



DELIVERY OPTIONS

Delivery & Collection Options – Please Read Carefully

This document outlines four delivery and collection options available for your order. It is the responsibility of the customer to carefully review each option in full and select the most appropriate service based on your project needs, site access, and available offloading equipment.

Each method has been tailored to accommodate different logistical requirements, timelines, and site conditions. Please ensure you choose the option that best aligns with your project's capabilities.

IMPORTANT – Health & Safety Regulations

Due to updated Health & Safety legislation and Insurance policies, manual offloading is strictly prohibited on some delivery methods. It is now a legal requirement that deliveries are received at sites with suitable offloading facilities (e.g. forklift or telehandler), unless otherwise stated.

- If offloading equipment is not available onsite at the time of delivery, the delivery will not be completed, and redelivery charges will apply.
- Drivers are not permitted to assist with handballing or manual offloading under any circumstances.

Summary of Responsibility

- It is the customer's responsibility to organise appropriate offloading equipment and ensure that site access meets delivery vehicle requirements.
- We accept no liability for any damage incurred during transit or offloading, especially when using standard Pallet Network services (Option 2), where materials may be moved multiple times across various distribution hubs and forklifts. No claims for damage can be made through QTD Ltd or the delivery company once goods have left our premises.

Delivery Charges & Access Requirements

- A minimum delivery charge of £135 + VAT applies to all delivery options.
- Delivery charges are based on the assumption of:
 - No access restrictions
 - No vehicle size limitations
 - No timed or booked-in slots unless pre-arranged

Please notify us of any access constraints or special requirements at the time of order. Failure to do so may result in delays and/or additional charges.

Changes to Delivery Address

If a delivery address change is requested after dispatch has been arranged, this will incur additional charges and may delay your order.

A confirmation form will be provided with this delivery document. This form must be completed and returned to QTD Ltd before your order can be dispatched, confirming your selected delivery option and acceptance of all terms and conditions.

1

COLLECTION FROM OUR YARD

Your order will be prepared for collection by being palletised, protected, and strapped, ready for forklift loading onto your vehicle. Please ensure your vehicle is appropriate for the weight and dimensions of your order.

Note: We cannot unpack and manually load your material if your vehicle is unsuitable.

PRICE: FREE

2

LOCAL DELIVERY BY QTD LTD (Within a 180-mile radius from RG40)

We offer a local delivery service using our own QTD Ltd lorry, with prices starting from £135, depending on your postcode location. A minimum of two people must be present on-site to unload the materials upon delivery. Our driver is not responsible for unloading and will not offload materials without adequate assistance.

Important: If there are fewer than two people available or no suitable means of offloading, delivery will not be made, and a re-delivery charge may apply.

PRICE: £135 - £340 EX VAT

3

STANDARD DELIVERY NO OFFLOADING FACILITIES

Delivery Information

Your order will be palletised, protected, and securely strapped, ready for delivery to your project site via the Pallet Network (available nationwide). This 2–3 day service includes collection from our yard, transfer through the central network hub, and final delivery via a local vehicle.

IMPORTANT – Offloading Requirements

Due to updated Haulier Health & Safety and Insurance regulations, all deliveries now require a suitable mechanical offloading method on site (e.g. forklift or telehandler).

- Manual offloading is strictly prohibited and handballing from the delivery vehicle is not permitted under any circumstances.
- It is the customer's responsibility to ensure that the appropriate offloading equipment is available at the time of delivery.
- If offloading arrangements are not in place, the delivery will not be completed and additional redelivery charges may apply.

Please Note:

Due to multiple forklift transfers during the distribution process, we cannot accept responsibility for any damage that may occur in transit.

If you are unsure whether your site meets these requirements, please contact us prior to booking your delivery.

PRICE: FROM £340 EX VAT (2-3 DAY DELIVERY)

Certain Postcodes May Incur Higher Costs

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DEDICATED DELIVERY NO OFFLOADING FACILITIES

Your order will be palletised, protected, and securely strapped, ready for direct same-day delivery to your project site.

IMPORTANT – Offloading Requirements

To comply with current Haulier Health & Safety and Insurance regulations, lorry drivers are not permitted to assist with offloading under any circumstances.

Mechanical offloading equipment (such as a forklift or telehandler) is the preferred and safest method.

However, hand offloading is permitted only if a minimum of three able-bodied people are present onsite to assist.

If no mechanical equipment is available and fewer than three people are present to hand unload, the driver will refuse delivery, and redelivery charges will apply.

It is the customer's or contractor's responsibility to ensure all necessary offloading arrangements are in place.

Please ensure your site is prepared to receive the delivery safely, legally, and without assistance from the driver. If you're unsure, contact us before booking your delivery.

PRICE: £4.99 PER MILE EX VAT (FROM QTD LTD - TO SITE)

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DEDICATED DELIVERY MOFFAT OFFLOAD

Your order will be palletised, protected, and securely strapped, ready for direct same-day delivery to your project site.

This delivery option includes a Moffett offload – a forklift mounted to the rear of the delivery vehicle – enabling safe and efficient offloading of your materials on site.

This method ensures that material packs are offloaded in the same condition and orientation as they were loaded, minimising handling, reducing labour time, and helping to ensure your materials arrive undamaged and ready for use.

PRICE: £12.99 PER MILE EX VAT (FROM QTD LTD - TO SITE)