- 94
- 95
- 96
- 97
- 98
- 99



France	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	16.00 for next day	08.00 - 18.00	800	Some areas	Some areas	On request	On request

Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
91	75,77,78,91-95	2 - 3	4 - 5
92	02, 08, 10, 14, 27, 28, 41, 45, 49, 51, 52, 54, 55, 59, 60, 72, 76, 80, 85, 86	3 - 4	5 - 6
93	18, 21, 22, 25, 29, 35-37, 39, 44, 50, 53, 56-58, 61, 62, 67, 68, 70, 79, 88-90	3 - 4	5 - 6
94	01, 03, 38, 42, 69, 71, 73, 74	3 - 4	5 - 6
95	15-17, 19, 23, 24, 32, 33, 40, 43, 46, 47, 63-65, 87	3 - 4	5 - 6
96	13, 30, 34, 83, 84	3 - 4	5 - 6
97	04-06, 11, 31, 81	3 - 4	5 - 6
98	07, 09, 12, 26, 48, 66, 82	3 - 4	5 - 6
99	20 (Corsica), 98 Monaco - see special process and extra cost	5 - 6	7 - 8

Residential/Home deliveries – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# Monaco via France

## MONACO



### To send a pallet to Monaco

- *Note: It is critical to get the correct village/area in Monaco as the whole area is one postcode 98000*
- *Ensure a copy of the commercial invoice is on the pallet*
- *Final delivery address to be clearly visible on pallet and in special instructions*
- *Monaco is in Zone 99, and no additional charges apply*

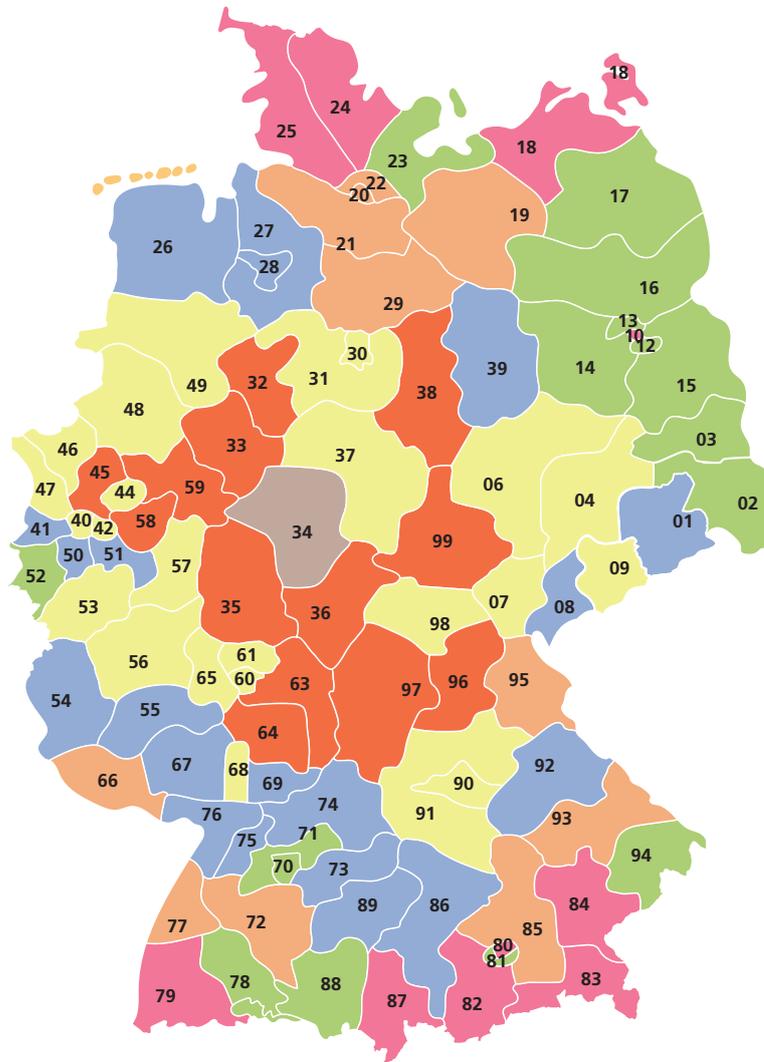
**Please be aware we cannot guarantee a transit time to Monaco. This is because of clearance and ship's transit.**

# Germany

Zone

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 11\*

\* Some postcodes (islands) in area 25, 26 and 27 are in zone 11



Germany	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	10.30 for same day	08.00 - 17.30	1,200	Most areas	Most areas	On request	On request

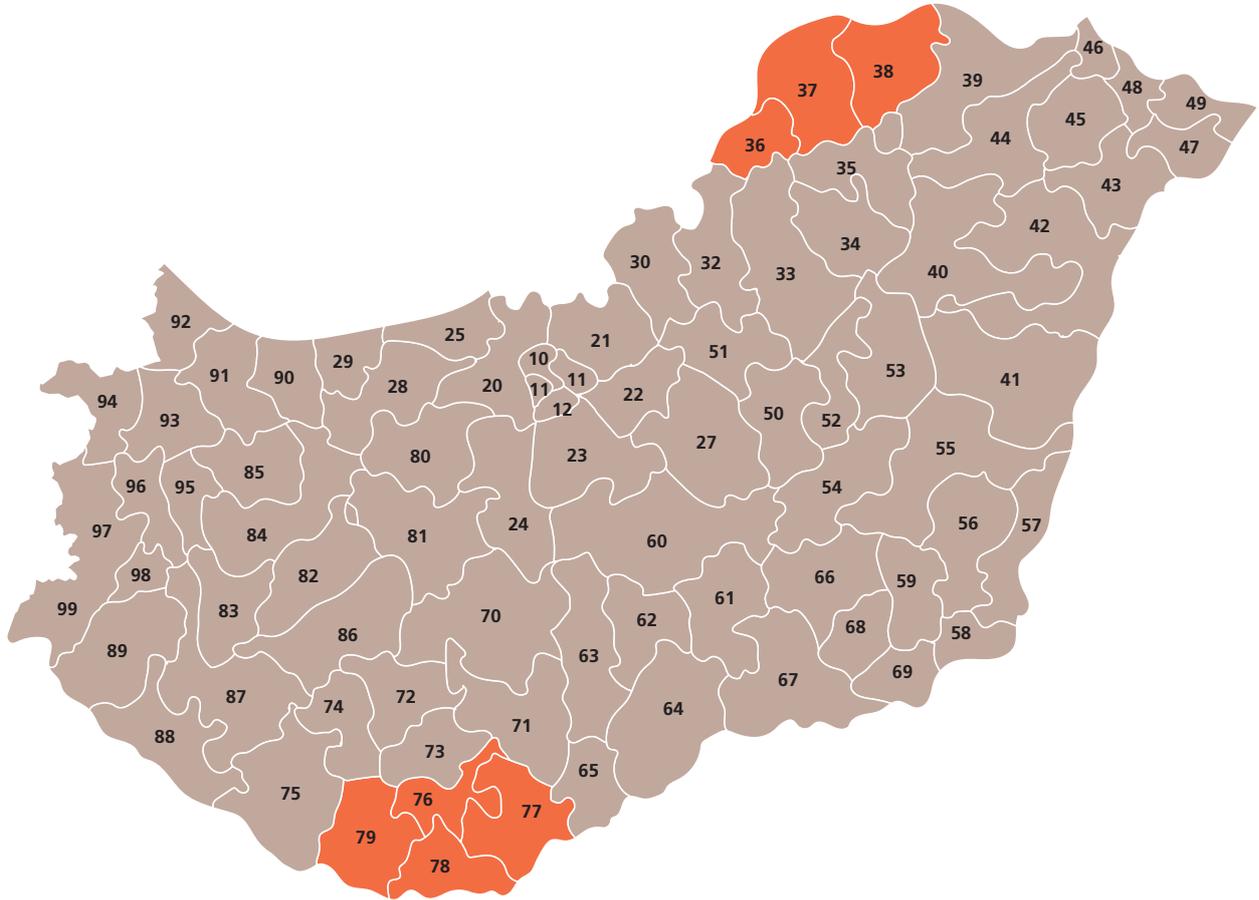
Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
1	34	2 - 3	4 - 5
2	32, 33, 35, 36, 38, 45, 58, 59, 63, 64, 96, 97, 99	2 - 3	4 - 5
3	04, 06, 07, 09, 30, 31, 37, 40, 42, 44, 46-49, 53, 56, 57, 60, 61, 65, 68, 90, 91, 98	2 - 3	4 - 5
4	01, 08, 26 (excl zone 11), 27 (excl zone 11), 28, 39, 41, 50-51, 54-55, 67, 69, 73-76, 86, 89, 92	2 - 3	4 - 5
5	19-22, 29, 66, 72, 77, 85, 93, 95	2 - 3	4 - 5
6	02, 03, 12-17, 23, 52, 70, 71, 78, 81, 88, 94	2 - 3	4 - 5
7	10, 18, 24, 25 (except see zone 11), 79, 80, 82-84, 87	2 - 3	4 - 5
11*	25849, 25859, 25869, 25938, 26465, 26474, 26486, 26548, 26571, 26579, 26757, 27498, 27499	2 - 3	4 - 5

