

## **Notice to all customers**

With the arrival of our second 26T crane vehicle increasing our delivery capacity, we have noticed that we are now delivering up to 20 drops per day. This also means preparing an increased amount of orders in the yard. As we are all human errors will happen, but equally theft of unattended items is also on the increase, especially with the current value of steel items.

Over the last few years we have noted an increased tendency for customers operatives to not be on site on the agreed delivery date, even when a timed delivery is requested. Our drivers make every effort to complete their deliveries and pride themselves on never returning with undelivered orders. However an increased number of tickets are being signed for by our drivers themselves and as a result are not being checked by customers.

At the same time we have seen an increased number of claims for items missing and although this is still a very small percentage of our total orders/deliveries it is felt that action must be taken now before the situation deteriorates.

With immediate effect we have instructed our drivers that they must go through the delivery with the recipient and therefore by signing the ticket that person confirms that the delivery is correct. If nobody is on site a telephone call will be made to ascertain when somebody is likely to arrive and should this not be within a reasonable time it will be your decision as to whether or not to accept responsibility for the order being dropped off.

In any event any claims for shortages or errors must be made within 48 Hours.