TERMS & CONDITIONS

Business-to-business same-day courier services

AK Logistics South Ltd | courier@ak-logistics.uk | 07377 450753 | www.ak-logistics.uk

Effective date: 29 October 2026

1. About these terms

These Terms & Conditions apply to courier and related transport services supplied by AK Logistics South Ltd ("AK Logistics", "we", "us" or "our") to business customers ("the Customer", "you" or "your"). They apply to each booking unless we expressly agree different terms in writing.

By placing a booking, you confirm that you are acting for a business, are authorised to make the booking, and have had a reasonable opportunity to review these terms. Any customer purchase-order terms do not automatically replace these terms; any agreed variation must be confirmed by AK Logistics in writing.

These terms should be provided to the Customer before the booking is accepted.

2. Booking and service

A booking is accepted when AK Logistics confirms it, in writing or by another agreed method. The Customer must provide accurate collection and delivery addresses, contact names and telephone numbers, opening/access details, consignment dimensions and weight, the nature and value of the goods, and any handling or delivery requirements.

Our service is normally a dedicated, direct collection-to-delivery service. Unless agreed otherwise, quoted delivery times are estimates rather than guarantees. We will use reasonable care and skill and keep the Customer reasonably informed of material delays where practicable.

We may refuse or stop a job where the goods are unsafe, unlawful, inadequately packaged, materially different from the booking information, or where carrying them would breach law, a permit, an insurance condition or a reasonable safety requirement. We will notify the Customer as soon as reasonably practicable.

3. Rates and additional charges

Unless a written quotation states otherwise, the following rate card applies. Prices are subject to any VAT properly chargeable.

Mileage / service	Charge
Minimum charge — first 25 miles	£45
Miles 26–100	£1.80 per additional mile
Miles 101–250	£1.70 per additional mile
Miles over 250	£1.60 per additional mile
Long-term / contract work	By quotation (POA)

Mileage bands are progressive: the relevant rate applies only to the miles within that band. The £45 minimum covers the first 25 miles. Chargeable mileage is calculated from the actual collection point to the delivery point, regardless of the Customer's business address. The route and mileage basis should be confirmed in the quotation or booking confirmation. Additional route mileage for extra stops is charged at the applicable progressive rate.

Additional charges (where applicable):

- Waiting time: first 15 minutes at the collection or delivery point are free; thereafter £20 per hour, charged in 15-minute increments (£5 per increment).
- Second and each additional collection: from £15 plus additional mileage, as confirmed for the job.
- Each additional delivery: from £10 plus additional mileage, as confirmed for the job.
- Out-of-hours service between 18:00 and 07:00: +20%.
- Weekend deliveries: +20%.
- Bank-holiday deliveries: +30%.
- Tolls, ferries and congestion charges: charged at cost.

Where more than one surcharge could apply, the quotation or booking confirmation should state how the charges will be applied. We will tell the Customer about any material additional cost as soon as reasonably practicable.

4. Invoices and payment

Invoices are payable within 7 calendar days of the invoice date unless a different payment date is expressly agreed in writing. Credit terms are available only after AK Logistics has approved the Customer's credit account. We may require payment in advance or decline credit until approval is confirmed.

The Customer must raise any invoice query promptly and explain the basis of the query. The Customer must pay any undisputed part of an invoice by the due date. Raising a query does not automatically extend the payment date for undisputed amounts.

For qualifying late commercial payments, AK Logistics reserves its statutory rights to claim interest and fixed compensation for debt-recovery costs under applicable UK late-payment legislation. Statutory interest is generally 8% above the Bank of England base rate. Any such claim will be made in accordance with the law and the circumstances of the debt.

We may pause accepting further bookings for an overdue account after giving reasonable notice, where lawful and appropriate. This does not remove the Customer's obligation to pay for services already supplied.

5. Cancellations, amendments and failed collections

The Customer should cancel or amend a booking as early as possible and obtain confirmation from AK Logistics. A cancellation or amendment is effective when acknowledged by us.

If the Customer cancels after booking, the following proposed fixed cancellation scale applies only if it has been provided to and agreed by the Customer before the booking is accepted: cancellation before departure, £0; after departure with up to 25 miles travelled towards collection, £25; 26–50 miles travelled, £50; 51–100 miles travelled, £100; more than 100 miles travelled, reasonable costs incurred up to the agreed job price. These are proposed rates and must be confirmed by AK Logistics before issue. Charges must be proportionate and lawful. Once goods have been collected, the Customer may be charged the agreed job price and any reasonable additional costs for return or redirection, where disclosed or agreed and lawful.

Where a collection or delivery cannot be completed because the Customer has provided incorrect information, the goods are not ready, access is unavailable, required paperwork is missing, or the recipient is unavailable, the Customer may be charged for waiting time, wasted journey, storage or re-delivery only where the applicable charge has been stated or agreed and is lawful. We will contact the Customer to agree next steps where practicable.

6. Customer responsibilities and prohibited goods

- The Customer must ensure goods are safely and adequately packaged, labelled and ready for transport, and that all necessary documents, permits and instructions are supplied.
- The Customer must accurately disclose the nature, dimensions, weight, value and any special risks associated with the goods.
- The Customer must not tender illegal, dangerous, prohibited or restricted goods, or goods requiring specialist handling, temperature control, licences or equipment unless AK Logistics has expressly agreed in writing and confirmed it can lawfully and safely carry them.
- The Customer is responsible for ensuring that the goods may lawfully be transported and that the recipient is authorised to receive them.
- The Customer must provide accurate delivery instructions and ensure a suitable person is available to receive the consignment, unless an alternative delivery arrangement has been agreed.

