

Standard Conditions of Carriage

ROAD TRANSPORT, COURIER & HAULAGE / BUSINESS CUSTOMERS

DOCUMENT CONTROL SIG-COC-2026-10-15-V2 | Issue date: 15 October 2026 | Standard business terms

DOCUMENT STATUS. These are the complete SIG standard carriage terms for business customers. They become applicable to a new Booking only when properly made available and accepted; supplying the document for review does not by itself constitute acceptance.

PROVIDER. SIG Transport Ltd (company no. 11915199), 14 Orchard Street, Maidstone, England, ME15 6NR.
General enquiries: info@sigtransport.co.uk | Claims: claims@sigtransport.co.uk | Telephone: +44 20 3376 5256.

1. Scope and business customers

1.1 These Standard Conditions of Carriage (Conditions) apply to new contracts for the carriage of goods by road, same-day courier, scheduled delivery, palletised and general haulage, and ancillary collection, delivery and handling arrangements which SIG Transport Ltd (SIG) agrees to provide or arrange for business customers (Customer). They are not intended to remove mandatory consumer rights.

1.2 Services may be performed using SIG operational resources or independent subcontractors, including third-party HGV operators. A vehicle type or service description is not a representation that SIG owns every vehicle deployed. The capacity in which SIG contracts (contracting carrier, freight-forwarding arranger or disclosed agent) depends on the accepted Booking and applicable law; arranging transport does not of itself remove any carrier obligations actually undertaken. The fact that a freight-forwarding policy is held must not be taken as confirmation that every form of haulage contracting is insured.

1.3 These Conditions do not by themselves commit SIG to supply any vehicle, specialist equipment, customs clearance, regulated storage or international movement until that service has been specifically accepted in a Booking.

2. Contract formation and document priority

2.1 A quotation is indicative unless expressly stated to be a firm offer for a stated validity period. A Booking is formed when SIG confirms acceptance by email or platform, or starts performance with the Customer's authority against an agreed instruction. Merely submitting an online enquiry or request does not guarantee a collection, delivery time or capacity.

2.2 These Conditions apply only where supplied or clearly made available to the Customer before or when the Booking is accepted and validly incorporated. A later revision will not alter an existing Booking without valid agreement. A Customer purchase order or standard procurement terms do not replace these Conditions unless expressly accepted by a SIG authorised representative.

2.3 Mandatory legislation and compulsory international carriage rules prevail. Next are any separately negotiated, accepted terms; the specific accepted Booking determines the service, price, vehicle requirement, dates and expressly agreed service levels; these Conditions govern operational carriage, charging, claims and liability. Where the Parties have accepted SIG's Standard Transport Services Agreement (SIG-TSA-2026-10-15-V5), that master agreement controls confidentiality, customer-account governance and non-circumvention, as further specified in its clause 14.

2.4 No RHA, BIFA or other third-party industry conditions are automatically incorporated by these Conditions. They govern a particular Booking only where SIG is authorised to use them, the exact edition is provided or appropriately brought to the Customer's attention before the Booking, and incorporation and any priority are clearly agreed.

3. Definitions

3.1 Booking means the accepted instruction for a particular movement. Consignment means the goods tendered under a Booking. Consignee means the person or business designated to receive the Consignment. POD means signed, digital or photographic proof of delivery or other reasonable evidence of delivery. Written includes email and a durable platform communication.

3.2 Business Day means Monday to Friday, excluding public holidays in England when London banks are open. Restricted Goods means dangerous, hazardous, illegal, controlled, temperature-sensitive, high-value, fragile or otherwise specially regulated goods, as relevant to the movement.

4. Booking information, declarations and lawful goods

4.1 The Customer shall provide correct collection and delivery addresses, postcodes, access and booking-in restrictions, contact details, goods description, packages or pallets, dimensions, gross weight, value where material, any time-critical requirements and all handling restrictions before SIG accepts the Booking. The Customer must promptly notify SIG of subsequent changes.

4.2 The Customer warrants that it is entitled to instruct transport of the goods and that the Consignment, packaging and supporting documentation comply with applicable law. Goods must be safely and adequately packed, labelled and presented for lawful loading and carriage, taking account of their nature and foreseeable transport conditions.

4.3 Restricted Goods, including goods falling under ADR and UK carriage of dangerous goods rules, require advance, accurate written declaration and SIG's express written acceptance, together with any legally necessary documentation and suitably authorised operating arrangements. SIG may refuse, suspend or return non-compliant or undeclared goods and recover reasonable directly resulting costs, subject to applicable law.

