



CUSTOMER SHIPPING PROCESS



V. 2 05/24



Shipment processing time



All orders are processed within 1–3 business days of receipt.

Orders are not processed or shipped from 1pm Friday to Sunday, nor Bank Holidays.

Orders placed up to midday Mon- Fri will be despatched on the same day with next day delivery by booked slot of 10am, 12pm or 4pm.

If there is a high volume of orders; shipments may be delayed by a few days. If so customers will be contacted via email or phone.





Shipping options & costs

delivered.





Shipping

England, Scotland, Wales

The shipping cost is fixed on the iCO website when orders are placed and added to the basket.

No price difference per slots for next day delivery:

10am

12pm

4pm



| Conditions | | | | Costs |
|------------|--------------------------|-------------|-------------------------|--------------------|
| 1 | <input type="checkbox"/> | When Weight | is from 0 to 9.9 kg | rule cost is 20 £ |
| 2 | <input type="checkbox"/> | When Weight | is from 10 to 29.9 kg | rule cost is 40 £ |
| 3 | <input type="checkbox"/> | When Weight | is from 30 to 59.9 kg | rule cost is 60 £ |
| 4 | <input type="checkbox"/> | When Weight | is from 60 to 89.9 kg | rule cost is 80 £ |
| 5 | <input type="checkbox"/> | When Weight | is from 90 to 119.9 kg | rule cost is 100 £ |
| 6 | <input type="checkbox"/> | When Weight | is from 120 to 149.9 kg | rule cost is 120 £ |
| 7 | <input type="checkbox"/> | When Weight | is from 150 to 199.9 kg | rule cost is 130 £ |
| 8 | <input type="checkbox"/> | When Weight | is from 200 to 299.9 kg | rule cost is 190 £ |
| 9 | <input type="checkbox"/> | When Weight | is from 300 to 399.9 kg | rule cost is 250 £ |

| Select | CARRIER | SERVICE | LATEST BOOKING TIME | DAYS | DELIVERY BY | WEIGHT (kg) |
|-------------------------------------|---------|----------------------------|---------------------|------|------------------|-------------|
| <input type="checkbox"/> | APC | 1000 Parcel | 05/12/2022 14:00 | 1 | 06/12/2022 10:00 | 5 |
| <input type="checkbox"/> | APC | 1200 Parcel | 05/12/2022 14:00 | 1 | 06/12/2022 12:00 | 5 |
| <input checked="" type="checkbox"/> | APC | 1600 Parcel | 05/12/2022 14:00 | 1 | 06/12/2022 14:00 | 5 |
| <input type="checkbox"/> | APC | 1000 Courier Pack | 05/12/2022 14:00 | 1 | 06/12/2022 10:00 | 5 |
| <input type="checkbox"/> | APC | 1200 Courier Pack | 05/12/2022 14:00 | 1 | 06/12/2022 12:00 | 5 |
| <input type="checkbox"/> | APC | 1600 Courier Pack | 05/12/2022 14:00 | 1 | 06/12/2022 14:00 | 5 |
| <input type="checkbox"/> | APC | 1000 Liquid Service | 05/12/2022 14:00 | 1 | 06/12/2022 10:00 | 5 |
| <input type="checkbox"/> | APC | 1200 Liquid Service | 05/12/2022 14:00 | 1 | 06/12/2022 12:00 | 5 |
| <input type="checkbox"/> | APC | 1600 Liquid Service | 05/12/2022 14:00 | 1 | 06/12/2022 14:00 | 5 |
| <input type="checkbox"/> | APC | 1000 Limited Quantity | 05/12/2022 14:00 | 1 | 06/12/2022 10:00 | 5 |
| <input type="checkbox"/> | APC | 1200 Limited Quantity | 05/12/2022 14:00 | 1 | 06/12/2022 12:00 | 5 |
| <input type="checkbox"/> | APC | 1600 Limited Quantity | 05/12/2022 14:00 | 1 | 06/12/2022 14:00 | 5 |
| <input type="checkbox"/> | APC | 1000 Lightweight | 05/12/2022 14:00 | 1 | 06/12/2022 10:00 | 5 |
| <input type="checkbox"/> | APC | 1200 Lightweight | 05/12/2022 14:00 | 1 | 06/12/2022 12:00 | 5 |
| <input type="checkbox"/> | APC | 1600 Lightweight | 05/12/2022 14:00 | 1 | 06/12/2022 14:00 | 5 |
| <input type="checkbox"/> | APC | 2nd Class Mail | 05/12/2022 14:00 | 1 | 06/12/2022 14:00 | 5 |
| <input type="checkbox"/> | DPD | Next Day Oversize Delivery | 05/12/2022 18:30 | 1 | 06/12/2022 14:00 | 5 |
| <input type="checkbox"/> | DPD | 2-5 Day Oversize Delivery | 05/12/2022 18:30 | 1 | 06/12/2022 14:00 | 5 |

