

Rules of the Game

- Brisbane metro area is 10km from city centre. Refer Pricing Schedule for the new charges which apply outside this circle. – eg Capalaba, Samford, Springwood
- Demurrage surcharge maybe incurred for excessive waiting (i.e. in excess of 10 minutes) @ \$55 per hour for Ute and \$ 75 per hour for Truck; this will be GPS recorded and will be charged in increments of 15 minutes.
- Our acceptable box size is 300mm x 400mm x 300mm – Weight 20kg. Oversize/weight fees may apply of \$3.50 per item.
- Orders must be booked prior to 2.00pm; either by phone, fax or email or we reserve the right to delay pick up & delivery until the next day. Any orders booked in after 4:00pm will be considered as a Same Day Booking and a \$5 fee will be incurred. Whilst we will aim to meet clients needs, these bookings cannot be guaranteed to be delivered that day.
- We cannot be responsible for collection of your money. That is an arrangement between you and your client. We will collect money for any freight costs incurred by Sender or Receiver, who does not have payment arrangements with us. The preferred method of Payment is by credit card at time of Booking.
- Futile Deliveries – A futile delivery charge will be applied for any non acceptance of produce by the receiver, where such produce is returned to the Kwik N Kool depot for further instructions. Futile deliveries are charged at \$37.50 per ½ hour and are billed for the travel time from depot to receiver and back to depot.
- Pallet spaces must not exceed 1000kg in weight (including pallet & packaging) and no higher than 1.2m in height (including pallet) – Please see “Requirements” below, for further detail regarding pack options. All rates are based on forklift load and unload; otherwise a handling charge of \$40 per pallet will be applied.
- Hand Unloading of Pallets - Deliveries are supplier to dock only. We cannot load or rotate stock on your shelves. Where there is no forklift available at either the collection or delivery point a Hand Unload Fee will be charged based on time taken to unload pallet – refer Demurrage surcharge; minimum charge \$40 will be applied.
- Please help us by making sure all the information on our booking forms is completed. The preferred method for Bookings is by email to bookings@kwiknkool.com.au or by Fax. Please find attached a current Freight Booking Form, you can email us requesting a copy in WORD to personalize the form to your own requirements.
- All accounts are 7 Day accounts...and we require these to be paid each week to guarantee continued Pick Up and Deliveries. An Administration Fee of 7.5% will be charged for all monies outstanding greater than 30 days; with a minimum fee of \$10.

Thank you for the opportunity to work with you in providing a vital link between you and your customer.