Residential/Home deliveries – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# Hungary

Zone

- 191
- 192



Hungary	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	12.00 for same day	09.00 - 18.00	1,000	Some areas	Some areas	On request	On request

Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
191	10-12, 20-35, 39-75, 80-99	4 - 5	6 - 7
192	36-38, 76-79	4 - 5	6 - 7

**Residential/Home deliveries** – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.



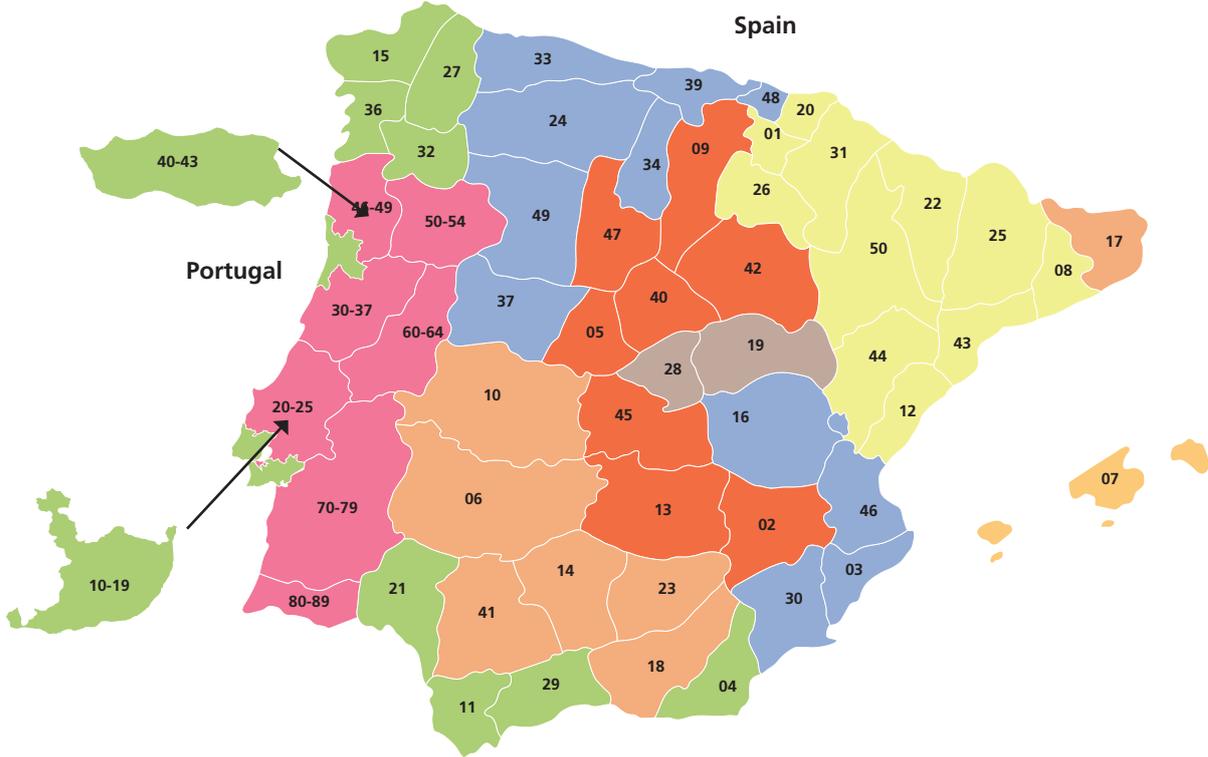
# Iberia

Zone

- 61
- 62
- 63
- 64
- 65
- 66
- 67
- 68

**IMPORTANT**

NO SERVICE TO  
GIBRALTAR, ANDORRA  
OR CANARY ISLANDS.



Iberia	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	12.00 for same day	08.00 - 18.00	900	Some areas	No	On request	On request

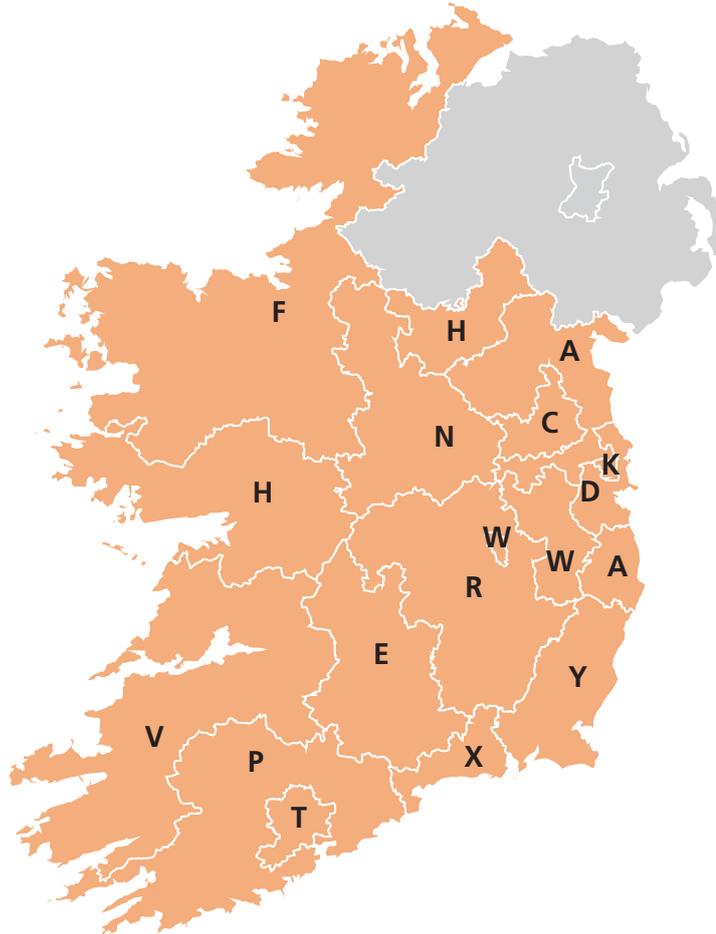
Daily departures			Transit guide (days)	
Zone	Postcodes	Premium	Economy	
ES 61	19, 28	3 - 4	5 - 6	
ES 62	02, 05, 09, 13, 40, 42, 45, 47	3 - 4	5 - 6	
ES 63	01, 08, 12, 20, 22, 25, 26, 31, 43, 44, 50	3 - 4	5 - 6	
ES 64	03, 16, 24, 30, 33, 34, 37, 39, 46, 48, 49	3 - 4	5 - 6	
ES 65	06, 10, 14, 17, 18, 23, 41	3 - 4	5 - 6	
ES 66	04, 11, 15, 21, 27, 29, 32, 36	3 - 4	5 - 6	
PT 66	10-19, 26-29, 3860-3899, 40-45	4 - 5	6 - 7	
PT 67	20-25, 30-37, 3800-3859, 46-54, 60-64, 70-89	4 - 5	6 - 7	
ES 68	07 (Balears, no service to 07860, 07870-07872)	3 - 4	5 - 6	