4.4 The Customer must give an accurate replacement-value declaration where requested, especially for high-value or unusual goods. Disclosure of value does not increase SIG's liability, create cargo insurance, or override restrictions for theft-attractive or regulated commodities unless a separate higher limit and, where appropriate, additional cover are expressly accepted in writing before the Booking.

5. Vehicle selection, collection and site access

5.1 Vehicle type, body style, loading equipment (including tail lift, HIAB or Moffett), payload and dimensions are subject to availability, legal vehicle weight limits and the accepted Booking. Published vehicle capacities are indicative; the actual carrying capacity and loading plan must be suitable for the declared goods.

5.2 Unless the Booking expressly includes labour or a handling service, the Customer or consignor is responsible for safe loading at collection and the Consignee for safe unloading on delivery, with suitably trained staff, safe lifting methods and equipment. Responsibility remains subject to any non-excludable duties and any negligence by SIG or its subcontractors.

5.3 The Customer shall arrange suitable, safe, lawful vehicle access, adequate hardstanding, site slots, permits and risk information. Where an HGV cannot lawfully or safely enter a site, SIG may request alternative arrangements and reasonably recover agreed additional costs rather than endanger persons or property.

6. Subcontractors and performance

6.1 SIG may use independent subcontractors and third-party carriers and drivers for all or part of an accepted Booking, including HGV movements. SIG remains responsible for contractual duties it actually undertakes, subject to mandatory law and valid limitations. SIG shall apply reasonable supplier-selection checks relevant to the Booking; the availability and conditions of each subcontractor's motor, carriage liability, Employers' Liability and Public Liability cover may need to be verified before allocation. The Customer's direct communication with a driver for operational purposes does not authorise the driver to renegotiate SIG's charges.

6.2 Any particular security procedures, vehicle exclusivity, no co-loading arrangement, tracking visibility, driver qualifications or service-level undertaking must be recorded and expressly accepted for the particular Booking. General promotional descriptions do not create unconditional performance guarantees.

7. Transit, delivery and POD

7.1 SIG shall exercise the care and skill required by applicable law and shall use reasonable endeavours to meet accepted pickup and delivery windows. Time is not of the essence unless a specific binding time-critical commitment is expressly accepted in writing and its consequences are agreed.

7.2 Delivery is completed when the goods are tendered to, and accepted by, an authorised recipient at the agreed destination or are otherwise delivered as lawfully instructed and evidenced. A POD may be a signed receipt, name/time record or suitable photograph. Lack of a conventional paper signature does not automatically mean delivery did not occur; the evidence and circumstances will determine the outcome.

7.3 The Customer shall ensure the Consignee can take delivery and shall advise of refusals or access difficulties as soon as reasonably practicable. SIG will take reasonable steps to obtain further instructions where possible, taking account of safety and the reasonable protection of the goods.

8. Failed deliveries, storage and returns

8.1 If collection or delivery cannot be safely or lawfully completed for reasons outside SIG's breach, SIG may attempt contact, arrange return or redelivery, or place the goods in reasonable short-term storage pending instructions where appropriate. Any additional cost must be reasonable, evidenced and recoverable under the accepted Booking or these Conditions.

8.2 Nothing in these Conditions provides a general unrestricted power to sell or dispose of the Customer's goods. Perishable, dangerous or abandoned goods will be handled only as permitted by applicable law, with appropriate notice where practicable, and with reasonable accounting for proceeds where required.

9. Prices, VAT and additional charges

9.1 The agreed quotation or rate confirmation states the principal price, currency and VAT treatment. Charges exclude VAT unless expressly shown inclusive. SIG may only charge additional amounts for genuinely additional services, inaccurate declarations, changes or third-party expenses where the accepted Booking, agreed rate card or these Conditions fairly and clearly authorise the charge.

9.2 Additional charges may include agreed waiting time, hand-balling, additional drops, rebooks, returns, failed access, storage, congestion and ULEZ fees, tolls, permits and specialist equipment. Pass-through governmental or third-party costs will be charged at actual cost unless a separate administration fee was disclosed and agreed before incurring it.

9.3 For HGV, articulated, abnormal, multi-temperature, HIAB, international and other specialist movements, waiting, cancellation, detention, loading and extra stop rates are quotation-specific and must be agreed before acceptance. The Small Van-to-Luton waiting and handling tariffs do not automatically apply to HGV jobs. The domestic 7.5T-to-Artic waiting and cancellation schedule in clauses 10.5 and 12.4 applies only where expressly included in an accepted written HGV Booking, prospectively.

