

## POSTCODE CHART FOR PALLET DELIVERIES

Postcode	Area	Zone	Postcode	Area	Zone	Postcode	Area	Zone
AL	St Albans	C	HA	Harrow	C	RG	Reading	C
B	Birmingham	A	HD	Huddersfield	C	RH	Redhill	C
BA	Bath	C	HG	Harrogate	C	RM	Romford	C
BB	Blackburn	C	HP	Hemel Hempstead	C	S	Sheffield	C
BD	Bradford	C	HR	Hereford	C	SA	Swansea	E
BH	Bournemouth	C	HU	Hull	C	SE	London SE	F
BL	Bolton	C	HX	Halifax	C	SG	Stevenage	C
BN	Brighton	C	IG	Ilford	C	SK	Stockport	B
BR	Bromley	C	IP	Ipswich	C	SL	Slough	C
BS	Bristol	C	KA 1-26	Kilmarnock	E	SM	Sutton	C
CA	Carlisle	D	KT	Kingston-upon-Thames	C	SN	Swindon	C
CB	Cambridge	C	KY	Kirkcaldy	E	SO	Southampton	C
CF	Cardiff	C	L	Liverpool	C	SP	Salisbury	C
CH	Chester	B	LA	Lancaster	D	SR	Sunderland	C
CM	Chelmsford	C	LD	Llandrindod Wells	E	SS	Southend-on-Sea	C
CO	Colchester	C	LE	Leicester	C	ST	Stoke-on-Trent	Local
CR	Croydon	C	LL	Llandudno	D	SW	London SW	F
CT	Canterbury	C	LN	Lincoln	C	SY	Shrewsbury	E
CV	Coventry	A	LS	Leeds	C	TA	Taunton	C
CW	Crewe	Local	LU	Luton	C	TD	Galashiels	E
DA	Dartford	C	M	Manchester	B	TF	Telford	C
DE	Derby	B	ME	Rochester	C	TN	Tonbridge	C
DG	Dumfries	E	MK	Milton Keynes	C	TQ	Torquay	D
DH	Durham	C	ML	Motherwell	E	TR	Truro	E
DL	Darlington	C	N	London N	F	TS	Cleveland	C
DN	Doncaster	C	NE	Newcastle-upon-Tyne	C	TW	Twickenham	C
DT	Dorchester	C	NG	Nottingham	C	UB	Southall	C
DY	Dudley	A	NN	Northampton	C	W	London W	F
E	London E	F	NP	Newport (S Wales)	C	WA	Warrington	B
EC	London EC	F	NR	Norwich	C	WC	London WC	F
EH	Edinburgh	E	NW	London NW	F	WD	Watford	C
EN	Enfield	C	OL	Oldham	C	WF	Wakefield	C
EX	Exeter	D	OX	Oxford	C	WN	Wigan	B
FK	Falkirk	E	PA 1-19	Paisley	E	WR	Worcester	C
FY	Blackpool	C	PE	Peterborough	C	WS	Walsall	A
G	Glasgow	E	PL	Plymouth	D	WV	Wolverhampton	A
GL	Gloucester	C	PO*	Portsmouth	C	YO	York	C
GU	Guildford	C	PR	Preston	C		*Isle of Wight POA.	

***If your postcode is not shown please contact us***

**Pallet deliveries will be made to the nearest practicable point to the premises. Offloading goods from the pallet and moving them into position is the consignee's responsibility unless alternative arrangements have been agreed.**

**Please note that carriage charges are based on projected fuel costs and may therefore be subject to change**

## GENERAL NOTES

We have tried to minimise carriage costs by using selected hauliers and our own vehicle wherever possible to help ensure a competitive and good quality service.

Delivery of most consignments would normally include offloading from the vehicle, but not taking into the consignee's premises unless otherwise agreed with us in advance of despatch. In the case of pallets (especially with kilns & equipment) special assistance may be required: This must be discussed and agreed with us at the time of placing your order.

Please note that although our hauliers will endeavour to deliver within the agreed timeframe, unexpected delays due to weather conditions, breakdowns, traffic etc may cause some disruption to schedules.

**If access to the delivery point is restricted in any way you must notify us at the time of placing your order as special arrangements may be needed. If a smaller vehicle is required, this may incur a surcharge from our hauliers - please enquire.**

Upon placing your order, please ensure that you:

- Provide a contact telephone number in case we need to contact you.
- Notify us if you have any special instructions or require advance warning of delivery.
- Inform us of any shutdown periods to avoid the risk of extra re-delivery charges.

### ***Split Orders***

If an order cannot be fulfilled in its entirety and needs to be despatched as separate consignments, multiple delivery costs will be incurred unless otherwise agreed with us in advance. We will notify our customers of any order shortages prior to despatch.

### ***Insurance Considerations***

Please note that the quoted rates include insurance up to a certain limit. For FedEx this limit is £12/kg and for TLP the limit is £5/kg subject to the standard RHA terms. It is your - the customer's - decision whether to opt for extra insurance or not. However please keep in mind the value of your goods and that in the event of a claim your decision will affect whether or not you are able to claim the full value of the goods.

