

Privacy Policy

Book a Parcel is a division of Reliance Courier Distribution Ltd is committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998).

We collect information about you for 2 reasons: firstly, to process your order and second, to provide you with the best possible service.

We will not e-mail you in the future unless you have given us your consent.

The type of information we will collect about you includes:

- Your name
- Address
- Phone number
- Email address
- Credit/debit card details

We will never collect sensitive information about you without your explicit consent.

The information we hold will be accurate and up to date. You can check the information that we hold about you by emailing us. If you find any inaccuracies we will delete or correct it promptly.

The personal information which we hold will be held securely in accordance with our internal security policy and the law.

If we intend to transfer your information outside the EEA (European Economic Area) we will always obtain your consent first.

We may use technology to track the patterns of behaviour of visitors to our site. This can include using a “cookie” which would be stored on your browser. You can usually modify your browser to prevent this happening. The information collected in this way can be used to identify you unless you modify your browser settings.

If you have any questions/comments about privacy, you should contact us on +44 (0) 208 127 8600 or email: info@bookaparcels.com

Terms & conditions

As a user of this website (referred to as “you/your”) you acknowledge that any use of this website including any transactions you make (“use/using”) is subject to our terms and conditions below..

Definitions

Listed below the following terms that will be found in these terms of carriage:

Consignment – A parcel or group of parcels sent through this service to each individual address.

Consignee/Receiver – The person who is receiving the consignment.

AWB/Airwaybill – The documentation placed on the parcel.

Third Party - The carrier with whom the order is placed utilising the account that BookaParcel has with the major carriers.

Working Day - Monday to Friday from 9am to 18:00pm within the UK, excluding public and bank holidays. NB Please check with individual overseas countries to establish their working hours.

Admin Rate - £5.00 + VAT

Guarantee - Collection or delivery guarantee on applicable service or ‘your money back’.

Driver Release area - Carrier term for a ‘safe’ area where goods can be left without a signature (USA Only)

Obligation to the customer

Bookaparcels will arrange delivery of the consignment/s through a third party service with a reputable carrier as chosen at the time of ordering.

Bookaparcels can only accept orders online from UK residents, with a UK registered card to ensure VAT is applied correctly and any refunds / credits due can be applied.

Bookaparcels reserve the right to without notice - Introduce, change, remove any pricing, Service or discount that is available online.

1-3 delivery attempts will be made for each consignment, depending on the service. If unsuccessful the consignment will be returned. It is the customers responsibility to track all orders and contact our offices prior to the return to rectify any issue. Once returned the item will not be re shipped free of charge, as delivery has been attempted and the return completes the agreed contract.

Export services can be collected from a Residential address or Business. Please note the Import services are collection from a Business address only.

The carrier / Bookaparcels have the right to refuse a consignment for a given reason such as No Packaging, insufficient packaging or the consignment being too large.
In addition Bookaparcels has the right to refuse any order/user from our system.

All queries/claims must be directed through Bookaparcels who will then contact the relevant carrier on the sender's behalf. If the carrier is contacted directly, Bookaparcels may not be able to assist you with your query at a later date.

Bookaparcels services are door to door. It is advised to check the zipcode before sending for International addresses in case of exclusions. Please note many areas in Turkey, Uganda and Ukraine are not door to door. The only areas that are delivered to the door in Ukraine are as follows-Kiev,Dnipropetrovsk,Zaporizhyya,Odessa,Kharkiv,Donetsk,Mariupol,Lviv.

Please note shipments to the Reunion Isle, are classed as France, but only Express (Air) services will be available to this destination. If any other service (Road) is booked and the parcel returned, no refund will be given.

All services offer signed for delivery. Please also note that certain areas of the USA & Australia are classed as 'Driver release areas' this means that the carrier deems this a 'safe' area and parcels can be left at the door without a signature. No claim can be made for such deliveries. Please check before sending.

This automated ordering system books the collection as requested by the customer. If this collection fails you must contact Bookaparcels where an alternative collection will be booked as soon as possible.

The automated system books and charges for the delivery. If the consignment/s has to be returned then a return charge will be applied.

Bookaparcels can only deliver to a full street address. We cannot deliver to a PO Box. If a consignment has to be returned for this reason, no refund will be given.

Bookaparcels require a telephone number for the receiver who may be called in the event of an address query. Please note for any overseas address a local number is needed, the carrier will not call a UK number. Bookaparcels will not re ship any returned item if a telephone number has not been provided and the carrier could not call to arrange delivery.

All prices quoted on this web site are in pounds sterling.