10. Published light-commercial tariffs

10.1 Unless a written quote expressly overrides them, the following standard waiting rates apply to UK domestic Small Van-to-Luton services after 30 minutes of free loading or unloading time at each relevant site, where delay is attributable to the Customer, consignor or Consignee, not to SIG. Charges are calculated for the actual reasonable additional waiting time and documented in the job record.

Vehicle category	Waiting charge	Free time
Small Van / SWB	£20 per hour	30 minutes
LWB / XLWB	£30 per hour	30 minutes
Luton van	£35 per hour	30 minutes

10.2 Where manual handling is expressly accepted as an additional service and is not included in the quote, indicative published hand-balling rates are £25 per hour (Small Van/SWB), £35 per hour (LWB/XLWB) and £40 per hour (Luton). Work must be safe, suitable and properly staffed. HGV manual handling is quotation-specific.

10.3 For additional drops on Small Van-to-Luton routes, where the route and stops have been accepted, the published per-drop fees are as follows. If a stop is more than five miles off the agreed route, any diversionary mileage must be agreed or fairly calculated from the published rate schedule.

Vehicle category	Outside London	Inside London
Small Van to XLWB	£10	£25
Luton van	£25	£35

10.4 Supplementary charge guidance is available to authorised business customers through the Customer Portal; it is not a public customer-specific rate card. If it conflicts with an accepted quotation or these Conditions, the negotiated and properly agreed Booking terms prevail. Future changes do not retrospectively alter accepted Bookings.

10.5 UK domestic HGV waiting and loading (7.5T to articulated HGV), where the accepted Booking expressly includes this schedule: one hour of loading/offloading time is free at each relevant site; after that, eligible delay caused by the Customer, consignor or Consignee is charged at £50 per hour. The maximum total site waiting period is three hours, including the free hour. After three hours of eligible site waiting, SIG may withdraw the carrier and reserve the right to charge up to 100% of the agreed haulage price, only where expressly agreed before the Booking and subject to applicable law. No charge applies for delay attributable to SIG or the carrier, and safety and legal obligations take priority.

10.6 The HGV schedule in clause 10.5 is included in these Conditions of Carriage V2, but does not itself amend an existing Booking or dispense with the requirement for express acceptance of HGV charges in the Booking or quotation.

11. Payment and invoice queries

11.1 Unless a separate accepted quotation, credit facility or written account agreement states otherwise, valid invoices are due 30 calendar days after the end of the calendar month in which issued (30 days end of month). A different agreed payment term for an individual Booking prevails. Any advance-payment requirement must be disclosed before Booking acceptance.

11.2 The Customer shall notify SIG promptly of a genuine invoice dispute with enough detail for investigation and shall pay the undisputed part on the due date. SIG will consider the dispute in good faith. No term is intended to prevent a legal right of set-off which cannot lawfully be excluded.

11.3 SIG may claim statutory interest, fixed compensation and reasonable debt recovery costs on overdue qualifying business debts to the extent provided by the Late Payment of Commercial Debts (Interest) Act 1998 and related law. SIG may review credit arrangements and, after reasonable notice, suspend acceptance of new instructions for materially overdue accounts, without repudiating accepted Bookings.

12. Cancellation and rescheduling

12.1 For standard UK domestic Small Van-to-Luton Bookings, the cancellation charges in the table below apply unless different terms have been accepted before Booking. The applicable stage is determined when SIG receives the cancellation. For cancellation less than 12 hours before collection, but before the driver is dispatched, the standard charge is 25% of the agreed haulage price. Any higher charge (25%+) must be expressly agreed in writing before Booking. Driver en-route or on-site stages take priority over the notice period, and charges are not cumulative. Any fees are subject to fair agreement, applicable law, documented commitment and reasonable mitigation.

12.2 For UK domestic HGV movements (7.5T to articulated HGV), the corresponding cancellation scale in clause 12.4 applies only where the accepted written quotation or Booking expressly includes it. Other dedicated multi-day, ferry, special-equipment, international or specialist services require individually accepted cancellation terms. Neither this page nor publication of these Conditions imposes new charges on previously accepted Bookings.

12.3 Requested rescheduling, redelivery, return to origin and variations may be charged at the agreed rate or reasonable additional cost where clearly permitted and disclosed. SIG will take reasonable steps to mitigate avoidable costs.

