



Pallet Terms and Conditions

Effective 1 August 2021

1. Pallet Hire

Tasfreight will only take responsibility for Hire Pallets under the terms included below unless a separate written agreement is in place.

2. Equipment

Tasfreight will only accept the transfer of CHEP or Loscam wood pallets onto its accounts. The transfer of other CHEP or Loscam equipment will not be accepted. Plain pallets are not returned or exchanged.

3. Pallets on Pickup/Branch Drop

3.1 Direct Transfer (Sender to Receiver) - Tasfreight prefers the sender to transfer pallets direct to the receiver. Two copies of the pallet transfer docket are to be provided to the Tasfreight Sending Depot at time of pickup.

3.2 Transfer to Tasfreight - Transfers to a Tasfreight pallet account are also acceptable in accordance with delay day rules, documentation requirements and the receiver having a pallet account.

3.3 Delay Days - Transfers onto a Tasfreight pallet account are to be based upon a 7 day delayed transfer from pickup date. Where delay days are also applied by the receiver (refer table below) please ensure effective date of the transfer represents the receiver delay days plus 7 days (i.e. for GHPL 33 + 7 = 40 delay days). The table below lists known receiver delay days:

Receiver	Receiver Delay Days (From the receipt of goods day)	Net Delay Days (From the pickup day)
Winc, Aldi	28 Days	35 days
Woolworth's, Big W, Harris Scarfe, Costco	30 Days	37 days
GHPL (Coles, Kmart, Target, Officeworks, etc.)	33 Days	40 days
Statewide Independent Wholesalers (SIW)	35 Days	42 days
Metcash, CCC, IGA, ALM, Bidvest, McAlpine, Mitre 10	45 Days	52 days

3.4 Documentation Requirements - For all transfers, the sender is to provide a correctly completed pallet transfer docket to Tasfreight for each load. For multiple destination loads, separate transfer dockets must be provided to match the delay day profile of each group of receivers. At least one Consignment Number must be used as the pallet transfer docket reference number. Transfers may be rejected if the pallet transfer docket is not correctly completed.

3.5 Un-recoverable Pallets - Where receiver's pallets are considered un-recoverable (e.g. mine sites, wharfs, events, etc.), the sender is to package the freight on plain pallets and recover the cost of packaging and handing through their receiver. Tasfreight can provide senders with a list of plain pallet providers in each state.

3.6 No Exchange on Pickup/Branch Drop - Tasfreight will not exchange pallets on pickup/branch drop.

4 Pallets on Delivery/Branch Collect

4.1 Transfer to Receiver - Tasfreight will transfer pallets to the receiver. No Delay Days can be applied by the receiver to a Tasfreight pallet account.

4.2 Exchange - Tasfreight may also one for one exchange with the receiver. If one for one pallets are not available for exchange then Tasfreight will transfer the pallets to the receiver's pallet account. In the event that transfer to a receiver is unsuccessful, Tasfreight reserves the right to transfer the pallets back to the sender or apply a charge (see section 6 below).

5. Claims

Tasfreight will accept pallet claims within 3 months of pickup date without penalty. Claims up to 12 months from pickup date may be accepted but the effective date of transfer will be the date of written claim enquiry to Tasfreight.

6. Charge for Hire Pallets not recovered

A charge of \$55 per pallet (includes GST, administration fee and compensation for hire costs incurred) will be levied on the customer where Tasfreight cannot balance the Hire Pallets used in providing services for that customer (for example, through an inability to retrieve pallets or complete a pallet transfer).

7. Variations

No variations are to be made to these pallet terms or additional agreements to be made unless agreed upon in writing by the Tasfreight National Pallet Manager.