Customer Terms and Conditions

Last updated: 22 November 2026

1 Our contract

1.1 Quays means QUAYS LOGISTICS LTD, company 17319129, VAT GB524724789, of Unit 16, Westbrook Trading Estate, Westbrook Road, Trafford Park, Manchester M17 1AY. Contact: info@quayslogistics.co.uk or 0161 393 5740.

1.2 You are the booking customer. A consumer acts wholly or mainly outside their trade or business. A consignment comprises the goods and services accepted under one Quays reference.

1.3 The accepted quotation, consignment note and these terms form the contract. Accept by signature, email or recorded electronic acceptance; we confirm the booking in writing and provide a copy to keep. Specific agreed details take priority. Binding service information remains part of the contract.

1.4 Changes must be agreed before the affected work. Later website terms do not change existing bookings. Carrier, BIFA, UKWA or other conditions apply only if identified, supplied and agreed beforehand, with their priority stated.

2 Prices and payment

2.1 Prices depend on the goods, dimensions, packed weight, value, route, access and services disclosed. The quotation identifies estimates, validity and any volumetric charging. Consumer prices include applicable VAT and known compulsory charges; business prices show VAT separately.

2.2 Agreed extra charges may apply to additional goods, incorrect information, access problems, waiting, failed visits, redelivery or customer-requested changes. Variable charges require an agreed rate and basis. Otherwise we agree non-urgent extras before work; materially changed work may be paused. Carrier adjustments must be evidenced. We do not increase fixed prices to correct our error or ordinary cost increases.

2.3 Payment is due as quoted, otherwise before dispatch or release. Consumer advance payments must reasonably reflect work, materials and commitments. Notify invoice disputes promptly. Business customers must pay charges when due without set-off or deduction, except for sums admitted by us or determined by a court. Consumers retain lawful rights to withhold payment because of our breach. Statutory late-payment charges apply only to qualifying business debts.

2.4 Invoicing another person does not release charges you agreed to pay. Destination charges follow clause 7.2. Chargebacks do not themselves cancel the contract; lawful payment-dispute and refund rights remain.

3 Your responsibilities

3.1 You must own the goods or be authorised to book for their owner. Disclose ownership disputes and release restrictions. Provide accurate descriptions, quantities, values, measurements, addresses and documents, and notify changes promptly.

3.2 Disclose existing damage, repairs, fragile joints or surfaces, hidden contents, hazardous contents and special handling needs. Arrange agreed preparation, safe disconnection and transport locks, and back up electronic data. Provide relevant manufacturer or conservation instructions.

3.3 Arrange safe access, parking, lifting information, authorised release and the receiver's cooperation. For auction or seller collections, arrange payment, release authority and lot identification. Purchase disputes and seller charges remain your responsibility unless caused by our breach.

3.4 Business customers must reimburse reasonable loss and costs from third-party claims directly caused by their lack of authority or inaccurate information, except to the extent caused by our fault. We take reasonable steps to minimise recoverable loss. Receiving goods does not make the receiver responsible for your debts.

4 Restricted goods

4.1 Illegal goods and ammunition are prohibited. Hazardous goods, including batteries, fuels, aerosols, chemicals, liquids, compressed gas, sharp objects, weapons and biological materials, must be disclosed and accepted in writing before booking.

4.2 Cash, securities, negotiable instruments, bullion, gems, jewellery, living creatures, controlled drugs, spirits, tobacco, perishables and goods needing environmental control are excluded unless specifically accepted in writing where lawful. We provide no temperature-controlled transport.

4.3 Antique or decommissioned weapons require lawful possession and shipment, necessary documentation, suitable packing and carrier acceptance. Full loads of mobile phones, chips or memory cards require separate written agreement. Equipment must be safe and appropriately decontaminated; we may require certification.

4.4 We may refuse or isolate unsafe or materially misdescribed goods and take legally required action. You pay reasonable recoverable costs caused by undisclosed hazards or your breach.

