

TERMS AND CONDITIONS OF BUSINESS

Delivery Solutions (Delsol) Limited

Company Number: 04845404

Registered Office: Bryn Warehouse, Griffiths Crossing, Caernarfon, Gwynedd LL55 1TU

Effective Date: August 2026

Who these Terms apply to: Business customers and private individuals using Delsol services

Important - liability and claims. These Terms contain limits of liability, short claim-notification periods for business customers, and service-specific rules. Parcel-only compensation for glass and perishable items is set out in Schedule 1.

HOW THIS DOCUMENT WORKS

The Core Terms apply to every Booking. The relevant Service Schedule adds the operational, liability and claim rules for the service purchased. Schedule 7 identifies goods that are prohibited or require prior written approval.

Core Terms	Contract formation, customer duties, charges, delivery, liability, claims, complaints and general legal provisions.
Schedule 1	APC and other parcel services, including standard cover and special glass/perishable compensation.
Schedule 2	TPN and other pallet or freight-network services.
Schedule 3	Dedicated and same-day transport.
Schedule 4	Hazchem and other dangerous-goods services.
Schedule 5	International road, air, sea, courier and customs-related services.
Schedule 6	Warehousing, fulfilment, pick-and-pack and related logistics services.
Schedule 7	Prohibited, restricted and special-risk goods.

Private individuals: If you are acting wholly or mainly outside your trade, business, craft or profession, you are a Consumer. Nothing in these Terms removes rights that the law says cannot be excluded or restricted.

Part A - Core Terms

1. DEFINITIONS AND INTERPRETATION

1.1. In these Terms, the following expressions have the meanings set out below.

Term	Meaning
APC Conditions	The APC Overnight conditions of carriage, packaging and labelling requirements, dangerous-goods rules, unidentified-freight policy and other network rules applicable to the Booking, as updated from time to time.
Booking	A request for a Service which Delsol accepts, shown by a Booking Confirmation, collection, receipt of Goods or performance of the Service.
Booking Confirmation	The quote, rate acceptance, consignment note, manifest, label, portal confirmation, service order or other written record by which Delsol confirms a Booking.
Business Customer	A Customer acting for purposes relating wholly or mainly to its trade, business, craft or profession.
Consumer	An individual acting for purposes wholly or mainly outside that individual's trade, business, craft or profession.
Consignee	The person to whom Goods are addressed or delivered.
Consignment	One or more Parcels, Pallets or other Goods accepted under one Booking for movement from one collection point to one delivery point.
Cost Price	The net cost actually incurred by the Customer to acquire the affected item or, where the Customer made the item, its evidenced direct material and production cost. It excludes recoverable VAT, delivery charges, any higher advertised or intended retail or resale price, mark-up, profit, general overhead, sentimental value and consequential loss.
Customer / you	The person who contracts with Delsol, including a sender or person presenting Goods at a depot.
Dangerous Goods	Goods classified, regulated or restricted for transport under ADR, the Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009, aviation or maritime rules, or other applicable law.
Delsol / we / us	Delivery Solutions (Delsol) Limited, company number 04845404, unless the Booking Confirmation expressly identifies another contracting entity.
Enhanced Liability Cover	An increased contractual limit accepted by Delsol in writing for a stated Consignment and declared value. It is not a policy of insurance issued to the Customer.
Goods	Anything handled, collected, carried, stored, packed, delivered or otherwise dealt with under a Booking.
Glass Item	A Parcel item made wholly or partly from glass, including a sealed product such as a jar of jam or marmalade.
Network Rules	The applicable carrier, pallet, parcel, Hazchem, port, airline, shipping-line or other subcontractor rules disclosed or made available for the Service.

Term	Meaning
Standard Parcel	A Parcel which is not a Glass Item, Perishable Parcel, prohibited item or other special-risk item under these Terms or the APC Conditions.
Parcel	A packaged item accepted for a parcel-network, courier, mail, lightweight or similar Service, but not a Pallet.
Pallet	Goods secured to a pallet, skid or other load platform and accepted for a pallet-network or road-haulage Service.
Perishable Parcel	A Parcel containing goods liable to deteriorate, spoil or become unsafe through time or temperature, including fresh or frozen meat.
Restricted Goods	Goods accepted only if Delsol gives prior written approval and any stated conditions are met.
Service	Any transport, collection, delivery, storage, fulfilment, packing, customs-related or logistics service supplied or arranged by Delsol.
Service Schedule	A Schedule to these Terms applying to a particular Service.
Terms	These Core Terms, the relevant Service Schedules, and documents incorporated under clause 2.
Value	The lower of the proven purchase cost and reasonable replacement cost of the affected item, excluding recoverable VAT, profit, sentimental value and consequential loss.
Website	Delsol's website at https://deliverysolutions.uk.com/ or any replacement website operated by Delsol.
Working Day	Monday to Friday, excluding public holidays at the place where the relevant Service is performed.

- 1.2. References to legislation or an industry code include amendments, replacements and subordinate rules in force when the Service is performed.
- 1.3. Words such as 'including' do not limit the words that follow. Headings assist navigation only. A person includes an individual, company, partnership, public body and other legal person.

2. APPLICATION, CONTRACT FORMATION AND PRIORITY

- 2.1. These Terms apply to every Booking accepted by Delsol. They replace any customer purchase terms unless Delsol expressly agrees those terms in writing through an authorised director.
- 2.2. A quote is an invitation to book, not an offer. Unless stated otherwise, a quote is valid for 30 days and remains subject to capacity, credit approval, accurate Consignment information and the applicable Network Rules.
- 2.3. The contract is formed when Delsol issues a Booking Confirmation, collects or receives the Goods, or starts the Service, whichever occurs first.
- 2.4. The contract documents apply in the following order, with the first taking priority over the later documents to the extent of an inconsistency:

- mandatory law and any international convention that cannot be varied;
 - a written Booking Confirmation or Service Order, including any agreed declared value or Enhanced Liability Cover;
 - the relevant Service Schedule;
 - these Core Terms; and
 - the applicable Network Rules or incorporated industry conditions.
- 2.5. An express variation in a Service Schedule, including the stated pallet liability uplift, overrides the corresponding incorporated condition only for that Service. The separate Delsol-funded Glass Payment and Perishable Payment are governed by Schedule 1 and do not amend the APC Conditions.
- 2.6. Delsol will make incorporated conditions available at or before contract formation, electronically or in hard copy on request. If an incorporated term is not legally binding on a Consumer, the remainder of the contract continues to apply.

3. CONSUMERS AND MANDATORY RIGHTS

- 3.1. This clause applies where the Customer is a Consumer. Any provision expressly limited to Business Customers does not apply to a Consumer.
- 3.2. Delsol will perform the Service with reasonable care and skill. Information about Delsol or the Service which the law treats as binding forms part of the contract.
- 3.3. Nothing in these Terms excludes or restricts a Consumer's rights or remedies to the extent the law prohibits that exclusion or restriction. If there is a conflict, mandatory consumer law prevails.
- 3.4. A statutory 14-day cancellation right may not apply to a contract for transport of goods booked for a specific date or period. Where a statutory cancellation right does apply, Delsol will provide the required information. If the Consumer asks Delsol to begin during the cancellation period, the Consumer must pay a proportionate amount for Services supplied before cancellation, where the law permits.
- 3.5. A Consumer should tell Delsol promptly about a problem. The claim times in the Service Schedules support investigation but do not remove a statutory right merely because a Consumer misses a contractual notice period, unless the law permits that consequence.

