



Sonic Transport Customer Terms and Conditions

❖ Payment

Sonic Transport payment term is 30 days from invoice date. The payment must be received within the agreed period. However, an advance written agreement can be taken into consideration based on both party's mutuality. An unauthorised delayed payment might lead to a further charge in accordance with Bank of England base rate.

❖ Bookings

Any booking by any Customer must be presented to Sonic Transport by either by telephone or by email when we reserve the right to accept or reject the booking. The service agreement terminates on the point of delivery when the contingent reaches the agreed destination.

❖ Loading and Unloading

The Carrier does not have any obligation to provide any type of power, plant or labour to load or unload the contingent other than whatever carried by the vehicle. Any special appliances required for loading and unloading the Consignment which are not included with the vehicle will be arranged by the customer. If the contingent is damaged due to the loading or unloading process by the carrier without special appliances where the customer supposed to arrange the appliances, the carrier does not have any liability.

❖ Dangerous Goods

It is customers responsibility to disclose about the contingents if that includes any dangerous goods. The dangerous goods must be categorized, packed and labelled with identifiable indicators such as Transport Emergency Cards according to the statutory regulations.

❖ Delivery

It is customer's responsibility to ensure that the Consignment is ready to transport in a safe and secure condition when the carrier will apply all the reasonable efforts to safeguard the Consignment and deliver to the agreed destination.

❖ Proof of Delivery

The carrier will be responsible to acquire a sing on the document prepared by the sender and it will be considered as proof of delivery (POD).

❖ Transit

A transit period starts from the loading point of the Consignment and ends at the agreed delivery address (otherwise previously arranged). However, if due to the unsafe or inadequate access delays the unloading process or Consignment cannot be delivered, the transit will expire in one clear day from the writing or telephone communication.

EMAIL: info@sonictransport.co.uk

PHONE: 0330 236 8313

WEBSITE: www.sonictransport.co.uk

COMPANY NUMBER: 15470478

VAT NUMBER: 459996995

❖ Liabilities

Sonic Transport is not liable for any type of loss or damage of the Consignment unless it is directly or indirectly caused by the negligence, omission or wrongdoing of the carrier, its employees, its contractors, or its sub-contractors. However, if the loss or damage is incurred by the carrier, its employees, its contractors or its sub-contractors in which case Sonic Transport will be liable for the physical loss or/and damages of the Consignment in accordance with standard RHA terms and conditions (up to and including the value of £1300 per tonne).

❖ Fraud and Criminal Activity

Sonic Transport will not be liable in respect of the Consignment if there has been any fraud on the part of the customer unless that is directly or indirectly contributed by the carrier, employees of the carrier or any agent of the carrier. The carrier is not and cannot be illegal prosecuted if there is any illegal Consignment transported by the customer. The carrier has right and legal responsibility to notify the authority in such circumstance.

❖ Charges

The Carrier reserves the right to imply an additional charge for every 15 minutes on loading or unloading of the consignment if it is not loaded or unloaded within an agreed time.

❖ Cancellations

There will be no charge for a customer if an order is cancelled 24 hours prior to the collection time. However, a callout charge may be issued to the carrier if the driver starts towards the collection point before the cancellation is accepted by the carrier.

❖ Law and Jurisdiction

The contract between Sonic Transport and its customer will be governed by English law and United Kingdom courts alone shall have jurisdiction in any dispute.

This Policy is reviewed annually.

Latest: 03/03/2026

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