

Cargo On The Go — Delivery & Collection Policy

1. Introduction

This Delivery & Collection Policy outlines how Cargo On The Go (“we”, “our”, “us”) manages the collection and delivery of goods for customers. By booking or using our services, you agree to comply with this policy.

2. Booking and Confirmation

All deliveries and collections must be pre-booked through our official booking channels. Confirmation will be sent to the customer once the booking is accepted, and payment must be made before any collection or delivery is carried out.

3. Collection Requirements

Customers must ensure goods are ready for collection at the agreed time and location. Goods should be securely packaged and clearly labeled with the delivery address. Drivers are not responsible for repacking or labeling items.

4. Delivery Procedure

Deliveries will be made to the address provided by the customer at the time of booking. Customers or authorised recipients must be available to accept delivery. If no one is available at the destination, redelivery may be arranged at an additional cost.

5. Waiting Time and Failed Collections/Deliveries

If our driver is required to wait more than 15 minutes after arrival, a waiting charge of £35 per hour (or part thereof) will apply. If collection or delivery cannot be completed due to incorrect information or customer unavailability, the booking will be marked as failed and may incur a re-delivery charge.

6. Access and Loading Conditions

The customer is responsible for ensuring suitable access for vehicles to complete loading and unloading safely. Cargo On The Go will not be responsible for delays or inability to complete a job due to access restrictions, vehicle limitations, or unsafe conditions.

7. Damages and Delays

While we strive to complete all deliveries on time, unforeseen circumstances such as traffic, weather, or mechanical issues may cause delays. Cargo On The Go will not be liable for indirect or consequential losses arising from delivery delays.

8. Contact Information

For any questions or updates regarding collections or deliveries, please contact:

Email: support@cargoonthego.com

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