

2023

Freight Best Practice *Guide*



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About this Guide



Welcome to Browns!

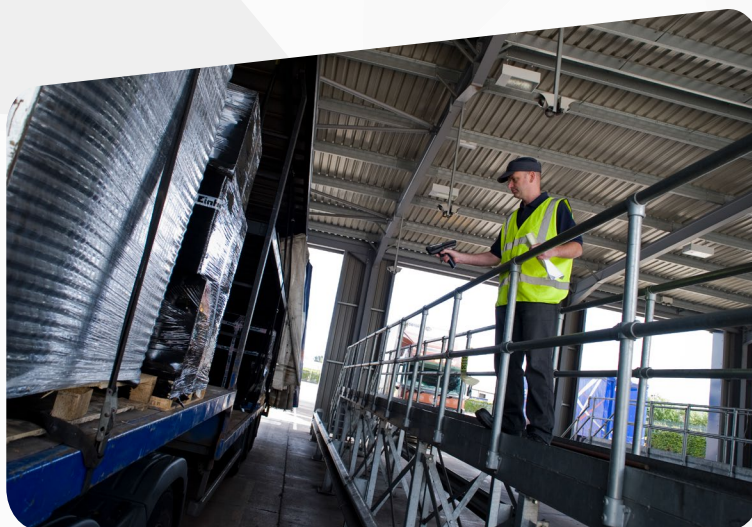
When it comes to sending freight, you'll want to make sure every detail is right, so your goods get to their intended delivery point, on time and in perfect condition!

We're experts when it comes to palletised distribution and storage, and we've created this handy guide to support your Browns' journey to success.

If you have any queries that we haven't been able to cover in this guide, don't hesitate to reach out to our team, who will be on hand to help.

You'll find a useful table of contact details depending on the nature of your request, on the following page.

Thank you!



Key Contact Details

Department	Description	Contacts
Operations	For queries in connection to groupage and full-load freight (LTL & FTL).	traffic@brownsgroup.co.uk 01782 525 300 – Option 1
Collections	For queries in connection to freight collections and customer stand trailers.	traffic@brownsgroup.co.uk 01782 525 300 – Option 1
Customer Support	Our support team is on hand to deal with freight queries or job edits.	support@brownsgroup.co.uk 01782 525 300 – Option 3
Warehousing	To book containers/freight into our storage warehouse or queries in relation to storage/picking/fulfilment.	warehouse@brownsgroup.co.uk 01782 525 300 – Continue to Hold
Finance	For POD and invoicing queries. (Invoice queries to georgia.robbs@brownsgroup.co.uk)	pod@brownsgroup.co.uk 01782 525 300 – Option 3
Claims Management	To lodge a claim please visit our Support desk on our website www.brownsdistribution.co.uk/support	
Account Queries & Complaints	For general account queries and complaints.	support@brownsgroup.co.uk 01782 525 300 – Option 3
New Business Enquiries	For new business enquiries.	enquiries@brownsgroup.co.uk 01782 525 300 – Option 3

General Terms

Insurance & Claims

All transactions are undertaken in accordance with the Road Haulage Association's Terms and Conditions of Carriage and Storage (Current Edition).

A full version of the RHA terms document is available on our website and hard copies are available on request. Our liability for all UK road movements is subject to RHA which limits the liability to 1.30GBP per kilo. Our liability for all UK warehousing claims is subject to RHA which limits the liability to £1.00 GBP per kilo.

Claims must be notified/lodged within 7 days of the delivery. To lodge a claim please visit brownsdistribution.co.uk/support.

Browns Distribution Services Ltd has a £50 excess in place for any goods in transit or goods in storage insurance claim. We do offer enhanced G.I.T. insurance cover. Please ask our sales team for more details.

We also offer bespoke quotations for high value G.I.T. consignments.

We are unable to provide cover for certain product shipments such as certain types of glass, personal effects, bullion, cash etc., but we are more than happy to provide bespoke insurance quotes on request.

In line with RHA terms and conditions we do not insure customers for consequential loss.

Hazardous Freight

Hazardous Freight cannot be moved by Browns.

