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## **Cochrane's Transport Pallet Management Policy**

### **Purpose**

This policy outlines Cochrane's Pallet Management Policy and how Cochrane's Transport will engage with customers on pallet management. These Pallet Equipment conditions form part of, and are to be read with, Cochrane's Transport Terms and Conditions of Service and the Rates and Accessorial Charges Schedule. In the event of any inconsistency, the Terms and Conditions of Service prevail. This is the "Pallet Management Policy" referenced by clause 7.2 of the Cochrane's Transport Terms and Conditions of Service.

### **Definitions**

**"CHEP pallets"** means CHEP 10001 equipment hire pallets.

**"Loscam pallets"** means Loscam WP equipment hire pallets.

**"Plain pallets"** means non-branded, non-pool pallets.

**"Unrecoverable pallets"** means pallets that cannot reasonably be exchanged or recovered due to lack of pallet account, refusal to exchange, remote/community/event deliveries, or other restrictions.

### **General Conditions**

Cochrane's Transport will only take responsibility for CHEP and Loscam Equipment Hire Pallets under the terms and conditions contained herein.

By actioning pallet movements with Cochrane's Transport, you will agree to these terms and conditions.

Delivery to locations where pallets are deemed unrecoverable (e.g.: where no pallet accounts exist, remote areas, community events, or refusal to exchange pallets), must be on plain pallets.

Chep/Loscam transfers will not be accepted.

If the end receiver rejects Cochrane's Transport CHEP/Loscam transfers, these pallets will be rejected off Cochrane's account/s and transferred back to the receiver.

### **Transfer of CHEP/Loscam pallets**

A valid CHEP/Loscam transfer must be provided by the sending party, on pick up or delivery to Cochrane's. If no valid transfer is provided at pickup/delivery and no valid CHEP/Loscam account details are supplied, Cochrane's may treat the pallets as non-exchange / unrecoverable and apply applicable charges under the Rate Schedule and/or require the freight to be tendered on plain pallets.

Cochrane's accept CHEP 10001 and Loscam WP only. Any other equipment will be rejected.



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Non-accepted equipment will be refused, or the freight may be rehandled onto plain pallets at the Customer's cost, consistent with the Rate Schedule and clause 3.6 and 3.7 of the Terms and Conditions (where applicable).

All transfers must include Manifest number; Consignment Note number or any relevant information that Cochrane's Transport will require to move the freight on branded pallets.

Where pallets are not exchanged or cannot be recovered due to the receiver not having an active CHEP/Loscam account (or refusing exchange), charges will apply in accordance with the Rates and Accessorial Charges Schedule, including pallet loss fees and pallet delay fees.

- CHEP pallet loss fee **\$60**; Loscam pallet loss fee **\$45**.
- Pallet delay fee **\$5/day** until transferred or recovered.

For the purpose of Pallet Delay Fees, the allowed delay days are **7 days metropolitan** (into Cochrane's Transport Gillman depot) and **30 days outer metro/country**, unless otherwise agreed in writing. Delay fees apply after the allowed delay days, in accordance with the Rate and Accessorial Charges Schedule.

Effective transfer dates are to be calculated as 7 days from the delivery date for metropolitan freight. Outer metro/Country areas will attract a 30-day delay. This will be actioned on acceptance of CHEP/Loscam transfers but ideally, we request the supplier to set up this criteria.

### **Pallet Documentation**

Two copies of the transfer dockets are required. If only one copy is supplied, Cochrane's will keep this copy for processing.

The second copy will be signed and returned at the time of delivery into Cochrane's or pick up.

### **Processing and Making Claims with Transfers**

It is the responsibility of the sender to process transfers onto Cochrane's accounts.

- Claims can be made up to 90 days at the original delivery date.
- Claims made after 90 days (up to 180 days) will be accepted if confirmed, at the date of query.
- Claims or transfers over 180 days will not be accepted or investigated.

Copies may be asked for, allowing 7 days to respond. If there is no response, that transfer will be rejected off the Cochrane's Chep/Loscam account.

If a pallet transfer is not supplied at the time of pick up or delivery, one must be emailed to [palletcontroller@cochrane.com.au](mailto:palletcontroller@cochrane.com.au) within 3 days. Transfers after that time will not be accepted.

Transfer/claim processing timeframes in this Pallet Management Policy relate to pallet equipment administration only and do not vary the Customer's obligations to dispute invoices within the timeframe set out in clause 10.2(f) of the Terms and Conditions.



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**Cochrane's Transport Pallet Accounts**

CHEP : 1610503312      LOSCAM : 511354

Email : [palletcontroller@cochranes.com.au](mailto:palletcontroller@cochranes.com.au)