4. AUTHORITY, ACCOUNTS AND BOOKINGS

- 4.1. The person making a Booking confirms that they are at least 18 and have authority to contract for the Customer and to arrange carriage, storage or handling of the Goods.
- 4.2. The Customer must protect account credentials, restrict authorised users and notify Delsol promptly of suspected misuse. The Customer is responsible for Bookings made through its account unless it proves the account was used without authority and without its fault.

- 4.3. A Booking is accepted only for the service, collection and delivery details recorded by Delsol. Changes require Delsol's agreement and may alter the price, route, timing, equipment and liability position.
- 4.4. Delsol may refuse, suspend or cancel a Booking where information is incomplete or inaccurate, capacity is unavailable, the Goods are prohibited or unsafe, credit is not satisfactory, or performance would breach law or Network Rules.

5. DELSOL'S ROLE, SUBCONTRACTING AND ROUTE

- 5.1. Delsol is not a common carrier and may decide whether and on what conditions to accept Goods.
- 5.2. Delsol may perform the Service itself or use network members, carriers, warehouse operators, customs intermediaries and other subcontractors. Delsol may select and change the route, vehicle, depot, hub, mode and subcontractor unless the Booking Confirmation expressly requires otherwise.
- 5.3. A subcontractor and its employees or agents may rely on exclusions and limits in these Terms to the same extent as Delsol. Delsol holds that benefit on trust for them and may enforce it for them.
- 5.4. Delsol may consolidate Goods with other consignments unless a dedicated vehicle or exclusive storage arrangement is expressly agreed.

6. CUSTOMER INFORMATION AND WARRANTIES

- 6.1. The Customer must give complete and accurate information before collection, including sender and Consignee details, delivery instructions, contents, quantity, dimensions, gross weight, value, fragility, perishability, temperature sensitivity and any legal or handling restrictions.
- 6.2. The Customer warrants that it owns the Goods or has authority from the owner and every interested person to enter into the contract and accept these Terms on their behalf.
- 6.3. The Customer must promptly correct information that becomes inaccurate. Delsol may rely on the information supplied without opening or testing the Goods.
- 6.4. For a Business Customer, the Customer is responsible for direct loss, reasonable cost, fine, penalty or third-party claim caused by materially inaccurate information or breach of this clause, except to the extent caused by Delsol's negligence or breach. A Consumer is responsible only to the extent permitted by law and reasonably foreseeable.

7. PACKAGING, LABELLING AND CONDITION OF GOODS

- 7.1. Unless Delsol has expressly agreed a packing Service, the Customer must package the Goods so that they can withstand ordinary collection, sorting, automated conveyor handling, road movement, transshipment and delivery without loss, leakage or damage to the Goods, people, property or other consignments.

- 7.2. Packaging must comply with Delsol guidance, the applicable Network Rules and law. It must include suitable internal cushioning, leak-proof containment, closures, outer packaging, pallet restraint and hazard marks. Old labels and misleading marks must be removed.
- 7.3. The Customer must apply a correct, legible address and the Delsol or network label to each handling unit. A label, scan, receipt or signature records apparent receipt only and is not proof of the contents, condition, value, quantity, dimensions or weight.
- 7.4. Delsol may inspect, open, scan, repack, relabel or make safe Goods where reasonably required by law, security, safety or Network Rules. Delsol is not obliged to do so, and reasonable resulting costs are payable by the Customer.

8. PROHIBITED, RESTRICTED AND DANGEROUS GOODS

- 8.1. The Customer must not tender prohibited Goods. Restricted Goods and Dangerous Goods require Delsol's prior written approval for the specific Booking and must comply with Schedule 4, Schedule 7 and all applicable rules.
- 8.2. Acceptance, collection or a label does not waive this clause where Delsol did not receive complete and accurate information or did not give the required approval.
- 8.3. Delsol may refuse, isolate, return, render safe, dispose of or contact the authorities about Goods which are or appear unsafe, illegal, prohibited, incorrectly declared or non-compliant. Where practicable, Delsol will notify the Customer first.
- 8.4. The Customer must pay reasonable costs arising from its breach, including emergency response, clean-up, storage, return, disposal and third-party charges. A Business Customer will indemnify Delsol against third-party liabilities caused by that breach, except to the extent caused by Delsol's negligence or breach.

9. COLLECTION, LOADING, ACCESS AND EQUIPMENT

- 9.1. The Customer must provide safe, lawful and suitable access at the agreed time, disclose restrictions, and ensure the Goods and documents are ready. Collection and delivery times are estimates unless expressly guaranteed in writing.
- 9.2. Unless agreed otherwise, the Customer is responsible for loading and the Consignee for unloading, using competent people and suitable equipment. Where Delsol loads or unloads, the Customer must disclose hazards and provide safe access.
- 9.3. Delsol may charge for waiting, aborted attendance, redelivery, special equipment, additional labour, congestion, parking, tolls, ferries and access restrictions where disclosed in the Booking, rate card or reasonably incurred because information or access was inadequate.
- 9.4. Delsol may select a vehicle using the information supplied. If the Goods do not fit safely or lawfully, Delsol may refuse them, arrange a different vehicle and charge the resulting reasonable cost.

10. WEIGHTS, DIMENSIONS AND CHARGING MEASUREMENTS

- 10.1. Charges may be based on actual weight, volumetric weight, pallet footprint, dimensions, route, service level and handling characteristics. Delsol may reweigh, remeasure or reclassify the Goods and adjust the charge.
- 10.2. Where volumetric charging applies, volumetric weight is length x width x height in centimetres divided by the divisor stated in the current rate card or Booking Confirmation. The greater of actual and volumetric weight applies.
- 10.3. If the Customer disputes a measurement, it must provide evidence promptly. Delsol's calibrated or network measurement is prima facie evidence for a Business Customer, but may be corrected if shown to be wrong.

11. TRANSIT TIMES, DELIVERY ESTIMATES AND GUARANTEES

- 11.1. Published or quoted transit times are targets and time is not of the essence unless the Booking Confirmation expressly identifies a guaranteed Service and its remedy.
- 11.2. Delsol will use reasonable endeavours to meet a target. Operational cut-offs, remote areas, weather, network disruption, customs, security checks and events outside reasonable control may affect performance.
- 11.3. If Delsol expressly accepts a money-back or delivery guarantee, the remedy is the remedy stated for that Service. A refund of carriage charges does not prevent a separate valid claim for physical loss or damage, but there is no double recovery.