Shipping

N Ireland, Eire, Channel Islands & International. POA.



Due to the differing weights and dimensions of our products, we will look into each non-UK Mainland delivery individually. If your delivery location falls outside of Mainland UK (eg: N Ireland, Eire, Channel Islands or International), you should place your order online as normal, but select “N Ireland, Eire, Channel Islands & International”.

After placing the order on our website, please email warehouse@ico-products.com with the order number, delivery address and instructions. We will then raise, and email you, a separate order for the delivery charge and lead times. Once this additional delivery order is paid, your order will be processed.

Prices quoted for carriage, insurance and freight are for a single consignment to a single address.

Note: Please allow for longer order processing and delivery lead times when you make international orders.





Pallet service



Large orders of more than 4 pumps must be booked on a pallet service.

The diagram illustrates three types of pallet services: Quarter Pallet, Half Pallet, and Full Pallet. Each pallet is shown with its dimensions and weight, and includes the TPN logo.

| Length | Width | Height | Weight |
|--------|-------|--------|--------|
| 1.2m | 1.2m | 0.6m | 250kg |
| Length | Width | Height | Weight |
| 1.2m | 1.2m | 1.0m | 500kg |
| Length | Width | Height | Weight |
| 1.2m | 1.2m | 2.2m | 1250kg |





Local Pick Ups

Warehouse pick up is available every weekday Mon-Fri, 8am-3pm.

Fulfilled order collections are available only with prior arrangement.

A *'Proof of collection'* form must be completed by an iCO representative and the customer before collection. A copy will be also emailed.

 **Proof of collection** No.
00014

Order Number: 000
Customer name: HiPro Industries
Number of boxes: 3

Date: 16/12/2022

Pictures:



ICO products/components picked up (if pump collection S.N. must be signed):
3 pumps

Issued by:
Alex
Signature: 

Received by:
Alex
Signature: 

T002044-4422-4622-4622-140704000001

1



Shipment confirmation & order tracking

- For all orders with shipping via APC, APC will notify customers direct of the consignment number and order tracking.
- For the TPN pallet service, the customer will be notified by the iCO warehouse of delivery timings.





Important



- Any times quoted for despatch are to be treated as estimates only and we reserve the right to deliver part orders without penalty. Whilst every endeavour will be made to meet these estimated times for despatch, we shall not be liable for failure to despatch within the time quoted.
- Any damage to goods in transit should be notified to the carrier upon delivery and to us within 2 days of receipt and the goods held for inspection to enable a claim to be made on the carrier. The risk of loss and/or damage to the goods supplied by us shall pass to the customer when they are delivered to the customer or to any other destination on behalf of the customer.





Incorrect shipping addresses and refused delivery



- If there is an order with the incorrect address or refused delivery; the customer will cover the cost for any extra service provided by APC/TPN. We make every attempt to validate the shipping address provided during booking to ensure it's recognised as a valid address by APC. If the address cannot be validated, iCO will contact the customer to verify and update.
- iCO Products will not be held responsible if the customer provides the incorrect shipping address.
- For Returns refer to 'Returns policy'.





Missing or stolen shipments

- If an order is not received; iCO needs to be informed as soon as possible by:
- Email: warehouse@ico-products.com
- Allow up to 21 days for iCO to investigate.

