

In Accordance with the LME delivery out procedure, please follow the instructions below when collecting from Keystore Limited.

## Collection Request

1. On initial enquiry a booking reference is issued 48hrs prior to vehicle arrival.
2. First available time slot will be allocated and a booking reference allocated for the vehicle/time.
3. This must be confirmed via email to [reception@keystoreuk.co.uk](mailto:reception@keystoreuk.co.uk) CC'd [k.garrod@keystoreuk.co.uk](mailto:k.garrod@keystoreuk.co.uk) by the party collecting, including vehicle/driver identification details.
4. Any changes to the above must be confirmed via email prior to arrival as any discrepancies will delay the vehicle being loaded.

## Receipting Collection Vehicle

- The driver of the collection vehicle must report to Keystore reception 20 minutes prior to the collection time slot, quote booking reference, vehicle identification details, show a form of photographic identification and any information requested by the principal.
- Any discrepancies the vehicle will not be loaded until all information is correct.
- Keystore must be made aware of any potential late arrivals of more than 1 hour, in order if possible to reschedule that day/the following day.
- All changes to loading times must be confirmed by both parties via email.
- Completed daily loading schedule will be emailed on the following day to nominated contacts.

## Please Note

- All documentation and procedures must be completed prior to making a collection request.
- Any outstanding monies must be paid and cleared prior to the 48hrs collection request notice.
- All drivers reporting to site are responsible for their own vehicles in relation to opening/closing of curtains, roping and sheeting etc.
- Overnight parking is strictly prohibited on site.
- Office/loading times are Monday to Friday 08:00AM – 16:00PM excluding Bank Holidays.