

7. Appendices

7.1. Appendix A – Delivering to Hexatronic UK

Contact Details:

- Hexatronic UK (HUK) Logistics Team – shipping@hexatronic.co.uk
- Main office Gosport – 02392 580555.
- Main office Aylesbury – 01296 925885.
- Dave Biginton – Logistics Supervisor – 07393 475373.
- Lee Norris – Warehousing Manager – 07434 111419.

Please only call during office hours 0800 to 1600. Your booking will be confirmed by return email.

Tracking Details:

All **courier deliveries** sent via the parcel network require a tracking number.

All **pallets** and all deliveries of **10 or more cartons** require a booking reference.

Booking references must be logged with Hexatronic UK Logistics at least 48 hours before the expected delivery date.

Booking a delivery

Contact HUK Logistics via email, alternatively you can call to arrange a booking, but this must be backed up with an email. Emails should contain as much detail about the shipment as possible with supporting documentation including copies of tracking details, and the delivery note or packing list.

Once your email is received you will be given a load reference which must be passed onto the delivery driver who will be asked for this upon arrival. Goods arriving without a load reference will be rejected.

Goods-in Gosport will only accept deliveries between 08:00 and 15:00.

Goods-in Aylesbury will only accept deliveries between 08:00 and 16:00.

Attempts to deliver outside of the stated hours will be turned away.

Timed deliveries are preferred, otherwise please request to make an open, or an am/pm delivery, and these will require the driver to call HUK Goods-in at least one hour prior to delivery. If there is a delay or problem with making your timed delivery, please call ahead so we can re-book to avoid delays.

All goods must be treated as fragile. HUK do not accept pallets double stacked, single layer only please.

Pallet Requirements:

Due to our storage requirements we will only accept pallets up to 1200mm. The following pallet sizes are acceptable.

- British standard pallets 1200 x 1000mm (British Standard ISO 6780:2003)
- Euro pallets 1200 x 800mm (EUR/EPAL)
- We will also accept pallets with dimensions of 1200 x 1200mm

Should the pallets be outside of these dimensions, please state this at the time of booking otherwise your delivery may be rejected.

We require pallets to be 4-way entry with our preference for a full perimeter base, as per the below photos.



No product should overhang the pallet and the load must not exceed 1,000kg (including the pallet).

Pallets should be strong enough to hold the weight of the load without failing. Pallets that are damaged or poorly constructed will be rejected, where the pallet can be unloaded but not safely stored, a handling fee may be applied.

Product Identification and Documentation

All goods delivered to us must contain a packing list/delivery note housed in an adhesive document wallet. We expect all documentation to be attached to the consignment, it must not just be left with the delivery driver.

Multi-pallet deliveries should be numbered, and the delivery note should be placed on pallet number one.

The details on the paperwork must match the identification marks on the product.

We would like to see our part number on both the paperwork and the goods. However, we will accept if each item or group of items is clearly marked with yours or the manufacturer's part number and this is clearly outlined on the accompanying paperwork.

The quantity of goods in each box should be clearly marked on the outside.

Any errors or missing paperwork should be sent to HUK Logistics so we can resolve any issues ahead of time.

Full details of our Packaging Policy are available on request.