5 Collection and packing

5.1 We provide the services quoted with reasonable care and skill. Collection and condition photographs do not certify authenticity, completeness, value, hidden condition or function. Surveys, dismantling, restoration, installation, calibration, tuning and functional testing are excluded unless agreed.

5.2 We select suitable packaging for the goods and agreed journey. Packaging reduces risk but cannot guarantee against every event. We are responsible for our measurements and design; you are responsible for information you supply. Different uses or routes require assessment.

5.3 We may open or inspect packaging for the agreed services, security, customs or legal requirements. Special preservation of original packaging or seals must be agreed before booking. Pre-packed goods are packed independently of Quays; you are responsible for their packing. No packing, inspection or repacking service is included unless agreed, including direct carrier collections. Clauses 8.5 and 9.5 apply.

5.4 We may pause unsafe work until suitable arrangements are agreed. Internal damage caused by our breach is not excluded simply because the exterior is unmarked.

6 Transport and delivery

6.1 We may use suitable subcontractors and reasonable routes. Quays remains responsible for its contracted services unless a booking-only agency role and the named carrier's terms were agreed beforehand; we remain responsible for our own work.

6.2 Only the quoted delivery level is included. Unpacking, assembly, packaging removal, appointments and specialist lifting require agreement. The receiver must provide agreed access and identification. Delivery changes must be authorised and may incur agreed charges.

6.3 Estimated dates are not guaranteed. Essential deadlines must be agreed. We remain responsible for agreed or legally required timing and will notify you of material delays and take reasonable steps to limit their effects.

6.4 Correct authorised unattended or alternative-address delivery ends custody, but not responsibility for earlier damage. Subsequent loss caused solely by that authorised arrangement is excluded. A delivery signature does not prove the contents were undamaged.

6.5 Compulsory transport law overrides inconsistent limits, valuation rules and deadlines. Declaring value to Quays does not automatically increase a carrier's liability; required declarations and charges must be agreed. A lower carrier payment does not reduce Quays' contractual obligations.

7 Customs and overseas charges

7.1 Supply accurate customs descriptions, values, origin details and required documents, including cultural-property or wildlife permissions. Customs representation and authority require agreement; these terms do not appoint Quays as importer, exporter or indirect representative.

7.2 Unless expressly included in the accepted quotation, import/export duties, taxes, clearance, brokerage, inspection and disbursement charges are additional. The booking identifies the payer and available charging information. You must inform the receiver of charges allocated to them. By agreeing this charging arrangement, you agree that, if the nominated payer fails to pay, you will reimburse evidenced charges lawfully payable by Quays for your shipment and reasonable unavoidable holding, return or redelivery costs. We give reasonable payment notice, minimise costs and seek instructions before non-urgent extra work. We do not recover additional costs caused by our breach. Duty or tax estimates are provisional; the relevant authority determines the amount due, unless we expressly agree a fixed inclusive price.

7.3 We are not responsible for lawful authority action or your incorrect information unless our breach causes loss. Agreed lawful repacking, storage or return costs are payable where your responsibility.

7.4 Sea shipments can incur general-average, salvage or onward-shipping charges without damage. Warranty does not separately cover these contributions or provide cargo insurance. Notify us promptly of demands.

8 Standard liability and Warranty

8.1 Standard compensation for physical loss or damage for which we are responsible is limited to £50 per affected Unit, subject to clause 9.1. A Unit is one outer package and its contents; inner packaging creates no extra Units. Before packing, each separately inventoried object is one Unit, including its detachable parts. A pallet and its contents count as one Unit unless the accepted quotation or consignment note expressly identifies packages on it as separate Units. Repacking cannot reduce Units for an earlier loss.

8.2 Warranty increases our liability for physical loss of or damage to accepted goods caused by our negligence or breach of contract, subject to the selected option, accepted value and applicable limits. It is not separate insurance. Before the relevant work starts, you must sign the consignment note recording each package's Warranty selection and Quays must accept it. Electronic signatures are accepted. The note and accepted quotation record the goods, values, services, agreed limit, charge and any customer excess or special storage terms. Declaring value or paying ordinary service charges does not select Warranty.

