

# CK Courier Solutions Ltd

## Economy Services Terms and Conditions

### 1. Statement

All jobs without exception that are booked through or carried out by CK Courier Solutions Ltd (or its delivery partners, sub-contractors, approved suppliers and agents) are done so in acceptance of the Terms & Conditions set out in this agreement and our Standard Terms and Conditions (DC01). We are not bound by any instructions given in connection with a job that conflict with these terms.

You may request a copy of this document in writing.

### 2. Third Party Services

In order to provide a full suite of courier services, CK Courier Solutions Ltd offer a number of services that are carried out by third party carriers. We generally refer to these carriers as “*Our Delivery Partners*”.

Each of Our Delivery Partners has their own Terms and Conditions of Carriage. By using any of these services you are agreeing to abide by the relevant carriers Conditions of Carriage. All Our Delivery Partners are listed in this document. Upon request, we can forward any such documents to you via email link or download. If we do not receive a request for the Terms and Conditions from you, it will be assumed that you have viewed them on the carrier’s own website.

### 3. Nationwide Overnight Parcels and Pallets

For nationwide overnight delivery services, we use the following Delivery Partners:

- UPS
- World Options
- Palletways

### 4. International and Irish Services

For international parcel services and parcels/pallets to Ireland/Northern Ireland, we use the following Delivery Partners:

- UPS (international)
- World Options
- City Air Express (Irish)

## **5. How it Works**

5.1 You book the job through CK Courier Solutions Ltd, as you would with our traditional services. This means that you continue to benefit from dealing with our office for customer service. Please be advised that you must supply us with accurate information as requested (dimensions, weight, contents etc). Failure to do so may result in your goods being held or subject to additional charges.

5.2 You benefit from having access to carriers who may otherwise deem you too small for an account.

5.3 You benefit from bulk-buy rates, meaning that you can save money compared with using the carriers directly themselves.

5.4 Our office will forward all tracking and delivery POD information directly to you. No need to log in to accounts and check the progress of your shipments yourself.

## **6. Limitation of Liability and Insurance**

6.1 CK Courier Solutions Ltd accept no liability for any losses sustained by any customer engaging us to provide economy or third-party services through Our Delivery Partners.

6.2 Insurance is generally included in all the services provided by Our Delivery Partners. However, this is limited and is significantly less than our own Goods-in-Transit insurance, which is included free with our dedicated vehicle services. If you require insurance above £50 in value, then you must speak with our staff to arrange this for you. You are advised that excess insurance cover will be subject to varying Terms and Conditions, depending on the Delivery Partner and will be charged at an additional cost. The additional cost is usually based on a percentage of the consignment value.

6.3 Insurance provided by Our Delivery Partners will be paid out in the form of a credit note on your account with CK Courier Solutions Ltd. You will not receive a physical insurance pay out unless this has been specially arranged with us prior to booking.