

Border Express Pallet Terms and Conditions

Effective 1 July 14 – Correct as at 02 Jun 14



1. Pallets

1.1. Border Express will only take responsibility for Hire Pallets under the terms included below unless a separate written agreement is in place.

1.2. Equipment

1.2.1. Border Express will only accept the transfer of good quality CHEP or Loscam wood pallets onto its accounts. The transfer of other CHEP or Loscam equipment will not be accepted. Plain pallets are not returned or exchanged.

1.3. Pallets on Pickup/Branch Drop

1.3.1. **Direct Transfer (Sender to Receiver)** - Border Express prefers the sender to transfer pallets direct to the receiver. Two copies of the pallet transfer docket are to be provided to Border Express.

1.3.2. **Transfer to Border Express** - Transfers to a Border Express pallet account are also acceptable in accordance with delay day rules, documentation requirements and the receiver having a pallet account.

1.3.3. **Delay Days** - Transfers onto a Border Express pallet account are to be based upon a 7 day delayed transfer from pickup date. Where delay days are also applied by the receiver, Border Express will adjust the effective date of the transfer so that it represents the receiver delay days plus 7 days (i.e. for GHPL 33 + 7 = 40 delay days). The table below lists known receiver delay days:

| Receiver | Receiver Delay Days (From the receipt of goods day) | Net Delay Days (From the pickup day) |
|---|--|---|
| Staples, Aldi | 28 Days | 35 days |
| Woolworth's, Big W, Masters DC's, Harris Scarfe, Costco | 30 Days | 37 days |
| GHPL (Coles, Kmart, Target, Officeworks, etc.) | 33 Days | 40 days |
| Metcash, CCC, IGA, ALM, Bidvest, McAlpine, Mitre 10 | 45 Days | 52 days |

1.3.4. **Documentation Requirements** - For all transfers, the sender is to provide a correctly completed pallet transfer docket to Border Express for each load. For multiple destination loads, separate transfer dockets must be provided to match the delay day profile of each group of receivers. At least one Consignment Number must be used as the pallet transfer docket reference number. Transfers may be rejected if the pallet transfer docket is not correctly completed.

1.3.5. **Transfer Accounts** - Border Express Pallet Accounts are in the table below. Sending customers are to transfer pallets to their sending state/territory or branch in the case of Albury:

| State/Territory | Loscam Account | Chep Account |
|------------------|--|--------------|
| ACT | Contact your Border Express Account Manager for the number of the correct account for the transfer of pallets. | |
| NSW (exc Albury) | | |
| QLD | | |
| SA/NT | | |
| VIC (inc Albury) | | |
| WA | | |

1.3.6. **Un-recoverable Pallets** - Where receiver's pallets are considered un-recoverable (e.g. mine sites, wharfs, events, etc.), the sender is to package the freight on plain pallets and recover the cost of packaging and handing through their receiver. Border Express can provide senders with a list of plain pallet providers in each state.

1.3.7. **No Exchange on Pickup/Branch Drop** - Border Express will not exchange pallets on pickup/branch drop.

1.4. Pallets on Delivery/Branch Collect

1.4.1. **Transfer to Receiver** - Border Express will transfer pallets to the receiver. No Delay Days can be applied by the receiver to a Border Express pallet account.

1.4.2. Border Express may also one for one exchange with the receiver. If one for one pallets are not available for exchange then Border Express will transfer the pallets to the receivers pallet account. In the event that transfer to a receiver is unsuccessful, Border Express reserves the right to transfer the pallets back to the sender or apply a charge (see 1.6.1 below).

1.5. Claims

1.5.1. Border Express will accept pallet claims within 3 months of pickup date without penalty. Claims up to 12 months from pickup date may be accepted but the effective date of transfer will be the date of written claim enquiry to Border Express.

1.6. Charge for Hire Pallets not recovered

1.6.1. A charge of \$50 per pallet (includes GST, administration fee and compensation for hire costs incurred) will be levied on the customer where Border Express cannot balance the Hire Pallets used in providing services for that customer (for example, through an inability to retrieve pallets or complete a pallet transfer).

1.7. Variations

1.7.1. No variations are to be made to these pallet terms or additional agreements to be made unless agreed upon in writing by the Border Express National Pallet Manager.