



Cargoplus Container Transport

Import Service Standards

- Dehire policy is to dehire over the next two working days from email notification that it is empty. Containers notified by other methods (phone or otherwise) are not officially processed.
- Any container without a confirmed dehire depot will not be considered 'ready to dehire'.
- Requested dates must be provided two days in advance. Requested dates cannot be guaranteed until these are cleared. We are not responsible for monitoring holds
- AM delivery requests require that the site is open to receive from 7am at the latest. Any delays may result in waiting time charges.
- Hazardous containers will not be considered ready to deliver until receipt of correct hazardous documentation.
- When delivery instructions are requested and not received in writing, the container is still considered not ready to deliver. Contact numbers are not considered delivery instruction.
- Signed proof of delivery must be requested at the time of the booking for us to arrange this.
- Sites sent to us are assumed to be accessible for a 40ft swing lift. Any concerns should be communicated to us with so that we can arrange a site inspection if required.
- If an empty requires dehire before delivery of a full container; our dehire notice period of two working days will still apply as normal