

# SEAROAD POLICY

## PALLETS

Policy #	LOPSP0004
Policy Title	<b>Pallets</b>
Effective date	1 November 2020
Related Policies/Documents	
Responsible Department	General Manager Operations
Last revised:	Not Applicable

### 1. Objective

The purpose of this Pallet Policy is to outline the rules and requirements for the transfer of Chep or Loscam pallets onto the SeaRoad Pallet Account

### 2. Application/Coverage

- This Policy applies to all SeaRoad Valued Customers, New Customers and Third Parties who book collection or drop into a Searoad site.
- This Policy is the Standard Pallet Policy that will apply unless a specific commercial agreement is in place.

### 3. Statement

- The Sender / Supplier / Transport or Third Party is responsible for supplying the Pallet Transfer with the consignment to Searoad.
- Pallet Transfers are to be attached to the con note for entry into SeaRoad Pallet Data file on arrival (Failure to provide pallet dockets may result in transfers being rejected).
- SeaRoad Melbourne do not Exchange Pallets on Pick up or on Freight dropped into SeaRoad Melbourne. A Pallet Transfer will be required for a pick-up or drop in of a Chep or Loscam Pallet to SeaRoad Melbourne.
- SeaRoad Tasmanian Sites will allow Exchange on pick-up or drop into site with relevant Equipment Movement Docket completed on transaction where an account is not available to raise a Pallet Transfer onto SeaRoad.
- The primary reference number on all Pallet Transfers must be the Con Note number.
- SeaRoad do not accept Pallet Transfers where the Receiver holds a Pallet Account. The Transfer is to be made to end Receiver unless a specific commercial agreement is in place.
- Pallet Transfers raised onto SeaRoad are required to have a 15-day delay. Pallet Transfers that do not have 15 delay days will be corrected accordingly.

- The movement/shipment date on every Pallet Transfer is to be the date of collection or drop into site with a 15-day delay on Effective date.
- SeaRoad accept Chep or Loscam wooden pallets only and expect that the equipment will be of good quality.
- Plastic Pallets and all other equipment will not be accepted onto the SeaRoad Pallet Account and will be rejected without notice.
- If a receiving partner rejects a transfer or the pallets are unrecoverable, SeaRoad reserves the right to transfer the rejected pallets back to the sender's account.
- Apart from providing POD if requested, SeaRoad will not investigate any claims or accept liability on direct transfers between sender and receiver.
- Loscam have introduced a \$2.00 dehire charge for each empty Loscam pallet dehire in Tasmania. SeaRoad will onforward associated pallet dehire charges; unless a commercial agreement is in place.

Valid claims made within 90 days of the movement date will be accepted at original effective date. Claims older than 90 days, if accepted, will be at date of enquiry. All such enquiries should be emailed to [palletcontrol@searoad.net](mailto:palletcontrol@searoad.net)