

# Cargo On The Go — Company Policy Index

## Reliable UK Logistics & Transport Solutions

Below is an overview of the official company policies that govern the operations and services of Cargo On The Go.

### **1. Terms & Conditions**

Outlines the legal agreement between Cargo On The Go and its customers, including booking, payment terms, customer responsibilities, and governing law.

### **2. Refund & Additional Charges Policy**

Explains the company's no-refund policy and applicable additional charges such as waiting time (£35/hr) and handball (£30/hr).

### **3. Privacy Policy**

Details how Cargo On The Go collects, uses, and protects customer data in compliance with UK GDPR.

### **4. Cookie Policy**

Describes the types of cookies used on the company website and provides information about user consent and cookie management.

### **5. Delivery & Collection Policy**

Sets out how collections and deliveries are handled, including customer obligations, waiting charges, and failed delivery procedures.

### **6. Insurance & Liability Policy**

Defines the scope of Goods in Transit Insurance coverage, claim limitations, exclusions, and Cargo On The Go's limited liability terms.

### **7. Health & Safety Policy**

Demonstrates Cargo On The Go's commitment to safety and compliance with UK Health and Safety legislation while outlining staff and contractor responsibilities.

### **8. Complaints Policy**

Outlines how customers can raise complaints, including submission rules, timeframes, exclusions, and escalation through [esclate@cargoonthego.com](mailto:esclate@cargoonthego.com).

### **Contact Information**

For general inquiries: **[support@cargoonthego.com](mailto:support@cargoonthego.com)**  
For complaints or escalations: **[esclate@cargoonthego.com](mailto:esclate@cargoonthego.com)**

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