8.3 Compensation cannot exceed the accepted value of the affected item or the accepted consignment total. Standard liability and Warranty are also subject to these contractual ceilings for one event or events from the same cause: £200,000 per consignment and customer for collection, forwarding and delivery; £25,000 per customer for packing, holding and storage across affected jobs. Agreed Warranty limits may be lower. Stages or references do not multiply limits; overall goods compensation cannot exceed £200,000 per customer for the same event, subject to clause 9.1.

8.4 The service causing the loss determines the applicable limit. Damage caused by packing uses the packing limit even if discovered during transit. Transit includes loading, unloading and incidental transhipment; unpacked collection uses the transit limit only if expressly confirmed. Separate or extended storage, its period and limit must be agreed.

8.5 The note records each package's Warranty: Loss & Damage covers physical loss or damage; Loss covers physical loss or disappearance, excluding damage and delay alone; None means standard liability under clause 8.1. All are subject to these terms. Where Warranty is selected, pre-packed goods receive Loss Warranty, and goods packed by or for Quays receive Loss & Damage Warranty. Personal effects require an itemised valued inventory. Overseas-origin movements, restricted goods or higher limits require specific written agreement.

8.6 Warranty applies to the accepted goods, route and services, normally UK-origin sendings. An accepted collection-to-delivery service runs from custody to correct delivery, subject to stage limits. Packing-only work excludes independent carriers' acts but includes our responsibility for later-discovered packing damage. Independently arranged transport requires express inclusion.

8.7 Any customer excess must be stated and agreed before work; otherwise none applies. Our insurance excess is not chargeable to you. If an accepted Warranty option cannot be supplied, we agree an alternative or refund its charge; statutory cancellation and refund rights remain. Existing Warranty obligations remain. Warranty does not reduce other compensation legally due.

9 Compensation and exclusions

9.1 Nothing excludes death or personal injury caused by negligence, fraud or liability that cannot lawfully be limited. Consumers retain their rights to reasonable care and skill, binding service information, repeat performance, price reduction, refunds and compensation. No limit prevents recovery of the service price where the law requires it. Unfair restrictions do not apply; declining Warranty does not waive statutory rights. Compulsory transport law takes priority.

9.2 Declared or accepted value is a ceiling, not an agreed settlement or automatic payout. For damaged goods, compensation is the reasonable cost of suitable repair or like-for-like replacement, whichever is less. Lost goods or goods that cannot reasonably be repaired are valued at like-for-like replacement cost. Age, condition and market value immediately before the loss are taken into account, subject to accepted values and applicable limits. New-for-old or sentimental value is not payable unless expressly agreed. Consumers retain compensation required by law; clause 9.1 applies.

9.3 Provide reasonable valuation evidence. Recoverable VAT, salvage and previous compensation are taken into account. Item values cannot be transferred after loss; undeclared accessories have no separate accepted value under Warranty. Under-declaration limits recovery to the accepted value without a further proportional penalty.

9.4 For business customers, an item forming part of a pair or set is valued as the affected item alone, excluding loss in value of undamaged parts, unless expressly agreed otherwise before work. Consumers retain compensation required by law.

9.5 We accept no liability for damage to pre-packed goods or loss caused by existing defects, inherent weakness, wear, gradual deterioration, unrelated mechanical or electrical faults, undisclosed contents or preparation needs, others’ unsuitable packing, or careless unpacking or handling by you or the receiver, except where our negligence or breach causes or contributes to the loss. No environmental-control or preservation guarantee applies unless agreed.

9.6 Warranty applies to physical goods, not profits, business interruption, loss of use, resale gains, missed occasions, delay alone, non-physical data or software loss, calibration loss or the contributions in clause 7.4. Warranty does not increase compensation for loss caused by mildew, extremes of temperature or other atmospheric conditions, or insufficient insulation. Our liability for negligence or breach in those cases remains subject to clauses 8.1 and 9.1.

