


DELIVERING THE GOODS

THE REASSURANCE OF QUALITY FOR THE LONG HAUL ...



Transpecs Customer Services


 (09) 980 7300

 (09) 980 7341

Vehicle Off-Road After-Hours Service

 (029) 290 4702


For Returns (Credit Control)

 (09) 980 7311

 (09) 980 7306

Warehouse & Logistics Manager

 (029) 234 2903

 (09) 980 7306



Transpecs

FREIGHT & DELIVERY HANDBOOK

Cnr Kerrs and Ash Roads, Wiri, PO Box 98-971, SAMC, Auckland, New Zealand
sales@transpecs.co.nz www.transpecs.co.nz

TSLNMA261107

TSLNMA261107

- 04 Hours of Operation
 - Same-Day Dispatch Deadlines
- 05 Delivery Using Transpecs Preferred Carrier
 - The Benefits of Transpecs Preferred Carriers
 - Customers Not Using Transpecs Preferred Carriers
- 06 Urgent Deliveries
 - Access the Transpecs Service Network
- 07 Urgent Orders
 - Vehicle Off-Road After Hours Service
- 08 Lost or Damaged Goods
- 10 Short Supply of an Order
- 11 Axle Pallet Returns



Welcome to Transpecs

Thank you for choosing Transpecs as your provider of transport parts and equipment. We believe you've made a good choice - we've been proud to support the New Zealand transport industry for more than 50 years and are proud to be doing the same for you.

This document details our freight and service delivery policies. Please make sure you read it carefully, as it contains important information you should know.

If you have any questions about our policies please ring us straight away - we'll be happy to help.



Contacting Us

Transpecs Customer Services

☎ (09) 980 7300
 🏠 (09) 980 7341

Vehicle Off-Road After-Hours Service

☎ (029) 290 4702

For Returns (Credit Control)

☎ (09) 980 7311
 🏠 (09) 980 7306

Warehouse & Logistics Manager

☎ (029) 234 2903
 🏠 (09) 980 7306

Cnr Kerrs and Ash Roads, Wiri, PO Box 98-971, SAMC, Auckland, New Zealand
 sales@transpecs.co.nz www.transpecs.co.nz



Hours of Operation

Transpecs is open Monday to Friday during the following hours:

Customer Services	8.00 am – 5.30 pm
Warehouse	7.30 am – 5.00 pm
Inwards Deliveries	7.30 am – 2.00 pm
Customer Collecting Orders	8.00 am – 4.30 pm



Same-Day Dispatch Deadlines

Truck Orders

Truck orders received into the warehouse before **2.00pm** should be dispatched the same day.

Courier Orders.

Courier orders received into the warehouse by **4.30pm** should be dispatched the same day.

Courier orders received after the above times will be dispatched the following working day. After these times customers may wish to place an **urgent order request** which may incur a processing fee for same day dispatch.

Please allow extra time for kit orders (2-1/2 working days) or items that have to be assembled (5 working days).

Delivery Using Transpecs Preferred Carrier

Auckland Metro and North Island

Courier and Line Haul = Next Day Delivery

South Island Line Haul

= 2 working days into Christchurch
 = 3 working days into other main centres
 = 4 working days into rural and outlying area

South Island Couriers

= Next day delivery to main centres only
 = 1 extra day for rural and outlying areas



The Benefits of Transpecs Preferred Carriers

To ensure reliability of service and competitive freight rates to our customers, Transpecs uses a limited number of 'Preferred Carriers'.

If you use our preferred carrier, we will manage the carrier and accept responsibility for their performance in delivering "in-full and on-time." Goods will be insured under the Carriage of Goods Act for damage or loss in transit.

You will also benefit from the bulk freight rates Transpecs has negotiated with these suppliers.

The freight charges will be shown separately on your invoice.



Customers Not Using Transpecs Preferred Carriers

Transpecs will load non-preferred carriers and ensure the accuracy of the order and that it is damage free at the time of loading. However, Transpecs cannot accept responsibility for management or shipping with non-preferred carriers. This becomes the responsibility of the customer.

- We ask that customers arrange for their carrier to call between **3.30pm and 5.00pm daily** for pick-ups from Transpecs, Wiri.
- Once Transpecs has loaded the carrier the load becomes the responsibility of the carrier and the customer.
- Transpecs will hold documentation for access by the carrier or customer should the customer require it to lodge a claim against the carrier.

Urgent Deliveries

If you need an urgent delivery, we will do our best to help you.

In exceptional circumstances you may require same-day delivery. If this is the case, please advise your Transpecs customer service person at the time you place the order. We will then do our best to get the items dispatched.

To request an urgent same-day delivery you must be willing to accept the freight charges and a possible 'urgent handling fee'.

Note that there is no standard same day service available into the lower North Island or the South Island.

Access the Transpecs Service Network

COVERAGE WHERE IT COUNTS

As Transpecs is a distribution centre, immediate local assistance can be gained through numerous nationwide service partners.

In most cases our service partners will have replacement parts on-hand in close proximity to your locations.

Transpecs customer service can assist you with locating the nearest outlet to you. Call (09) 980 7300.



Urgent Orders

Transpecs will always attempt to go the extra-mile for our valued customers.

All urgent customer requests will be treated diligently, and where possible will be given urgent priority of picking and packing over other orders. A small handling fee may apply.

