

# Company X Pallet Policy

The following policy with regard to the receipt and despatch of pallets comes into effect on [Date].

## Deliveries to Company X

1. Pallets will not be exchanged.
2. Company X's preference is for equipment to be delivered on good quality CHEP pallets.  
Company X's CHEP account number is:

Drivers should present two copies of a CHEP pallet transfer to Company X's receiving staff. Company X staff will sign both copies and give one copy back to the driver.

If there is a discrepancy between the transfer docket and the pallets received then the docket should be amended and the driver and Company X staff sign the amendment. The docket will be amended if any of the pallets are in poor quality.

If the driver only brings one copy of the transfer docket then Company X will retain it.

If the driver does not bring a pallet transfer docket then he should contact his depot or the sender to get one emailed through to Company X.

## Despatches from Company X

1. Pallets will not be exchanged.
2. If a driver arrives at Company X's depot to pick up pallets then the pallets used will either be plain, disposable pallets or CHEP pallets.
3. Company X staff will print out 2 copies of the pallet transfer docket and have both signed by the driver. Company X will retain one copy and give the other copy to the driver.
4. If Company X are unable to identify a CHEP account number to transfer the pallets to then CHEP pallets will not be loaded on to his truck.
5. No delay days will apply to despatches from Company X.

## Pallet Transfer Claims

1. Company X encourages other parties to notify transfers on to Company X's account to CHEP in a timely manner.
2. If a transfer on to Company X's account is not invoiced within 180 days then Company X will determine whether the transfer can be accepted. If the transfer is accepted then this could be at the date when Company X was first contacted in writing regarding the claim.
3. If a request is made to reinstate a transfer previously rejected or corrected by Company X and the reinstatement request is accepted by Company X then the effective date of the reinstatement will be determined by Company X.

Company X Manager

Date \_\_\_\_\_