## IMPORTANT INFORMATION REGARDING DELIVERIES

***Parcels:*** FedEx will require a signature upon delivery. If there is no-one to accept the delivery they will leave a card and return the consignment to their depot. You will then need to contact the depot to arrange redelivery or collection.

***Pallets:*** Please ensure in advance that there will be someone present to accept and sign for the pallet(s). If the driver is unable to complete the delivery and the pallet is returned to the depot, a redelivery charge will be incurred.

FedEx & TLP deliver Monday to Friday (normally between 9.00-17.30) on their standard services: Saturday and Timed upgrades are usually available by prior arrangement (surcharges apply - please enquire). There are no deliveries on Sundays or public/bank holidays.

**Please do not sign for goods until thoroughly checked for signs of damage. If there is no opportunity to check, this must be noted as such alongside the signature. If there are signs of damage, this must be recorded on the paperwork and reported to Potclays immediately. Please note that by providing a "clear" signature you are taking full responsibility for the goods from that point on.**

If you are unable to ensure that someone will be present at the time of delivery and you have a safe place that the goods can be left please inform us at the time of placing your order. Please note however that by doing so you absolve Potclays and FedEx/TLP of any responsibility for the goods once delivered.

For kilns & machinery, slips, bisque and kiln shelves, special carriage conditions may apply - please enquire. Special handling is required for kilns - please contact us to discuss further.

## Collections from Swan Works, Brownhills

It is possible to collect orders from our Brownhills production plant by prior arrangement to avoid delivery charges. There is a £5.00 admin charge for this service (POA for palletised orders). Goods must be ordered with our Stoke office: If you don't have a credit account we will require payment in advance as we do not have any payment facilities at Brownhills. When the goods arrive at Brownhills, we will contact you to arrange a convenient time for collection.

**For pallet deliveries please refer to the Delivery Zones Chart to find your postcode and the corresponding Delivery Zone**

**All quoted prices are subject to VAT at the current rate**

**PLEASE REMEMBER THAT ALL WEIGHTS QUOTED ARE GROSS  
i.e. the total weight inclusive of all packaging**

**Royal Mail 1st Class Parcels\***

Up to 100gm	£ 2.50
Up to 500gm	£ 3.75
Up to 1kg	£ 4.99

UK excl. Channel Isles. Subject to Royal Mail rate changes.

\* please note 1st class post is not covered for compensation in the event that goods are lost/damaged in the postal system

**FedEx**

Up to 25kg/1parcel	£ 9.00
Up to 50kg/2parcels	£ 15.60
Up to 75kg/3parcels	£ 23.40
Up to 100kg/4parcels	£ 30.40

**INSURANCE SURCHARGE FOR PARCELS**

Parcel rates quoted include insurance of up to £12/kg.  
A £6.00 surcharge will apply to goods over this value to insure the consignment up to £1,000.

Rates apply to England & Wales Mainland. Price on Application for some areas of Scotland & Offshore Islands. Standard service 1-3 working days from despatch, 24hr service (see 24hr upgrade) guaranteed next working day. Insurance limits are subject to FedEx Terms & Conditions. Insurance does not cover goods containing glass.

**TLP Pallet Express (see Delivery Zones Chart)**

Gross Weight	ZONE						
	Local	A	B	C	D	E	F
Up to 100 kgs	£ 16.00	£ 28.00	£ 32.00	£ 39.00	£ 41.00	£ 44.00	£ 45.00
101-250 kgs	£ 16.00	£ 30.00	£ 33.00	£ 42.00	£ 44.00	£ 47.00	£ 48.00
251-500 kgs	£ 16.00	£ 31.00	£ 35.00	£ 49.00	£ 55.00	£ 59.00	£ 60.00
501-1000 kgs	£ 17.00	£ 34.00	£ 37.00	£ 55.00	£ 62.00	£ 68.00	£ 67.00

Rates apply to postcode zones shown on chart. Price on Application for any postcode not shown. Standard service up to 5 working days, 24hr service (see 24hr upgrade) guaranteed next working day. Quantities over 2 tonnes at reduced rates - please call for quote. If you can be flexible regarding a delivery date, please ask if our own driver could make your delivery at a lower price.

**INSURANCE SURCHARGES FOR PALLETS**

Pallet rates quoted above include insurance of up to £5/kg subject to the standard RHA terms. The following surcharges will apply to goods over this value:

Up to £1,000	£ 3.00	per consignment
Up to £2,500	£ 8.00	per consignment
Up to £5,000	£ 15.00	per consignment

**24hr Upgrade**

£5.00 per parcel consignment / per pallet

Orders received **before 10.30am Mon-Fri** will be delivered the next working day on this service.

**Specified Day Deliveries:** see 24hr Upgrade

**Timed & Saturday Deliveries:** Price on Application