12.4 The same cancellation stages in the table below apply to UK domestic 7.5T-to-Artic HGV movements ONLY if expressly included in the accepted written HGV quotation or Booking. On-site HGV withdrawal after three hours of eligible customer-caused waiting under clause 10.5 may attract a charge of up to 100% where agreed in advance. The less-than-12-hours-before-dispatch stage is 25% of the agreed haulage price; any higher charge must have been expressly agreed in writing before Booking. No cancellation charge applies where the cause is material failure by SIG or the carrier.

Cancellation received / event	Standard charge
At least 24 hours before collection (including 24–48 hours)	No fee
12 to less than 24 hours before collection, before dispatch	£0–£25 reasonable administration, capped at £25
Less than 12 hours before collection, before dispatch	25% of agreed haulage price; higher only if expressly agreed in writing before Booking
Driver / carrier en route to collection	75% of agreed haulage price
Driver / carrier already at agreed collection location	Up to 100% of agreed haulage price
HGV: eligible withdrawal after three hours of on-site waiting	Up to 100% if expressly accepted; not cumulative

12.5 The £0-to-£25 administration range for 12 to less than 24 hours is a ceiling, not an automatic £25 fee; the amount must reflect reasonable administrative work or cost. For less than 12 hours before collection and before dispatch, the standard charge is 25% of the agreed haulage price; a higher amount is payable only if the higher charge was clearly specified and accepted in writing before Booking. A separately negotiated and accepted Booking term prevails. This cancellation schedule is prospective and does not modify a Booking already accepted under different terms.

13. Risk, cargo insurance and declared value

13.1 The Customer should arrange cargo insurance appropriate to the full value, nature, theft attractiveness, fragility and commercial importance of its goods and to the route. SIG maintains different insurance policies for different insured operations; motor insurance, Public Liability, freight-forwarding liability, goods-in-transit and premises stock cover are not interchangeable. None is automatically an insurance policy taken out for the Customer's benefit or a promise that the Customer will recover full replacement value. SIG assumes no obligation to procure full-value cargo insurance unless expressly agreed in writing before Booking acceptance.

13.2 A request for a higher contractual liability limit, insurance for full declared value, or any unusual or regulated load must be made in writing before acceptance, with accurate gross weight, nature and replacement value of goods. SIG may require insurer or broker confirmation, subcontractor insurance confirmation, additional security and a revised price and may decline the movement if suitable arrangements cannot be made. Verbal statements by drivers, subcontractors or operational personnel do not vary insurer policy terms.

13.3 Separate policy schedules may specify monetary limits for particular categories of freight forwarding, CMR liabilities, motor use or goods at a named premises. Those sums are subject to their own definitions of insured activity, per-claim/per-event limits, deductibles, geographical scope and exclusions in the full wording. Disclosure of those figures does not extend the insurance or give the Customer direct rights under a policy; SIG's contractual liability remains determined under clause 14 and overriding law.

13.4 Customer goods in a warehouse, overnight holding, transhipment and goods in transit are not necessarily insured under the same section. Storage is undertaken only where separately agreed with an identified location, declared stock profile, stock values, duration and written storage terms, including any limits and excluded perils. Short-term storage for a failed delivery is subject to reasonable safeguarding obligations but must not be understood as blanket all-risks warehousing insurance.

14. Carrier liability and limitations

14.1 Subject to applicable mandatory law and the requirement of reasonableness where relevant, SIG is responsible for proven physical loss of or damage to goods to the extent arising from its actionable breach of contract, negligence or other applicable legal liability during the period it has undertaken responsibility for carriage. This is not limited exclusively to negligence where another legally enforceable duty applies.

14.2 For domestic road carriage where no compulsory convention applies, and absent a separately accepted higher liability limit, the standard contractual limit for proven physical loss of or damage to the affected goods is £1,300 per metric tonne of the gross weight of those affected goods, pro rata for any lesser weight. This is a contractual allocation of liability, NOT a statement of available insurance cover. It remains subject to applicable statutory requirements and the reasonableness test under the Unfair Contract Terms Act 1977 where relevant and shall not apply to the extent unlawful or unreasonable. It does not purport to reproduce RHA conditions.

14.3 No exclusion or limit applies to death or personal injury resulting from negligence, fraud, fraudulent misrepresentation or any other liability that cannot lawfully be excluded or limited. The Conditions do not restrict rights or remedies conferred by compulsory carriage conventions, including CMR when applicable.