Payment is taken by our automated system at the end of your order once the service has been booked with our carrier.

Bookaparcels reserve the right to refuse any order and will process payment security checks on certain transactions and values.

Tracking is available through our Web site or by calling our Customer Service department. It is the customer's responsibility to track all shipments. Tracking is available up to a period of 12 weeks from sending. At that stage the tracking number may be re allocated.

If the driver has used a different tracking number than expected then you will be able to track using the number left at the time of collection on the carrier's own website or by calling the Customer Service team.

Hard copy Proof of Delivery will be charged at £5.00 per item. Please note the Proof of delivery is only kept for up to three months after delivery.

All refunds will be processed within 5 working days.

Prohibited & Restricted Items

Please check that we are able to carry your contents before placing your order. Items that are strictly Prohibited are listed as such and CANNOT be sent through our services.

Restricted Items can be sent but will travel without any inclusive or additional damage / loss cover and are therefore sent at the owners risk, no claim can be made under any circumstances.

Please see the Prohibited / Restricted Items section. Prohibited / Restricted items could be subject to non collection, delay, return or confiscation by Customs. If a Prohibited / Restricted item is collected and then later returned, no refund of carriage will be given and return charges may be applicable.

In the event of damage a Prohibited/Restricted item may be held for collection by the Customer. This may be the case if the goods are Prohibited and cannot be sent or damaged to such an extent that onward forwarding is not possible. If this is the case you will be notified in writing that goods must be collected within 7 days following this point they will be discarded. If the goods are so badly damaged that the contents are destroyed or that the goods pose a Health & Safety risk then they may be immediately discarded, again you will be notified in writing. No claim for loss or damage can be made on a Prohibited / Restricted item.

In addition the sender will be liable for any damages caused in transit to other shipments or property resulting from sending a Prohibited / Restricted item.

Bookaparcels operates an automated booking service. If you chose to purchase additional transit cover on a Prohibited / Restricted item the cover is invalidated.

In addition Bookaparcels have a check box that must be ticked to state the Prohibited / Restricted items & Terms and Conditions list have been read before an order can be completed.

Please note - Hazardous / Dangerous goods are strictly prohibited from our services. Failure to declare Dangerous goods can lead to prosecution where unlimited fines and imprisonment is possible.

Item/s sent within a Hazardous box will be classed as such. DO NOT RE USE OLD HAZARDOUS BOXES.

The Prohibited Items / Restricted Items must be read and understood as part of these Terms and Conditions.

Collection & Delivery

The automated system books the collection as per the customer's request. The system will tell you if the time slot is available if not you can select an alternative. Please note that collection date & time is not guaranteed on any service.

In the rare event that the courier cannot make the collection please contact Bookaparcels immediately where we will re book for collection the Same day if Cut off has not passed or the next working day. Please be aware that we are not aware of any issues with collection until we are contacted.

Please note, we cannot specify a morning collection. You can request after a certain time if permitted, but collections will be made up until 5.30pm on any given working day.

Bookaparcels services are door to door. It is advised to check the zipcode before sending for International addresses in case of exclusions. Please note many areas in Turkey, Uganda and Ukraine are not door to door. The only areas that are delivered to the door in Ukraine are as follows-Kiev,Dnipropetrovsk,Zaporizhyya,Odessa,Kharkiv,Donetsk,Mariupol,Lviv.

1-3 delivery attempts will be made for each consignment, depending on the service. If unsuccessful the consignment will be returned. It is the customers responsibility to track all orders and contact our offices prior to the return to rectify any issue. Once returned the item will not be re shipped free of charge, as delivery has been attempted and the return completes the agreed contract.

Collections & Deliveries are made on Working days only. Saturday collections / Deliveries are available on request but are not guaranteed. Refund of the Saturday surcharge will be applied if delivery is not made on the relevant Saturday.

Please ensure you are in at the collection time that you request. A surcharge of £10.00 will be applied if you are out when the driver tries to collect.

A receipt must always be obtained on collection of your consignment. No claim can be made if a collection receipt has not been obtained as there is no proof that the carrier has collected the parcel. In such a case a full refund will be given as there is no proof of service taking place.

The price of any timed deliveries that are not delivered by the guaranteed time, such as pre 10am and pre 10.30am service will be refunded in full, so long as the reason for delay has not been a customs query,remote area delivery, Incorrect information having been supplied or attempted delivery.

Consignments collected and or delivered in certain areas in Scotland, Wales, Cornwall, Northern Ireland and Offshore Islands may be subject to a 24-48 hour delay with all carriers. Please check before sending.