Residential/Home deliveries – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# Ireland

Zone

156



Ireland	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	12.00 for same day	09.00 - 17.00	1,000	Most areas	Most areas	On request	On request

Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
156	All	2 - 3	3 - 4

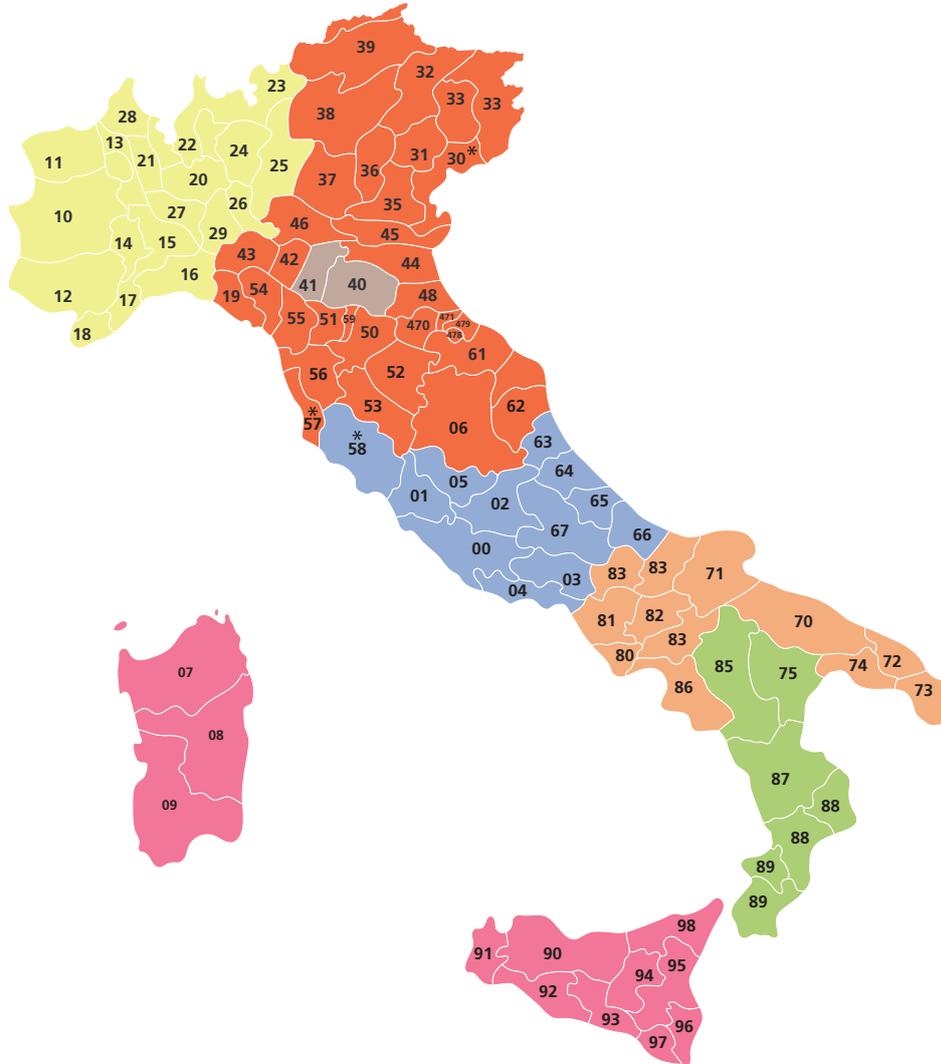
Residential/Home deliveries – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# Italy

**Zone**

- 121
- 122
- 123
- 124
- 125
- 126
- 127
- 128\*

\* Parts of 30, 57, 58 under Zone 128



Italy	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	12.00 for same day	08.00 - 18.00	1,200	Most areas	Most areas	On request	On request

Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
121	40, 41	3 - 4	5 - 6
122	06, 19, 30*, 31-39, 42-48, 50-57*, 59- 63	3 - 4	5 - 6
123	10-18, 20-29	3 - 4	5 - 6
124	00-05, 58*, 64-67	4 - 5	6 - 7
125	70-74, 76, 80-84, 86	4 - 5	6 - 7
126	75, 85, 87-89	5 - 6	7 - 8
127	07-09, 90-98	5 - 6	7 - 8
128	30121-30126, 30133, 30135, 30141-30142, 57030-57034, 57036-57039, 58012	3 - 4	5 - 6

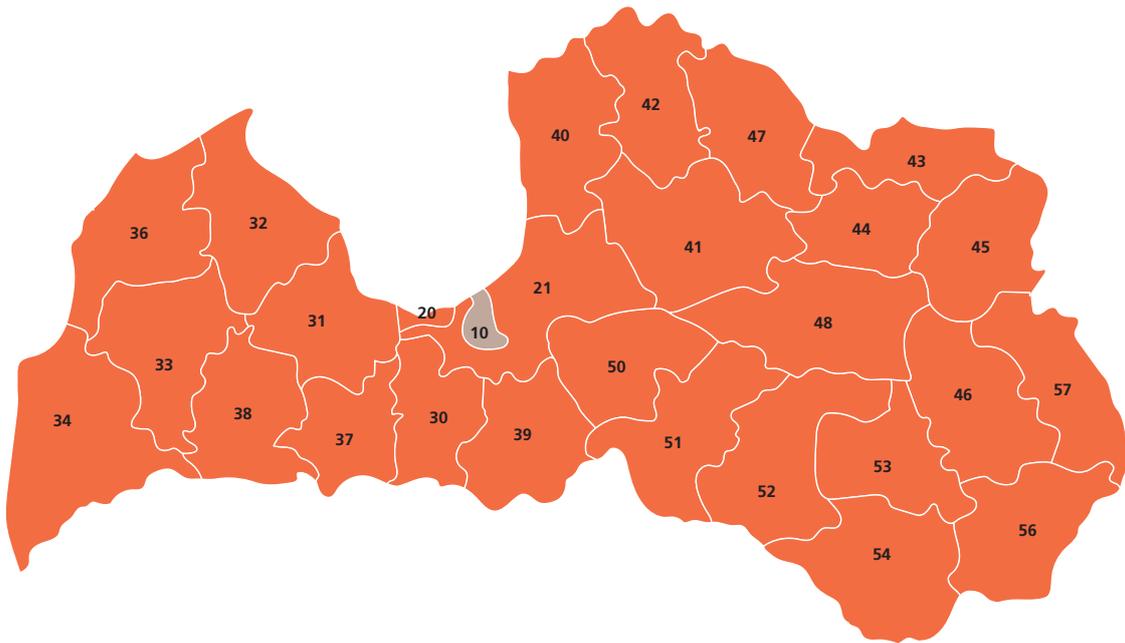
**Residential/Home deliveries** – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# Latvia

