



Henry Diaper & Co. Limited  
P.O. Box 25, Lees Road  
Knowsley Industrial Park  
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Fax: 0151 549 1498  
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## Outbound Scheduling

After Diapers have received confirmation from our London Agent of the cancellation of warrants including the specific warrant details, LME broker and Customer, for which the released warrants will be held to the account of, Diapers will send a formal release via email with a specific Outbound Reference confirming the site location where the released metal is stored.

All instructions and communication must include the specific Diaper Outbound Reference (covering the overall release) to ensure accurate processing.

## Outbound Information

Prior to scheduling outbound appointments, the Customer must provide the following:

Full invoice address/contact and purchase order (if applicable) details for the LME rent, FOT and any other additional warehouse rental charges (invoiced weekly) along with any other additional services requested sent to [lme@diaper.co.uk](mailto:lme@diaper.co.uk).

ALL LME rent and FOT charges and any other outstanding invoices (additional rent/other services provided) must be paid prior to the physical release of final loads.

ALL relevant Customs clearance/documentation must be completed and a copy sent to Diapers. Should the customer wish Diapers to carry out the Customs documentation a request must be made via the email address [lme@diaper.co.uk](mailto:lme@diaper.co.uk)

If applicable, ALL Customs duties must be paid and copy documentation sent to Diapers

Detailed Shipping Instructions must be provided including:

- Unique Diaper Outbound Reference covering the overall release
- Company name and address of consignee/destination
- Transport mode (road/vessel)
- Full contact details (name/contact name/address/email address/telephone no./fax no.) of authorised carrier/agent
- Specific load capacity per vehicle (mt)
- Any specific requirements for securing the load in transit

Outbound operational times are 07.00 hours to 15.30 hours per day. Diapers reserve the right to vary operating times.



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## **Vehicle Loading Procedures**

Once the customer has advised Detailed Shipping Instructions Diapers are able to issue Outbound Booking Slots.

Each outbound load will be issued by Diapers with a unique collection reference and the references will be confirmed in writing via email from Diapers to the authorised customer/agent/carrier.

Once the customer has accepted and confirmed the designated outbound booking slots, the customer's commitment is made to provide the necessary equipment at the scheduled times.

Upon arrival to collect, the collection driver's and vehicle details must agree with the original details advised to Diapers.

If the advised details do not agree with the physical collection driver/vehicle details or the advice is not received prior to the vehicle arriving at Diapers site, the vehicle will not be loaded and Diapers cannot commit to loading that day.

Diapers will not be held responsible for any costs incurred by Hauliers due to delays in the receipt of collection information from the authorised customer/agent/carrier and rescheduling may incur additional charges.

Once the above has been checked and confirmed as accurate, the vehicle will be loaded as appropriate and the driver must sign Diaper's collection paperwork to confirm safe receipt in full of the load.

If a customer misses multiple booking slots (more than one) for three consecutive days, the customer's schedule may be reduced accordingly.

Missed loads will be re-scheduled based on the Outbound Booking Slot availability and only after a request in writing. This may also incur additional costs (to be paid prior to final loading).

### **Queue Scheduling (if a queue is in place)**

If there is a scheduling queue, the release will be in the queue priority based on the date the Outbound Information was received as 'complete'.

Provisional loading date(s) for the release(s) will be supplied. The actual loading date(s) will be supplied at least three months (depending on the time length of the queue) prior to the planned schedule date for the customer to review and confirm.

The provisional date(s) is stated, so that in the event of uncontrollable circumstances (such as Force Majeure), Diapers cannot guarantee as this is an estimated date.