Customer Support

Browns dedicated account managers meet weekly with team leaders to review service exception reports, which are relayed to customers on a monthly basis, unless another frequency is agreed with the customer.

Browns work with a ticketing-based system of customer support, partnering with omnichannel cloud-based support specialists, Freshdesk™ and Ring Central to allow our team to manage queries and requests in record time.

Where possible, customers should reach our support team via email, for quicker response and resolution.

Browns Distribution Services will not accept liability for customer input errors. If you require an amendment to a shipment after booking online, please email support@brownsgroup.co.uk. Once the amendment has been actioned you will receive a confirmation email.

Tariffs are issued on the basis of use of our web-based online booking portal. Amendments to orders in writing to support@brownsgroup.co.uk.

Fuel Surcharge

We reserve the right to charge a variable fuel surcharge on the consignment price of the freight. Changes to fuel surcharges are calculated based on the previous months average purchase prices. We will communicate any changes in the fuel surcharge by email, for the following month.

Payment Terms

Credit is granted on the strength of robust credit check procedures. If granted, standard terms are 30 days from end of month, unless otherwise agreed. If no credit facility is granted, payment will be required prior to uplift of freight.

Cancellation/Attempted/Redelivery Charges

We reserve the right to apply reasonable cancellation charges at our discretion taking into consideration at what time the delivery was cancelled.

If an order is cancelled during delivery transit, Browns reserve the right to charge an attempted delivery fee of 100% of the original charge. If the vehicle has to return the freight to Stoke-on-Trent, then between 1 and 12 pallets (Less than ½ a full load) 100% of the delivery charge will be applied. If the delivery is between 13 pallets and a full load then 75% of the delivery charge will be charged. If the freight is to be redelivered then the charge will be a further 100% of the delivery.

If the delivery is via the pallet network, then there will be an attempted delivery charge (100%) and a redelivery charge (100%).

If the order is to be redirected then this charge will be generated but normally there would be an attempted delivery (100%), a collection charge (100%) and a new delivery charge (100%).

Customer Support will advise you of any bespoke charges which may fall outside of the above process.

Proof of Delivery

PODs are viewable and printable from our online portal. We do not return hard copy PODs to customers. POD's are signed for on glass, therefore we do not handle customer paperwork unless agreed. If paperwork is to travel with freight it must be attached to the pallet.

We do not accept that non-provision of a proof of delivery provides reason to withhold payment of our freight invoice and all our invoices are due for payment within the allotted terms. Any POD queries should be emailed to pod@brownsgroup.co.uk.

Quoted Validity

All quotes issued are valid for 30 days unless otherwise stated.

Invoice Queries

All invoice queries must be directed to georgia.robbins@brownsgroup.co.uk and raised within 7 days of date of invoice. All such queries will be acknowledged within 24 hours and we aim to resolve them within 7 working days. Payment of invoices cannot be delayed by queries lodged with Browns Distribution Services Ltd or otherwise. All invoices should be paid in line with agreed credit terms.

Preparing Palletised Goods

Freight Presentation

Please note the following minimum requirements for freight presentation, Browns Distribution Services Ltd reserve the right to stop any shipment where the freight presentation appears unsuitable for road transport.

Wrapping

Freight needs to be securely attached to the pallet. Goods should be wrapped securely on all sides and across the top so the goods are completely sealed with sufficient layers to prevent goods moving independently of the pallet.

Labelling

All pallets must be labelled clearly on one short side using a label generated from the online booking platform.

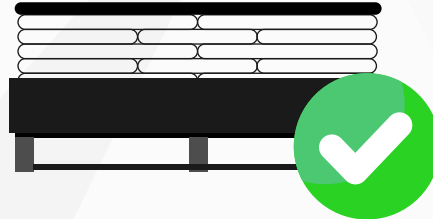
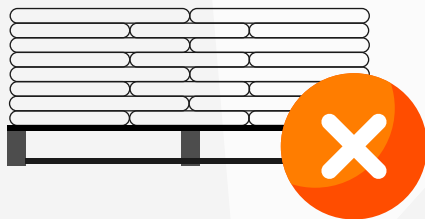
Customer Label Printers

Where appropriate Browns Distribution Services Ltd will install Zebra label printers into customers' premises. The use of these printers will be agreed in writing through a separate policy document. Customers must label all pallets appropriately.