12. DELIVERY, INSTRUCTIONS AND PROOF

- 12.1. Delsol may deliver to the stated address, an authorised recipient, an agreed safe place, a neighbour where the relevant parcel rules permit, or another location authorised by the Customer or Consignee.
- 12.2. The Customer must ensure delivery instructions are accurate, lawful and safe. Authority-to-leave or safe-place delivery transfers risk when the Goods are left in accordance with the instruction, except where mandatory law provides otherwise.
- 12.3. Proof of delivery may include a recipient name, signature, photograph, barcode scan, time record, GPS record or other electronic evidence. A signature is not required where the Service permits another form of proof.
- 12.4. If a Consignee refuses delivery, refuses permitted proof, cannot be found or access is unavailable, Delsol may treat delivery as failed and apply clause 13 and the relevant Schedule.

13. FAILED DELIVERY, RETURNS AND UNIDENTIFIED GOODS

- 13.1. After a failed delivery Delsol may leave or send notice, hold the Goods, make another attempt, return them or follow the applicable Network Rules. The Customer must pay reasonable redelivery, storage and return charges unless failure was caused by Delsol's breach.
- 13.2. The Customer must respond promptly to requests for instructions. Delsol may return Goods after the holding period in the relevant Schedule.
- 13.3. Unidentified, unclaimed or undeliverable Goods may be held, investigated and dealt with under the Network Rules and the Torts (Interference with Goods) Act 1977. Delsol will take reasonable steps to identify and notify an owner before sale or disposal where required.
- 13.4. Sale proceeds may be applied to reasonable charges and costs, with any balance held for the person entitled to it. Goods that are unsafe, unlawful, perishable or of negligible value may be disposed of sooner where lawful and reasonably necessary.

14. CHARGES, SURCHARGES AND VAT

- 14.1. The Customer must pay the charges in the Booking Confirmation, current rate card or Service Order, plus VAT and disclosed surcharges. A fuel surcharge may vary; the percentage applying to a Booking will be shown or made available before the contract is formed.
- 14.2. Additional charges may arise for inaccurate weight or dimensions, non-conveyable items, address correction, remote areas, re-delivery, storage, return, customs, security, special handling, waiting, labour or third-party costs, provided the basis is disclosed or the cost was reasonably caused by the Customer's request or breach.
- 14.3. A quotation based on incomplete or inaccurate information may be adjusted to the price that would have applied had correct information been supplied.

15. INVOICES, CREDIT AND PAYMENT

- 15.1. Unless Delsol grants credit in writing, charges are payable before the Service starts. Credit customers must pay within the period stated on the invoice or, if none is stated, within 30 days of invoice date.
- 15.2. A Business Customer must raise a genuine invoice query within 28 days, identifying the disputed item and reasons. The undisputed balance remains payable. This does not extinguish a valid claim that could not reasonably have been identified within that period.
- 15.3. For late Business Customer payments, Delsol may charge statutory interest and fixed compensation under the Late Payment of Commercial Debts (Interest) Act 1998, or any other substantial contractual remedy stated in the Booking Confirmation, plus reasonable recovery costs permitted by law.

- 15.4. For a Consumer, Delsol will not impose Business Customer late-payment remedies. The Consumer remains responsible for the price and reasonable recovery costs only to the extent fair, transparent and permitted by law.
- 15.5. Delsol may set off a sum it owes the Customer against a due and undisputed sum the Customer owes Delsol. A Business Customer may not withhold or set off payment except for an undisputed credit or finally determined claim.

16. CUSTOMS, DUTIES AND TAXES

- 16.1. The Customer is responsible for accurate customs, export-control and import information, including description, commodity code, value, origin, EORI details, licences and commercial documents.
- 16.2. Delsol acts as a customs representative only where expressly agreed and may require written authority. Direct or indirect representation and the identity of the declarant will be recorded where required.
- 16.3. The Customer must pay duties, taxes, levies, storage, examination, brokerage and other border charges. If Delsol pays them, the Customer must reimburse Delsol on demand, except to the extent caused by Delsol's error or breach.
- 16.4. Delsol may suspend, return or abandon a movement where clearance information, authority or payment is not provided, subject to applicable law and reasonable notice.

17. LIEN, RETENTION AND SALE

- 17.1. For a Business Customer, Delsol has a general lien over Goods and documents in its possession for all sums due from that Customer. Delsol may store the Goods while exercising the lien and charge reasonable storage costs.
- 17.2. For a Consumer, any lien is limited to the particular Goods connected with unpaid charges for the relevant contract, to the extent fair and permitted by law.
- 17.3. After giving the notice required by law and a reasonable opportunity to pay and collect, Delsol may sell or dispose of Goods under the Torts (Interference with Goods) Act 1977 or another applicable right. This clause is subject to special rules for unsafe, unlawful or perishable Goods.

18. BASIS AND LIMITS OF LIABILITY

- 18.1. Delsol is liable only for loss for which it is legally responsible and which occurs while the Goods are in Delsol's custody or control, subject to the applicable Service Schedule, incorporated conditions and mandatory law.
- 18.2. For Goods that are lost, mis-delivered or damaged beyond reasonable repair, compensation will be based on their proven Value. For Goods that can reasonably be repaired or reconditioned, compensation will be based on the reasonable cost of doing so. In every case, compensation is subject to the applicable liability limit and will not exceed the Customer's proven direct loss.

- 18.3. Nothing excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, deliberate wrongdoing, or any liability which law says cannot be excluded or limited.
- 18.4. Mandatory international conventions and legislation take priority. They may impose different bases, limits and deadlines.
- 18.5. Liability limits apply per Consignment unless the Booking Confirmation or mandatory law states otherwise. Amounts paid for the same loss by Delsol, a network, insurer or other person reduce the balance to prevent double recovery.

19. SERVICE LIMITS AND ENHANCED LIABILITY COVER

- 19.1. The default liability limits are stated in the relevant Service Schedule. They reflect the charge and are not a declaration that Delsol knows or accepts the full value of the Goods.
- 19.2. The Customer must request Enhanced Liability Cover before collection, declare the correct value, pay the additional charge and obtain Delsol's written acceptance. Cover is not effective merely because a value appears on an invoice, label or customs document.
- 19.3. Enhanced Liability Cover increases a contractual liability limit only. Delsol does not advise on the Customer's insurance needs and does not issue an insurance policy to the Customer.
- 19.4. Delsol may refuse Enhanced Liability Cover for prohibited, Restricted, glass, perishable, high-value, dangerous or other special-risk Goods, or impose item and aggregate sub-limits.

20. EXCLUDED AND INDIRECT LOSS

- 20.1. For a Business Customer, Delsol is not liable for loss of profit, revenue, market, contract, production, anticipated saving, goodwill, reputation, data or use, or for indirect or consequential loss, whether arising in contract, tort or otherwise.
- 20.2. For a Business Customer, liability for delay arises only where expressly accepted in writing or imposed by mandatory law and is then subject to the applicable conditions and limits.
- 20.3. Delsol is not liable to the extent loss is caused by the Customer, Consignee or owner; insufficient packaging or labelling; inherent vice; ordinary leakage, wastage or deterioration; an inaccurate address or declaration; prohibited Goods; delay outside Delsol's reasonable control; or compliance with law or authority instructions.
- 20.4. For a Consumer, this clause does not exclude loss that was reasonably foreseeable when the contract was made or otherwise recoverable under mandatory consumer law. Delsol is not responsible for a Consumer's business loss.

