



# Delivery Instructions

**BookSource**  
**50 Cambuslang Road**  
**GLASGOW**  
**G32 8NB**

**Tel: 0845 370 0063**  
**Fax: 0871 266 4617**

Implicit in this document is the adherence to health and safety regulations.  
If any delivery is considered to contravene health and safety regulations or is  
considered to be too unsafe to handle it will be refused.

BookSource is the trading name of Scottish Book Source Ltd  
Set up by the Scottish Publishers Association in 1995  
Company Registration Number SC159052  
Registered Office 137 Dundee Street Edinburgh EH11 1BG

## **Booking**

All pallet deliveries must be booked in with BookSource in advance of delivery. To book in a delivery call **0845 370 0063** and select **option 3**.

Bookings can be made between 10am and 4pm on weekdays. A delivery appointment within three working days will normally be given and you will be faxed with confirmation of the booked date and time.

Each delivery booking will be given a unique Goods Inwards Reference (GIR) that should be quoted on all delivery documentation and at the time of delivery. Deliveries without a GIR will be refused.

A copy of the delivery note, quoting the unique GIR, should be faxed to BookSource on **0871 266 4617** in advance of the delivery.

Bookings cancelled within 24 hours of allocated delivery time and no shows will be charged to the publisher at £50 per instance.

## **Packing**

All stock must be in tight shrink-wrapped packs or boxes. If using boxes, books should be packed flat and not on their spine and appropriate filler material must be used.

If shrink-wrapped the **entire** area of the books must be enclosed by the plastic to protect the books during transit. Where possible, opaque plastic should be used to give protection against sunlight.

Pack or box quantities should be uniform. The maximum weight of any pack or box must not exceed 20kg.

Each pack or box must be labelled with the following details: name of publisher, book title and edition, 13 digit ISBN, barcode, binding, price and quantity of books.

Any pack or box containing an irregular quantity must be clearly marked as such and packs or boxes must not contain mixed titles.

## **Pallets**

Deliveries in excess of 10 boxes must be made on pallets that are **100cm x 120cm** (40in x 48in), four way entry with full perimeter base. Pallets are non-returnable.

Packs or boxes should be stacked in an interlocking manner and must not overhang the pallet. Pallets must not exceed **750kg** in weight and must not exceed **120cm** in height.

All pallets must be wrapped with clear film and strapped, and must be clearly labelled with details of the title, 13 digit ISBN, barcode, number of packs or boxes and total quantity.

Pallets should only contain one title. Where this is not possible (e.g. small print run of multiple titles) each title must be clearly separated on the pallet and the pallet label should accurately reflect the contents of the pallet.

## **Delivery**

Deliveries must be made at the allotted time and failure may lead to delay, refusal or surcharge. Only those pallets or boxes that have been booked in will be unloaded.

Deliveries should be made to: **BookSource Goods Inwards**  
**50 Cambuslang Road**  
**Cambuslang Investment Park**  
**GLASGOW**  
**G32 8NB**  
**United Kingdom**

Delivery times: **Monday – Friday 7.30am – 3.30pm**

A delivery note must accompany all deliveries giving details of the publisher, title, price, ISBN, total quantity of books, details of any special editions and the number of pallets or boxes in the consignment. Please note that a carrier's delivery note is not acceptable as proof of delivery as the company signs for all deliveries as unchecked.

## **Reasons for refusing deliveries**

BookSource may refuse consignments (or parts thereof) for any of the following reasons:

- Delivery outwith the allocated time
- Late cancellations and no shows
- Goods not on specified pallets
- Packs or boxes overhang the pallet
- Pack or box labels are not as specified
- Delivery notes are incomplete or inaccurate
- Pack or box quantities are not as specified
- Consignment entails unloading and reloading goods for other consignees
- Consignment does not reflect the booking

## **Rectification work**

Charges will be made to publishers where rectification work is necessary before goods can be processed. Examples of such occasions are:

- No documentation supplied with delivery
- Delivery outwith allotted time
- Pallets contain mixed titles and require to be re-stacked onto separate pallets
- Packs/boxes require to be transferred onto a standard pallet (100cm x 120cm, four way entry and perimeter based)
- Packs/boxes contain mixed titles and require to be unpacked
- Pack/boxes labels incorrect.