14.4 To the extent lawfully and reasonably permitted and subject to any expressly accepted service-specific commitment, SIG does not undertake liability for indirect or consequential commercial loss, including loss of profits, lost contracts or production downtime, that is not recoverable under applicable law or mandatory carriage rules. Nothing in this clause limits a recoverable direct loss that cannot lawfully be excluded.

14.5 Where the CMR Convention compulsorily applies, CMR governs carrier liability, the relevant valuation method, compensation limits, notices and jurisdiction as required by law and prevails over any inconsistent domestic limit. The normal CMR calculation may involve 8.33 SDR per kilogram of gross weight short, subject to the Convention's provisions and exceptions. A monetary limit stated in an insurance schedule does not replace the CMR calculation or guarantee that a particular claim is insured. Multi-modal or specialist movements may require a separate accepted service schedule.

14.6 Neither the availability of a third-party haulier nor evidence of its insurance guarantees that its insurer will respond to a given loss. Where a proposed consignment falls outside the limits, commodity categories or geographical cover reasonably available for the Booking, SIG may request an alternative carrier and written insurance endorsement, or refuse the movement before acceptance.

15. Claims and supporting evidence

15.1 The Customer should inspect goods as soon as reasonably practicable and record visible damage or shortage on delivery documentation where possible. Any suspected loss, damage, theft, misdelivery or delay should be notified in writing promptly to claims@sigtransport.co.uk, stating the job reference and circumstances.

15.2 For efficient investigation of domestic claims, SIG requests initial written notice within seven calendar days of delivery or the expected delivery date and supporting particulars within 14 calendar days where reasonably possible. These are operational notification targets, not automatic forfeiture deadlines; no claim is barred solely for missing these targets where applicable law does not permit that result. Any actual limitation period or compulsory notice period under applicable law continues to apply.

15.3 Supporting documents may include the accepted Booking, POD, contemporaneous photographs, purchase/sale invoice or other proof of value, gross weights, repair estimates and available packaging. Both Parties shall take reasonable steps to mitigate loss, preserve evidence and cooperate with insurers and relevant investigations.

16. Lien, unclaimed goods and disposal

16.1 Any lien, retention of goods, sale or disposal may be exercised only where available under applicable law or a specifically enforceable agreed term and with required notice, accounting and safeguards. Nothing here gives SIG permission to sell another person's goods automatically because an invoice is disputed or overdue.

17. Circumstances beyond reasonable control

17.1 Neither Party is liable for an unavoidable failure or delay to the extent caused by an event outside its reasonable control which could not reasonably have been avoided or overcome, except for payment obligations already due. The affected Party shall notify the other as soon as practical, take reasonable steps to reduce the impact and resume performance when reasonably possible. Mandatory legal duties and any express time guarantee prevail to the extent required.

18. Confidentiality, contact information and data

18.1 Each Party shall protect the other's non-public commercial information using reasonable care and disclose it only where needed for performance, insurance, legal advice or lawful requirements. This clause does not replace a separately signed master confidentiality or supplier-protection agreement.

18.2 Each Party shall comply with applicable UK data-protection requirements when sharing names, phone numbers, tracking data, photographs, PODs and other personal information. Data processing arrangements requiring a distinct controller-processor agreement will be documented separately as necessary.

19. Changes and service-specific arrangements

19.1 No variation of an accepted Booking or these Conditions is effective unless clearly agreed in a durable written or authorised electronic record. Publication of updated website terms does not unilaterally amend previously accepted Bookings. The Parties may negotiate a customer-specific services schedule, including insurance, claims, SLAs, special goods and HGV carriage details.

20. Governing law and dispute resolution

20.1 These Conditions and contractual or non-contractual disputes arising in connection with them are governed by the laws of England and Wales. Subject to overriding mandatory law and any compulsory CMR jurisdiction provisions, the courts of England and Wales have exclusive jurisdiction.

20.2 If any provision is invalid or unenforceable, the remaining provisions continue to the extent lawful. No failure to enforce a right is a waiver. A person other than a Party has no contractual enforcement right under the Contracts (Rights of Third Parties) Act 1999, except where overriding law applies. Nothing excludes liability for fraud.

21. Contact and version control

21.1 General and formal notices: info@sigtransport.co.uk. Claims: claims@sigtransport.co.uk. Registered office: 14 Orchard Street, Maidstone, England, ME15 6NR. Customer-specific service notices may also be given through an authorised platform account where agreed.

21.2 Reference: SIG-COC-2026-10-15-V2. Issue date: 15 October 2026. These Conditions apply only to new Bookings when duly incorporated at the time of acceptance and do not retrospectively amend existing contracts or earlier accepted Bookings.