

Outspoken Delivery LLP - Terms and Conditions

General

The following is a simple set of guidelines to help us provide you with a reliable delivery service. It explains how we operate, what you can expect from us, and what we need from you to ensure we deliver as promised.

Legal Status

Outspoken Delivery is the trading name of Outspoken Delivery LLP, a limited liability partnership, registered number OC316099. The registered office is at 7 Ronald Rolph Court, Wadloes Road, Cambridge CB5 8PX.

Price, Quotations and Value Added Tax

We are VAT registered; all our services are quoted without VAT which will be added at the standard rate (17.5%) on all invoices.

We will always notify you in advance if our quoted price is altered.

Basis of Trading

We ask you for your co-operation in keeping our waiting times at pick-up and delivery to a minimum. If we do have to wait repeatedly we will be forced to incorporate this into our pricing and alter our agreement.

Items for delivery must be clearly addressed, appropriately packaged and ready for despatch at the agreed pick-up time.

If no one is in to collect the delivery, we will have to return the item and re-deliver if required as a separate charge.

Liability

Outspoken Delivery is covered by Public and Products liability insurance to a £1,000,000 limit of indemnity and Employers' Liability to £10,000,000.

Please inform us if your goods are particularly valuable and we will be happy to arrange specialist goods in transit insurance. In the absence of such insurance, loss or damage to any Consignment shall be limited to a maximum of £50, whether such loss or damage was due to the fault or negligence of Outspoken Delivery or otherwise.

Outspoken Delivery shall not in any circumstances be liable for any indirect loss or damage or for loss of profit.

Terms of Payment

Customers will be invoiced monthly, with payment please within 30 days of invoice.

Business hours

Our normal business hours are 8.30am to 5.30pm Monday to Friday. If evening or weekend delivery is required, please ensure these are booked during normal business hours. We will not usually answer routine calls during these times.

Last updated: 1 Feb 08