Please allow at least 30 minutes from the time Transpecs customer service receives the order and phones the warehouse for the order to be picked.

Customer services will inform you if the time period varies.

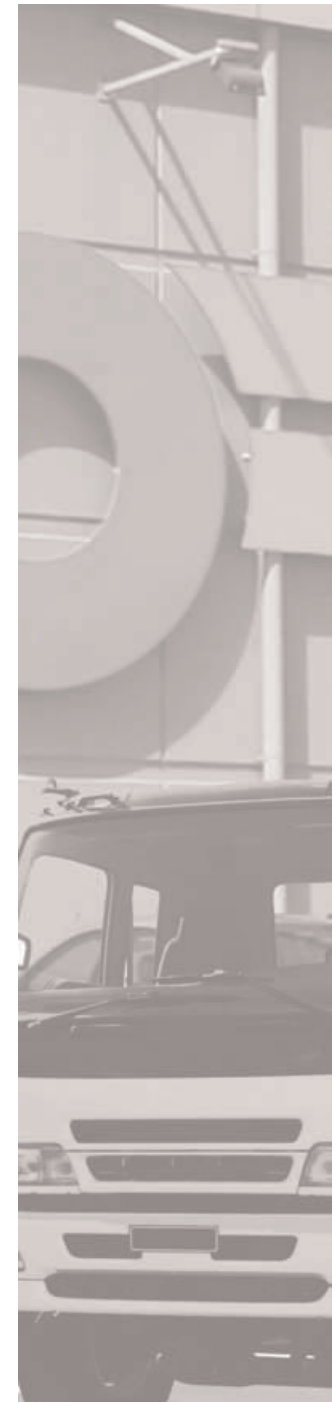
Vehicle Off-Road (VOR) After Hours Service

In the case of a Vehicle off Road, we will do everything we can to get replacement parts to you as quickly as possible.

The telephone number for this service is **029 290 4702**

This after hours "call out service" incurs a call out fee of \$120.00 + GST.

Customers must also accept any freight charges incurred in getting the parts to you. These fees will be charged to your account. This service applies to a Vehicle Off-Road (VOR) only.





Lost or Damaged Goods

Applies to Transpecs Preferred Carriers only

To ensure we can quickly assist customers with lost or damaged goods we ask that the following occur:

- Customers, please note damage to product or packaging on the consignment note prior to accepting the delivery.
- If the damage is very obvious, we ask customers to refuse delivery and inform Transpecs customer service straight-away.

Please note that goods lost or damaged by 'non-preferred' carriers are the customer's responsibility.

For Damage in Transit by Transpecs Preferred Carrier

Our preferred carriers have a 7 day claim period from the time of delivery.

To be valid for consideration, customers must lodge any damage claims with Transpecs customer service within this period. The damaged product will need to be sighted at 'point of delivery' by the carrier's representative in your area and Transpecs will arrange this.

Please do not return damaged goods back to Transpecs before goods have been sighted at the point of delivery as this makes the claim "null-in-void".

Please retain the goods for inspection and reorder the damaged product.

Note: If customers use their own carrier then lost or damaged goods become their responsibility.

Lost or Damaged Goods continued ...

Once our preferred carrier accepts the claim Transpecs will charge the carrier for the damaged items and will either replace them for you if you haven't reordered them already (freight our care) or credit you as you wish.

After completion of the claim, Transpecs will instruct the carrier to remove the damaged product from your premises.



Lost In transit by Transpecs Preferred Carrier

If your delivery does not show up when expected, we ask that you advise Transpecs customer service as soon as possible.

We will take it from there, and request a Proof of Delivery (POD) from the carrier. If they cannot provide one, we will charge the carrier for the lost items and send you a replacement.

If the carrier has a signed POD our customer service team will liaise with you over verification of that signature.

If the carrier finds the missing items at a later date and they have been charged for those items, they will return the product to Transpecs for a credit.

Need Replacement for Lost or Damaged Goods Urgently

If you require replacement for lost or damaged goods urgently please place another order with customer service. Once the carrier accepts the claim we will credit you for one of the orders.

Short Supply of an Order

We sincerely apologise if we short supply something to you.

1. We ask customers who are short-supplied to immediately inform Transpecs.
2. To assist us with this we ask customers to please check all products at the time of delivery where possible. A claim can only be made by the customer invoiced, not by another party.
3. To improve ongoing order accuracy, it is important for us to follow up on the reason for the apparent short supply.

Therefore on receiving a claim for a short supply we will:

- A. Check the sales order to ensure the parts were included on the order and check the date of supply.
- B. Check with the picker and checker.
- C. Complete a cycle count on the items to ascertain if we are over by the quantity reported as being short supplied.
- D. Send out the short supplied items if we have 'over stocks' with a letter of apology.

Please Note:

Transpecs can only place a claim for 'delivery' short supply up to a maximum of 30 days on the carrier. Transpecs 'picking' short supply claims need to be made within 7 days after delivery.



*Not Sure?
Give us a call first, &
we'll help you solve
the problem!*

Axle Pallet Returns



Transpecs are grateful for the return of axle pallets.

At no cost to customers, Transpecs will organise pick-up and pay the freight cost.

This is only applicable to pallets stenciled with "Property of Transpecs" on the side and in useable condition.

Please assist us by providing the following information by phone, fax or email:

- Your company name
- Your pick-up address
- Your phone number
- Your name
- Number of pallets to be picked up

