

QUBE CONTAINERS

DELIVERY INFOSHEET



About our Delivery team

Qube Containers works with a wide range of hauliers which means that we can offer the broadest distribution of containers across the UK and at the best possible price. When you buy both your container and the delivery from us it means that we will be managing the whole process from start to finish, taking the stress away. We will select the nearest possible depot to you across our nationwide network to keep the costs as low as possible.

From sale and hire through to container conversion you will deal with our in-house team to organise a safe and timely delivery.

Our team has access to various types of lorries suitable for most sites. We include a process for each order where we will ask questions about your site, and even ask for photo or video to give us a clear idea of what challenges may be present when your container is delivered. Depending on your site we will pick the most appropriate type of vehicle, and perhaps ask you to do some preparation, such as trimming trees or bushes, which could get in the way.

Should you have any significant concerns about your delivery it is important to highlight these to the delivery team as early as possible (even before placing your order) so that they can investigate. The responsibility to inform us of site issues lies with you.

We usually use either an artic lorry with hiab, wagon and drag or a rigid (where customers have lifting equipment on their site). If you need a vehicle with a longer reach to place your container then we can arrange that also. The exact reach of each truck will depend on the size and weight of the container as well as the angle that is needed to perform the lift as cranes often reach farther on one side compared to the other.

Below are images showing a wagon and drag vehicle and one with a rear mounted hiab crane (most are at the front just behind the cab).



Wagon and drag



Rear mounted hiab crane

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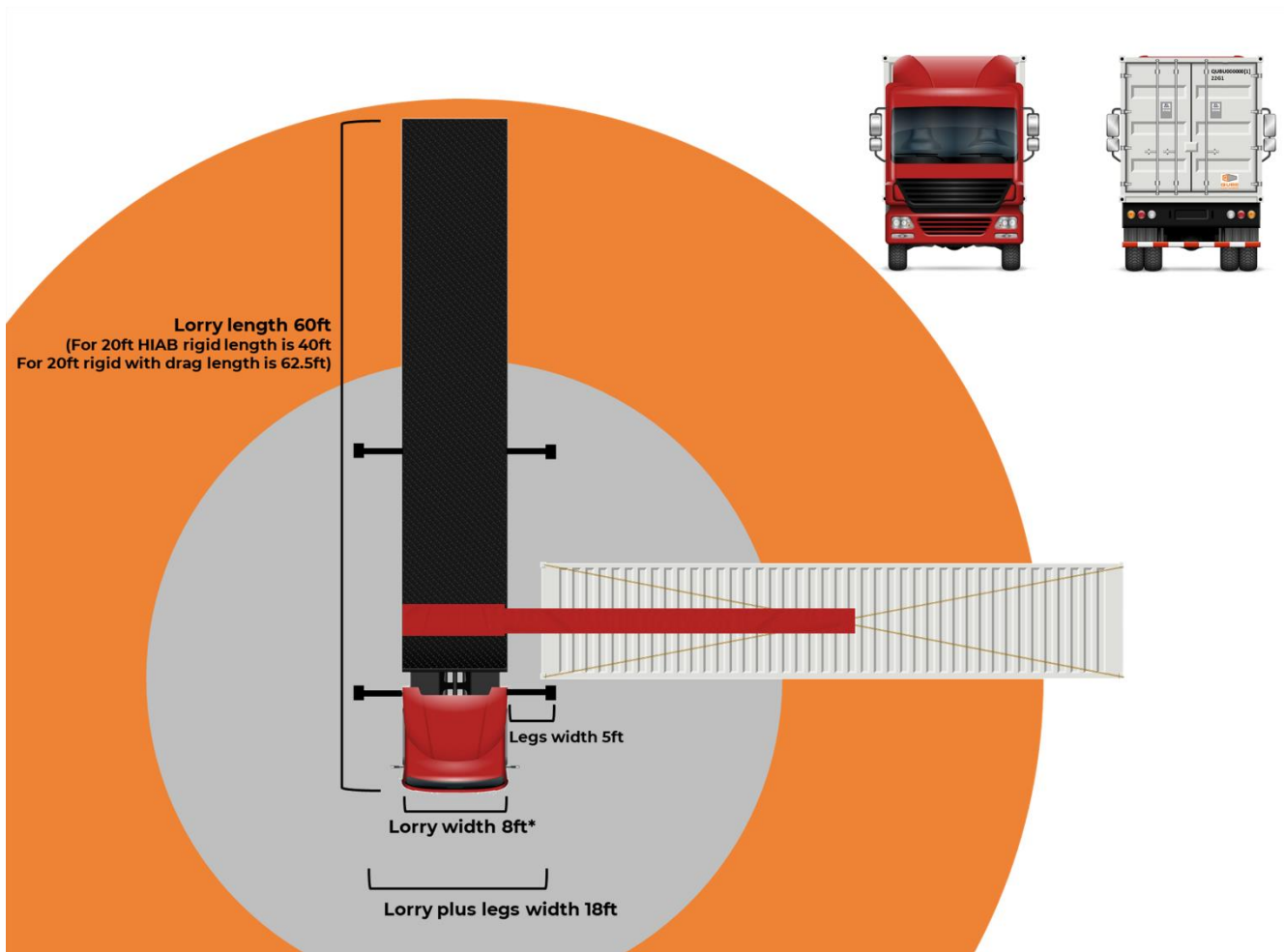


Safety

Our drivers will follow a standard Risk and Method Statement (RAMS) for your delivery. If you need a site specific RAMS we can provide these at an additional cost and we know that certain customers are unable to accept any deliveries without one.

