

Towelrads PALLEX DELIVERY PROCEDURE



Last Updated: 01/10/2026

The information below provides important details about pallet deliveries, including delivery scheduling, site requirements, proof of delivery, and optional service upgrades.

A two-hour delivery window will be provided to the site contact on the morning of the scheduled delivery.

Drivers are not obliged to contact the site representative prior to arrival. However, individual drivers may choose to do so where possible. Any contact made before delivery is at the driver's discretion and cannot be guaranteed.

Upon delivery, the driver will obtain the name and signature of the person accepting the pallet. A proof of delivery (POD) image and GPS confirmation will also be recorded.

Pallet deliveries operate on an all-day service, with deliveries taking place up to 5:00pm as standard. An AM delivery service is available for an additional charge and must be requested when placing the order.

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