



FAQ- July 2016

Q. Does my supplier need to book in consignments for onward shipment to the Isle of Wight.

A. No all we ask is that your full name and contact number is on the first line of the delivery followed by C/O Hampshire freight services, Cross Solent Freight Terminal, Goodwood, Eastleigh, SO 50 4NT.

Q. When will I receive my delivery to the Isle of Wight from my supplier?

A. Once we receive your consignment into our warehouse we will contact you on the same day to get your full delivery address and to arrange a delivery date.

Q. Will the consignment be taken into my house and unpacked?

A. No we only offer a kerbside delivery and do not remove packaging/ pallets from your property. However the driver will do his best to accommodate you the best he can and get your consignment as close to your house as possible.

Q. Will the driver need assistance at the delivery point?

A. All our vehicles are fitted with tail lifts and pallet trucks to assist him with his delivery when the driver cannot use his tail lift he will need assistance to lift heavy items off the vehicle as we ONLY have one person per vehicle.

Q. Can I have my goods left without a signature?

A. No all goods must be signed for. If you know you will not going to be in please call the office to re-arrange the delivery date at least 24 hours prior to the arranged delivery date. If no one is in to accept the delivery and they have to come back to the mainland re-delivery charges will apply.

Q. How do I request a pallet to be collected via your pallet network?

A. All collection and delivery requests MUST be made via e-mail. Please send all requests to jim@hampshirefreightservices.co.uk

Q. I have received an invoice, how can I make a payment.

A. Our preferred method of payment is credit/debit card which can be done over the phone (please ensure you have your invoice number to hand) we can also accept cheque or bank transfer.

Q. Are my goods insured for loss or damage whilst in your care.

A. We only offer insurance on goods which come into us packed and ready for transport. All goods which come into our warehouse unpacked will not be covered under our insurance.

Q. If my goods are packed correctly and get damaged in your care will the item be covered for the full cost value?

A. Unfortunately not. All goods are carried under the Road Haulage Association conditions of carriage and is based on weight rather than the value of the goods. The current weight per £ ratio is £5 per Kilo. So if your item only weighs 10 kilos the maximum pay-out from our insurance company will be £50. All claim are paid via our insurance company not ourselves and can take upto 6 weeks for the insurance company to settle the claim.

Q. Do you offer extra insurance cover to cover all risks?

A. No we only offer the standard cover of insurance. On valuable items we recommend you speak to your home insurance provided who may be able to offer you a one off goods insurance cover to cover you for all risks.

Q. How do I apply for a 30 day credit Account

A. To apply for a credit account please e-mail accounts@hampshirefreightservices.co.uk where we can send you over all the information you need.