## Zone

177

178



Latvia	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	14.00 for next day	09.00 - 18.00	1,000	Some areas	Some areas	On request	On request

Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
177	Riga (10-19)	4 - 5	6 - 7
178	Rest of country (20-57)	4 - 5	6 - 7

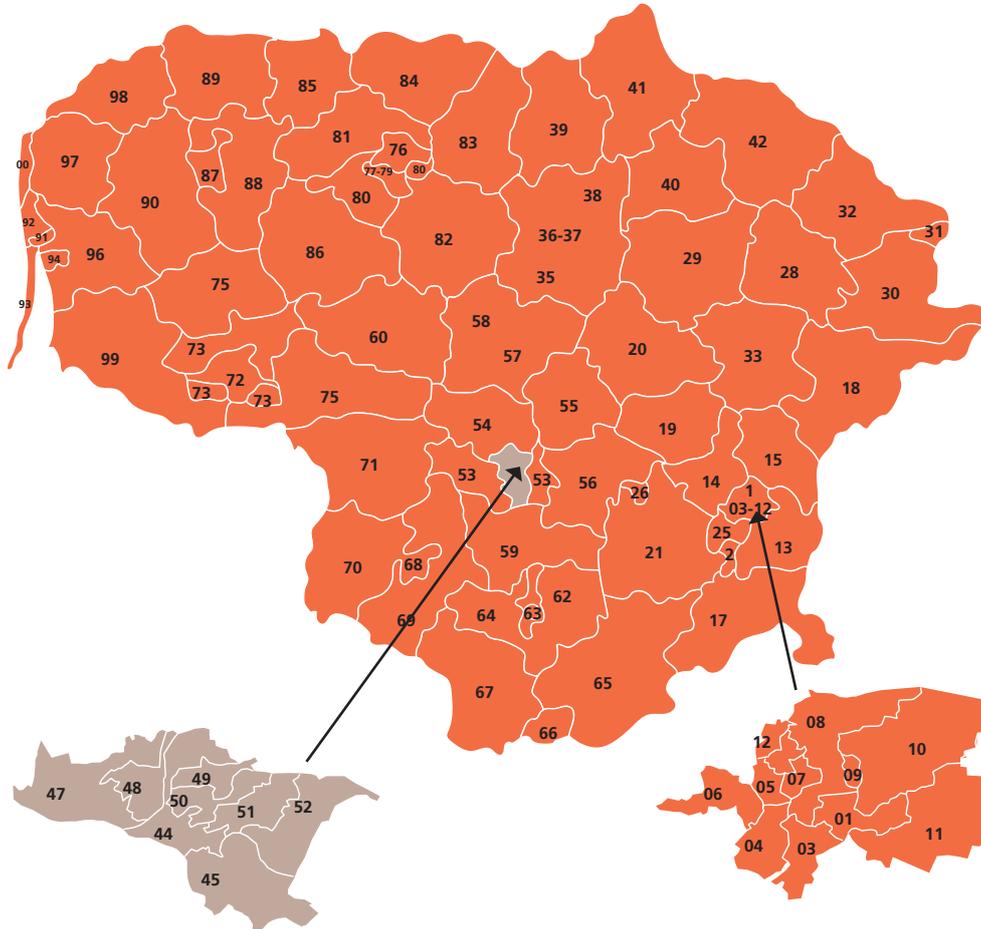
**Residential/Home deliveries** – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# Lithuania

Zone

175

176



Lithuania	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	14.00 for next day	09.00 - 18.00	1,000	Some areas	Some areas	On request	On request

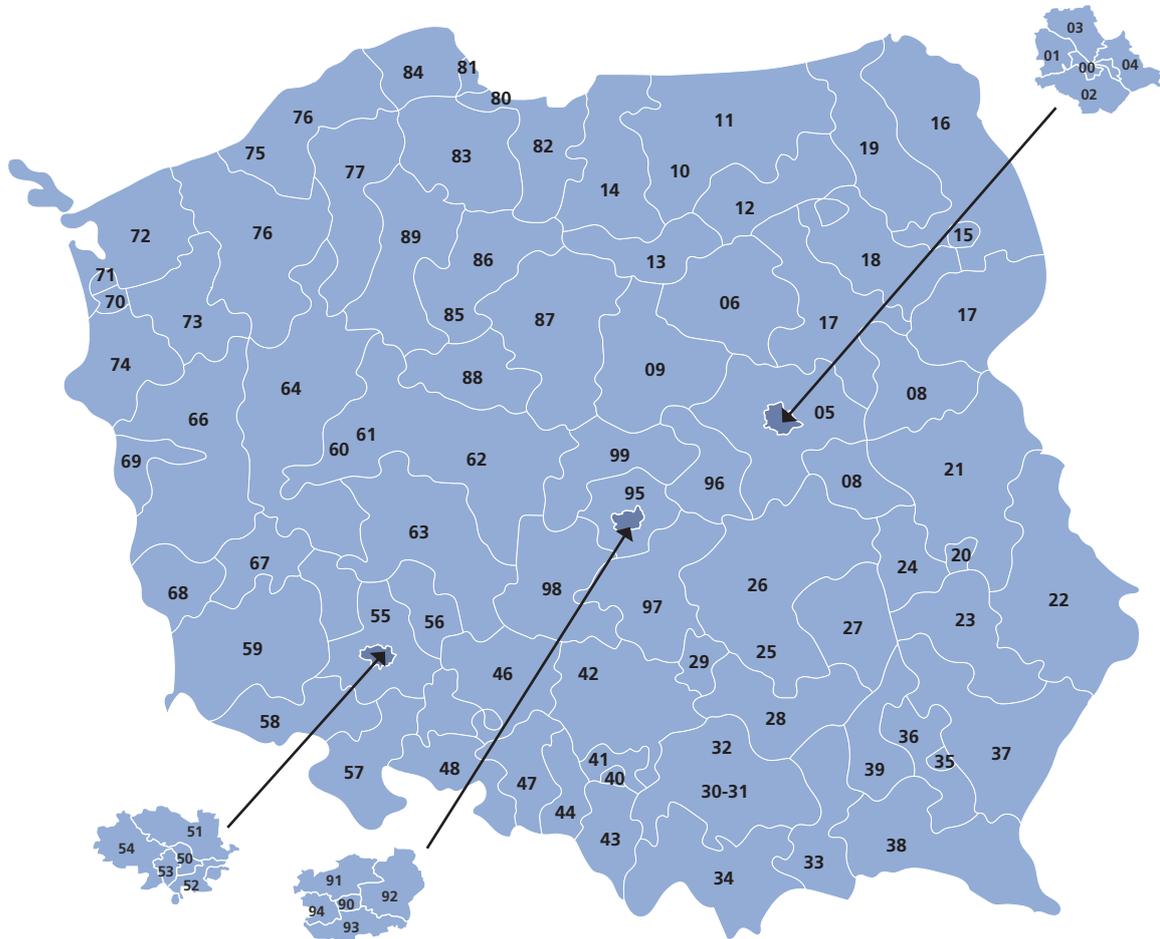
Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
175	Kaunas (central areas of 44-52)	4 - 5	6 - 7
176	Rest of country (00-42, 45, 53-99, plus rural areas of 44-52)	4 - 5	6 - 7