The Customer will be responsible for reasonable losses, costs or liabilities arising from inaccurate information, inadequate packaging, unlawful goods or a breach of these responsibilities, except to the extent caused by AK Logistics' own breach, negligence or other liability that cannot lawfully be excluded.

7. Delivery, proof of delivery and delays

Delivery is complete when the consignment is handed to the named recipient or another person reasonably appearing authorised to receive it, or when an alternative delivery method has been agreed with the Customer. Proof of delivery may be provided by signature, electronic confirmation, photograph where appropriate, or another reasonable record.

The Customer must tell us promptly about any special delivery conditions. If delivery cannot be completed, we will seek instructions from the Customer. Further waiting, return travel, storage or re-delivery charges may apply where disclosed or agreed.

We are not liable for delay merely because an estimated delivery time is missed, but this does not exclude liability where the delay results from a breach of contract, negligence or other liability that cannot lawfully be excluded. We will take reasonable steps to communicate significant disruption.

8. Loss, damage and claims

The Customer should inspect the consignment on delivery where reasonably possible. Any visible loss or damage should be recorded on the delivery record and reported to AK Logistics as soon as possible after delivery. Any concealed damage or non-delivery should also be reported promptly after discovery, with supporting details and photographs where available.

The Customer should preserve the packaging and goods, take reasonable steps to prevent further damage, and provide the booking reference, invoice or proof of value, photographs, delivery record and other reasonable information needed to investigate. We will review the circumstances and relevant insurance terms.

A notification period in this section is intended to help investigation and is not, by itself, intended to extinguish a claim or legal right. Any applicable contractual or statutory claim deadline, insurance condition or mandatory carriage regime must be assessed separately.

9. Insurance and liability

AK Logistics' Goods in Transit insurance confirmation records a vehicle limit of £20,000 for one vehicle and an excess of £100 for each and every claim. It also records a maximum of £5,000 for the insured's own goods, with a £50 excess for hand-held scanners. The territorial limit is the British Isles and the named Goods in Transit insurer is Royal & Sun Alliance Insurance Ltd. All cover is subject to the applicable policy wording, exclusions, conditions and endorsements. The £20,000 figure is a vehicle limit and is not represented as a separate limit for each consignment.

AK Logistics states that it holds £5,000,000 Public Liability insurance under a separate policy. That policy is separate from the Goods in Transit confirmation described above. Public Liability cover is subject to its own policy wording, exclusions, conditions and endorsements.

The Customer should disclose the full nature and value of goods before booking and should arrange additional insurance if the value or risk requires it. The insurance confirmation supplied describes the contract condition as "Full Value Liability", but this does not by itself establish the full scope of AK Logistics' legal liability or mean every loss is insured. The actual policy wording should be checked before making any further representation to a Customer.

AK Logistics will be responsible for loss or damage to the extent established under the contract and applicable law. Nothing in these terms excludes or limits liability where such exclusion or limitation is prohibited by law, including liability for death or personal injury caused by negligence, fraud, or any other non-excludable liability.

Nothing in these terms excludes or limits liability where such exclusion or limitation is prohibited by law, including liability for death or personal injury caused by negligence, fraud, or any other non-excludable liability. Any limitation of liability will apply only to the extent permitted by applicable law and must be expressly agreed in writing. The Goods in Transit insurance limit does not, by itself, determine the extent of AK Logistics' legal liability.

10. Events outside reasonable control

Neither party will be treated as in breach to the extent performance is prevented or materially delayed by circumstances beyond its reasonable control, such as severe weather, road closures, accidents, emergency restrictions, industrial action, or failure of essential infrastructure. The affected party should notify the other as soon as reasonably practicable and take reasonable steps to reduce the impact. The Customer remains liable for charges for services already performed and reasonable costs properly incurred, subject to the agreed booking and applicable law.

11. Complaints and disputes

The Customer should first raise any complaint in writing to courier@ak-logistics.uk, including the booking reference, relevant dates and a clear description of the issue. Both parties should try in good faith to resolve the matter promptly. This process does not prevent either party from taking urgent legal steps where necessary.

These terms and any dispute or claim arising from them are governed by the law of England and Wales, and the courts of England and Wales shall have jurisdiction, subject to any mandatory legal rules that apply.

12. General

If any provision of these terms is found unenforceable, the remaining provisions will continue to apply so far as lawful. A failure or delay in exercising a right does not waive that right. Changes to a booking or these terms must be confirmed in writing by authorised representatives of both parties. These terms do not create a partnership, agency or employment relationship between the parties.

The Customer may not transfer a booking or its rights under the contract without our prior written consent. AK Logistics may use appropriately selected subcontractors to perform a service, while remaining responsible for its own contractual obligations as required by law.

13. Booking acceptance

The Customer's booking confirmation, acceptance of a written quotation, or other written acceptance after receiving these terms will be treated as acceptance of these Terms & Conditions, subject to any variations expressly agreed in writing by AK Logistics.