21. CLAIMS, EVIDENCE AND MITIGATION

- 21.1. The Customer must inspect Goods promptly, take reasonable steps to prevent further loss, preserve packaging and Goods, and notify Delsol using the timetable in the applicable Service Schedule.
- 21.2. A claim should include the Booking reference, item description, circumstances, photographs, purchase invoice or replacement evidence, repair evidence where relevant, proof of weight and any delivery record requested reasonably for investigation.
- 21.3. The Customer must give Delsol and relevant carriers a reasonable opportunity to inspect the Goods and packaging and must not dispose of salvage without written agreement, unless necessary for safety or to prevent further loss.
- 21.4. Payment of a claim may be conditional on transfer of salvage or rights against a third party to the extent of the payment. Delsol may pursue recovery in the Customer's name and will account for any net recovery exceeding the amount paid.
- 21.5. A Customer must begin legal proceedings within any mandatory or incorporated time bar. For Consumers, a contractual time bar applies only to the extent fair and legally enforceable.

22. EVENTS OUTSIDE REASONABLE CONTROL

- 22.1. Delsol is not responsible for delay or failure caused by an event beyond its reasonable control, including severe weather, flood, fire, epidemic, war, terrorism, civil disorder, industrial action, road closure, infrastructure or utility failure, cyber incident, border or customs action, government restriction, network failure or carrier embargo.
- 22.2. Delsol will take reasonable steps to reduce the effect and resume performance. The Customer remains liable for Services already supplied and unavoidable third-party costs reasonably incurred.
- 22.3. If performance becomes impossible or is materially delayed, either party may cancel the affected unperformed Service. Delsol will refund a Consumer where and to the extent required by law.

23. DATA PROTECTION, TRACKING AND SECURITY

- 23.1. Each party must comply with applicable data-protection law. Delsol handles personal data in accordance with its current Privacy Notice available on the Website.
- 23.2. The Customer must provide only personal data reasonably needed for the Service and must have authority to provide sender, Consignee and contact details to Delsol and relevant networks.
- 23.3. Delsol may share data with carriers, networks, warehouses, customs authorities, regulators, payment providers and service suppliers where necessary for the Booking, legal compliance, security, tracking and proof of delivery.

- 23.4. Electronic tracking is indicative and may not update in real time. Security screening, photographs and GPS records may be used where lawful and proportionate.

24. COMPLAINTS

- 24.1. A complaint should be made using the contact details published on the Website or sent to the registered office, quoting the Booking reference and desired outcome.
- 24.2. Delsol will acknowledge and investigate a Consumer complaint within a reasonable time, explain its decision and provide information required by law about any available independent alternative dispute resolution process.
- 24.3. This complaints process does not prevent either party from seeking a legal remedy. Claims for lost or damaged Goods must also follow the relevant Service Schedule.

25. SUSPENSION AND TERMINATION

- 25.1. Delsol may suspend new or current Services on reasonable notice where payment is overdue, credit risk materially worsens, the Customer repeatedly breaches these Terms, Goods are unsafe or unlawful, or performance would breach law or Network Rules.
- 25.2. Either party may terminate an ongoing account or Service Order in accordance with its notice provisions. Termination does not affect accrued rights, unpaid charges, claims, liens or provisions intended to continue.
- 25.3. Delsol will take reasonable steps to protect and return Goods following termination, subject to payment, safety, lien and lawful disposal rights.

26. NOTICES AND CHANGES

- 26.1. Notices may be sent by hand, prepaid post or email to the latest notified address. A Booking Confirmation and operational notice may also be sent through the Customer portal or agreed electronic system.
- 26.2. Delsol may update these Terms for future Bookings by publishing or providing a revised version. Material changes to an ongoing Service Order require reasonable advance notice and, for a Consumer, will not apply retrospectively or create a material disadvantage without agreement where the law requires consent.

27. GENERAL LEGAL PROVISIONS

- 27.1. If a provision is invalid or unenforceable, it will be adjusted to the minimum extent necessary or removed, and the remainder continues.
- 27.2. A delay in enforcing a right is not a waiver. A waiver must be in writing and applies only to the stated circumstances.

- 27.3. The Customer may not assign a Booking without Delsol's prior written consent. Delsol may assign or transfer a contract as part of a genuine business reorganisation or to a group company, provided a Consumer's rights are not reduced.
- 27.4. Except for subcontractors protected under clause 5, a person who is not a party has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce these Terms.
- 27.5. For a Business Customer, the written contract is the entire agreement and excludes reliance on statements not recorded in it, except fraud. This does not restrict pre-contract information or rights that bind Delsol in a Consumer contract.
- 27.6. The contract and non-contractual disputes are governed by the law of England and Wales. Courts of England and Wales have exclusive jurisdiction for Business Customers. A Consumer may use any court available under mandatory law and retains mandatory protections of the country in which they habitually live.

SCHEDULE 1

Parcel Services

This Schedule forms part of the Terms. If it conflicts with the Core Terms, this Schedule applies to the relevant Service.

1. SCOPE AND APC NETWORK CONDITIONS

- 1.1. This Schedule applies to APC Overnight and other domestic Parcel, mail, courier and lightweight Services supplied or arranged by Delsol.
- 1.2. The current APC Conditions and applicable APC network policies are incorporated to the extent relevant. The Glass Payment and Perishable Payment in this Schedule are separate contractual benefits funded solely by Delsol. They do not amend the APC Conditions and do not create any liability for APC or Delsol's insurer.
- 1.3. Parcel Services are designed for properly packed goods that meet the booked product's size, weight, routing and content requirements. Acceptance into a network does not confirm compliance.

2. SERVICE LEVELS AND DELIVERY EVIDENCE

- 2.1. Next-working-day, timed and economy descriptions are delivery targets unless the Booking Confirmation expressly states a guarantee and remedy. Time is not of the essence otherwise.
- 2.2. Proof of delivery may be a recipient name, photograph and GPS record, with or without a signature. A permitted electronic record is evidence of delivery unless shown to be materially wrong.

- 2.3. For a business-address delivery, a Parcel will not normally be left with a neighbour. For a residential delivery, it may be delivered to a neighbour where the APC Conditions permit. A Parcel may be left in a safe place only where authorised by the Customer or Consignee or otherwise permitted by the applicable rules and law.
- 2.4. If a recipient refuses a permitted photograph or other required proof, Delsol or the network may treat the delivery as refused.