**Residential/Home deliveries** – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# Poland

Zone

180



Poland	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	14.00 for next day	09.00 - 18.00	1,000	Some areas	Some areas	On request	On request

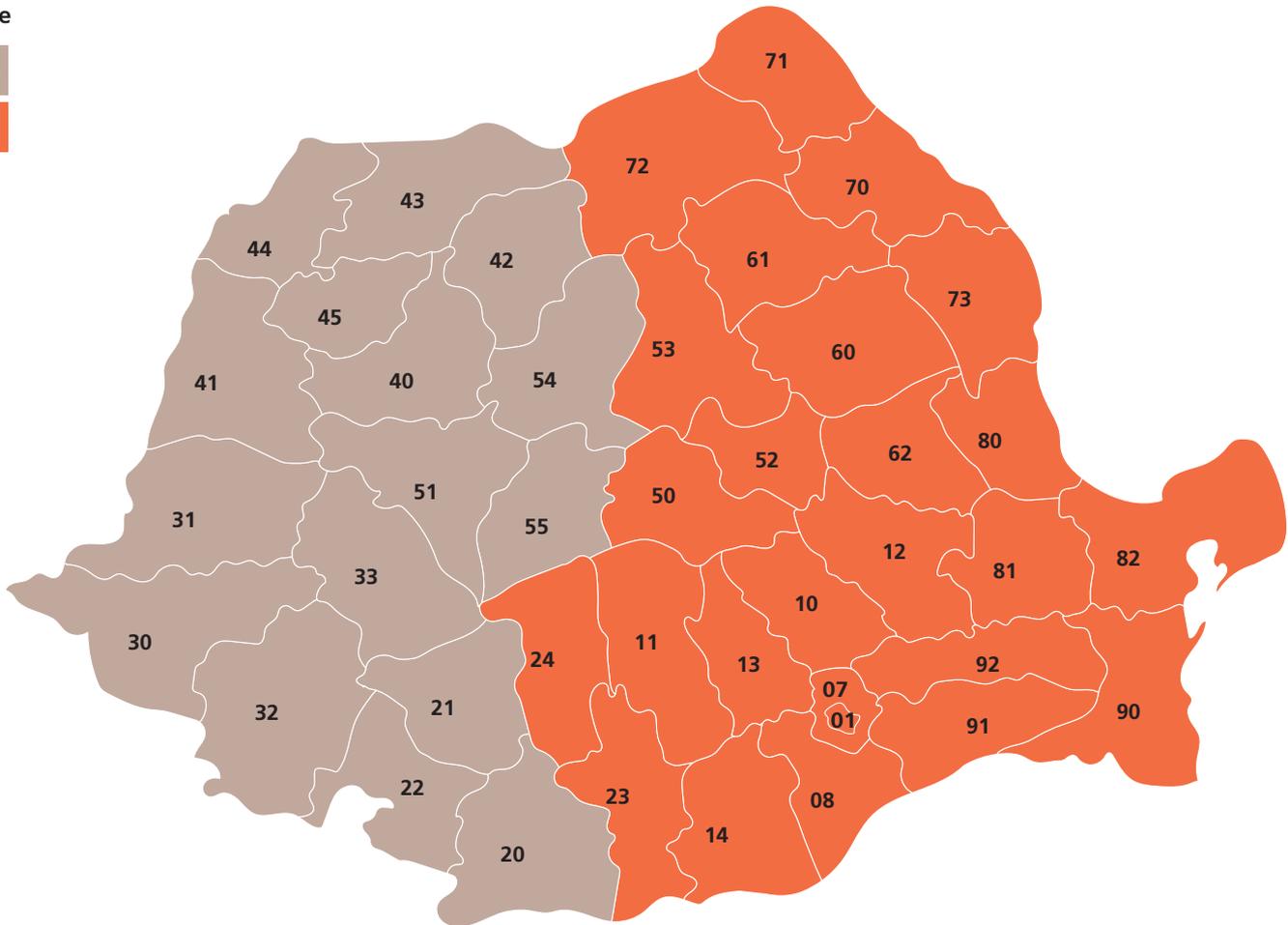
Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
180	All	3 - 4	5 - 6

**Residential/Home deliveries** – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# Romania

Zone

- 185
- 186



Romania	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	12.00 for same day	09.00 - 18.00	1,000	Some areas	Some areas	On request	On request

Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
185	20-22, 30-33, 40-45, 51, 54, 55	5 - 6	7 - 8
186	01-08, 10-14, 23, 24, 50, 52, 53, 60-62, 70-73, 80-82, 90-92	5 - 6	7 - 8

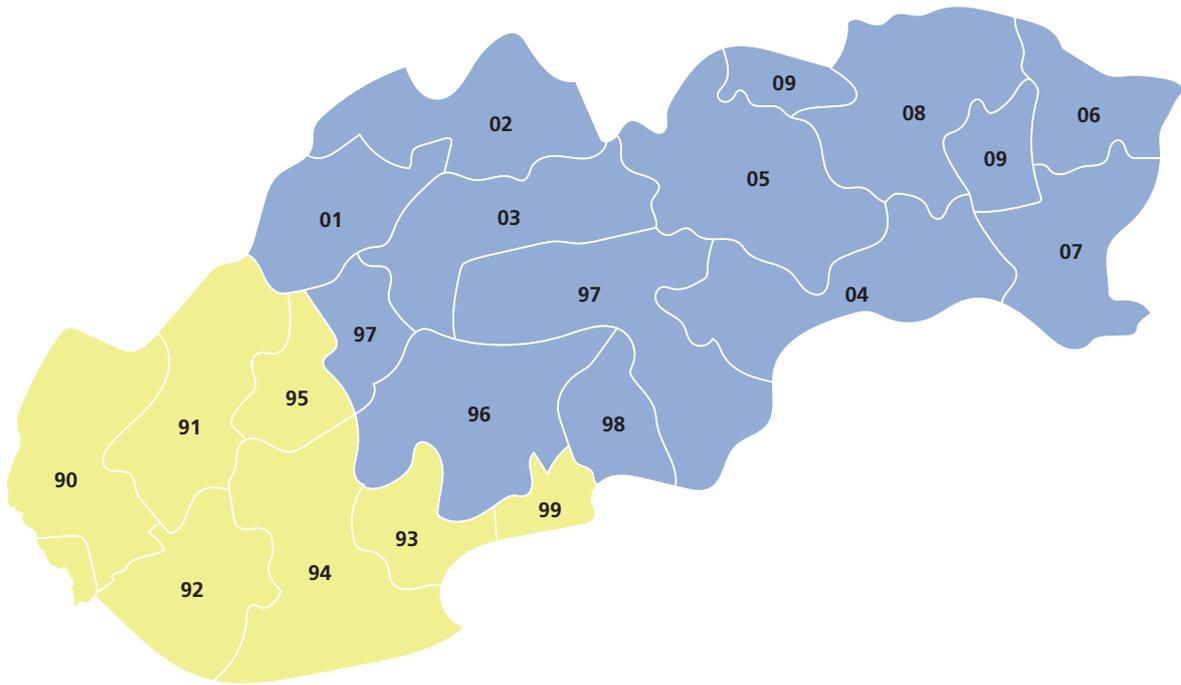
**Residential/Home deliveries** – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# Slovakia

