



## **Delivery of product to The Mailshop Limited**

*Updated 24/05/2009*

### **Books/Magazines**

1a, All books must be at the maximum; single strapped (paper strapping is preferred) no strapping is the ideal method of packaging.

1b, Cross strapping magazines is **NOT** acceptable.

1c, Shrink wrapping magazines is **NOT** acceptable.

1d, Magazines must **NOT** be boxed under any circumstances.

2, All books **must** have the minimum amount of turns possible i.e. a bundle of 50 books should only be turned **once** with the books facing 25 each direction. Any books that have more than **1** turn without prior notification can be rejected or will be subject to additional charges on commencement of production.

3, All pallets of books must have the quantity of bundles and total number items on the pallet tickets.

4, All pallets must be pallet wrapped with clear wrap.

5, All pallets will need a minimum of two pallet cards. Ideally when loaded, the pallet label will face out to easily identify the product.

6, Paper corners should be used to protect the items where necessary.

7, All delivery notes must be in clear concise English.

**If any of the above is not adhered to then additional costs will be added to the mailing costs per thousand.**

## **Inserts / 3<sup>rd</sup> Parties**

- 1, **All** inserts must be boxed.
- 2, There should be no turns in the inserts; all items should be facing the same direction.
- 3, **Each** box should be marked up with the insert description and quantity.
- 4, Inserts/Onserts should be produced on a minimum 100gsm paper unless prior agreed by The Mailshop.

**If any of the above is not adhered to then additional costs will be added to the mailing costs per thousand.**

## **Stock supplied to be lasered.**

All stock that is supplied into us for laser personalisation must be packed suitably in boxes and then bulk packed on pallets.

Within the boxes all paper should be faced in one direction, either always face up or face down.

A sample of the paper should be attached to the lid of every box for quality control purposes.

## **Deliveries**

- 1, All deliveries must be booked in at least 48 hours before delivery, any items that are not booked in can and will be refused.

All bookings will get either an email / fax confirmation to confirm acceptance this must be checked by the delivery company to ensure the correct quantity and number of pallets of delivery, if delivery deviates from booking then the delivery can and will be refused. If you do not have any booking reference then the two options stated below become applicable.

- 2, Deliveries will be given 20mins grace after the confirmed booking time, we will endeavour to unload you if you are late, however during busier times we may have to offer you the following two options: -

a) The delivery company to take the goods away and make a new booking (minimum 24 hours notice required)

b) The goods can be stored in our off site storage company at costs of

£5.00 per pallet loading / unloading

£3.00 per pallet per week (or part of) storage

3, Pallets which are damaged can and will be refused

4, Pallets cannot be mixed all items on a pallet must be of **ONE** version.

5, All deliveries must be accompanied by a delivery note, stating :-

Booking reference number

Description of goods

Quantity of pallets

Quantity on pallets

Total Quantity

6, Any stock which is delivered in 7 days before commencement will be susceptible to weekly warehouse costs.

7, All overnight/non timed deliveries must be booked in to notify of deliveries these **MUST** arrive by 10.30am. The Mailshop Ltd accept no responsibility for costs incurred for non timed deliveries.

**All deliveries will only be accepted between the hours of 07.00 and 12.00 Monday to Friday, anything out of these hours will be charged at additional rates.**

### **Nottingham Site**

Client Services Inwards.

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