Where a customer with an implant printer fails to inform Browns Distribution Services Ltd of any amendments or cancellations as set out within this document, we reserve the right to charge an administration fee with a minimum of £10 per pallet.

Bagged Product

- » Product must not overhang the base dimensions of the pallet
- » Must be guarded with cardboard shield 500mm up from the base of the pallet
- » Must be protected with a cardboard layer card on the top of the pallet
- » And be securely wrapped to the wooden pallet



Bottled Product

- » Each layer of bottles must sit in a tray to restrict lateral movement
- » A layer of cardboard must be used to separate each layer of product
- » Sufficient wrap must be applied to avoid movement or 'bulging' during transport. (This is a minimum of 5 -6 layers.)
- » Pallets that appear unstable maybe decked and reworked at a cost to the customer.

Pallet Weights

Any pallet to be delivered by tail lift must not exceed 750kg. Pallets that exceed this weight (up to 1000kg), and still require a tail lift will be subject to the Lift Assist Premium. Please see our rate schedule for pricing information.

When entering jobs on the portal, the total weight of all goods including the pallet needs to be entered.

Pallet Space Specifications

Any pallet travelling through the Palletline network must conform to the set parameters or will be liable for additional charges..

Pallet ine Freight Definitions			
Type	Max Dimensions	Max Weight	Comment
Full	1.2m x 1.2m x (2.2m tall)	1200kg	Standard
Oversized	2.4m x 1.2m x (2.2m tall)	2000kg	2 spaces
Half	1.2m x 1.0m x (1.0m tall)	500kg	Stackable
Quarter	1.2m x 1.0m x (0.6m tall)	250kg	Stackable

Domestic Distribution

Booking Cut Off Times

For consignments between a ¼ pallet space and 3 full pallet spaces, freight must be booked online by 14:00hrs for same day collections, Monday – Friday.

Away Collections (3rd Party Collections)

Freight collections outside of the ST and CW1-2 postcodes and away from your site will need to be booked online by 10:30hrs for same day collections, Monday – Friday. If there are any collection restrictions, the jobs are then to be entered by 16:00 the previous working day.

Freight Collection Window

Our standard collection window is within 09:00 – 17:00hrs unless otherwise specified or booked. Goods need to be available for collection at any point during this window.

Freight Delivery Window

Our standard delivery window is within 09:00 – 17:00hrs unless otherwise specified or booked. Please see below the delivery options given and their explanations:

Surcharge	Description	Explanation
VU	Very Urgent	Specific Timed delivery between 09:00 – 09:59 hours.
PT	Premium Timed (Pre 10:00 delivery)	Delivery window between 09:00 – 10:00am (not time specific).
BD	Specific Time Booked Delivery	Delivery required for a specific time. The BD surcharge applies from 10:00 hours until 17:00 hours.
AM	AM Delivery	Delivery required before 12:00 hours.
BW	Booked Window	A delivery window between 11:00am – 17:00pm.

Customers should ensure that there is someone on site to receive the goods. If nobody is available to sign for the goods, we reserve the right to return them to our depot. Any redelivery following such action would be charged to the customer.

Nature of Delivery - Kerb Side

All deliveries are to kerb side only unless prearranged beforehand. Any additional requirements may incur additional charges and must be confirmed in writing by Browns Distribution Services Ltd. When a handball service has been booked, this is also to Kerbside unless otherwise agreed in writing prior to delivery.

Handball deliveries may be subject to extra charges.

Service Levels

Each shipment method has its own unique service levels and it is the customer's responsibility to select the appropriate level when booking. Below are examples of different levels available, but if in doubt please contact us at support@brownsgroup.co.uk to ascertain the correct service level.

All delivery service levels exclude Saturday, Sunday and Bank Holidays unless agreed and confirmed in writing by Browns Distribution Services Ltd.

For deliveries made via the Palletline network:

Service Level	Collection Day	Delivery Day
A – Next Day	1	2
B – 48 Hour Economy	1	2/3

Please note that economy deliveries through the Palletline network are eligible for delivery on any day (2 or 3) the choice of which is at the discretion of the delivery depot.

