

# ***NIELSEN & JOHNSTON PTY. LTD.***

## **TASMANIAN FURNITURE CARRIERS**

ABN : 25 004 691 392

**HEAD OFFICE & DEPOT :**

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## ***NIELSEN & JOHNSTON PALLET DISPOSAL POLICY***

We are a furniture, giftware, and light general freight specialist. We take great pride in our record of excellence over the past fifty years of operation.

Of late, we find a large proportion of carton goods are brought into our Melbourne depot on pallets. Whether they are warranted or not, many transport companies will consolidate orders onto skids or pallets for delivery to our depot. We have had deliveries of 2 cartons on a skid which is an inefficient use of space for which our Tasmanian clients pay dearly. We prefer to take the cartons from the skid/pallet and for the transport company making the delivery to take the skid away.

On many occasions the carriers refuse to do this and we are stuck with unwanted skids and pallets which we then have to dispose of.

We have clear signage at our depot advising drivers to take their skids/pallets with them, and advising them we will have little choice but to charge their customer with a pallet disposal fee, if they ignore this advice.

We very much regret the need to apply this fee but the costs involved with pallet/plastic wrap/skid disposal have increased significantly.

We suggest if you are affected by this policy, refer the charges to the transport company used to deliver to our depot. We thank you for your understanding.

***NIELSEN & JOHNSTON***

***CUSTOMER SERVICE AND SALES***