

# Late delivery credit scale

All stated timescales do not include weekends or bank holidays, with the exception of Saturday deliveries when Monday is considered.

### Next Day Service Deliveries including Bagit Products

Goods delivered 1 day late:-	10% Credit
Goods delivered 2 days late:-	50% Credit
Goods delivered 3 days late:-	75% Credit
Goods delivered 4/+ days late:-	100% Credit

### Premier 48 Service Deliveries

Goods delivered 2 days late:-	20% Credit
Goods delivered 3 days late:-	50% Credit
Goods delivered 4/+ days late:-	100% Credit

### Premium Service Deliveries – 09.00

Goods delivered after 9am and before 10:30am:-	Credited to 10:30 delivery rate
Goods delivered after 10:30am and before 12:00:-	Credited to AM delivery rate
Goods delivered after 12:00:-	Credited to Next Day rate
Goods delivered 1 day late:-	Credited to Next Day rate minus 10%
Goods delivered 2 days late:-	Credited to Next Day rate minus 50%
Goods delivered 3 days late:-	Credited to Next Day rate minus 75%
Goods delivered 4/+ days late:-	Credited in full

### Premium Service Deliveries – 10.30

Goods delivered after 10:30am & before 12:00:-	Credited to AM delivery rate
Goods delivered after 12:00:-	Credited to Next Day rate
Goods delivered 1 day late:-	Credited to Next Day rate minus 10%
Goods delivered 2 days late:-	Credited to Next Day rate minus 50%
Goods delivered 3 days late:-	Credited to Next Day rate minus 75%
Goods delivered 4/+ days late:-	Credited in full

### Premium Service Deliveries - AM

Goods delivered after 12:00:-	Credited to Next Day rate
Goods delivered 1 day late:-	Credited to Next Day rate minus 10%
Goods delivered 2 days late:-	Credited to Next Day rate minus 50%
Goods delivered 3 days late:-	Credited to Next Day rate minus 75%
Goods delivered 4/+ days late:-	Credited in full

### Saturday Services Deliveries

Goods delivered 1 day late:-	Credited to Next Day rate minus 10%
Goods delivered 2 days late:-	Credited to Next Day rate minus 50%
Goods delivered 3 days late:-	Credited to Next Day rate minus 75%
Goods delivered 4/+ days late :-	Credited in full

### Saturday Service Deliveries – 09.00

Goods delivered after 9am & before 10:30am:-	Credited to Saturday 10:30 delivery rate.
Goods delivered after 10:30am:-	Credited to Saturday delivery rate.
Goods delivered 1 day late:-	Credited to Next Day rate minus 10%
Goods delivered 2 days late:-	Credited to Next Day rate minus 50%
Goods delivered 3 days late:-	Credited to Next Day rate minus 75%
Goods delivered 4/+ days late:-	Credited in full

### **Saturday Service Deliveries – 10.30**

Goods delivered after 10:30am:-	Credited to Saturday delivery rate
Goods delivered 1 day late:-	Credited to Next Day rate minus 10%
Goods delivered 2 days late:-	Credited to Next Day rate minus 50%
Goods delivered 3 days late:-	Credited to Next Day rate minus 75%
Goods delivered 4/+ days late:-	Credited in full

### **Timed Service Deliveries**

Goods delivered 15+ minutes from specified time:-	Credited to Next Day rate
Goods delivered 1 day late:-	Credited to Next Day rate minus 10%
Goods delivered 2 days late:-	Credited to Next Day rate minus 50%
Goods delivered 3 days late:-	Credited to Next Day rate minus 75%
Goods delivered 4/+ days late:-	Credited in full.

### **Pallet 24 Service Deliveries**

Credited as per the relevant service credit scale - Next Day Deliveries or Premium Deliveries.

### **Pallet 48 Service Deliveries**

Credited as per the relevant service credit scale – Premier 48

**Please note delivery delay due to circumstances as detailed within our Terms & Conditions point 13.6.4.**