Please see **Page 17** of this guide for our Earliest Delivery Schedule.

Access to collection / Delivery sites

It is your responsibility to tick the 'Rigid' option on the portal, if there is no access for an articulated vehicle. Limited access to sites may require a 7.5T vehicle, when this is required, please always email into support@brownsgroup.co.uk with the browns job number.

Amendments to Bookings & Cancellations

If you require amendments to any details of booked freight, please email support@brownsgroup.co.uk by 16:00hrs on the day of collection. All cancellations must be to support@brownsgroup.co.uk. Where cancellations are made at short notice, Browns Distribution Services Ltd reserves the right to apply a cancellation fee.

ETA Provision

Estimated freight arrival times are available via your online job portal, tracking page on our website or via our mobile app. Please note that the information given will be "estimated" and cannot encompass unforeseen circumstances such as congestion, hold ups or road works.

POD Provision

POD's will be available instantly when delivered using digital signature capture devices. Hard copy POD's will be uploaded within 24hr of delivery. Hard copy POD's are charged, please speak to your account manager for more information.

Booking In

This is a chargeable service as per customer tariffs. When selecting this option, you are agreeing to pay the booking in fee (where applicable) and the relevant timed service requested by your customer (unless you have stated otherwise to our customer service team). Next day jobs, to be booked in by browns, need to be inputted onto the portal by 14:00. If booked on after 14:00, you will need to book this in yourselves and the book in is not to be ticked.

Customer Paperwork Usage

If you wish to use your own paperwork as proof of delivery, a complete copy must be emailed to support@brownsgroup.co.uk by 5pm on the day of collection in PDF format. You must also attach a copy to the pallet as a backup. A charge of £5 per consignment will be applied for this service. Paperwork attached to the pallet not requiring a signature will be FOC.

Customer Contact

We may need to contact customers during the day to discuss deliveries and collections. Customers should be available between the hours of 08:30hrs – 17:30hrs as a minimum for phone and email contact. Contact phone numbers should be added, where possible, to all deliveries on the portal either in the telephone section or the notes section.

Demurrage

We allow 1 hour for loading and unloading full loads and containers, 30 minutes for groupage loads and 15 minutes for loading and unloading of single pallets and smaller part loads. After these free periods and at our discretion we will charge waiting at £35 per hour. We reserve the right to move the vehicle on after the free period has ended if we are unable to resolve the delivery with you. Browns Distribution Services Ltd require your support to ensure vehicles are unloaded in a timely fashion at delivery points.

Health & Safety of Customers and their Clients during Deliveries

Browns Distribution Services Ltd will accept no responsibility for injury to any person during the collection or delivery of goods. No person except employees of Browns Distribution Services Ltd should be on the delivery vehicle or any associated part e.g. a tail lift. All other persons should stand well clear.

Moffett Delivery

Deliveries requiring the use of a Moffett truck mounted forklift must be prebooked and agreed. For Moffett deliveries please email traffic@brownsgroup.co.uk with the delivery information where we will acknowledge and ask the consignment be booked online.

Moffett deliveries are charged at £100.00 per consignment unless otherwise advised.

Amazon Deliveries

Palletline is a preferred delivery service for Amazon and has a consolidation agreement to service all the major fulfilment centres in the UK. **The following is intended as additional customer support. It does not replace information provided to customers through Amazon's 'Vendor Central'.**



When Amazon provides the Vendor with a purchase order, a delivery window will be set within which the goods must arrive at the nominated fulfilment centre. Using this PO, the vendor is able to retrieve the ASN number for the consignment and set an estimated delivery date during the window. Using the service level information above Vendors should book jobs with Browns Distribution Services Ltd so that delivery can be made during the window specified.

Please be aware that we will make delivery in line with the booking instructions received and it is the customer's responsibility to book so that delivery to be made during the allocated window. Amazon may raise fines for early and late deliveries which would be deemed consequential loss and therefore not the liability of Browns Distribution Services Ltd.

