

5 June 2017

## CHANGE OF PALLET ACCOUNT NUMBERS

Independent Hardware Group, formally known as Metcash Mitre 10 and Home Timber and Hardware (John Danks), are moving to one **National Pallet account** to service all Distribution Centres.

The following Metcash Mitre 10 pallet accounts will be **closing**.

CHEP	Loscam
4000197688	317650
4000197689	417650
4000197690	617650

As of **1/7/17** there will be one National Pallet account for Independent Hardware Group servicing the following Distribution Centres-

Address	Town	State
34 Australis Drive	Derrimut	VIC
131 Beenleigh Road	Acacia Ridge	QLD
32 Gauge Circuit	Canningvale	WA
15 Huntingwood Drive	Huntingwood	NSW
8-10 Reconciliation Rise	Greystanes	NSW
24 Tomah Road	Welshpool	WA

### **Independent Hardware Group National Pallet Accounts**

**CHEP**  
**4000324486**

**Loscam**  
**310097**

Please distribute this letter to your relevant departments to avoid rejection and/or correction.

Please contact our pallet controllers if you have any queries.

Lyn Chapman & Associates – 03 9763 6622 or

[Caren@lynchapman.com.au](mailto:Caren@lynchapman.com.au)



**Rick Sola**  
**General Manager Supply Chain & Logistics**  
Independent Hardware Group

## Independent Hardware Group – Terms and Conditions

- **Pallet exchanges will be strictly forbidden.**
- Drivers admitted on site carrying empty CHEP, Loscam or similar coloured pallets will not be allowed to off load empty pallets from their vehicle.
- Any delivery into Independent Hardware Group DC's is required to have 2 copies of a valid CHEP or Loscam transfer at the time of delivery. One copy will be returned to the driver signed by Independent Hardware Group staff.  
**The Transfer docket is required to contain-**
  - >Trading Partners name and pallet account number
  - > Independent Hardware Group delivery address
  - >Date of receipt
  - >Effective date – 45 days from date of receipt
  - >Drivers signature
  - >Equipment Type - CHEP or Loscam
  - >Equipment quantityAny Carrier/Suppliers not having a current and operable CHEP or Loscam pallet account will have to hand unload.
- Independent Hardware Group will only accept transfers of CHEP wooden pallets (10001) and/or Loscam wooden pallets (WP). All other pallets delivered will be deemed as pool pallets/standard/plain and will not be exchanged.
- CHEP EDO - the transfer is normally subject to a period of delay before Independent Hardware Group accepts the dollar value of the transaction onto the account. This means the cost of pallets received into a DC on one day will not be invoiced to the Independent Hardware Group account for **45 days**. The effective transfer date is the date at which Independent Hardware Group will accept the hire of pallets onto the account. Loscam transfers must have a delay of **45 days from date of receipt**.
- Where it becomes necessary to query a transaction, the query must be made within **90 days** of the effective date of the transfer, however claims up to 6 months will be considered on a case by case basis.