Drivers are committed to safety and won't attempt actions which could pose a risk to the safety of anyone on site. They are compliant with working at height regulations and vehicles are maintained regularly to ensure they are safe. If you have protocols in place that they need to follow to help them achieve this aim then they will follow them.

Indicative sizes of a delivery vehicle



Notes:

- Lorry height ~12.5ft
- 20ft clearance needed between crane and electrical cables
- Total height clearance needed approx. 20ft

*plus wingmirrors

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Lead times

Your lead time will be advised by your sales representative. During normal times this is up to 5 working days, however when there are particularly busy periods, or supply side issues this may increase. If you have a particular date that you need delivery to happen then please advise us of this in good time so that we can accommodate your needs.

If you need some modifications done to your container such as the addition of a personnel door, window, grafotherm or repainting this will add from a few days, up to a couple of weeks depending on how busy the depot is and driver availability.

Conversion work will mean a longer lead time depending on the complexity of your bespoke project. The conversion team will be able to advise likely lead time and give advice on what to expect.

We deliver Monday-Friday between 7am-6:30pm. Deliveries outside of these times are typically not possible as a matter of course.

Your Site

Typically our containers will be delivered by vehicles which offload to the side and at 90° to the delivery vehicle. Your driver will need to deploy stabiliser legs which need to be on stable ground to allow the crane arm to operate without risk of the lorry toppling over. Each vehicle is typically 8ft wide (plus wingmirrors). You'll also need to factor in extra space for the legs, which are typically 5ft on each side.

You will need to prepare your ground ready for the container delivery. It should be level and ideally leave an air gap underneath the container to allow airflow. Containers sit on each of the four corner castings only so some customers will use railway sleepers, patio slabs or even dig out holes to create concrete pads with. We don't do ground preparation of this nature for you, or advise. It is the customer's responsibility to ensure the container siting is suitable. If a container isn't placed on level ground it can lead to racking, which is where the doors become difficult to operate due to the fact that the container isn't sat properly on the ground. If there is no space under the container it can result in premature erosion of the crossmembers of the container which will shorten its serviceable life. Placing a container directly onto soft ground is another problem because the heavy weight of the box will mean it sinks into the ground and the doors will no longer open as the ground is physically in the way.

Please note- you'll need permission from the landowner to have a container sited on their land if you are a tenant.

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During delivery

Your container is checked by staff in the depot to ensure it passes their internal quality checks, and again by the driver when they are collecting it for your delivery. This is done to prevent a damaged container being delivered to your site.

The drivers will call you 30 minutes prior to their arrival on site. If you need more notice than this you can request it.

The driver will call your site contact to plan out how the container will be placed when they arrive on site. The driver will check that the container doors operate correctly once it has been delivered and may give advice on how to operate it correctly.

Driving over grass

Generally, our drivers will not travel over grass to perform a delivery. Due to the sheer weight of the vehicle along with the container it is very likely that they would sink into the ground and become stuck. When this would occur it is the site owner who has responsibility to recover the vehicle, which would incur costs and not be in anyone's interests. For this reason, we recommend that the route on site is hardstanding.

Driver qualifications

Our drivers are very frequently commended on their skill, professionalism, and care during delivery of containers. If your business needs particular driver accreditations or qualifications such as FORS approved then please let us know well in advance so we can arrange it for you.

Difficult sites

For extremely complex sites a site survey can be completed, this is where the driver will attend your site and give a formal opinion on whether they will be able to deliver the container or not. It will include recommendations and prevent uncertainty about whether you will have a successful delivery. This is not done very often, and is chargeable, but it is there should you need it.

If a delivery is failed then it incurs charges, which we don't want customers to have to pay in the first place. It isn't in anyone's interest for there to be an aborted delivery (except the haulier!)

As a rule of thumb we will use a vehicle equipped with a hiab for all of our jobs, unless there is a specific reason not to.

Drivers will have your information that you advised us of for your delivery, which means they know what to expect. You should do any preparatory work in advance of your delivery. Sometimes drivers will delivery very early in the morning as their first job of the day. Someone should be on site between 7am-6:30pm ready to accept your container.

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Self-collection

If you want to collect the container ex depot yourself then this is no problem. Whether you want to hire your own haulier, or indeed if you operate your own vehicles we just ask that you give plenty of notice, contact the depot ahead of time and use a vehicle equipped with twistlocks to secure the container. You, or your driver will need to comply with all instructions and health and safety protocols of that depot otherwise the staff may refuse to release the container.

Once we have given you the release reference you will need to collect your container in a timely manner in order to avoid incurring any storage charges.

Cancellation charges and demurrage

Customers who wish to cancel their delivery should give as much notice as possible. A cancellation charge in full will be made if the job is cancelled within 24 business hours (i.e. excluding weekends).

Waiting time (demurrage) is charged at £60 per hour above and beyond the 1-hour slot, which you are entitled to. For this reason, it is important that access to the site and the site itself should have no factors in play that could cause any delay to the container being offloaded.

Questions?

Call: 03301 229943

E-mail: enquiries@qubecontainers.co.uk