**Zone**

173

174



Slovakia	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	16.00 for same day	08.00 - 16.30	1,000	Some areas	Some areas	On request	On request

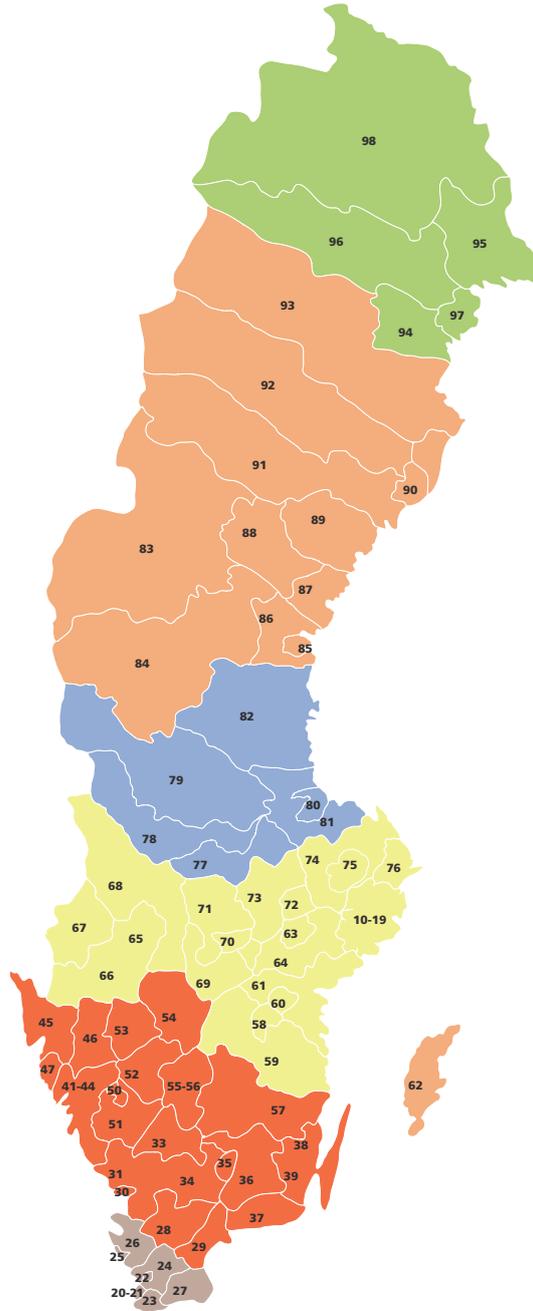
Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
173	017 - 020, 810 - 859, 901 - 959, 971 - 972	4 - 5	6 - 7
174	010 - 016, 021 - 099, 960 - 970, 973 - 999	4 - 5	6 - 7

**Residential/Home deliveries** – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# Sweden

**Zone**

- 41
- 42
- 43
- 44
- 45
- 46



Sweden	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	Not applicable	08.00 - 16.00	750	Some areas	Some areas	On request	On request

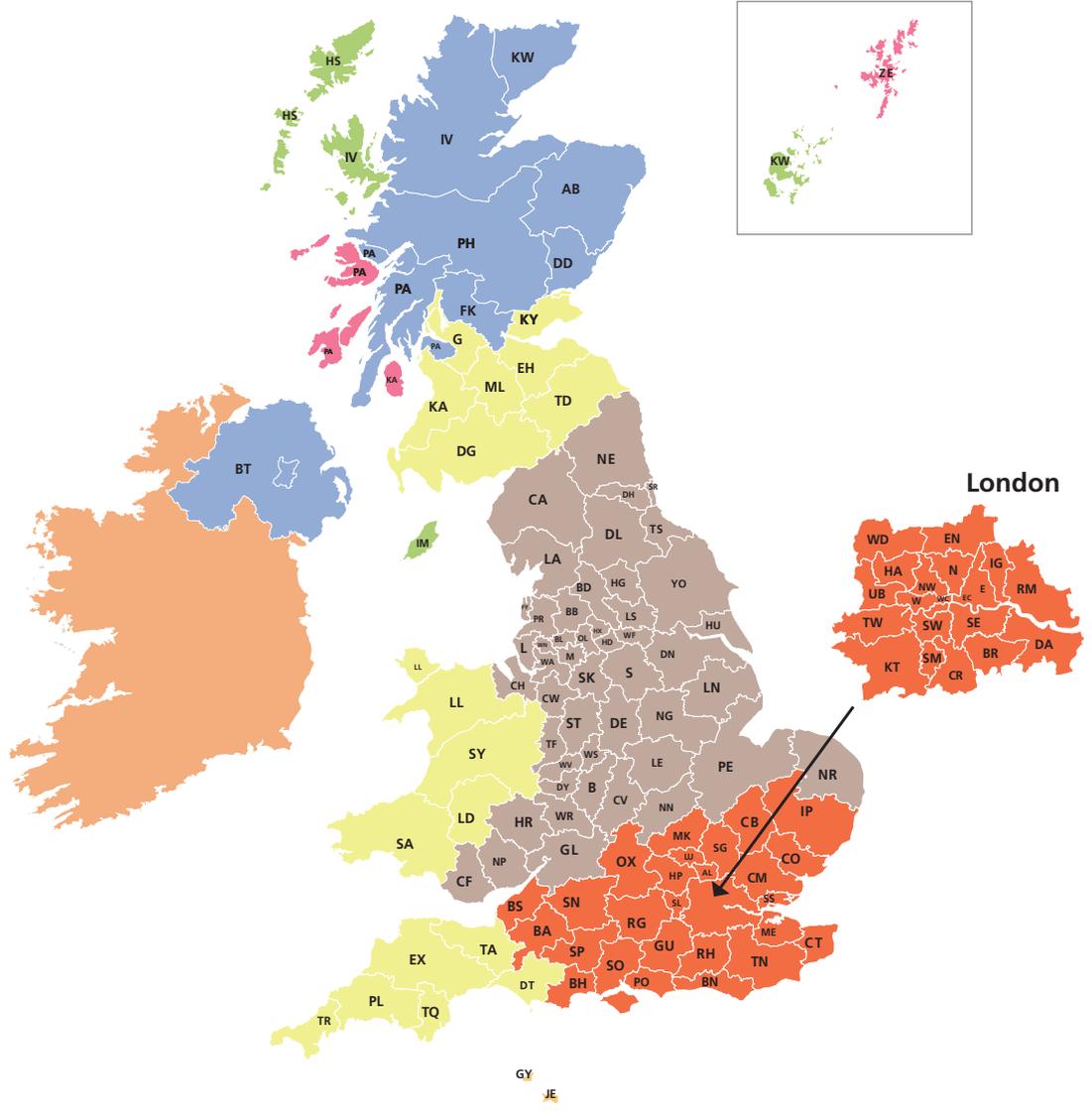
Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
41	20-27	4 - 7	6 - 8
42	28-57	4 - 7	6 - 8
43	10-19, 58-61, 63-76	4 - 7	6 - 8
44	77-82	4 - 7	6 - 8
45	62, 83-93	4 - 7	6 - 8
46	94-98	4 - 7	6 - 8

