



Because You Deserve More

REFRIGERATED COURIERS

Account Terms & Conditions 24/07/2009

- Brisbane metro area is 10km from city centre. Refer Pricing Schedule for the new charges apply outside this circle. – eg Capalaba, Samford, Springwood
- Demurrage surcharge maybe incurred for excessive waiting (i.e. excess of 10 minutes) @ \$55 per hour for Ute and \$ 75 per hour for Truck; in increments of 15 minutes. This would be GPS recorded.
- 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. These bookings cannot be guaranteed to be delivered that day; however we will endeavour to do so.
- 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.
- 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 Waiting Time.
- 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@kwikncool.com.au or Fax. You can download the Freight Booking Form in PDF format from our website, or email us requesting a copy in WORD to personalize the form to your own requirements.
- Any rejected items will be returned to the supplier...Your standard rates apply...
- **All our prices include GST and there is NO Fuel Levy.**

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 30days; with a minimum fee of \$10.

All clients who pay their account on time go into our “Kool Rewards” draw. One entry for every \$50 spent within the previous month is given to all clients who pay by their due date. Our current valued client who has received the latest “Kool Reward” is Country Range Farming, suppliers of organics eggs. Other rewards have been seafood, Easter eggs, cheeses, fruit or cakes. To be in the draw for this month’s prize have all your invoices paid on time.

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

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