Shipments to and from remote areas nationally and internationally on all services may be subject to delay and possible service downgrade. Please check the address with us prior to sending for advised transit times.

Please note that any guaranteed service will guarantee a delivery time once collected. In the rare event that the courier cannot make the collection please contact Bookaparcels immediately where we will re book for collection the Same day if Cut off has not passed or the next working day. Please be aware that we are not aware of any issues with collection until we are contacted.

Transit times must be checked for the service ordered. Guaranteed services are not guaranteed to remote areas. Please check the collection and delivery address before sending to see if the guarantee can be offered for your consignment.

Non guaranteed shipments list the specified transit time and as stated, are not guaranteed.

On some services there will be a surcharge if a re delivery is necessary. Please check the service description prior to sending.

Some of our services are subject to a redelivery charge.

This is detailed in the surcharges section. Please ensure that the receiver is in to accept the delivery or you will have to pay an additional charge on each delivery attempt.

Please note we cannot mail to any PO Box address or BFPO address through our services.

Parcels should not be strapped or attached together. This is not a secure way for parcels to travel in the courier network. No claim can be made for any additional item that was strapped to the original in the event that they become separated in transit.

Please note that any item travelling through our services must be able to withstand a short drop, fragile items should not be sent through our services. Please see our packaging guidelines and Prohibited / Restricted Items in addition.

Bookaparcels reserve the right to without notice - Introduce, change, remove any pricing, Service or discount that is available online.

Customs Clearance

You are pre paying for the postage charges of your consignment/s only. Bookaparcels has no control over any customs queries, delays or charges that may arise. Customs charges must be paid in addition by the sender or receiver before delivery is made. Bookaparcels reserve the right to pass these charges directly onto the person who placed the order. If you do not wish to pay the charges and the consignment is returned, all return charges will also be passed on.

Documents up to 1.5Kg do not need a commercial invoice to any destination. These should be declared as zero value. If a value is entered Bookaparcels cannot be held responsible for any charges that may apply.

Consignment/s that exceed the value of £4,699 may be delayed as they will require further documentation for clearance. Bookaparcels do not advise sending any consignment over £1000 as no Transit Cover can be offered over this value.

Surcharges

By entering the weight and dimensions of your consignment/s you are pre paying for the postage. If the consignment /s are heavier then the additional weight will be charged to the card that the order was placed on together with a surcharge of £15 + VAT. Additional charges will be confirmed in writing.

Please ensure you are in at the collection time that you request. A surcharge of £10.00 will be applied if you are out when the driver tries to collect.

Transit times must be checked for the service ordered. On some services there will be a surcharge if a redelivery is necessary.

Saturday delivery surcharge is available on request. See section on Collection and Delivery.

Some areas will be subject to a remote area surcharge. This will be calculated in the quoting system at the time of booking.

You are pre paying for the postage charges. Any Customs charges will be passed on in addition should they arise. Please see the Customs clearance section.

Some of our services are subject to a re delivery charge. This is detailed in the services section. Please ensure that the receiver is in to accept the delivery or you will have to pay an additional charge on each delivery attempt.

Bookaparcels cannot carry pallets unless on the Pallet service if available. Any order that is collected on a pallet that is booked on any of our standard services will be surcharged.

Delay / Damage / Loss Claims

Late Delivery Claims

Any item that is sent to a guaranteed area on a guaranteed delivery service will be refunded in full. Certain exclusions apply, see below.

Exclusions

A Consignment will only be considered late if it is sent on a guaranteed service to a guaranteed area and exceeds the guaranteed delivery date.

The money back Guarantee for late deliveries is invalidated under any the following circumstances -

- Acts of God
- Consequences of war
- Insufficient packaging / Incorrect labelling
- Prohibited / Restricted Items - listed in our Help and information section

On the advised services the driver will leave a Waybill document that you may have to complete with the to and from address details.

It is the customer's responsibility to ensure that all the details are correctly completed and displayed on the correct parcel and no claim or reduction will be made if the parcel is sent and the details were incorrect or placed on the incorrect parcel. It is not the driver's responsibility to check this information, so please ensure this is checked before he leaves.

We may supply documentation to accompany your shipment. You will be advised of this at the time of ordering. This must go with the shipment, if not your shipment could be delayed and the carrier may well charge you a higher premium direct.

Guaranteed services are guaranteed to most areas. It is the Customer responsibility to check

the area they are sending to is covered by this guarantee. A refund to admin rate will only be given if a delivery is made late to an area that is guaranteed, as long as the delay has not been caused by customs, incorrect addressing or a failed attempted delivery.

