

# LATE DELIVERY CREDIT SCALE

## CUSTOMER E-GUIDE

All stated timescales do not include weekends or bank holidays, with the exception of Saturday deliveries when Monday is considered one working day late.

For International shipments delivery times are given in business days and can vary depending on destination and the nature of the merchandise being shipped. Any shipments being sent from Scotland will take an additional day in transit.

# LATE DELIVERY CREDIT SCALE

## DOMESTIC SHIPMENTS

### Next Day Service Deliveries:

Goods delivered 2 days late:-	10% Credit
Goods delivered 3 days late:-	20% Credit
Goods delivered 4/+ days late:-	30% Credit

### Next day pre – 12.00 Deliveries

Goods delivered after 12:00:-	Credited to Next Day rate
Goods delivered 1 day late:-	Credited to Next Day rate
Goods delivered 2 days late:-	Credited to Next Day rate minus 10%
Goods delivered 3 days late:-	Credited to Next Day rate minus 20%
Goods delivered 4/+ days late:-	Credited to Next Day rate minus 30%

### Saturday Services Deliveries

Goods delivered 1 day late:-	Credited to Next Day rate
Goods delivered 2 days late:-	Credited to Next Day rate minus 10%
Goods delivered 3 days late:-	Credited to Next Day rate minus 20%
Goods delivered 4/+ days late:-	Credited to Next Day rate minus 30%

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## INTERNATIONAL SHIPMENTS

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### International Economy Deliveries

Goods delivered 2 days late:-	10% Credit
Goods delivered 3 days late:-	20% Credit
Goods delivered 4/+ days late:-	30% Credit

### International Road Economy Deliveries

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Credited as per the International Economy Delivery credit scale

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### Worldwide Air Deliveries

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Credited as per the International Economy Delivery credit scale

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