

Do you really offer a Money Back Guarantee?

This is one of the many questions we are asked each month.
And yes we do... on all European and UK express van shipments.

We thought we would share our top 10 FAQs with you in case they were of interest.

Q1 What insurance cover is there on my goods?

All European shipments are covered under CMR insurance and the CMR Convention. The cover provided allows hauliers and couriers to legally transport goods within the European countries who have agreed to the CMR Convention. CMR insurance provides cover against damage and theft whilst the shipment is in transit. Compensation is based on the gross weight of the goods lost or damaged, 8.33 SDRs per kilo. This currently equates to approximately £8 per kilo.

Q2 What's the maximum weight you can take on an artic to Europe?

All depends on the unit carrying the load. Light weight units can carry up to 25-25.5 tonnes. On average a safe maximum weight would be around 24 tonnes. The key weight is the laden weight of the trailer and its load. The limits differ from country to country. In Belgium and Holland loads of up to 27 tonnes can be carried.

Q3 Why do you need the UN number and Packing Group as well as the Hazardous Class?

The Class identifies the general type of hazard eg Class 2 Gases. The subclass identifies the specific type of hazardous goods within that class e.g 2.1 Flammable gases. The UN number identifies the actual hazardous substances, eg UN2014 Hydrogen Peroxide. Packing group numbers 1,2 and 3 are used to identify the different degree of danger that some substances with the same name will have dependant for example on their Flash Point, i.e the point at which they will combust.

Q4 Do you really offer a Money Back Guarantee?

Yes, we do indeed. We offer a money back guarantee on express van consignments to and from Europe. All transit times quoted are subject to Eurotunnel crossings.



Q5 Can double-manned trailers run non-stop?

No. Once both drivers have finished their 10 hour shifts then the driving team have to take a break. This is a legal requirement and does not have room for negotiation. The drivers mate MUST be in the passenger seat when not driving. So with 2 fresh drivers, they can drive for 20 consecutive hours before they both have to stop for a mandatory 9 hour break, then another set of 20 consecutive hours driving can be undertaken.

Q6 What is an EUR1?

An EUR1 is a movement certificate which allows importers to import goods at a reduced rate under agreement from the EU and various countries trading with EU member states.

Q7 What's the maximum weight and number of pallets you can take on an express van to / from Europe?

The maximum weight and number of pallets we can transport varies according to the vehicle model. We can carry 8 European Pallets or 6 U.K. pallets, weighing a maximum of 1250kg on the majority of our fleet. We can also provide a few 4.85m vans which are able to transport up to 10 European Pallets.

Q8 What classes of hazardous goods do you carry?

We don't carry Class 1 Explosives or Class 7 Radioactive. We carry some Class 4 and 5 subject to their sub class and ferry restrictions.

Q9 Do you go daily to / from Europe with groupage and part loads?

We go daily to Belgium, Holland, France and Germany. Most other Western and Eastern European countries we depart twice weekly, Tuesday / Friday.

Q10 What time do the driving bans start in Europe at the weekend?

The times vary depending on the location and date. In general there tends to be a ban in most European countries for articulated lorries on a Sunday. At the start of each month on our website, we will be publishing a comprehensive list of the driving restrictions throughout Europe for that month.

Contact us today to discuss how we can help

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