3. PACKAGING AND LABELLING

- 3.1. Each Parcel must be fully enclosed in strong outer packaging, with adequate internal cushioning and separation for every item. Liquids must be leak-proof, individually sealed and surrounded by absorbent material and cushioning.
- 3.2. A Glass Item requires rigid outer packaging, internal dividers or moulded protection, cushioning on all sides and protection against contact between glass components. 'Fragile' labels do not replace proper packaging.
- 3.3. A Perishable Parcel must be packaged to remain safe for the full reasonably foreseeable transit and return period. Delsol does not provide refrigerated or temperature-controlled carriage unless expressly agreed in writing.

4. STANDARD PARCEL LIABILITY COVER

- 4.1. For a Standard Parcel that is lost, mis-delivered or damaged beyond reasonable repair, Delsol's liability is limited to its proven Value, up to £100 per Parcel. If the Goods can reasonably be repaired or reconditioned, liability is limited to the reasonable cost of doing so, up to £100 per Parcel.
- 4.2. For a Mail Pack, Courier Pack or Lightweight Consignment identified as such in the Booking Confirmation, Delsol's liability is limited to its proven Value, up to £50 per item if it is lost, mis-delivered or damaged beyond reasonable repair. If the Goods can reasonably be repaired or reconditioned, liability is limited to the reasonable cost of doing so, up to £50 per item.
- 4.3. The limits in this section are contractual liability limits, not customer insurance. The Customer should arrange its own goods-in-transit insurance if the limits are insufficient or request Enhanced Liability Cover before collection.
- 4.4. This standard cover does not apply to prohibited Goods or to Restricted or special-risk Goods carried at the Customer's risk, except where this Schedule expressly provides a benefit or mandatory law provides otherwise.

5. GLASS ITEM COMPENSATION - PARCELS ONLY

Glass Payment: If Delsol accepts a valid claim that a Glass Item was physically damaged while carried as a Parcel, Delsol will pay the Customer directly an amount equal to 10% of the Cost Price of the

affected Glass Item, subject to the parcel cap below. This payment is funded by Delsol and is not an insurance payment.

- 5.1. The 10% is calculated on the evidenced Cost Price of each affected item, not any higher advertised or intended retail or resale price and not the declared value of the whole Parcel. A jar of jam or marmalade is one Glass Item and the relevant Cost Price is the Customer's evidenced cost of the complete jar and contents.
- 5.2. The Glass Item payment applies to physical breakage or damage only. It does not apply to delay, deterioration, leakage caused by inadequate closure, loss of profit or sentimental value, and does not create cover for loss or non-delivery unless Delsol expressly agrees otherwise in writing or mandatory Consumer law applies.
- 5.3. The total Glass Item payment and any other compensation for the same Parcel will not exceed £100, or £50 for an applicable mail, courier-pack or lightweight product, unless Delsol expressly accepted a higher written limit before collection.
- 5.4. The special payment applies only to Parcels. It does not apply to Pallets, freight, same-day, Dangerous Goods, international or warehousing Services unless the relevant Booking Confirmation expressly adopts it.

6. PERISHABLE PARCEL COMPENSATION - PARCELS ONLY

Perishable Payment: If Delsol accepts a valid claim that a Perishable Parcel was physically lost or damaged while in the Parcel network, Delsol will pay the Customer directly an amount equal to 30% of the Cost Price of the affected perishable item, subject to the parcel cap below. This payment is funded by Delsol and is not an insurance payment.

- 6.1. For example, the 30% calculation for perishable meat is based on the Customer's evidenced Cost Price of the meat actually lost or physically damaged, not any higher advertised or intended retail or resale price, retail margin or the value of unaffected Goods.
- 6.2. The payment does not cover ordinary ageing, spoilage, thawing, temperature change, missed shelf life or deterioration caused by the nature of the Goods, insufficient packaging or delay, unless Delsol expressly accepted a temperature-controlled Service and the loss falls within that written agreement.
- 6.3. The total Perishable Parcel payment and any other compensation for the same Parcel will not exceed £100, or £50 for an applicable mail, courier-pack or lightweight product, unless Delsol expressly accepted a higher written limit before collection.
- 6.4. The special payment applies only to Parcels and does not apply to Pallets or any other Service unless expressly adopted in the Booking Confirmation.

7. OVERLAP, MIXED CONTENTS AND NO DOUBLE RECOVERY

- 7.1. Glass and perishable percentages are not cumulative. Delsol will apply the single category that most directly corresponds to the item and cause of loss.
- 7.2. Where breakage of a glass container causes damage to its contents, the Glass Item rule applies to the complete affected item. Where a non-glass perishable item is lost or physically damaged, the Perishable Parcel rule applies.
- 7.3. Other non-glass and non-perishable items in a mixed Parcel remain subject to standard Parcel liability cover. The special percentages do not reduce cover for those unaffected items, but the overall Parcel cap still applies.
- 7.4. Nothing in sections 4 to 7 of this Schedule limits a Consumer's mandatory statutory remedy where the law does not permit the limitation.

8. ENHANCED LIABILITY COVER

- 8.1. Where available and accepted before collection, Enhanced Liability Cover may increase the Standard Parcel limit to the lesser of the accepted declared value and the maximum shown in the Booking Confirmation. Product, commodity and aggregate sub-limits may apply.
- 8.2. Glass Items and Perishable Parcels are not covered by Enhanced Liability Cover unless Delsol's written acceptance expressly identifies the item and states the special increased limit.

9. PARCEL CLAIMS

- 9.1. A Business Customer must give written notice of apparent loss or damage within 3 Working Days after Transit ends under the APC Conditions and provide full supporting evidence within 10 Working Days after Transit ends.
- 9.2. For another type of Parcel loss, including a service or charging complaint, the Customer must notify Delsol within the applicable APC period, which may be 20 or 30 Working Days depending on the claim.
- 9.3. A Business Customer must begin legal proceedings within one year of the date Transit commenced, unless a shorter mandatory or incorporated time bar applies. Consumer rights are preserved by Core clause 3.
- 9.4. The Customer must retain the damaged item, all packaging, label and contents for inspection and provide photographs, proof of Value or Cost Price as applicable, and a repair or replacement basis. For perishable Goods, photographs and evidence of disposal or food-safety necessity should be obtained before disposal where reasonably possible.

10. FAILED DELIVERY AND UNIDENTIFIED FREIGHT

- 10.1. Following a failed delivery, the Parcel may be returned to the local depot. Unless another arrangement is agreed, Delsol or the network may redeliver, hold or return it after 3 Working Days and charge the reasonable cost.
- 10.2. Unidentified Parcel freight may be held and investigated under the APC unidentified-freight policy and may be disposed of after 3 months where lawful and after reasonable identification steps.

11. DANGEROUS GOODS IN THE PARCEL NETWORK

- 11.1. Dangerous Goods are accepted only with prior written approval and only in the classes, quantities, packaging and UK destinations allowed by the applicable APC rules. Approval may be limited to ADR Limited Quantities.
- 11.2. The Customer must not place dry ice, defective batteries, explosives, fireworks, clinical waste or another prohibited hazard in a Parcel. Schedule 4 applies in addition.

