



Freight Presentation

Important Information

You are responsible for the freight presentation, all pallets must adhere to the guidelines set out in this document. The pallets will be handled multiple times between the collection and delivery points so they must be suitably packaged so that they are safe to handle and prevent any movement of the goods during transit.

Please note failure to present freight correctly in accordance with the RHA Terms and Conditions may result in an insurance claim being rejected, or result in personal injury or damage.

Goods Packaging

Ensure that your goods are sufficiently packaged, protecting all 4 sides and the tops of the pallets. Bagged freight should be protected with cardboard trays, caps and edge protectors. Liquid based substances must be in leak proof containers with labels indicating the correct way up. Glass windscreens or window panels are best suited for transhipment in wooden crates or hard surface boxes.

Pallet Bases

All pallet bases must be of solid construction, with a minimum of 2 way entry to allow fork lift truck and pump truck access. Oversize freight must be on a suitably sized pallet base without overhang. No claims can be accepted due to the pallet base collapsing or if the quality of the base is inadequate or becomes unstable during transit.

Securing Goods To The Pallet

To prevent goods from moving on the pallet during transit they must be secured to the base of the pallet. Use double wrap or cross banding ensuring that the goods are stable so there is no risk of them leaning or toppling. Kegs and barrels are to be cross banded to the pallet and not double stacked without the use of trays or stocks to prevent sliding. Non stackable freight must have a non stack cone placed on top of the pallet or non-stack labels must be placed on all 4 sides of the pallets.

Labelling

All pallets must be labelled and identifiable with the delivery address and if required reference numbers. Limited Quantity goods must have labels with the LQ diamonds. Fragile labels should also be used. For existing customers using our thermal label printers please view our **labelling guide**.