When booking jobs Amazon require a specific code for each of its fulfilment centres instead of the postcode thus allowing accurate routing through the Palletline network. These codes are shown below and should be used for all Amazon bookings. The postcode for the delivery point must be put in the main address field.

Due to a consolidated agreement between Amazon and Palletline, please do not book specific timed deliveries. Browns Distribution Services Ltd will not accept any liability for failed timed bookings or any costs associated with the failure.

Amazon ASN, PO references, Carton count and unit count are required to be entered in the 'Amazon/Description Reference Box'.

Code to be entered into the 'Postcode' field on the job portal.

If you have any questions on Amazon deliveries, please contact us using support@brownsdistribution.co.uk.

Code	Postcode
BHX1	Rugeley – WS15 1LX
BHX2	Coalville – LE67 1GQ
BHX3	Daventry – NN11 8QL
BHX4	Coventry – CV5 9DQ
BHX5	Rugby – CV23 0XF
BHX7	Hinckley – LE10 3FF
BRS1	Bristol – BS35 4GG
BRS2	Swindon – SN3 4DB
CWL1	Swansea – SA1 8QX
DSA7	Wakefield – WF11 0AB
EDI4	Dunfermline – KY11 8EZ
EMA1	Derby – DE74 2 BB
EMA2	Sutton-in-Ashfield NG17 4PA/5LD
EMA3	Nottingham – NG16 3UA
EUK5	Peterborough – PE2 9EN
GLA1	Gourock – PA19 1BQ
HUK5	Birmingham – B24 9QJ
LBA1	Doncaster – DN4 5JS
LBA2	Doncaster – DN11 0BG
LBA4	Doncaster – DN11 0BF
LCY1	London – E3 3JG
LCY2	Tilbury – RM18 7AN
LCY3	Dartford – DA1 5XU
LPL2	Liverpool – L33 7AP
LTN1	Milton Keynes – MK43 0ZA
LTN2	Hemel Hempstead – HP2 7LF
LTN4	Dunstable – LU5 4TT
LTN7	Bedford – MK43 9ST
MAN1	Manchester – M90 5AA
MAN2	Warrington – WA5 3XA
MAN3	Bolton – BL5 1BT
MAN4	Chesterfield – S43 4PZ
MME1	Darlington – DL1 4BF
MME2	Bowburn – DH6 5NP
NCL1	Gateshead – NE10 8YA
XBH4	Wolverhampton – WV10 7GW
XBH7	Bury St Edmunds – IP32 7FQ
XBH5	Lutterworth – LE17 4XW

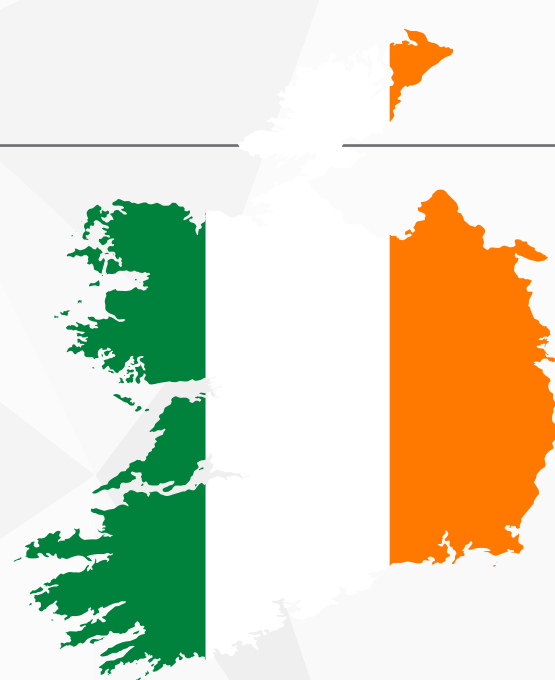
Sainsbury's Deliveries

Hoddesdon and Stoke Sainsbury's RDCs require their own specific code added into the postcode field when booking. Their actual postcode should be entered within the main address fields.

RDC	Postcode Field Code
Sainsbury's STOKE	STOK
Sainsbury's HODDESDON	HODD
Sainsbury's Tamworth	SAIT

Deliveries to the RoI

Delivery locations within the Republic of Ireland do not have postcodes, when booking these jobs the following codes need to be entered into the postcode field for all shipments.