**Residential/Home deliveries** – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# United Kingdom

**Zone**

- 152
- 153
- 154\*
- 155\*
- 156
- 157\*
- 158\*
- 159
- 160\* \* This map is indicative only



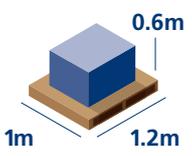
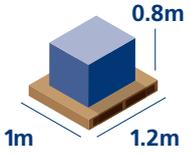
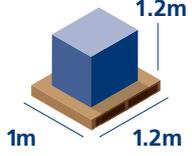
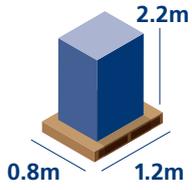
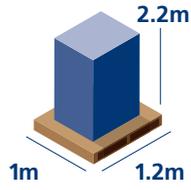
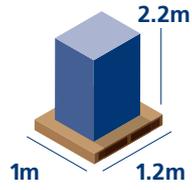
United Kingdom	Number of pallets	Local premium collection cut off	Standard operating time	Max KG tail lift	Timed delivery	AM delivery	Handball	Limited quantity
	1 - 6	12.00 for same day	09.00 - 17.00	1,000	Most areas	Most areas	On request	On request

Daily departures		Transit guide (days)	
Zone	Postcodes	Premium	Economy
152	B, BB, BD, BL, CA, CF, CH, CV, CW, DE, DH, DL, DN, DY, FY, GL, HD, HG, HR, HU, HX, L, LA, LE, LN, LS, M, NE, NG, NN, NP, NR, OL, PE, PR, S, SK, SR, ST, SY1-15, SY21-22, SY99, TF, TS, WA, WF, WN, WR, WS, WV, YO	1 - 2	2 - 3
153	AL, BA, BH, BN, BR, BS, CB, CM, CO, CR, CT, DA, E, EC, EN, GU, HA, HP, IG, IP, KT, LU, ME, MK, N, NW, OX, PO1-22, RG, RH, RM, SE, SG, SL, SM, SN, SO, SP, SS, SW, TN, TW, UB, W, WC, WD	1 - 2	2 - 3
154	DG, DT, EH, EX, FK1-19, G, KA1-26, KA29-30, KY, LD, LL, ML, PL, SA, SY16-20, SY23-25, TA, TD, TQ, TR	1 - 2	2 - 3
155	AB, BT, DD, FK20-21, IV1-28, IV30-32, IV36, IV55-56, IV63, IV99, KW1-3, KW5-14, PA1-38, PA41, PH1-26, PH30-41, PH49-50, PO30-41	1 - 2	2 - 3
156	For all information relating to Ireland, please see page 22.		
157	HS, IM, IV40-49, IV51-54, KW15-17	1 - 2	2 - 3
158	KA27, PA42-49, PA62-75, ZE	1 - 2	2 - 3
159	GY, JE	1 - 2	2 - 3
160*	KA28, PA60-61, PA76-78, PH42-44	1 - 2	2 - 3

**Residential/Home deliveries** – Full information **MUST** be provided including full name, full address including postcode/zip code along with a full telephone number including country dialling code. Please note Residential/Home deliveries that require a specific timed delivery and/or handball will incur extra costs.

# Standard pan-European pallet dimensions

OVERWEIGHT AND / OR OVER HEIGHT PALLETS WILL BE CHARGED AS THE NEXT LARGEST PALLET TYPE

 <p>1m 1.2m 0.6m</p> <p>Max 150kg</p> <p><b>MINI QUARTER PALLET</b></p>	 <p>1m 1.2m 0.8m</p> <p>Max 250kg</p> <p><b>QUARTER PALLET</b></p>	 <p>1m 1.2m 1.2m</p> <p>Max 500kg</p> <p><b>HALF PALLET*</b></p>	 <p>0.8m 1.2m 2.2m</p> <p>Max 750kg</p> <p><b>EURO LIGHT PALLET</b></p>	 <p>1m 1.2m 2.2m</p> <p>Max 750kg</p> <p><b>LIGHT PALLET</b></p>	 <p>1m 1.2m 2.2m</p> <p>Max 1,200kg</p> <p><b>FULL PALLET</b></p>
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**PALLETS MUST BE PRESENTED TO WITHSTAND MULTIPLE HANDLING.**

THIS MEANS IF A PALLET HAS TO BE MADE FIT TO TRANSPORT THEN ADDITIONAL COSTS MAY BE INCURRED.

1. For oversize (>1.3m long) requiring tail lift please call your member in advance who will call International customer services to check this is possible.
2. For irregular or extra long/wide pallets(>2.4m long/wide) NOT requiring tail lift please call your member in advance who will call International customer services to check this is possible.
3. Half pallets must be stackable – otherwise charged as light pallets.

# How to present palletised freight

## THE GOLDEN RULES

Here are a few golden rules to follow from the Palletways network. In the first instance, all pallets must be presented to our driver in a condition suitable for road transportation. The driver's decision is final on the pallet's suitability for transit!

### 1 Pallet quality – 'Fit for Purpose'

- A good quality of pallet should be used – remember your pallet will be handled between 6-8 times whilst travelling through the network. It must be stable and undamaged
- Any pallets requiring a tail-lift delivery should be on a good quality 4-way entry pallet
- Goods should NOT overhang the wooden pallet base on any side

### 2 Load goods onto pallet securely

- Goods must be secured adequately to the pallet through the use of good quality banding / wrapping
- Wrap the goods onto the pallet – remember the goods might be delivered to an uncovered area. Pallets should be fully wrapped for weather protection
- To check stability of your pallet, perform a 'PUSH TEST'. If you push the goods and they move or topple, they are not safe enough to travel
- Any half or quarter pallets that cannot be stacked upon must be clearly labelled with 'do not stack'

### 3 Ensure that an accurate consignment weight is declared

- Failure to do so will result in delay or cancellation

### 4 Label the pallet clearly

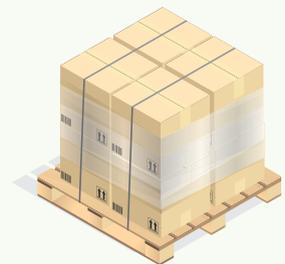
- Ideally label on two sides
- Include full details of the sender and delivery destination – including name, address and postcode along with any reference or contact details

### 5 Remember the maximum weight per pallet is:

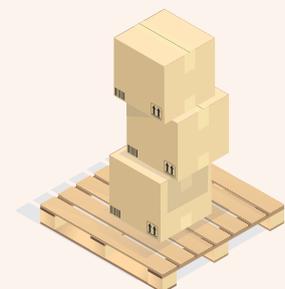
- 1,200 Kgs per pallet (for goods handled by fork-lift truck)
- Where tail lift is required please refer to the individual country specifications



