



SYNERGIX
LOGISTICS SOLUTIONS

Kerbside delivery: *frequently asked questions*

Freight deliveries by Pall-Ex are kerbside delivery as standard. This is commonly used by palletised freight companies, as they are typically delivering larger, heavier items that are harder to deliver directly to the door or inside a house.

WHAT IS KERBSIDE DELIVERY?

Kerbside delivery means that items will be delivered to the nearest kerbside at the address specified.

Our freight drivers will position their vehicle as close as possible to the delivery address and unload the palletised goods into a spot on the kerbside that is safe and keeps the pallet secure.

This is to ensure the safety of the driver, the customer and the general public.

HOW CAN WE HELP YOU WITH KERBSIDE DELIVERY?

Any pallets you have ordered will be loaded safely from the truck to the ground by our trained drivers using a tail-lift. We will make sure that the goods are left in a safe and stable spot on the kerb.

However, we will not be able to assist you to transport items from the kerbside spot to any building.

The delivery driver will always have to work within health and safety guidelines.

We will not be able to move goods further than our pallet trolley permits, and we will be unable to deliver to steep hills, gravel driveways or other unusual conditions.

If you are not sure if your chosen spot is suitable for kerbside delivery, please speak to your local collecting depot.

CAN I SET A DELIVERY TIME OR A WINDOW?

You can track your pallet via MyNexus or speak to us about timed, AM or weekend deliveries.

HOW SHOULD I PREPARE?

Make sure you know how many boxes or items are in your delivery and have assistance available to move everything from the kerbside spot to its ultimate destination. You may need assistance with items that are large or heavy.

WHEN USING KERBSIDE DELIVERY, YOU WILL NEED TO CONSIDER:

1. Local time restrictions for delivery vehicles in the kerbside delivery spot.
2. Areas close by that cannot be accessed by delivery vehicles, such as pedestrian-only zones.
3. The surface of the road and the pavement in your kerbside area – the ground needs to be hard and even.