



COOLWAY TRANSPORT PTY LTD



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PALLET TERMS AND CONDITIONS – JANUARY 2025

Please ensure a copy of this document is forwarded to all relevant people involved in pallets process. Failure to follow policy below may result in rejection or correction of transfer to Coolway Trans Accounts.

The standard pallet requirements set out below apply unless a specific commercial agreement is in place.

1. Coolway Transport Pty Ltd only recognises **CHEP wooden pallets (10001)** and **LOSCAM wooden pallets (WP)** for the purpose of pallet transactions with our trading partners/customers. No other equipment will be accepted onto the Coolway Transport Pty Ltd CHEP/LOSCAM account.
2. The preferred method for the management of pallets is for the “sending customer” to transfer their pallets **directly** to their “receiving customer” where a pallet hire account is available (applicable to local and interstate deliveries)
3. If the “receiving customer” does not have a pallet account, then pallets maybe transferred to Coolway Trans Account when organised prior to delivery with Coolway Trans Pallet Controller. **Coolway Transport Pty Ltd will only accept pallet transfers with a 30-day delay**, effective from the date of delivery (condition may apply) **for receivers that do not have a pallet account**. Transfers not processed with a 30-day delay will be corrected accordingly.
4. Transfers to Coolway Transport should be one transfer per order. No bulk transfers will be accepted, unless this has been pre-approved by Coolway Management.
5. Coolway Transport Pty Ltd reserve the right to pass on any day delays implemented by the receiving customer/trading partner to the sending customer’s account including but not limited to:
 - Bidfood, PFD, Metcash – where 45 days delay are required.
6. Pallets must be received in good condition; Coolway Transport Pty Ltd reserves the right to reject any damaged equipment.
7. Any unknown transfers onto Coolway Transport Pty Ltd account will not be accepted.

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8. Coolway Transport Pty Ltd reserves the right to amend a transfer quantity when a discrepancy is identified.
9. Coolway Transport Pty Ltd reserves the right to correct, adjust or reject any transactions that they believe are incorrect.
10. It is the responsibility of the sender to raise and present a pallet transfer at pick up. All transfers being made onto Coolway Trans pallet Account must state Coolway Trans Connote/Manifest number or a reference number relevant / noted on the booking must be provided on pallet transfer docket in the "Reference" field of the docket. A copy of the docket is to be attached to the front of all paperwork and the docket number written on the con note. Consignments completed by Sender despatch area must have Chep/Loscam pallets clearly marked on Connote and the docket number listed in the body of the Connote Failure to include these details may result in rejection of claim until details are received.
11. If a pallet transfer docket is not presented to, signed by and a copy given to our driver or receivals staff at pickup/delivery, then no liability for the pallets is passed to or accepted by Coolway Transport Pty Ltd. Any unknown transfers onto Coolway Transport Pty Ltd account will be rejected.
12. Exchanges on Pickup - whilst Coolway Transport Pty Ltd accepts some customers will not have pallet accounts and require pallets to be exchanged when freight is picked up. Coolway will not guarantee the pallets will be available to be exchanged.
Depending on if the truck is coming direct from one of our depots or on a returning delivery run it may *not* be possible to carry the empties in the van when arriving to pick the order up.
If the pallets are *not* exchanged, a 'Pallet Log' is required to be kept by the pickup point, showing date, Coolway Connote number, pallets in & out and signed by Coolway Driver.
The 'Pallet Log' form can be requested from Coolway Pallet Control pallets@coolwaytrans.com.au or Customer Service customerservice@coolwaytrans.com.au
13. **Any claims** for *Owed* Pallets to be dropped off **will only be authorized if the 'Pallet Log' form is presented** to Coolway Pallet Control.
14. Exchanges on Delivery - if pallets are to be exchanged on delivery the sending customer must ensure that empties of the same type (Chep for Chep - Loscam for Loscam) are available. If pallets are not available and Coolway in required to return to the site to recover the pallets a futile charge may be invoiced to the sender.
15. After one attempt to recover IOU pallets the Sending Customers transfer will be reduced or rejected to match. If Coolway exchanged pallet when freight was picked up, a write off / compensation cost for the pallet/s will be billed to the Sender. Refer to item 18 for further information.
16. Freight for delivery to a location where pallets are deemed unrecoverable (Example: Showgrounds, Conventions, Export Freight or Community based events) or where no pallet accounts exist, freight must be on plain pallets as all transfers to Coolway Trans will be rejected.

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17. If a receiving partner rejects a transfer or the pallets are unrecoverable, then Coolway Transport Pty Ltd reserves the right to transfer the rejected pallets back to the sending party's account.
18. CHEP pallets that are not recovered and hold an outstanding balance with Coolway Transport Pty Ltd (exceeding 7 days) will incur a daily hire fee of approximately \$0.27 per pallet per day. If the outstanding balance, then exceeds 30+ days Coolway Transport Pty Ltd will invoice the cost of recovering pallets to the relevant customer/trading partner. (The cost as of 2025 is Chep \$55; Loscam \$45 per pallet and will be adjusted to match any changes by the supplier)
19. COLD STORAGE – daily pallet hire will be added to the agreed storage charges. This in addition to the 30day delay on inbound transfer to Coolway Transport. The 30day delay is for the outbound transfers when the freight leaves the site.
20. COLD STORAGE – if a customer uses a 3rd Party Carrier to pick up the freight from Coolway Transport, the pallets are to be accepted by the carrier or supplier. Coolway Transport will not transfer to the end receiver if they are not contracted to complete the end delivery.
21. All pallet queries must be emailed to the relevant email address within a 90-day period of transaction; any queries outside of this time frame will only be investigated at the discretion Coolway Transport Pty Ltd management. **Valid claims made within 90 days** of the movement date will be accepted at **original effective date. Claims older than 90 days, if accepted, will be at date of enquiry.** Coolway Transport Pty Ltd will not be responsible or authorise any transfers/reinstatements/corrections processed outside 180 days.
22. All pallet queries are to be forwarded to Pallets@Coolwaytrans.com.au

Please sign below and return to Coolway Trans to accept our pallet terms and conditions, failure to sign will result in all transfers to Coolway Trans being rejected.

Date: _____

Name: _____

Title: _____

Signature: _____

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