A GOOD QUALITY PALLET



A CORRECTLY LOADED PALLET



AN INCORRECTLY LOADED PALLET



GOODS OVERHANGING PALLET  
WILL BE DAMAGED IN TRANSIT



# Insurance information

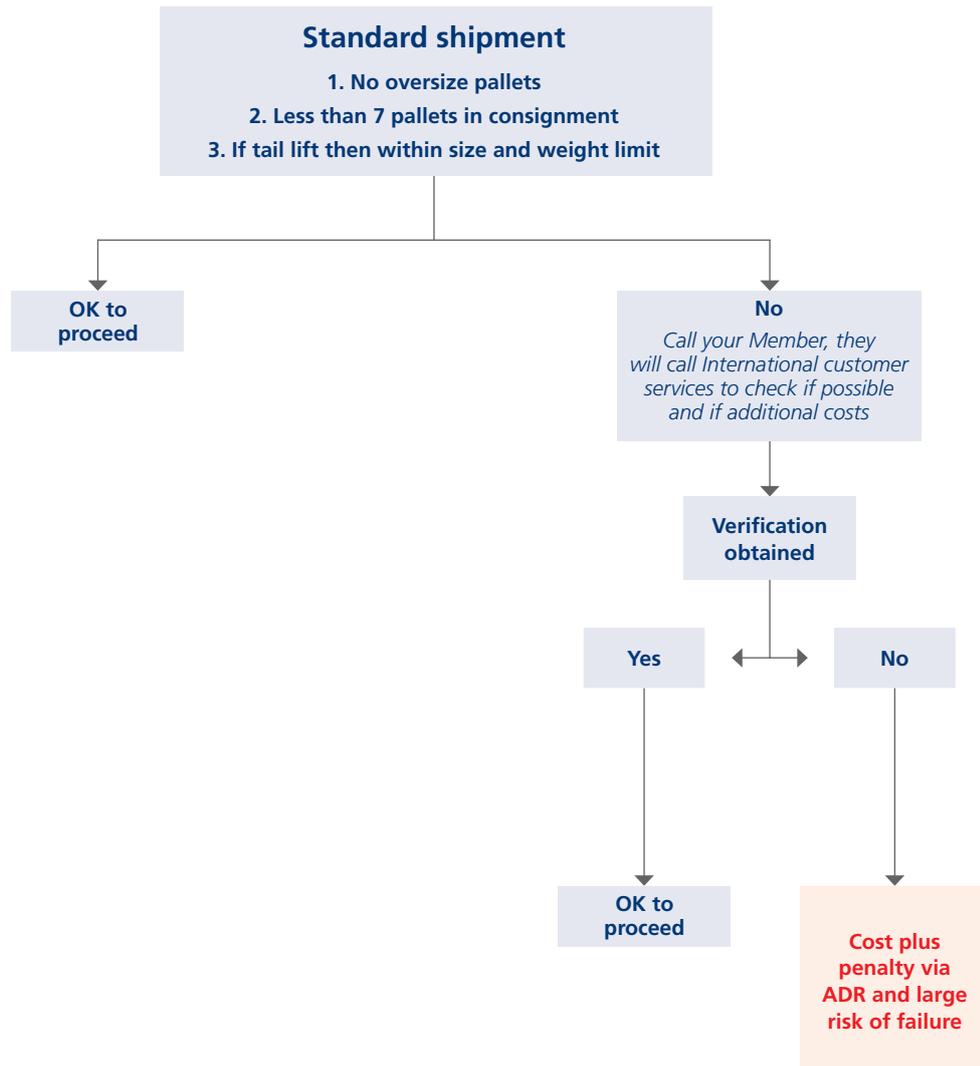
The following guidance notes should be utilised.

- We endeavour to process claims within 5 working days
- In order to fully quantify a claim to settlement stage there are several pieces of information that are required:
  1. A full description of the circumstances
  2. Amount of Claim detailing loss / damage
  3. Scanning (Palletways Portal) notes
  4. Proof of Delivery (POD)
  5. First Written Notification from Cargo owners
  6. Evidence of cost invoice (before profit), sales invoice, documentary evidence of weight, details of mitigation or repair – it is the cargo owners common law duty to mitigate their loss i.e. treat as if uninsured
  7. Freight invoices if being claimed
  8. Evidence of transit damage or loss – photographs
- Minimum claims submission level €75 (£50)
- If further information is required to quantify a claim, your local Palletways Member or our insurer will contact you directly
- A claim in all circumstances is limited to the cost price, the cost to repair, or the limitation to weight under Haulage claims conditions of carriage (CMR/LCTTTMIRHA / BIFA / Civil Code) – whichever is the lesser
- Consequential loss is limited to the original carriage charge
- CMR at time of going to print is 8.33 SDR = £10.2 per KG”

Commercial Trading Rules

# Appendix I

## Non-standard consignment



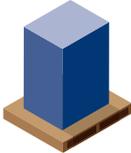
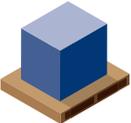
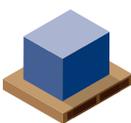
LIST OF UNACCEPTABLE FREIGHT
✗ Tobacco
✗ Cigarettes
✗ Bank notes or coins
✗ Weapons, ammunitions (which are ADR) and explosives
✗ Livestock
✗ Plants or flowers which require temperature controlled transport
✗ Human remains
✗ Illegal products such as narcotics, pornographic materials, etc.
✗ Perishable products

Commercial Trading Rules

# Appendix II

## Pan-European oversize billing rule

**Note:** These rules apply for up to L2.4 x W1.0. not requiring a tail lift  
For pallets longer than 2.4m, please contact ICS upfront.

		Full Pallet	Light Pallet	Euro Light Pallet	Half Pallet*	Quarter Pallet	Mini Quarter Pallet	
Pallet sizes								
Standard	Weight (kg)	1,200	750	750	500	250	150	
	Height (cm)	220	220	220	120	80	60	
	Length (cm)	120	120	120	120	120	120	
	Width (cm)	100	100	80	100	100	100	
Oversize	Weight (kg)	Max: 1,200	>750 = FP		← Overweight leads to next pallet type ←			
	Height (cm)	Max: 220			← Overweight leads to next pallet type ←			
	Tolerance	For pallets exceeding the standard L or W, we accept a combined (L + W) tolerance of 10cm (note there is zero tolerance on the Euro Light Pallet). For pallets exceeding the tolerance, we calculate additional pallets for the exceeding L + W as per below						
	From	To	FP	LP	EPL	HP	QP	MQ
	0cm	10cm	Within tolerance	Within tolerance	No tolerance / oversize accepted on EPL. If oversize, proceed as LP and add units as per LP rules	Within tolerance	Within tolerance	Within tolerance
	11cm	30cm	MQ	MQ		MQ	MQ	MQ
31cm	50cm	QP	QP	QP		QP	MQ	
51cm	75cm	HP	HP	HP		QP	MQ	
76cm	120cm	FP	LP	HP		QP	MQ	

\* Half pallet must be stackable, meaning it must be possible to stack another pallet on top of the half pallet

Palletways Europe GmbH  
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6340 Baar  
Switzerland

6479 09/20



an  
Imperial™  
company