9.7 For business customers, losses of profit, revenue, production, contract, savings, goodwill or opportunity are excluded whether direct or indirect, together with other indirect or consequential losses. Liability for delay or other non-goods claims is limited to the affected service charges unless otherwise agreed. Goods limits and this cap do not apply to damage to other property. Goods market value, accepted Warranty and legally required refunds remain subject to their own provisions.

9.8 You must take reasonable steps to minimise loss and preserve claims against responsible third parties. After compensation is paid, you must reasonably assist recovery and, so far as you are entitled, transfer recovery rights for the compensated loss to us or our insurer. We meet reasonable costs of that assistance. If we pay an item's full pre-loss value, you must transfer the item and recoverable salvage to us, so far as you are entitled. These rights do not extend to uncompensated loss or override existing third-party rights. No double recovery is allowed; properly performed services remain payable where lawful.

10 Claims

10.1 Check package numbers and visible condition on receipt. Record apparent loss or damage on the delivery record where practicable. Photograph unopened packages and any damage before and during careful unpacking, where safe and practicable. Follow supplied unpacking instructions.

10.2 Notify loss, damage, shortage or non-delivery to info@quayslogistics.co.uk in writing without delay after becoming aware of it. Give the booking reference and available details; do not wait for complete evidence. Keep goods and packaging for inspection and obtain our agreement before non-urgent repair or disposal. Provide reasonably available evidence of condition, damage and value. We may arrange inspection.

10.3 For business customers, written notice of a goods claim must reach us within 10 calendar days of delivery or, for non-delivery, the date delivery was reasonably expected. Other claims must be notified within 10 calendar days after you became or ought reasonably to have become aware of the event. A late claim is barred unless you show timely notification was not reasonably possible and you notified us as soon as reasonably possible. Clause 10.4 governs mandatory legal deadlines.

10.4 For business customers, we are discharged from liability unless court proceedings are commenced within nine months of delivery or the date goods should have been delivered; for other services, within nine months of the act or omission giving rise to the claim. These contractual time bars do not apply to consumers or liability protected by clause 9.1. Mandatory legal notice and court deadlines override clauses 10.3 and 10.4. Claims discussions do not extend a deadline unless we agree in writing or mandatory law provides otherwise.

11 Changes and cancellation

11.1 Contact us promptly to change or cancel a booking. Outside statutory cancellation rights, cancellation without our fault requires payment for completed work and reasonable unavoidable losses, less saved costs, refunds and reuse or resale proceeds. Deposits are credited and any surplus refunded. Starting work does not make all charges non-refundable.

12 Consumer cancellation rights

12.1 Where a statutory cancellation right applies to a distance or off-premises service booking, you may cancel within 14 days after the contract date. Email info@quayslogistics.co.uk or make another clear statement before expiry, including by post or telephone using clause 1.1. The optional cancellation template in clause 12.6 is not required to cancel.

12.2 Exceptions may apply to goods transport booked for specific dates or periods and to bespoke or personalised goods. We identify applicable exceptions before booking. Mixed services are not automatically wholly exempt. Premises bookings normally have no automatic cooling-off right.

12.3 Starting services during a cancellation period requires your separate express request, recorded durably where required. Cancellation rights end on full performance only with the required prior request and acknowledgement. You may give that request and acknowledgement by email. Proportionate charges for services supplied before cancellation apply only where the statutory information and request requirements are met.

12.4 For cancellable packaging-goods sales, the period normally ends 14 days after you or your nominated recipient, other than the carrier, receive the last delivery. Return goods within 14 days of cancellation unless we collect. You pay direct return costs only where the required cost information was supplied; legally required off-premises collection is at our expense.

12.5 Refunds are made without undue delay: for services, within 14 days after we are informed of cancellation; for goods we have not offered to collect, within 14 days after receipt or evidence of return, whichever is earlier; otherwise within 14 days after we are informed. Refunds include required standard delivery costs and use the original payment method unless expressly agreed otherwise, without a fee. Only lawful early-service or excessive-handling deductions apply. Statutory extensions and faulty-service or goods remedies remain.

