



Polar Kool - Pallet Terms and Conditions

Polar Kool Chep Account: 4000577200

Polar Kool Loscam Account:

1.1 Polar Kool will only take responsibility for Hire Pallets under the terms included below unless a separate written agreement is in place.

1.2 Equipment

- 1.2.1 Polar Kool will only accept the transfer of good quality CHEP or Loscam wood pallets onto its accounts. The transfer of other CHEP or Loscam equipment will not be accepted.
- 1.2.2 Bins, plastic pallets and other forms of Chep or Loscam equipment will not be accepted.
- 1.2.3 Plain pallets are not returned or exchanged.

1.3 Pallets on Pickup

- 1.3.1 Direct Transfer (Sender to Receiver) - Two copies of the pallet transfer docket are to be provided to Polar Kool.
- 1.3.2 Transfer to Polar Kool - Transfers to a Polar Kool pallet account are also acceptable in accordance with delay day rules, documentation requirements and the receiver having a pallet account.
- 1.3.3 Delay Days - Transfers onto a Polar Kool pallet account are to be based upon a 30 day delayed transfer from pickup date.
- 1.3.4 Documentation Requirements - For all transfers, the sender is to provide a correctly completed pallet transfer docket to Polar Kool for each load. At least one Consignment Number or end receiver order number must be used as the pallet transfer docket reference number. Transfers may be rejected if the pallet transfer docket is not correctly completed.
- 1.3.5 Un-recoverable Pallets - Where receiver's pallets are considered un-recoverable at time of delivery (e.g. wharfs, events, etc.), the sender is to package the freight on plain pallets and recover the cost of packaging and handing through their receiver.

1.4 Pallets on Delivery

- 1.4.1 Transfer to Receiver - Polar Kool will transfer pallets to the receiver.
- 1.4.2 Polar Kool may also one for one exchange with the receiver. If one for one pallet is not available for exchange then Polar Kool will transfer the pallet to the receiver's pallet account. In the event that transfer to a receiver is unsuccessful, Polar Kool reserves the right to transfer the pallets back to the sender or apply a charge (see 1.6.1 below).

1.5 Processing Transfers

- 1.5.1 Transfer All pallet transfers onto a Polar Kool account must be submitted to Chep or Loscam within 60 days of the pickup date.
- 1.5.2 Transfers made between 61 and 180 days will be valid from the process date.
- 1.5.3 Transfers up to 12 months from pickup date may be accepted but the effective date of transfer will be the date of written claim enquiry to Polar Kool.

1.6 Charge for Hire Pallets not recovered.

- 1.6.1 A charge of \$50 per pallet (includes GST, administration fee and compensation for hire costs incurred) will be levied on the customer where Polar Kool cannot balance the Hire Pallets used in providing services for that customer (for example, through an inability to retrieve pallets or complete a pallet transfer).

1.7 Variations

- 1.7.1 No variations are to be made to these pallet terms or additional agreements to be made unless agreed upon in writing by a Polar Kool Manager.