



## Terms and conditions of road service

Dear Customers,

Solid Logistics delivery vehicles will make every reasonable effort to access a location as close as possible to the pickup point or to the receiver's requested unloading area.

A safe loading and unloading zone is required and essential. Locations such as warehouses, driveways, carports, and garages are considered suitable and safe.

Roads and areas with high pedestrian traffic are not ideal.

Our driver will make the final decision regarding the safest location for hand load or unloading the freight.

Please note that Solid Logistics is not authorized to deliver inside residential premises or to backyard areas of residential properties.

If the consignee does not agree with these delivery terms and conditions, the shipment may be refused. In such cases, a futile delivery fee and return-to-warehouse fee will apply. A re-delivery fee will also apply if the consignee requests a second delivery attempt.