12.6 Optional cancellation form (a clear email is sufficient). To: Quays Logistics Ltd, Unit 16, Westbrook Trading Estate, Westbrook Road, Trafford Park, Manchester M17 1AY; info@quayslogistics.co.uk. I/we notify you that I/we cancel the contract for these goods/services: [details]. Order date/receipt date: [date]. Consumer name(s): [name(s)]. Consumer address: [address]. Date of notice: [date]. Consumer signature(s): [only for a paper notice]. Delete alternatives that do not apply.

13 Suspension and disruption

13.1 We may suspend or end work for serious breach, overdue payment, unsafe goods, unlawful instructions or missing release authority, normally after reasonable notice and an opportunity to remedy. This does not restrict lawful consumer rights to withhold payment because of our breach.

13.2 We are not responsible for failure caused solely by events beyond reasonable control whose effects we could not reasonably prevent or overcome. We notify you and minimise disruption. Where termination is justified, unprovided services are refunded as required by law. Earlier liability remains; return or holding charges follow responsibility for the disruption.

14 Storage and uncollected goods

14.1 If goods remain at our premises because of overdue payment, missing necessary information or instructions, or failure to arrange agreed collection, storage is charged at £1.00 per Unit per calendar day, plus VAT where applicable (£1.20 at 20%), unless a different rate is expressly agreed in the accepted quotation. Charges start on day eight, after seven full calendar days from the later of the goods' arrival and our written notice specifying the outstanding action and charging start date. We issue that notice only when goods are ready for dispatch or collection, or the outstanding action prevents further work. Charges stop when you remedy that delay. Normal processing and delays caused by us are not chargeable. Existing bookings keep their agreed storage terms unless changed by agreement. Units are defined in clause 8.1. Other storage is by agreement.

14.2 Subject to law, we may retain goods for overdue charges properly due for them. For businesses, this also covers other overdue amounts properly due, but only over goods you own or whose owner expressly authorised that right. Consumer sums lawfully withheld because of our breach are excluded. Our custody duties continue.

14.3 If payment, delivery instructions or collection arrangements remain outstanding, we may require you to take delivery of uncollected goods and, if you fail to do so, sell them subject to lawful authority, ownership rights and required notices and waiting periods. We take reasonable steps to trace and contact the entitled person. Where the statutory sale procedure applies, sums due before the sale notice require at least three months' notice; a dispute concerning the goods may prevent that procedure.

14.4 We use the best reasonably available sale method and apply proceeds only to lawfully deductible amounts, including agreed collection, packing, materials and storage charges and reasonable sale costs. We account for the proceeds and pay any surplus to the entitled person. Any lawful shortfall remains payable, without double recovery. Retention or non-payment does not transfer ownership to us.

15 Complaints and personal information

15.1 Send complaints to info@quayslogistics.co.uk with your booking reference. We investigate and respond, providing legally required alternative-dispute-resolution information for unresolved consumer complaints.

15.2 We use booking information and proportionate photographs for services, payment and claims, sharing them lawfully with carriers, customs providers, insurers, advisers and authorities. Our privacy notice explains processing, transfers and retention. Accepting these terms does not authorise marketing or public use of photographs. You must be entitled to supply others' information.

16 General

16.1 Invalid provisions do not affect the rest where lawful. Delay alone does not waive a right.

16.2 Employees and subcontractors may rely on relevant lawful defences and limits under the Contracts (Rights of Third Parties) Act 1999. Their duties to Quays and our recovery rights remain, and no insurance benefit is granted. We and you may vary the contract without their consent. Other third-party enforcement rights are excluded where lawful.

16.3 English law applies. Business disputes go to the courts of England and Wales unless mandatory law requires otherwise. Consumers retain mandatory local protections and permitted courts. Accrued claims and payment obligations survive completion or lawful termination.