Eire Country	Postcode Field Code
CARLOW	CARL
CAVAN	CAVA
CLARE	CLAR
CORK	CORK
DONEGAL	DONE
DUBLIN	DUBL
GALWAY	GALW
KERRY	KERR
KILDARE	KILD
KILKENNY	KLIK
LAOIS	LAIO
LEITRIM	LEIT
LIMERICK	LIME
LONGFORD	LONG
LOUTH	LOUT
MAYO	MAYO
MEATH	MEAT
MOAGHAN	MONA
OFFLAY	OFFA
ROSSCOMMON	ROSC
SLIGO	SLIG
TIPPERARY	TIPP
WATERFORD	WATE
WESTMEATH	WEST
WEXFORD	WEXF
WICKLOW	WICK

Palletline European Deliveries

When booking European Palletline network deliveries, customers should enter the specific country code below into the postcode field. The actual postcode must still be entered in the field above on the address line on the portal. Please speak with us for a full European guide.



European Country	Postcode Field Code
Austria	ATEU
Bosnia-Herzegovina	BAEU
Belgium	BEEU
Bulgaria	BGEU
Switzerland	CHEU
Czech Republic	CZEU
Germany	DEEU
Denmark	DKEU
Estonia	EEEU
Spain	ESEU
Finland	FIEU
France	FREU
Greece	GREU
Croatia	HREU
Hungary	HUEU
Italy	ITEU
Lithuania	LTEU
Luxembourg	LUEU
Latvia	LVEU
Macedonia	MKEU
Netherlands	NLEU
Norway	NOEU
Poland	POEU
Portugal	PTEU
Romania	ROEU
Serbia	RSEU
Sweden	SEEU
Slovenia	SIEU
Slovakia	SKEU

Warehouse Specific Terms

Warehouse Pallet Configurations

The maximum pallet height of freight stored in our warehouses is 1.8 metres including the pallet itself. The type of pallets that can be stored in our warehouse are standard 4 way, UK pallets 1.2 x 1.0 base.

Warehouse Opening Hours

Daily between 6am and 3pm for Collections and Deliveries during the week. Bookings must be made to our Warehouse Department via email warehouse@brownsngroup.co.uk.

A booking reference number will be given and this will be required when receiving freight into the warehouse. Any bookings for outside of these hours can be requested on an adhoc basis only.

Order Cut Off Times

Order cut offs and same day dispatches will be contained in your individual warehousing SLA.

Bookings

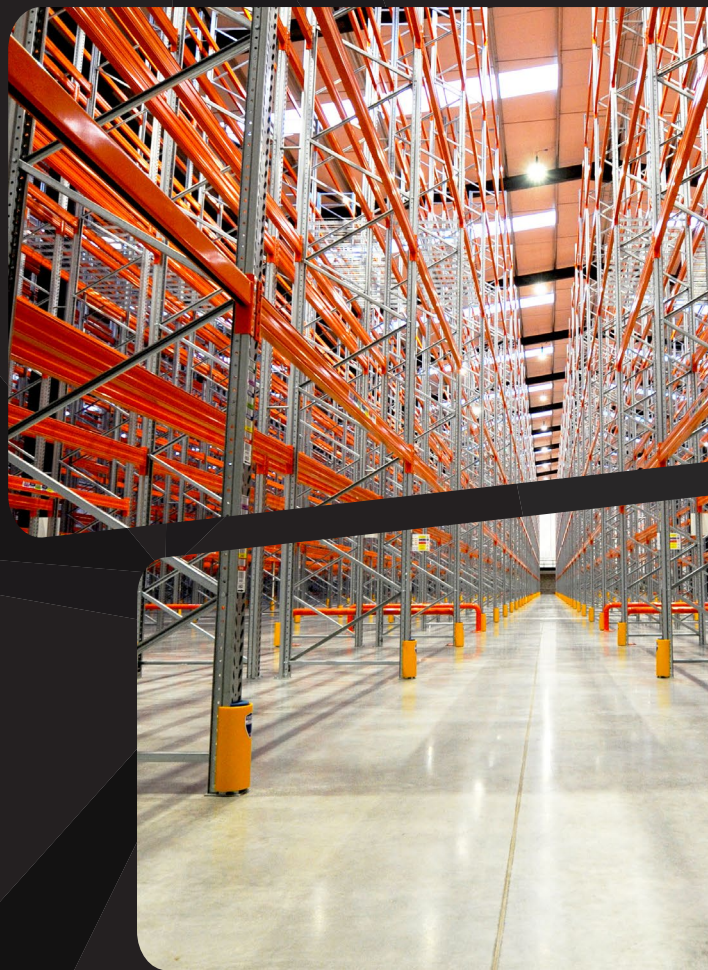
Bookings need to be made online before the cut off. All bookings must be made along with all the relevant stock details in order for us to be able to identify the freight. These must be entered into the notes field in the portal booking area.

