

In accordance with the LME delivery out procedure, please follow the instructions below when collecting from Keystore Limited.

Collection Request

1. On initial enquiry a booking reference is issued 48hrs prior to vehicle arrival.
2. First available time slot will be allocated and a booking reference allocated for the vehicle/time.
3. This must be confirmed via email to reception@keystoreuk.co.uk by the party collecting, including vehicle/driver identification details.
4. Any changes to the above must be confirmed by email prior to arrival as any discrepancies will delay the vehicle being loaded.

Receipting Collection Vehicle

- The driver of the collection vehicle must report to Keystore Reception 20 minutes prior to the collection time slot, quote booking reference, vehicle identification details, personal details and any specific information requested by the Principal.
- Any discrepancies the vehicle will not be loaded until all information is correct.
- Keystore must be made aware of any potential late arrivals of more than 1 hour, in order if possible to reschedule that day/the following day.
- All changes to loading times must be confirmed by both parties via email.
- Completed daily loading schedule will be emailed on the following day to nominated contacts.

Please Note

- All documentation and procedures must be completed prior to making a collection request.
- Any outstanding monies must be paid and cleared prior to the 48hrs collection request notice.
- All drivers reporting to site are responsible for their own vehicles in relation to opening/closing of curtains, roping and sheeting etc.
- Overnight parking is strictly prohibited on site.
- Office/Loading times are Monday to Friday 08.00 – 16.00hrs excluding Bank Holidays.