

PALLET DELIVERY & COLLECTION GUIDANCE



PICK UPS AT DIRECT FREIGHT DEPOTS

- Direct Freight will contact the customer when the shipment is available for collection. If you don't hear within 24 hours of arrival, please contact the Direct Freight depot to arrange collection.
- Direct Freight will communicate collection date and time.
- Driver to provide Identification (ID) upon collection.
- Consignment number needs to be quoted upon collection.
- Pick ups must be arranged within 5 days of arrival, otherwise goods may be returned to sender (RTS) or additional charges may apply (e.g. storage).



Tautliner truck



Flatbed truck



Flat tray ute

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GUIDANCE FOR COLLECTION OF PALLETS FROM WOVEN IMAGE

Please note: Woven Image will inform you when goods are ready, please do not send a driver until notified.

Collection address: 33 Sydenham Road, Brookvale NSW 2100

Time: 8am - 3pm Monday - Friday

Collection vehicles permitted are; Tautliner trucks, Flatbed trucks or Flatbed utes



Tautliner truck



Flatbed truck



Flat tray ute

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DELIVERY OF PALLETS TO SITE/WAREHOUSE

- Site must have adequate unload facilities to cater for a 14-pallet Tautliner.
- Adequate facility is a raised loading dock or large dedicated yard.
- Site must have an adequate and functioning forklift for unload.
- Site must have adequate staffing to unload their consignment in a timely manner, otherwise charges may apply.
- Direct Freight cannot call on approach. Customer can call Direct Freight to obtain information on delivery window using connote number # provided when we confirm shipment.



Tautliner truck