Microlistics

You will be allocated a username and password for our warehousing portal, Microlistics. With Microlistics you will be able to view all stock and retrieve/pick goods online.

Freight Presentation

All freight presented into the storage facility must adhere to the freight presentation guidelines that are in this document.



Earliest Delivery Schedule

All deliveries within UK and Eire are 09:00 hours earliest delivery time unless it is otherwise stated below.

Postcode	Delivery time offering	Earliest delivery day
AB 10-16, 21-25, 30-32, 39, 41-42, 51	NEXT DAY	NEXT WORKING DAY
AB 33-38, 43-45, 52-56	CONTACT DEPOT	2 WORKING DAYS
BA 20-22	PRE-TEN	NEXT WORKING DAY
BH 19-20	PRE-TEN	NEXT WORKING DAY
BR	PRE-TEN	NEXT WORKING DAY
BT 1-16	PRE-TEN	2 WORKING DAYS
BT 17-23, 26-29, 36-39	AM	2 WORKING DAYS
BT 24-25, 30-35, 40-49, 51-58, 60-71, 74-81, 92-94, 99	CONTACT DEPOT	2 WORKING DAYS
CA 1-8, 10-11	PRE-TEN	NEXT WORKING DAY
CA 9, 12-28	AM	NEXT WORKING DAY
CR	PRE-TEN	NEXT WORKING DAY
CT	AM	NEXT WORKING DAY
DD 1-5, 7	AM	NEXT WORKING DAY
DD 6, 8-11	NEXT DAY	NEXT WORKING DAY
DG 1-3, 10-14, 16	PRE-TEN	NEXT WORKING DAY
DG 4-9	AM	NEXT WORKING DAY
DH 8-9	PRE-TEN	NEXT WORKING DAY
DL 6-7, 9-10	PRE-TEN	NEXT WORKING DAY
DL 8, 11-13	AM	NEXT WORKING DAY
DT	PRE-TEN	NEXT WORKING DAY
E 1-2, 77, 98	AM	NEXT WORKING DAY
E 3-18, 20	PRE-TEN	NEXT WORKING DAY
EC	AM	NEXT WORKING DAY
EH 1-14, 27-30, 47-49, 51-55, 95, 99	PRE-TEN	NEXT WORKING DAY
EH 15-26, 31-46	AM	NEXT WORKING DAY
EX	PRE-TEN	NEXT WORKING DAY
FK 18-21	NEXT DAY	NEXT WORKING DAY
FK1-6, 7-17	AM	NEXT WORKING DAY
G 1-5, 11-15, 20-23, 31-34, 40-46, 51-53, 58, 61-62, 64-69, 71-79	PRE-TEN	NEXT WORKING DAY

