

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 STATUS

TABLE 1.0 LATE DELIVERY CREDIT SCALE

Next Day Service Deliveries including Bagit Products

Goods delivered 1 day late:-	10% Credit
Goods delivered 2 days late:-	50% Credit
Goods delivered 3 days late:-	75% Credit
Goods delivered 4/+ days late:-	100% Credit

Premier 48 Service Deliveries

Goods delivered 2 days late:-	20% Credit
Goods delivered 3 days late:-	50% Credit
Goods delivered 4/+ days late:-	100% Credit

Premium Service Deliveries – 09.00

Goods delivered after 9am and before 10:30am:-	Credited to 10:30 delivery rate
Goods delivered after 10:30am and before 12:00:-	Credited to AM delivery rate
Goods delivered after 12:00:-	Credited to Next Day rate
Goods delivered 1 day late:-	Credited to Next Day rate minus 10%
Goods delivered 2 days late:-	Credited to Next Day rate minus 50%
Goods delivered 3 days late:-	Credited to Next Day rate minus 75%
Goods delivered 4/+ days late:-	Credited in full

Premium Service Deliveries – 10.30

Goods delivered after 10:30am & before 12:00:-	Credited to AM delivery rate
Goods delivered after 12:00:-	Credited to Next Day rate
Goods delivered 1 day late:-	Credited to Next Day rate minus 10%
Goods delivered 2 days late:-	Credited to Next Day rate minus 50%
Goods delivered 3 days late:-	Credited to Next Day rate minus 75%
Goods delivered 4/+ days late:-	Credited in full

Premium Service Deliveries – AM

Goods delivered after 12:00:-	Credited to Next Day rate
Goods delivered 1 day late:-	Credited to Next Day rate minus 10%
Goods delivered 2 days late:-	Credited to Next Day rate minus 50%
Goods delivered 3 days late:-	Credited to Next Day rate minus 75%
Goods delivered 4/+ days late:-	Credited in full

Saturday Services Deliveries

Goods delivered 1 day late:-	Credited to Next Day rate minus 10%
Goods delivered 2 days late:-	Credited to Next Day rate minus 50%
Goods delivered 3 days late:-	Credited to Next Day rate minus 75%
Goods delivered 4/+ days late:-	Credited in full

Saturday Service Deliveries – 09.00

Goods delivered after 9am and before 10:30am:-	Credited to Saturday 10:30 delivery rate
Goods delivered after 10:30:-	Credited to Saturday delivery rate
Goods delivered 1 day late:-	Credited to Next Day rate minus 10%
Goods delivered 2 days late:-	Credited to Next Day rate minus 50%
Goods delivered 3 days late:-	Credited to Next Day rate minus 75%
Goods delivered 4/+ days late:-	Credited in full

Saturday Service Deliveries – 10.30

Goods delivered after 10:30:-	Credited to Saturday delivery rate
Goods delivered 1 day late:-	Credited to Next Day rate minus 10%
Goods delivered 2 days late:-	Credited to Next Day rate minus 50%
Goods delivered 3 days late:-	Credited to Next Day rate minus 75%
Goods delivered 4/+ days late:-	Credited in full

Timed Service Deliveries

Goods delivered after 10:30:-	Credited to Next Day delivery rate
Goods delivered 1 day late:-	Credited to Next Day rate minus 10%
Goods delivered 2 days late:-	Credited to Next Day rate minus 50%
Goods delivered 3 days late:-	Credited to Next Day rate minus 75%
Goods delivered 4/+ days late:-	Credited in full

Pallet 24 Service Deliveries

Credited as per the relevant service credit scale - Next Day Deliveries or Premium Deliveries

Pallet 48 Service Deliveries

Credited as per the relevant service credit scale - Premier 48

INTERNATIONAL SHIPMENTS

Parcel Connect Deliveries

Goods delivered 2 days late:-	10% Credit
Goods delivered 3 days late:-	20% Credit
Goods delivered 4 days late:-	50% Credit
Goods delivered 5 days late:-	75% Credit
Goods delivered 6/+ days late:-	100% Credit

Parcel International Deliveries

Credited as per the relevant service credit scale - Parcel Connect Deliveries

International Road Economy Deliveries

Credited as per the relevant service credit scale - Parcel Connect Deliveries

Worldwide Air Deliveries

Credited as per the relevant service credit scale - Parcel Connect Deliveries