Consignments collected and or delivered in certain areas in Scotland, Wales, Cornwall, Northern Ireland and Offshore Islands may be subject to a 24-48 hour delay with all carriers.

Please note that any guaranteed service will guarantee a delivery time once collected.

In the rare event that the courier cannot make the collection please contact Bookaparcels immediately where we will re book for collection the Same day if Cut off has not passed or the next working day. Please be aware that we are not aware of any issues with collection until we are contacted.

Please note we cannot mail to any PO Box address or BFPO address through our services. If such a shipment is sent no claim can be made for delay and return charges may apply.

If the item is not correctly labelled and or addressed the claim will be voided.

Any claim must be brought to us within 10 days of receipt in the case of delay.

Damaged / Lost Claims

The maximum claim value is the transit cover that is chosen at the time of ordering.

Each service includes a limited £50 Transit cover against loss or damage. Enhanced cover can be added during the ordering process up to the maximum consignment value of £1000.

Any enhanced cover that is selected replaces the inclusive cover.

The claim will be paid to the sender only, the details entered at the time of ordering. Please ensure the exact name or company name is entered at the time of booking as we will charge £10.00 if the cheque needs to be re issued.

In the event of a claim a copy invoice will be needed to be provided to prove the value of the consignment/s.

In the rare event of damage all packaging must be kept for inspection by the carrier. The item must be available for inspection in the state it was delivered, at the address it was delivered to. If the item is moved / repaired or if the packaging is not kept any claim will be voided. Photographs of the internal and external packaging as well as the damaged item must be supplied to start a claim.

When you are signing for a package you are signing that the delivery has been 'received in good condition'. Once this is signed transit cover is then deemed void. If the external packaging is in good condition then there should be no reason to sign for the package as damaged. A parcel that has sustained damages with no external signs of damage is due to poor internal packaging and is not covered. If the parcels packaging is damaged on delivery please mark 'damaged' on the delivery note. Please be aware that packages marked 'unchecked' will not be accepted for a damage claim

In the event of damage repair costs must be supplied. If the item cannot be repaired then we would need this in writing from a specialist for the full claim amount to be considered.

In the event that a claim is approved and repair costs are paid, no postage will be paid. Postage costs are only paid on approved claims where the full value of the goods have been paid.

A lost claim can only be processed once the carrier has made extensive searches and deems the goods as lost.

Any claim must be brought to us within 10 days of receipt in the case of delay/damage, and 28 days in the case of loss.

Claims can only be re considered up to a period of 12 weeks after despatch as the carrier only holds records for up to this period. If you wish to contest any claim decision, please write in to the Customer Service Director within this period.

Bookaparcels aim to resolve any claim within 28 working days.

Exclusions

A receipt must always be obtained on collection of your consignment. No claim can be made if a collection receipt has not been obtained as there is no proof that the carrier has collected the parcel. In such a case a full refund will be given as there is no proof of service taking place.

Your consignment/s must be packed to a professional standard, packed within a double walled box with the contents cushioned and protected inside. The packaging must also be sufficient to protect the products weight. Any claim resulting from a parcel that is not packaged to a professional standard and in line with the above will be declined.

In addition the sender will be liable for any damages caused in transit to other shipments or property resulting from sending a consignment that is insufficiently packaged.

No claim can be made for a Prohibited / Restricted item

Prohibited / Restricted Items / Items not boxed or sufficiently packed are excluded from our services and could be subject to delay / return / Held for collection by customer. Such goods could also be Discarded if A- they are damaged to such an extent such as smashed glass B- If goods have been held for collection by customer and the time limit advised has been exceeded. Please be aware in such a circumstance, the customer will be aware that collection of said goods must be arranged by a certain date or the goods may incur storage charges, and finally discarded at a cost payable by the sender. No claim for loss or damage can be made on a Prohibited / Restricted Items /Items not boxed or sufficiently packed are excluded from our services and if sent are sent at the owners risk.

No claim can be made for a Hazardous / Dangerous shipment.

Hazardous / Dangerous goods are strictly prohibited from our services. Failure to declare Dangerous goods can lead to prosecution where unlimited fines and imprisonment is possible.

Please see the Prohibited / Restricted Items section in Help and information

No claim can be made for an item delivered without signature.
The maximum claim value on each consignment is £50 unless enhanced transit cover is taken at the time of ordering.

Bookaparcels operates an automated booking service. If you chose to purchase additional transit cover on a Prohibited / Restricted item the cover is invalidated.

