



What to expect with your delivery

Delivery guidelines



Deliveries are kerbside only and will be made using a pallet truck to lift and move the pallet.



We have a tail-lift at the back of the truck but it can only be used on level ground, not on slopes.



Please tell us about road and traffic issues to consider, such as height and weight restrictions, no parking, narrow lanes and pedestrian crossings.



To ensure safe delivery, we can only unload the pallet on hard, even ground. The pallet truck cannot operate on gravel, stones, grass, kerbs or steps.

How you can help



Please ensure the delivery date suits your availability.



When you place your order, please tell us about any access restrictions so we have the right vehicle and equipment.



If no one is available to sign for the goods then additional charges may apply.



The maximum pallet weights for tail-lift deliveries are: 1,000kg for a standard delivery vehicle and 750kg for a 7.5-tonne vehicle. The maximum pallet footprint is 1.6m x 1.2m.

Typical dimensions for delivery vehicles



Please contact the depot if the delivery point can't accommodate these vehicles.

Palletforce network tail-lift delivery rules

In line with our health and safety procedures, Palletforce offers a kerbside delivery service only, and we adhere to the following points:

- The delivery driver is required to carry out a dynamic risk assessment for each individual delivery location and will make decisions considering site conditions and safety.
- The driver will be able to manoeuvre the pallet with a pallet truck to the kerbside but is not allowed to take the empty pallet away.
- The driver is not permitted to remove items from the pallet or to carry items up or down steps or through a property.
- All freight due for delivery that is on a tail-lift vehicle must be secured to a pallet that is accessible from all four sides and have sufficient access for a pallet truck.
- You should stay well clear of the driver and the delivery vehicle while the pallet is being unloaded and moved, and should not attempt to assist.

All deliveries are made in accordance with RHA conditions of carriage, cancellation and redelivery charges may apply. Please contact us for further details.