G 60, 63, 81-82	AM	NEXT WORKING DAY
G 83-84	NEXT DAY	NEXT WORKING DAY
GY	CONTACT DEPOT	4 WORKING DAYS -Subject to Customs Clearance
HA	PRE-TEN	NEXT WORKING DAY
HS	CONTACT DEPOT	3-5 WORKING DAYS
IG	PRE-TEN	NEXT WORKING DAY
IM	CONTACT DEPOT	3 WORKING DAYS
IV 1-3, 6-12, 15-20, 25, 30-32, 36	CONTACT DEPOT	2 WORKING DAYS
IV 4-5, 13-14, 21-24, 26-28, 40-49, 51-56, 63	CONTACT DEPOT	3 - 5 WORKING DAYS
JE	CONTACT DEPOT	4 WORKING DAYS – Subject to Customs Clearance
KA 1-26, 29-30	AM	NEXT WORKING DAY
KA 27-28	CONTACT DEPOT	3 - 5 WORKING DAYS
KT	PRE-TEN	NEXT WORKING DAY
KW 11, 13-17	CONTACT DEPOT	3 - 5 WORKING DAYS
KW 1-3, 5-10, 12	CONTACT DEPOT	2 WORKING DAYS
KY	NEXT DAY	NEXT WORKING DAY
LA 5-9	PRE-TEN	NEXT WORKING DAY
LA10-23	AM	NEXT WORKING DAY
LD	PRE-TEN	NEXT WORKING DAY
LL 23-25, 27, 32-49, 51-78	PRE-TEN	NEXT WORKING DAY
ML 1-7	PRE-TEN	NEXT WORKING DAY
ML 8-12	AM	NEXT WORKING DAY
N	PRE-TEN	NEXT WORKING DAY
NE 15-18, 20-21, 39-45, 61-64	PRE-TEN	NEXT WORKING DAY
NE 46-47, 49, 65-71	AM	NEXT WORKING DAY
NE 19, 48	NEXT DAY	NEXT WORKING DAY
NW	PRE-TEN	NEXT WORKING DAY
PA 1-19	PRE-TEN	NEXT WORKING DAY
PA 20-38, 41-49, 60-78, 80	CONTACT DEPOT	3 - 5 WORKING DAYS
PE 23-25, 31, 35-36	PRE-TEN	NEXT WORKING DAY
PH 1-7, 13-14	AM	NEXT WORKING DAY
PH 21-25, 30-31	CONTACT DEPOT	2 WORKING DAYS
PH 8-12, 15-20	NEXT DAY	NEXT WORKING DAY
PH 26, 32-44, 49-50	CONTACT DEPOT	3 - 5 WORKING DAYS
PL	PRE-TEN	NEXT WORKING DAY
PO 30-41	CONTACT DEPOT	3 WORKING DAYS
SA 35-48, 61-73	AM	NEXT WORKING DAY
SA 9, 14-20, 31-34	PRE-TEN	NEXT WORKING DAY

SE 1, 11, 16-17	AM	NEXT WORKING DAY
SE 2-10, 12-15, 18-28	PRE-TEN	NEXT WORKING DAY
SM	PRE-TEN	NEXT WORKING DAY
SO 41-42, 45	AM	NEXT WORKING DAY
SW 1	AM	NEXT WORKING DAY
SW 2-20	PRE-TEN	NEXT WORKING DAY
SY 18-20	PRE-TEN	NEXT WORKING DAY
SY 23-25	AM	NEXT WORKING DAY
TA	PRE-TEN	NEXT WORKING DAY
TD	AM	NEXT WORKING DAY
TQ	PRE-TEN	NEXT WORKING DAY
TR 1-20, 26-27	NEXT DAY	NEXT WORKING DAY
TR 21-25	CONTACT DEPOT	CONTACT DEPOT
TS 9, 11-15	PRE-TEN	NEXT WORKING DAY
TW	PRE-TEN	NEXT WORKING DAY
UB	PRE-TEN	NEXT WORKING DAY
W 1	AM	NEXT WORKING DAY
W 2-14	PRE-TEN	NEXT WORKING DAY
WC	AM	NEXT WORKING DAY
YO 7, 11-18, 21-22, 25, 60-62	PRE-TEN	NEXT WORKING DAY
ZE	CONTACT DEPOT	3 - 5 WORKING DAYS

Questions?

We're all ears!

If you have a question we haven't covered in this guide, please reach out to our friendly team, who will be on hand to answer!

- 📍 Distribution House, Stoke-on-Trent, ST6 4FB
- ✉ enquiries@brownsgroup.co.uk
- ☎ 01782 525 300
- 🌐 brownsdistribution.co.uk