

How the network works

Place an order with Palletways then sit back and relax. You're in safe hands.



Placing your order request couldn't be simpler. Contact your local Palletways Member via the free phone number 0845 111 111. Or alternatively log on to www.palletways.com/onlinescheduler and after seeking the required service an online order request form is available.

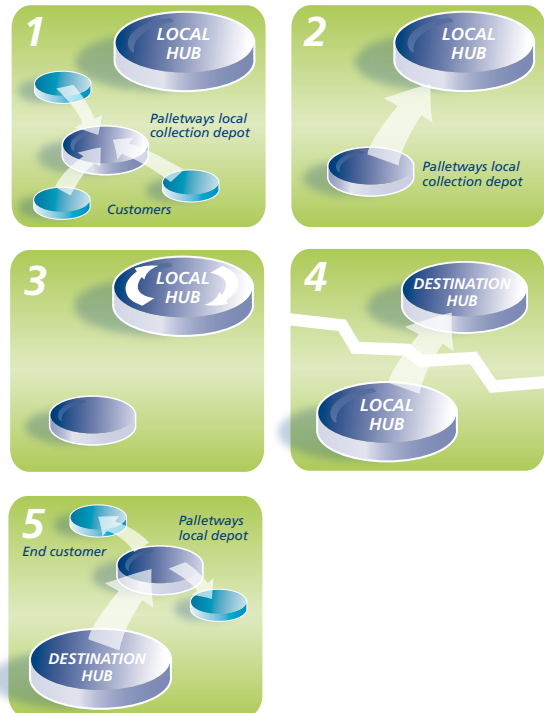
The Palletways cycle is easy and simple to follow and is the same physical operation as our domestic service.

1. If a pick up is requested before 12.00, your local Palletways Member collects your freight that afternoon and transports it to the local collection depot that evening.*
2. The goods are then trunked to one of the Palletways hub operations. The freight is scanned so you can track your consignment at www.palletways.com/track.
3. When the freight arrives at the hub it is sorted by destination postcode.
4. It is then transported to one of the international hubs of the destination country.
5. On arrival the freight is sorted by destination postcode and despatched to the local Palletways Member who will deliver the freight to your customer.

Throughout its journey your consignment will be tracked from the point of leaving your premises through to final delivery.

The delivery cycle diagram demonstrates how the process works through our network (transit times will differ depending on the destination postcode).

The delivery cycle



*Certain restrictions apply



Palletways has developed a systematic approach to expediting palletised freight throughout Europe using our own in house IT infrastructure which is built on the robust system used for our domestic service.

To ensure that delivery times are met we ask our customers to note the following criteria for presenting and labelling pallets.

Order processing and freight presentation

All pallets must be presented in a fit state to be handled through a pallet network with the contents securely shrink wrapped or secured to a pallet creating a sealed unit.

The identification Palletways label must be affixed mid way on the pallet side so the product can be identified and scanned whilst being handled by a fork lift truck.



The peelable bullets from the label should be used in conjunction with the Palletways delivery note or your own customer's paperwork. This will have the same identification bar code as that on the pallet.

When placing your order it is the customer's responsibility to provide the full contact and address details of the end customer. This will include the following information:

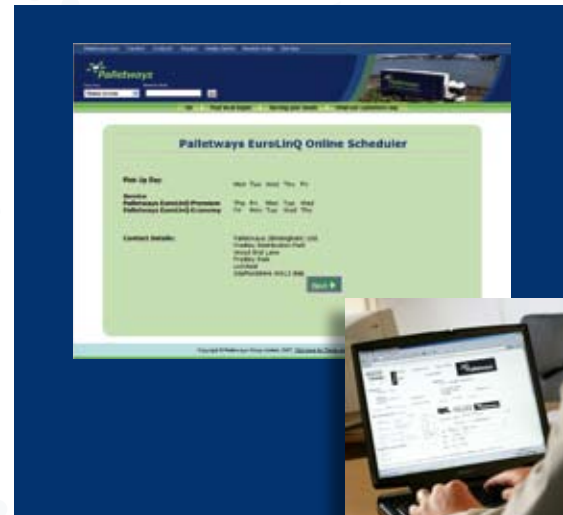
- Full company name and address including street details and number
- Town
- Detailed postcode
- Country
- Contact name at the destination
- Contact telephone number at the destination

It is the customer's responsibility to provide this information. Failure to do so may result in delay and extra expense.

Customs Clearance

When a pallet is moved to Switzerland customs formalities both at the exporting country and the destination will have to be completed.

Any consignment which is given to Palletways for final delivery in Switzerland must be accompanied by a certified copy of the exporting invoice in line with formalities laid down by the Customs authorities.



On Line Scheduler

To retrieve an exact lead time for your consignment please visit www.palletways.com and choose On line Schedule.

Here you will be asked to submit your pickup postcode or town and a destination postcode. You will then receive an instant and accurate transit time for every departure available.

It will also allow you to choose which service is required to meet your customers deadline; Palletways Premium or Economy.

Once chosen, your local Palletways Member will be displayed providing full contact details in order for you to contact them and receive an immediate quotation and collection time.

