

Terms & Conditions

Logistics 2026

Wherever the term “the company” is referred to in these terms and conditions this means Response-able Solutions Ltd.

Wherever the term “the customer” or “you” is referred to in these terms and conditions this means any organisation or person who requests services and/or engages in business with “the company”.

• Charges, Cancellations & Waiting Time

1. All prices quoted are exclusive of but not limited to including tolls, dock fees, congestion charges, fuel and other ad hoc expenses, VAT and other taxes prevailing at the time of invoice.
2. The company will make all reasonable effort to complete all deliveries in a timely manner as agreed at the time of the booking. The company cannot be held responsible for failure or delay in carrying out all of our obligations under the contract arising out of any cause outside our reasonable control. In such circumstances we shall be entitled by notice to terminate the contract in whole or in part without incurring any liability whatsoever to the customer.
3. Where a movement is cancelled by the customer the following charges will apply:
4. Where the movement is cancelled on the day prior to the booked earliest collection day before 16.00 then 50% of the fee will be due.
5. Where the movement is cancelled after 16.00 on the day prior to the booked earliest collection day then 100% of the fee will be due.
6. The company reserves the right, at its discretion, to charge waiting time at the current rate as agreed between the company and the customer for any delay in collecting or delivering the vehicle that is outside the control of the company. Waiting time is charged at £30.00 plus VAT per hour.

• Vehicle Suitability & Mechanical Issues

7. It is the duty of the customer to ensure that all vehicles to be moved by the company by road are roadworthy and have a current and valid MOT. Where there is no current valid MOT, the customer will ensure that the vehicle is booked in with an approved MOT station for testing at the destination for the day of the delivery. The company reserves the right to refuse to move by road any vehicle considered in the company's opinion not suitable for transit. In this event the company reserves the right to charge for the movement in full.
8. The company will not accept any liability for any mechanical breakdown to any vehicle that is in its possession or any associated losses as a result of such breakdown.

• Breakdown & Recovery

9. In the event of a breakdown and where the vehicle is not covered by the manufacturer's breakdown recovery, the company can provide this service at a charge of £108.75 + VAT for a call out only. Recovery for up to 20 miles is included. Additional mileage is charged at £2.25 + VAT per mile charged from the recovery company home base to the breakdown then to the delivery destination then back to the recovery company home base.

I. During office hours (Monday to Friday 8:00am to 5:00pm) we will inform you of a breakdown as soon as we are made aware. If the vehicle is in a safe place and the driver is not at risk, we will allow 30 minutes leeway for you to advise on how you wish to proceed. Any longer than 30 minutes and we reserve the right to arrange our own recovery, and this will be chargeable to you as above.

II. We will always make reasonable attempts to get permission from you prior to incurring any costs. However, if the breakdown occurs out of office hours (Monday to Friday 5:00pm to 8:00am and at weekends and Bank Holidays) and the vehicle cannot be left in a safe place, or we are unable to obtain consent due to a responsible person not being available within 30 minutes of you being informed of said breakdown and/or the vehicle is in a dangerous location, we reserve the right to instruct a breakdown/recovery agent. The vehicle will be repaired to allow safe passage or conveyed to a suitable secure location. These costs will be invoiced to you.

III. If the vehicle can be left safely and securely, we will inform you during office hours the following working day.

IV. Additional costs charged by the recovery agent (e.g. winching, skates, reloading, overnight storage) will be passed on to you.

V. The customer will be responsible for waiting time charges after the first hour following the breakdown at the agreed rate per hour or part thereof.

• Damage, Tyres & Customer Property

10. The company will not be held responsible for unavoidable and non-fault damage caused by road debris (e.g. stone chips), except where "RSL Non Fault Damage" Cover has been purchased.

11. No responsibility will be accepted for tyre or roadwheel damage caused by circumstances outside the control of the company or its representatives.

12. The company will not accept any administration charge levied by the customer relating to any vehicle in the company's control or custody, including motoring offences or PCNs.

13. Customers must remove all personal items from vehicles unless agreed in writing. The company will not be held responsible for items left in the vehicle.

• Invoicing & Payment

14. All movements are invoiced upon completion (i.e. signed Proof of Delivery). Payment terms are 30 days from the month-end of invoice. Queries must be raised within 14 days.

• Claims & Late Payment

15. Claims for loss or damage after Proof of Delivery is signed will not be considered.

16. The company may claim legal/collection charges, interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998. Interest will be charged at 5% above Bank of England base rate. A £25 + VAT minimum charge applies to invoices over 90 days overdue. In insolvency, we reserve the right to recover goods from the customer's premises.

• Governing Law

17. These terms are governed by English law and subject to the courts of England and Wales. They apply immediately and supersede previous terms. It is the customer's responsibility to ensure awareness of current terms, which are available on our website or upon request.

Response-able Solutions Ltd

1 Oakwood Court, Sherwood Park, Annesley, Notts. NG15 0DR

CURRENT WAITING-TIME RATE

£30.00 + VAT / HOUR