



# Delivery Manual

BookSource  
50 Cambuslang Road  
GLASGOW  
G32 8NB

Tel: +44-141-642-9192  
Email: [goodsin@booksource.net](mailto:goodsin@booksource.net)

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.

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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 50 Cambuslang Road, Cambuslang, Glasgow G32 8NB

## MAKING A BOOKING

All pallets and consignments of more than 10 boxes must be booked in with BookSource in advance of delivery.

You can make a booking by visiting ORBS, our online booking system, at [www.booksource.net/orbs](http://www.booksource.net/orbs). Once your slot has been booked you will receive a confirmation email with details of your booking.

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

## PACKING

All stock must be delivered in boxes which should be packed flat and appropriate filler material used.

If books are delivered in shrink wrapped plastic packs, we will apply our Plastic Packaging Tax of £12 per consignment. To be clear, we are referring to the white (or sometimes black) material which is used in place of cardboard boxes, and not the plastic pallet wrap (similar to cling film) used to secure a pallet whilst in transit.

Pack or box quantities should be consistent. The maximum weight of any pack or box must not exceed 15kg.

Each pack or box must be labelled with the following information: 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. Deliveries on any other size of pallet will incur a rectification charge. Pallets are non-returnable.

Packs or boxes should be stacked in an interlocking manner and must not overhang the pallet. Pallets must not exceed 500kg in weight and must not exceed 140cm in height without prior agreement.

All pallets must be wrapped with clear film and strapped with plastic strapping. Pallets 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, however 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. Any pack or box containing an irregular quantity (ie. part box) must be clearly marked as such and placed at the top of the pallet.

## PAPERWORK

Relevant paperwork must accompany all deliveries giving details of the publisher, title, ISBN, number of units per pack, number of packs, total quantity of books, details of any special editions and the number of pallets or boxes in the consignment.

## DELIVERY

Deliveries must be made at the allotted time and failure to do so may lead to delay, refusal or surcharge.

Our delivery address is:           BookSource Goods Inwards  
50 Cambuslang Road  
Cambuslang Investment Park  
Glasgow G32 8NB  
United Kingdom

Google Map Ref:                   <https://goo.gl/maps/YBjofmi3YyC2>

Please note that BookSource signs for all deliveries as unchecked.

## REASONS FOR REFUSING DELIVERIES

BookSource will always attempt to accommodate deliveries, however we may refuse consignments (or parts thereof) for any of the following reasons:

- Delivery outwith the allocated time
- Late cancellations and failure to show
- Goods not on specified pallets
- Packs or boxes overhanging the pallet
- Pack or box labels are not as specified
- Paperwork is incomplete, inaccurate or missing
- 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 paperwork supplied with delivery
- Delivery outwith allotted time
- Packs/boxes require to be transferred onto standard or separate pallets (100cm x 120cm, four-way entry and perimeter based)
- Packs/boxes contain mixed titles and require to be unpacked
- Pack/boxes labels incorrect