12. PARCEL LIABILITY QUICK REFERENCE

This table is a summary only. Sections 4 to 9 of this Schedule and the Core Terms determine the claim.

Standard Parcel (APC Parcel Consignment)	For loss, mis-delivery or damage beyond reasonable repair, compensation is limited to the proven Value, up to £100 per Parcel. For repairable damage, compensation is limited to the reasonable repair or reconditioning cost, up to £100 per Parcel.
Mail / Courier-Pack / Lightweight Consignment	For loss, mis-delivery or damage beyond reasonable repair, compensation is limited to the proven Value, up to £50 per item. For repairable damage, compensation is limited to the reasonable repair or reconditioning cost, up to £50 per item.
Glass Item - Parcel only	Paid directly by Delsol: 10% of evidenced Cost Price for physical damage only, up to the applicable £100 or £50 Parcel limit.
Perishable Parcel - Parcel only	Paid directly by Delsol: 30% of evidenced Cost Price for physical loss or damage, up to the applicable £100 or £50 Parcel limit.

SCHEDULE 2

Pallet and Freight-Network Services

This Schedule forms part of the Terms. If it conflicts with the Core Terms, this Schedule applies to the relevant Service.

1. SCOPE AND INCORPORATED CONDITIONS

- 1.1. This Schedule applies to Pallets moved through The Pallet Network (TPN), TPN XL or another pallet or road-freight network.
- 1.2. The applicable TPN rules and RHA Conditions of Carriage 2024 are incorporated. Delsol will provide copies at or before contract formation. The uplift in section 5 of this Schedule expressly varies the RHA default limit for accepted Bookings unless the Booking Confirmation states otherwise.

2. PALLET CONSTRUCTION, RESTRAINT AND DIMENSIONS

- 2.1. Goods must be on a sound pallet suitable for their weight and distribution, stable, securely strapped or wrapped, and protected against normal road and hub handling. No item may overhang unless booked and accepted as an outsize Service.
- 2.2. The Customer must accurately book the footprint, height, gross weight, stack-ability and handling characteristics. Delsol may reclassify a quarter, half, full, multi-pallet or XL load and charge accordingly.
- 2.3. Fragile, long, irregular, top-heavy or non-stackable Goods require prior disclosure and may need TPN XL, a dedicated vehicle or special equipment.

3. COLLECTION, DELIVERY AND EQUIPMENT

- 3.1. The Customer must state whether a forklift, loading dock, tail-lift or pallet truck is required and confirm that access and ground conditions are suitable. A tail-lift or pallet truck cannot operate safely on every surface or gradient.
- 3.2. Unless expressly agreed, collection and delivery are kerbside. Delsol is not obliged to move Goods through a building, upstairs or beyond a safe vehicle-access point.
- 3.3. The Customer or Consignee must provide safe unloading and must not require a driver to carry out unsafe activity. Waiting, redelivery and special-equipment charges may apply.

4. TRANSIT AND DELIVERY

- 4.1. Economy, next-day and timed pallet services are targets unless expressly guaranteed. Network scans and delivery records provide evidence subject to the RHA Conditions and mandatory law.
- 4.2. A Pallet will not be left unattended or with a neighbour unless Delsol expressly accepts a safe and lawful written instruction.

5. PALLET LIABILITY LIMIT

Pallet limit: Unless the Booking Confirmation states a different accepted limit, Delsol's liability for loss, damage or miss-delivery is limited to £5,000 per tonne of the gross weight of the Goods lost, damaged or miss-delivered, subject to the RHA Conditions and mandatory law.

- 5.1. The amount recoverable is the lower of the proven direct loss, reasonable repair or replacement cost and the weight-based limit. The limit is calculated proportionately for part of a tonne.
- 5.2. The Parcel glass and perishable percentages do not apply to a Pallet. A Pallet claim is determined under this Schedule, the RHA Conditions and any accepted Enhanced Liability Cover.
- 5.3. A higher limit applies only if requested, priced and accepted in writing before collection. The Customer should insure Goods whose Value exceeds the accepted limit.

6. CLAIMS, SALVAGE AND TIME BARS

- 6.1. The Customer must notify Delsol and supply evidence within the times required by the RHA Conditions and applicable TPN rules. Any mandatory RHA claim and action time limits apply.
- 6.2. The Customer must record visible damage or shortage on delivery where reasonably possible, preserve packaging and restraint materials, and allow inspection. A clean receipt is evidence of apparent condition but is not conclusive where concealed damage could not reasonably be seen.

SCHEDULE 3

Same-day and Dedicated Transport

This Schedule forms part of the Terms. If it conflicts with the Core Terms, this Schedule applies to the relevant Service.

1. SCOPE

- 1.1. This Schedule applies where Delsol supplies or arranges a dedicated motorcycle, van, rigid vehicle, articulated vehicle or other direct transport for one Booking.
- 1.2. A dedicated Service normally travels directly, subject to legal driving time, safety, fuel, route, ferry, rest, security and operational requirements. Delsol may substitute a suitable vehicle or carrier unless exclusivity is essential and expressly recorded.

2. BOOKING INFORMATION AND LOADING

- 2.1. The Customer must provide accurate dimensions, weight, number of handling units, collection/delivery contact details, loading method, access restrictions and any special handling or legal requirements.
- 2.2. The Customer is responsible for loading and securing Goods unless Delsol expressly agrees otherwise. The driver may refuse an unsafe, overweight, inadequately secured or misdescribed load.

3. CHARGES, WAITING AND CANCELLATION

- 3.1. Charges may include vehicle positioning, loaded mileage, waiting, tolls, ferries, parking, congestion, labour, overnight costs and return mileage, as shown in the Booking Confirmation or reasonably incurred because of changed instructions.
- 3.2. Cancellation after vehicle allocation or dispatch may incur the reasonable committed cost, up to the booked charge. A Consumer will be charged only a fair amount reflecting actual work and unavoidable cost.

4. TIMING AND DELIVERY

- 4.1. Estimated arrival and delivery times are not guaranteed unless expressly stated. Delsol will communicate material delay where reasonably practicable.
- 4.2. Delivery evidence may include signature, recipient name, photograph, time and GPS records. The Customer must obtain any special identity check or handover protocol in writing before dispatch.

5. LIABILITY AND CLAIMS

Same-Day Limit: Unless the Booking Confirmation states a different accepted limit, Delsol's liability for Goods that are lost, mis-delivered or damaged beyond reasonable repair is limited to their proven Value, up to £10,000 per Consignment. If the Goods can reasonably be repaired or reconditioned, liability is limited to the reasonable cost of doing so, up to £10,000 per Consignment. This is subject to mandatory law.

- 5.1. The Parcel glass and perishable percentages do not apply to this Service. Restricted Goods require written acceptance and may have a lower or different limit.
- 5.2. A Business Customer must notify apparent loss or damage within 3 Working Days and provide full evidence within 10 Working Days after delivery or expected delivery. Legal proceedings must begin within one year unless mandatory law or incorporated conditions provide otherwise.

