

General Notes

IMPORTANT - PLEASE READ CAREFULLY

We endeavour to minimise carriage costs by using selected hauliers to help ensure a competitive and good-quality service. Delivery of most consignments would normally include offloading from the vehicle, but not taking into the consignee's premises unless otherwise agreed with us in advance of despatch. In the case of pallets (especially with kilns & equipment) special assistance may be required: This must be discussed and agreed with us at the time of placing your order. Please note that although our hauliers endeavour to deliver within the agreed timeframe, unexpected delays due to weather conditions, breakdowns, traffic etc. may cause unavoidable disruption to schedules.

When placing your order, please ensure that you:

- 1) Provide a **mobile telephone number and email address** in case we need to contact you and to enable SMS delivery alerts where available.
- 2) Notify us if you have any **special delivery instructions** and/or require **advance warning of delivery**.
- 3) Inform us of **opening times/shutdown periods** to avoid the risk of additional charges for failed delivery attempts.
- 4) If you are unable to ensure that someone will be present at the time of delivery please ask for your goods to be left in your **nominated safe place**. Please note that no responsibility can be taken for any loss or damage.

YOU MUST INFORM US OF SPECIAL DELIVERY CONDITIONS at point of ordering, such as restricted access or opening times, otherwise you will be liable for any consequential costs incurred.

Split Orders

If an order cannot be fulfilled in its entirety and needs to be despatched as separate consignments, multiple delivery costs will be incurred unless otherwise arranged with us prior to despatch. We will notify you of order shortages prior to despatch to confirm how you would like to proceed.

Insurance Considerations

Please note that the quoted rates include insurance up to a certain level. For **Royal Mail & FedEx** please see the notes below the rates charts for details. For **Response Logistics** the limit is £5/kg subject to the standard RHA terms. For some machinery, a £25+VAT insurance surcharge may be payable - please ask for details.

Important Information Regarding Deliveries

CHECK YOUR DELIVERY CAREFULLY BEFORE SIGNING! Outward signs of damage to the consignment MUST be noted alongside your signature. If there are no outward signs of damage you must still note that the contents have not been checked. You must notify Potclays of loss or damage within 24 hours of delivery. We are bound by the terms of our hauliers therefore we cannot pursue a claim if these instructions are not followed.

Parcels: The courier will require a signature upon delivery. If there is no-one to accept the delivery they will leave a card and return the consignment to their depot. You will then need to contact the depot to arrange redelivery or collection within a set time period before it is returned to us. Please note that after the second delivery attempt, a surcharge will apply for each attempt thereafter.

Pallets: Please ensure in advance that there will be someone present to accept, check and sign for the pallet(s). If the driver is unable to complete the delivery and it is returned to the depot, a redelivery charge will apply. Our hauliers operate a 'Kerbside Service'. In most cases this means the consignment is delivered to the nearest practicable point to the premises and lowered from the vehicle by means of a tail-lift. In certain cases, by pre-arrangement only and at additional cost, the driver may be able to offer further assistance e.g. using a pallet truck to move the pallet closer to the required location, or unwrapping and 'handballing' the goods. Please speak to us about whether this service is available for your delivery.

Delivery Window: FedEx & Response Logistics deliver Monday to Friday as standard, generally between 8:00-18:00. Service upgrades are available by prior arrangement (surcharges apply - please enquire). There are no deliveries on Sundays or public/bank holidays. If you would like to track your delivery online, please ask us for your consignment tracking number.

Special Packing & Transport: Kilns, machinery, slips, bisque and kiln shelves require special packaging and carriage arrangements. Kilns must be handled with utmost care as they are extremely fragile and easily damaged: Toploading kilns must not be placed directly on the ground without some kind of protection e.g. carpet or piece of polystyrene. If carried, small kilns must be held carefully by the handles only: Holding the kiln by the brickwork can cause damage as the bricks are very fragile. Kilns are sensitive pieces of equipment therefore the pallet should be not be left exposed to weather: We cannot be held responsible for damage caused by improper storage.

Royal Mail

First Class Parcel

	Small	Medium
<i>Max. dimensions (mm)</i>	450x350x80 or 350x250x160	610x460x460
0-1kg	£4.99	£7.44
1-2kg	£7.30	£10.23

Aim to deliver next working day inc. Saturdays. Compensation cover up to £20.00.

Special Delivery Guaranteed by 1pm™

For more valuable low-weight items like precious metal lustres

0-1kg	£9.81
1-2kg	£11.67

Guaranteed next day delivery by 1pm (except Saturday). Compensation cover up to £500

Please refer to Royal Mail's website for service specifics. For other Royal Mail services not mentioned here please contact us.

FedEx

Service level - EC Economy (48hr)

	up to 10kg 1 parcel		up to 25kg 1 parcels		up to 50kg 2 parcels		up to 75kg 3 parcels		up to 100kg 4 parcels		
UK MAINLAND	£	11.75	£	12.75	£	17.00	£	22.50	£	27.50	EC
<i>Channel Islands POA</i>		+£5.00		+£5.00		+£5.00		+£5.00		+£5.00	ND
<i>Isle of Wight +£15 surcharge</i>											

SCOTTISH HIGHLANDS

	£	26.25	£	36.50	£	54.00	£	71.25	£	89.00	EC
AB31 - 38, AB41 - 45, AB51 - 56		+£5.00		+£5.00		+£5.00		+£5.00		+£5.00	ND
FK19 - 21, HS 1 - 9											
IV1 - 28, IV30 - 32, IV36											
IV40 - 49, IV51 - 56, IV63											
KA27 - 28											
KW1 - 3, KW5 - 8, KW10 - 17											
PA20 - 38, PA41- 49, PA60 - 78											
PH1, PH5 - 10, PH15 -26											
PH30 - 44, PH49 - 50											
ZE1 - 3 (<i>Offshore Islands +£22 surcharge</i>)											

