



# TEAM GLOBAL EXPRESS PALLET POLICY

## Customer Details:

COMPANY		CONTACT PERSON	
ADDRESS		POSITION	
TEAM GLOBAL EXPRESS A/C #		PHONE NO.	
CHEP A/C #		EMAIL	
LOSCAM A/C #		DELAY DAYS	

## Terms and Conditions:

### PALLET TRANSFERS TO TEAM GLOBAL EXPRESS – THRESHOLD CONDITIONS

1. Team Global Express will accept the transfer of only CHEP and Loscam wooden pallets ("C&L Pallets"). No other pallet or equipment transfers will be accepted in any circumstances.
2. Team Global Express will accept the transfer of C&L Pallets if, and only if, the following conditions are met.
  - This Pallet Agreement must have been completed and formally approved by both the customer and Team Global Express
  - The number of "Delay Days" must have been agreed and confirmed on this agreement.
  - The transit time (days) must be included in the effective days delay.
  - Transfer of C&L Pallets will not be accepted if, in Team Global Express's opinion, they will not meet the quality standards of the pallet suppliers, which includes (but is not limited to) pallets not having missing or loose boards, being free of chemical deposits, and no protruding nails.
  - Transfer of C&L Pallets will not be accepted if they are international pooled pallets.
3. If the above conditions are not met, then Team Global Express will refuse to accept the transfer of any C&L Pallets. For the avoidance of doubt, other conditions set out in this Pallet Agreement are also relevant to the transfer of these pallets; however, the above threshold conditions are relevant to any transfer request.

### PALLET TRANSFERS TO TEAM GLOBAL EXPRESS – OTHER CONDITIONS

1. It is a condition that pallets if transferred onto Team Global Express will be then transferred to and accepted by the end receiver. Accordingly, the sender must ensure that their receivers understand the pallet trading rule and is able to accept a transfer onto their account or an immediate exchange of pallets on delivery. Accordingly, where a receiving customer refuses to accept a transfer on to their account or is unable to provide an immediate exchange, then those pallets will be transferred back to the sender. Team Global Express reserves the right to reduce a subsequent sender's pallet transfer.
2. Further administrative requirements for the transfer of C&L Pallets under this agreement may be amended from time to time. These administrative requirements may include (but are not limited to) the number of transfer dockets required and any other documentation.
3. Team Global Express may reject a request for transfer of C&L Pallets if it requests verification of a transfer and the required information is not provided within five business days.
4. Pallet transfer agreements are exclusively between the customer and Team Global Express. Team Global Express will not engage in any discussion or pallet transactions with 3rd party pallet consultants engaged by the customer.
5. Where there is a valid transfer of C&L Pallets, it is the responsibility of the sending party to notify the "Transfer Off" to CHEP or Loscam (as appropriate) and to ensure that the "Transfer On" has been processed by CHEP / Loscam.
6. If transactions are not submitted to CHEP / Loscam on a weekly basis, Team Global Express reserves the right to correct the effective date of the transfer to the date the transfer was notified to CHEP / Loscam.
7. Transfers will not be accepted where the sending entity is the same as the receiving entity.

**GENERAL CONDITIONS FOR USE OF PALLETS AND POOLED EQUIPMENT BY TEAM GLOBAL EXPRESS**

1. Team Global Express will not accept transfers or any liability whatsoever for any other pooled equipment type (including, but not limited to, cages, international pallets, plastic pallets) unless the prior written agreement of the Team Global Express Divisional General Manager has been obtained.
2. In general trade, customers must (and must ensure that any third parties they require Team Global Express to work with) only use pallets and equipment which meet safe operating standards, which includes (but is not limited to) pallets not having missing or loose boards, being free of chemical deposits, and no protruding nails. If Team Global Express determines that pallets or equipment do not meet a safe operating standard, and then it may refuse to use such equipment.
3. If a receiver does not hold hire pallet accounts, then Australian Standard pallets ("Plain Pallets") should be used.
4. Team Global Express will not return or exchange plain pallets.
5. If the customer or any third party acting on its behalf presents freight to Team Global Express on pallets or equipment that are not C&L Pallets or standard plain pallets, then Team Global Express reserves the right to impose an administration fee for the disposal of equipment.
6. Team Global Express does not exchange pallets on pickup or provide "Pallet Banks".
7. All enquiries for transactions older than 90-days must be made in writing with relevant supporting documentation to the Team Global Express Senior Pallet Manager.
8. Team Global Express will not investigate claims or accept transfers related to deliveries over 180 days from delivery date.
9. If your Team Global Express trading account is inactive for a period of 12 months, no pallet transactions will be approved by Team Global Express unless and until a new, updated Pallet Agreement has been signed.
10. Any C&L Pallets owed to Team Global Express must be returned within two days of request. If those C&L Pallets are not returned, Team Global Express will raise an invoice at the rate of \$50.00 + GST for each outstanding C&L Pallet.

**AUTHORISED REPRESENTATIVE**

I / we have read and fully understand and agree to the Team Global Express Pallet Policy.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**TEAM GLOBAL EXPRESS SALES/CLIENT MANAGER**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_