

Refund & Additional Charges Policy

1. No Refund Policy

Once payment has been made for any service provided by **Cargo On The Go**, all fees are **non-refundable**.

This includes but is not limited to:

- Cancellations after booking confirmation
- Delays or changes caused by the customer
- Incorrect service details provided by the customer

By proceeding with payment, the customer agrees to this no refund policy and acknowledges that all services are delivered on a “no refund” basis once confirmed.

2. Waiting Time Charges

If our driver or team is required to wait at a collection or delivery point beyond the agreed loading or unloading time, waiting time charges will apply at a rate of **£35 per hour (or part thereof)**.

Waiting time begins 15 minutes after the driver’s arrival at the scheduled collection or delivery address unless otherwise agreed in writing.

3. Handball Charges

If manual handling, loading, or unloading of goods is required (where a driver or staff member must assist beyond standard delivery practice), a handball charge will apply at a rate of **£30 per hour per person**.

Handball work includes, but is not limited to:

- Pallet breakdown or rearrangement
- Carrying goods by hand to or from the vehicle
- Loading or unloading without forklift or dock assistance

4. Agreement

By placing a booking or making a payment with **Cargo On The Go**, the customer confirms they have read, understood, and agreed to the terms of this Refund & Additional Charges Policy.