

<b>Customer's details</b>		
Name:	Invoice address:	
Phone number:		
Email address:		
<b>Pick up address details:</b>		
Pick up address:	Contact name:	
	Contact phone number:	
	Contact email address:	
<b>Delivery address details:</b>		
Delivery address:	Contact name:	
	Contact phone number:	
	Contact email address:	
<b>Consignment details:</b>		
Number of parcels/pallets:	Dimensions of each parcel/pallet (in centimetres):	Weight of each parcel/pallet (in Kg):
Description of goods:		
<b>Agreement:</b>		
<p><b>I have read, understand and agree to the Terms &amp; Conditions indicated on page 2.</b></p> <p><b>I hereby confirm that the information I have provided is a true and accurate description of the items included in the consignment and I take full responsibility for the packing of the contents that I have requested Pauline' Perfect Packing to ship on my behalf.</b></p>		
Name:		
Signature:		Date

**Further information** (eg request for Saturday or timed delivery):

#### Terms & Conditions:

- Unless requested, all quotes are based on standard delivery times (next working day: Monday – Friday). Saturday and timed deliveries must be specifically requested.
- For all consignments, payment is due in advance of shipping.
- All charges, including VAT, are included in the purchase price.
- Measurements and weights of each consignment must be accurate. Any errors will incur delay in delivery and a further charge to cover the full shipping fee.
- The cost of a consignment is based on the actual weight or the volumetric weight (ie the measurements), depending on which is the greater.
- There is no refund if the arranged pick-up time slot is missed. A new booking will be required for shipment.
- It is the customer's responsibility to ensure the consignment is packed adequately to avoid damage in transit\*. Pauline's Perfect Packing and DHL are not responsible for damaged items.  
Please visit our website: [paulinesperfectpacking.com](http://paulinesperfectpacking.com) for advice and guidance about wrapping an item safely and securely for shipment.
- If lost in transit, orders are insured to a maximum value of £100 only\*\*. A receipt for the value of the item will be required for all claims.  
*For business customers, a marine (or other) insurance policy is always advisable for cover of stock in transit, if the value exceeds £100.*
- If the consignment is refused by the receiver, or if the receiver fails to be in to take receipt of the consignment after the third delivery attempt, there will be a shipping and handling charge for return to the original pick-up address.  
If the delivery address provided is incorrect, there will be a further shipping fee for either return to the pick-up address or for forwarding to the correct delivery address.  
Payment is due before the consignment can be either returned or forwarded.
- The customer takes responsibility if they or the person at the receiving address wish to have the consignment left with either a neighbour or in a secure place at the delivery address. Pauline's Perfect Packing and DHL are not responsible for any loss or damage once the parcel has been delivered as instructed.
- For all international consignments, the delivery times given are based on days in transit, they do not include the length of time Customs & Excise in the receiving country may hold the consignment.
- For international deliveries Pauline's Perfect Packing is not responsible for the receiving countries' Customs duties, or other charges incurred.
- No alcohol or controlled substances can be handled or shipped.
- These terms and conditions do not affect your statutory rights as a customer.