

Conditions of Delivery

Palletised Freight

The delivery of palletised goods differs from parcels and packages due to the larger size and weight typically associated with this type of freight.

Every pallet of goods handled by Browns Distribution and the Palletline network requires specialist training, equipment and vehicles to ensure customers receive the highest quality service, in the safest way.

This handy guide outlines our key operating practices designed to keep everyone safe.



Palletised freight deliveries through the Palletline network are made at the kerbside only.



Palletised freight cannot be delivered on a steep incline.



Pump trucks can only be operated on solid, flat surfaces (i.e. no gravel driveways).



Drivers are not permitted to enter residential property.



Palletised freight can only be delivered to ground-floor level locations.



Drivers are the only people allowed to stand on and operate the tail lift.



Drivers can only take away empty pallets if pre-requested at the point of booking.

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