N. IRELAND, ISLE OF MAN, SCILLY ISLES

	£	30.00	£	41.25	£	60.25	£	79.25	£	97.75	EC
BT1 - 94		+£5.00		+£5.00		+£5.00		+£5.00		+£5.00	ND
IM1 - 99											
TR21 - 25											

ALL OTHER AREAS

PRICE ON APPLICATION

All prices shown are subject to VAT at the current rate of 20%. **Before ordering you must read "General Notes" for important additional information regarding parcel and pallet deliveries.** Nextday courier orders received by our Sales Team before 10.30am Mon-Fri will be delivered the next working day (excl. Sat & Sun). FEDEX UPGRADES: Nextday +£5.00; By 12.00pm +£10.00; By 10.00am +£20.00; By 9.00am +£25.00; Saturday +£25.00

FEDEX INSURANCE (see General Notes): The FedEx rates quoted above include insurance up to £12.00 per kilo with a £20.00 excess. Optional Enhanced Transit Liability +£6.00 to cover up to £1,000, +£12 up to £4,000, +£24 up to £10,000.

Response Logistics (from Jan 2018)

ZONES AND POSTCODE AREAS	Quarter (\<250kg)	Half (\<500kg)	FULL (\<1000kg)	FULL ² 3	FULL ⁴⁺	
ZONE 1 CW, ST	£32.23 £28.78	£32.23 £28.78	£32.23 £28.78	£31.08 £27.63	£29.93 £26.48	ND EC
ZONE 2 B, BB, BD, BL, BS, CB, CH, CV, DE, DN, DY, GL, HD, HG, HP, HX, L, LE, LS, LU, M, MK, NG, NN, OL, PR, S, SK, TF, WA, WF, WN, WR, WS, WV	£41.43 £39.91	£42.58 £42.01	£49.48 £43.73	£49.48 £43.73	£48.33 £42.98	ND EC
ZONE 3 AL, BH, BN, CM, CO, DH, FY, HR, HU, IP, LN, ME, NE, NP, NR, OX, PR, PO (1-29, 42+), RG, RH, SG, SL, SN, SO, SP, SR, SS, TS	£46.03 £44.70	£47.18 £45.46	£55.23 £47.76	£55.23 £47.71	£54.92 £46.56	ND EC
ZONE 4 DA, EN, HA, IG, RM, TW, UB, WD	£49.48 £47.18	£51.78 £49.48	£55.23 £51.78	£55.23 £51.38	£54.92 £50.23	ND EC
ZONE 5 BA, BR, CF, CR, CT, DL, KT, LA, SM, SY, TA, YO	£51.78 £48.29	£55.23 £50.63	£65.58 £56.38	£65.58 £56.09	£64.50 £54.94	ND EC
ZONE 6 E, EC, N. NW, SE, SW, W, WC	£62.04 £52.36	£63.24 £52.93	£65.63 £54.08	£65.06 £53.69	£63.91 £52.54	ND EC
ZONE 7 CA, DT, EX, GU, LD, LL, PL, SA, TN, TQ, TR	£62.13 £55.20	£63.28 £55.23	£72.48 £61.44	£72.39 £60.87	£71.93 £59.72	ND EC
ZONE 8 DG, EH, FK, G, KA 1 – 26, KY, LD, ML, PA 1 – 19, SA, SY, TD, TR	£63.41 £55.12	£63.53 £55.18	£74.57 £61.73	£73.76 £61.16	£72.61 £60.01	ND EC
ZONE 9 DD, PH (1-4,14)	£86.53 £70.97	£88.92 £74.61	£108.02 £83.05	£107.21 £81.33	£106.29 £80.52	ND EC
ZONE 10 AB (10-25, 30, 39), PH (5-13, 15-18)	£101.18 £72.20	£107.17 £75.79	£119.24 £84.16	£117.98 £83.58	£117.40 £82.43	ND EC
ZONE 11 AB (26-29, 31-38, 40+), IV (1-36, 63), KW (1-14), PH (19-40, 49-50)	– £76.87	– £80.18	– £89.64	– £88.49	– £88.49	ND EC
ZONE 12 PO (30-41 - ISLE OF WIGHT, PA (21-38)	– £111.67	– £111.95	– £112.53	– £112.53	– £112.53	ND EC
ZONE 13 KA (27)	– £142.17	– £143.32	– £143.90	– £143.32	– £142.17	ND EC
ZONE 14 IM (ISLE OF MAN, IV (40-56), KA (28), PA (20, 41-80), PH (41-44)	– £154.13	– £154.71	– £155.28	– £154.13	– £152.98	ND EC
ZONE 15 GY (1-8), JE, HS, KW (15-17), ZE	– £186.33	– £186.91	– £187.48	– £187.48	– £187.48	ND EC

SERVICE LEVELS: ND Nextday: Next working day; EC Economy: Up to 48hrs (Zones 1-9); 3-5 working days (Zones 10-15).

All prices shown are subject to VAT at the current rate of 20%. **Before ordering you must read General Notes for important additional information regarding parcel and pallet deliveries.** Nextday pallet orders (ex-stock) received by our Sales Team before 10.30am Monday-Friday will be delivered the next working day (excl. Sat & Sun). Timed delivery upgrades are available to some areas for a surcharge. **PALLET INSURANCE (see General Notes): Standard RHA insurance is £5.00 per kilo. Some machinery will be subject to a £25 insurance surcharge due to its high value and relatively low weight. Please ask for details.** Carriage charges are based on projected fuel costs and are subject to change without notice. If your postcode is not shown please contact us.