SCHEDULE 4

Dangerous Goods and Hazchem Services

This Schedule forms part of the Terms. If it conflicts with the Core Terms, this Schedule applies to the relevant Service.

1. SCOPE AND APPROVAL

- 1.1. This Schedule applies to Dangerous Goods carried through a Hazchem network, on a pallet, by dedicated vehicle or, where expressly allowed, as an ADR Limited Quantity Parcel.
- 1.2. No Dangerous Goods are accepted unless Delsol gives prior written approval for the specific goods, quantity, packaging, route and Service. Delsol may withdraw approval where law, safety or network capability requires.
- 1.3. The applicable Hazchem network rules, RHA Conditions of Carriage 2024, ADR, the Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009 and other modal rules are incorporated as amended or replaced.

2. CUSTOMER DECLARATION AND DOCUMENTATION

- 2.1. Before collection the Customer must provide complete and accurate dangerous-goods information, including:
 - UN number and proper shipping name;
 - class, subsidiary risk and packing group where applicable;
 - quantity, package type and Limited Quantity status;
 - classification, safety data and legally required transport documents;
 - waste status, temperature-control or security requirements; and
 - emergency contact, licences, exemptions and special instructions.
- 2.2. The Customer is the consignor for regulatory purposes to the extent imposed by law and must ensure classification, packaging, marks, labels, documentation and loading are compliant.

3. PACKAGING, SEGREGATION AND REFUSAL

- 3.1. Packages, tanks, containers and pallets must be approved, compatible, closed, tested and marked as required. Incompatible Goods must not be tendered together.
- 3.2. Delsol may inspect documents and apparent compliance but is not responsible for the Customer's classification or hidden defect. A check or collection is not regulatory certification.

- 3.3. Delsol may refuse, isolate, unload, return, make safe, report or arrange emergency disposal where Goods are non-compliant or present a risk. The Customer must pay reasonable resulting costs caused by its breach.

4. LIABILITY AND INSURANCE

- 4.1. Unless the Booking Confirmation states otherwise, the £5,000-per-tonne limit in Schedule 2 applies to Dangerous Goods carried on pallets or by road freight, subject to the RHA Conditions and mandatory law.
- 4.2. Parcel-only glass and perishable payments do not apply. Dangerous Goods accepted as Parcels remain subject to any specific written sub-limit in the Booking Confirmation and the applicable APC rules.
- 4.3. The Customer must arrange appropriate insurance for pollution, clean-up, product, environmental and cargo exposures not expressly accepted by Delsol.

5. INCIDENTS AND CLAIMS

- 5.1. The Customer must provide immediate assistance and accurate technical information in an incident, including access to a competent emergency contact and safety data.
- 5.2. Claims follow the timetable for the underlying Parcel, Pallet or dedicated Service and any mandatory dangerous-goods rule.

SCHEDULE 5

International Transport and Customs Services

This Schedule forms part of the Terms. If it conflicts with the Core Terms, this Schedule applies to the relevant Service.

1. SCOPE AND CONTRACTING ENTITY

- 1.1. This Schedule applies to international courier, road, air, sea, multimodal, forwarding and customs-related Services supplied or arranged by Delsol.
- 1.2. The Booking Confirmation will identify the contracting entity. If it expressly identifies Delsol International Limited or another company, that company - not Delivery Solutions (Delsol) Limited - is the contracting party for that Booking and its stated terms also apply.
- 1.3. Delsol may act as carrier, freight forwarder or arranging agent depending on the Booking. The Booking Confirmation and transport document will identify the capacity where legally required.

2. MANDATORY CONVENTIONS AND CARRIER TERMS

- 2.1. Mandatory international law takes priority, including where applicable the Convention on the Contract for the International Carriage of Goods by Road (CMR), the Montreal Convention for carriage by air, and the Hague-Visby Rules for carriage by sea.
- 2.2. Air waybill, bill of lading, shipping-line, airline, port, postal, courier and foreign-carrier conditions may also apply. Delsol will make the conditions it relies on available so far as reasonably practicable.
- 2.3. Convention limits may be based on weight or Special Drawing Rights and may differ from domestic limits. A declared value or special interest is effective only if accepted and recorded as the relevant convention requires.

3. CUSTOMER DOCUMENTS AND BORDER COMPLIANCE

- 3.1. The Customer must supply accurate and complete:
 - commercial invoice, packing list and transport instructions;
 - commodity code, description, quantity, value, origin and Incoterm;
 - EORI, tax, importer/exporter and consignee details;
 - licences, permits, certificates and preference evidence; and
 - sanctions, export-control, dual-use and end-use information.
- 3.2. Delsol may rely on these documents and is not required to verify technical classification, origin or value unless expressly engaged to do so.

4. CUSTOMS REPRESENTATION, DUTIES AND INCOTERMS

- 4.1. Delsol acts as a direct or indirect customs representative only where expressly agreed and authorised. Indirect representation can make both representative and Customer liable for customs debt where the law provides.
- 4.2. Incoterms allocate obligations between seller and buyer but do not alter Delsol's rights unless incorporated into the Booking. The Customer remains responsible for identifying who pays carriage, duty, tax and local charges.
- 4.3. Delsol may require funds in advance for duties, taxes and third-party charges and may suspend clearance or delivery until paid.

5. SANCTIONS, CONTROLS AND PROHIBITED TRADE

- 5.1. The Customer warrants that the Booking, parties, Goods, route, end use and funds do not breach sanctions, export controls, import bans or trade restrictions.

- 5.2. Delsol may screen, request evidence, refuse, hold, return or report a Consignment where a compliance concern exists. Delay caused by a lawful screening or authority action is not a delivery breach.

6. DELIVERY, RETURNS AND CLAIMS

- 6.1. Delivery estimates exclude customs and authority delay unless expressly stated. Local delivery rules, remote-area charges, storage, return and abandonment procedures may apply.
- 6.2. Liability and claims are governed first by mandatory convention, then the Booking Confirmation and applicable carrier conditions. Claim notices and proceedings must meet the shortest legally applicable time limits.
- 6.3. Parcel-only glass and perishable payments apply to an international Parcel only if the Booking Confirmation expressly says so. Otherwise the applicable international carrier or convention regime governs.

SCHEDULE 6

Warehousing, Fulfilment and Contract Packing

This Schedule forms part of the Terms. If it conflicts with the Core Terms, this Schedule applies to the relevant Service.

1. SCOPE AND UKWA CONDITIONS

- 1.1. This Schedule applies to storage, handling, fulfilment, pick-and-pack, contract packing, container de-stuffing, inventory and related warehouse Services.
- 1.2. The UKWA Conditions of Contract 2024 are incorporated where supplied to the Customer at or before contract formation. The Service Order records any agreed variation, service level or liability uplift.
- 1.3. If the Service Order conflicts with this Schedule or the UKWA Conditions, the Service Order takes priority for the stated warehouse Service, subject to mandatory law.