Please note that any item travelling through our services must be able to withstand a short drop, fragile items should not be sent through our services. Any item that is damaged as a result of a fall, with the packaging intact will therefore be declined. Please see our packaging guidelines and Prohibited / Restricted items in addition.

If the outside packaging is intact, then any claim for damage to the consignment will be invalidated as the internal packaging would not have been sufficient to protect the product.

Parcels should not be strapped or attached together. This is not a secure way for parcels to travel in the courier network. No claim can be made for any additional item that was strapped to the original in the event that they become separated in transit.

If the item is moved / repaired or if the packaging is not kept until the claim is completed, then the claim will be voided.

The damaged item together with all packaging must be kept until the claim is concluded as more photographs or inspection of the item may be necessary. If the damaged item and or packaging is not kept the claim will be invalidated.

Please be aware that you must sign for goods as "damaged" if this is the case. If you sign for goods in good condition, you will not be able to proceed with a claim. If you are unable to check when the driver is there, please sign for goods as "unchecked".

No claim can be made for an item that has been requested to be returned but then delivered to the receiver. We cannot guarantee to stop any item once in transit, although will try and do so if requested.

Any claim must be brought to us within 10 days of receipt in the case of delay/damage, and 28 days in the case of loss.

Claims can only be re considered up to a period of 12 weeks after despatch as the carrier only holds records for up to this period. If you wish to contest any claim decision, please write in to the Customer Service Director within this period.

Liability

The person placing the order is responsible for the information entered. Bookaparcels will not be held responsible for wrong information that is entered and any delay this may cause. No refunds will be given in this instance.

On the advised services the driver will leave a Waybill document that you may have to complete with the to and from address details.

It is the customer's responsibility to ensure that all the details are correctly completed and

displayed on the correct parcel and no claim or reduction will be made if the parcel is sent and the details were incorrect or placed on the incorrect parcel. It is not the driver's responsibility to check this information, so please ensure this is checked before he leaves.

The sender will be liable for any damages caused in transit to other shipments or property resulting from sending a Prohibited / Restricted item or an item that is insufficiently packaged.

Liability is limited to the negligence of the company carrying the goods. Such liability is further limited to the direct loss suffered by the customer who placed the order with bookaparcels only, to the covered maximum, not the receiver of the goods.

bookaparcels will accept no Liability for any Prohibited / Restricted Items that is sent through our services and subsequently damaged or lost. No claim can be made for a Prohibited / Restricted item as they are either excluded from our services or as in both cases sent at the sender's risk. A customer ticks to state they have read the Prohibited / Restricted items and the Terms and Conditions at the time of ordering.

Loss, damage or Delay under the following conditions will not be covered:

- Acts of God
- Consequences of war
- Insufficient packaging / Incorrect labelling
- Prohibited / Restricted Items - listed in our Help and information section

Bookaparcels will deal with the person who placed the order only.

Liability is also limited to the cost of sending the item only and to the covered value of the consignment if a claim is raised. We will not be liable for any claim for loss of profit, use, breach of contract, loss of revenue, administrative inconvenience, disappointment, or indirect, incidental, financial or consequential loss or damage arising out of, or in relation to, the service you ordered.

Total liability to you in all respects, and for any type of loss, cost or damage howsoever arising will be limited to £50 per consignment unless you have purchased additional transit cover through us, where the limit of liability will be the cover purchased at the time of ordering.

Nothing in this Agreement shall be deemed to limit or exclude Bookaparcels's liability for fraud or for death or personal injury caused by Bookaparcels's negligence or to the extent otherwise not permitted by law.

You will indemnify Bookaparcels in respect of all claim demands, damages, liabilities, costs or expenses incurred by Bookaparcels or bookaparcels's employees, agents or sub-contractors in relation to any claims by third parties arising in connection with this agreement, or as a result of Bookaparcels providing services, which are in excess of the liability of Bookaparcels under this agreement.

Any claim must be brought to us within 10 days of receipt in the case of damage, and in 28 days in the case of loss.

Severability

If any part of these terms and conditions is found to be unenforceable as a matter of law, the

enforceability of any other part of these terms and conditions will not be affected.

Governing Law

These terms and conditions and any contract between us shall be governed by and interpreted in accordance with English Law and the English Courts shall have jurisdiction over any disputes between us.

Statutory Rights

These terms and conditions are in addition to your statutory rights as a consumer which remains unaffected. The Contracts (Rights of Third Parties) Act 1999 shall not apply to this agreement.

Complaints

We aim to provide outstanding customer service. If you have any complaint about the service you have received from us, please contact our Customer Service Director. Please allow 28 working days for a response to any written correspondence.