2. SERVICE ORDER AND OPERATING INFORMATION

- 2.1. The parties will record the services, sites, stock profile, expected volumes, operating hours, inbound and outbound process, inventory reporting, packaging, quality checks, charges, minimum term, exit plan and agreed service levels in a Service Order.
- 2.2. The Customer must disclose shelf life, batch or serial controls, allergens, food status, hazardous characteristics, security value, storage conditions and stock-rotation rules before receipt.

3. RECEIPT, INVENTORY AND INSPECTION

- 3.1. Delsol records apparent quantity and condition at receipt. Unless a full count, weigh, test or quality inspection is purchased, records are subject to concealed shortage, damage and packaging contents.
- 3.2. The Customer must reconcile inventory reports promptly and notify discrepancies within the period in the Service Order or UKWA Conditions.
- 3.3. Delsol may move Goods within or between suitable warehouses and may use subcontract storage where permitted by the Service Order and UKWA Conditions.

4. STORAGE CONDITIONS AND STOCK MANAGEMENT

- 4.1. Delsol will provide the storage conditions expressly agreed. General ambient warehousing is not temperature-controlled, bonded, high-security, food-grade or hazardous storage unless the Service Order states otherwise.
- 4.2. FIFO, FEFO, batch, serial, expiry and quarantine rules apply only if documented and supported by accurate Customer data and labelling.
- 4.3. The Customer remains responsible for product safety, legal conformity, recalls, shelf life and instructions unless Delsol expressly accepts a defined responsibility.

5. FULFILMENT, PACKING AND DISPATCH

- 5.1. Delsol will pick, pack, label and dispatch according to the Service Order and Customer instructions. Delsol may reject instructions that are incomplete, unsafe, unlawful or inconsistent with network requirements.
- 5.2. Customer-supplied packaging and data must be suitable and accurate. Delsol is responsible for packing defects only where Delsol supplied the packing Service and failed to use reasonable care and skill or meet an agreed specification.
- 5.3. Outbound transport is governed by the relevant transport Schedule in addition to this Schedule.

6. CHARGES, LIEN AND UNCOLLECTED STOCK

- 6.1. Charges may include minimum storage, receipts, movements, picks, packaging, labour, systems, returns, stock counts, peak or project work and exit handling as stated in the Service Order.
- 6.2. Lien, notice, sale and disposal rights are governed by the UKWA Conditions and Core clause 17, with the Consumer limitations in that clause.

7. WAREHOUSE LIABILITY AND INSURANCE

- 7.1. Liability for warehouse loss or damage is subject to the basis, limits, exclusions, claim periods and time bars in the UKWA Conditions, as varied expressly in the Service Order.
- 7.2. The Customer must declare unusually valuable, fragile, hazardous, temperature-sensitive or attractive-to-theft stock and request any available liability uplift before receipt.
- 7.3. The Customer should maintain stock and business-interruption insurance for exposures beyond Delsol's accepted liability. Delsol's contractual liability is not customer insurance.

8. EXIT AND STOCK REMOVAL

- 8.1. On termination the Customer must pay due sums, provide compliant removal instructions and collect stock within the agreed exit period. Delsol may charge reasonable exit handling, preparation and continued storage.
- 8.2. Uncollected stock may be dealt with under the UKWA Conditions, Core clause 17 and applicable law after required notice.

SCHEDULE 7

Prohibited, Restricted and Special-Risk Goods

This Schedule forms part of the Terms. If it conflicts with the Core Terms, this Schedule applies to the relevant Service.

1. GENERAL RULE

- 1.1. This Schedule is a minimum list. A Network Rule, law or Booking Confirmation may prohibit additional Goods or impose stricter conditions. The Customer must check the current list for the booked Service before each dispatch.
- 1.2. Delsol's prior written approval must identify the relevant Goods and Booking. Knowledge, collection or previous carriage is not approval for a later Booking.

2. GOODS PROHIBITED FROM ALL SERVICES UNLESS DELSOL EXPRESSLY OPERATES A LAWFUL SPECIALIST SERVICE

- illegal goods, stolen goods, counterfeit goods and goods whose movement or possession is prohibited;
- cash, banknotes, coins, bearer instruments and readily negotiable securities;
- firearms, ammunition, explosives, fireworks and weapons prohibited by law or network rules;

- human remains, organs and biological material except lawful specialist arrangements;
- live animals and animal carcasses except lawful specialist arrangements;
- controlled drugs, clinical waste and infectious substances except lawful specialist arrangements;
- waste where the required carrier, transfer, environmental or cross-border permissions are absent;
- defective, damaged or recalled lithium batteries and any battery prohibited by the relevant mode; and
- goods likely to endanger people, property, other consignments or equipment because they are unsafe, leaking, unstable or inadequately contained.

3. RESTRICTED OR SPECIAL-RISK GOODS

3.1. The following require prior written approval and may be carried at the Customer's risk, under a special limit, or only by a suitable Service:

- Glass Items, ceramics, china, porcelain, pottery, acrylic, perspex and fibreglass;
- Perishable, chilled, frozen, temperature-sensitive or short-shelf-life Goods;
- antiques, art, jewellery, watches, precious metals, bullion, stamps, memorabilia and collectibles;
- alcohol, tobacco, vouchers, tickets, gift cards and other readily re-saleable Goods;
- televisions, monitors, screens, computers, audio-visual and high-value technology;
- liquids, paints, aerosols, batteries, chemicals and all Dangerous Goods;
- plants, seeds, food, medicines, cosmetics and Goods subject to biosecurity or sanitary controls;
- bare metal, machinery, vehicle parts, bicycles, long items and Goods not fully boxed or palletised; and
- data media, confidential documents and Goods with unusual consequential-loss exposure.

4. SERVICE SELECTION AND CONSEQUENCE OF NON-DISCLOSURE

- 4.1. Delsol may require a dedicated, TPN XL, Hazchem, international specialist, secure or warehouse Service instead of a standard Parcel or Pallet product.
- 4.2. If the Customer tenders prohibited or undisclosed Restricted Goods, Delsol may exercise Core clause 8 and liability may be excluded or limited under the applicable Service Schedule, except where mandatory law provides otherwise.
- 4.3. The Parcel-only Glass Item and Perishable Parcel payments in Schedule 1 apply only where the item is lawfully accepted, properly declared and suitably packaged.

END OF TERMS AND CONDITIONS

These Terms and Conditions are effective from August 2026. If you have any questions, please contact Delsol before booking a service or handing over any Goods.

Delivery Solutions (Delsol) Limited

Company Number: 04845404

Caernarfon Head Office

Bryn Warehouse

Caernarfon

Gwynedd

LL57 1TU

01248 679 933

Chester Office (Pallets)

Glendale Avenue

Sandycroft

Flintshire

CH5 2QP

01244 525 090

Deeside Office (Parcels)

Unit 1 Prospect Park

Zone 2 Deeside Industrial Estate

CH5 2NS

01244 525 090

The logo for Delsol, featuring the word "DELSOL" in a bold, white, sans-serif font. The letters are slightly italicized and set against a dark blue background.

Parcels | Pallets | Storage | International | Sameday | Hazchem