

PLF Cargo Website and Freight Trading Terms

Website copy for implementation

Legal company

THE POWER LINK FREIGHT LTD (company no. 16828306)

Trading name

PLF Cargo

Website

<https://www.plfcargo.com>

Effective date

6 August 2026

Important review note

These are bespoke starter terms for PLF Cargo. They do not reproduce, incorporate or claim the RHA Conditions of Carriage or BIFA Standard Trading Conditions. Before publication, PLF should ask its freight liability insurer and a UK transport solicitor to confirm that the liability limits and claims procedure match its insurance and operating model.

Implementation Note for the Web Designer

This page is for implementation only and must not be published on the website.

Pages and footer links

- Create a footer link called “Website Terms and Conditions” pointing to <https://www.plfcargo.com/terms-and-conditions/>.
- Create a footer link called “Freight Trading Terms and Conditions” pointing to <https://www.plfcargo.com/freight-trading-terms/>.
- Publish the corresponding wording from this document on those two pages. Keep the effective date visible near the title.
- Keep the existing Privacy Policy link visible and add a Cookie Policy link when the cookie scan and consent banner are ready.

Quote and enquiry forms

- Place a clear link to the Freight Trading Terms next to each quote or booking form.
- The enquiry form should not suggest that sending an enquiry automatically creates a booking. PLF will confirm accepted bookings in writing.
- Keep any privacy consent wording separate from acceptance of the freight contract.

Wording for every quotation and booking email

All quotations and bookings are subject to PLF Cargo's Freight Trading Terms and Conditions, available at <https://www.plfcargo.com/freight-trading-terms/>. By confirming the booking, the Customer agrees to those terms.

Final checks before publication

- Replace any staging-domain links with <https://www.plfcargo.com>.
- Confirm that each legal page is readable on mobile and printable without menus covering the text.
- Ask PLF's insurer and transport solicitor to approve the freight liability and claims clauses before the pages go live.
- Do not state that PLF uses RHA or BIFA conditions unless PLF later becomes an authorised member and deliberately incorporates the relevant current conditions.

Website Terms and Conditions

PLF Cargo

Effective date: 6 August 2026

These terms govern use of the PLF Cargo website. Separate Freight Trading Terms and Conditions apply to quotations, bookings and freight services.

1. About these Website Terms

These Website Terms and Conditions (Website Terms) apply when you visit or use <https://www.plfcargo.com> (the Website). By using the Website, you agree to these Website Terms. If you do not agree, please stop using the Website.

The Website is aimed mainly at business customers seeking freight and logistics services. If you use it as a consumer, nothing in these Website Terms removes any rights that cannot lawfully be excluded.

Quotations, booking confirmations and freight services are governed by PLF Cargo's separate Freight Trading Terms and Conditions. If there is a conflict about a freight service, the Freight Trading Terms and any written booking confirmation take priority.

2. About PLF Cargo

PLF Cargo is a trading name of THE POWER LINK FREIGHT LTD, a company registered in England and Wales under company number 16828306. Its registered office is Suite 17, Tannery House, Tannery Road, Harraby Green Business Park, Carlisle, CA1 2SS. VAT number: 522 9835 74.

You can contact us at operations@thepowerlinkfreight.com or by telephone on 07476 100756.

3. Website Information

We take reasonable care to keep the Website clear and accurate, but its content is general information only. It is not transport, customs, legal, tax, insurance or other professional advice and should not be relied on as a promise that a particular service, route, price, transit time, vehicle or capacity is available.

Photographs, maps, route descriptions, service examples and indicative information are illustrative. We may correct, remove or update content without notice.

4. Quote Requests and Enquiries

Submitting a form, sending an email or speaking with us does not itself create a booking or require us to provide a service. A booking is accepted only when PLF Cargo confirms it in writing.

You must provide complete and accurate information, including collection and delivery details, dates, dimensions, gross weight, quantity, value, handling requirements, customs status and whether goods are dangerous, controlled, fragile, temperature-sensitive or unusually valuable. We may revise or withdraw a quotation if the information changes or is incomplete or inaccurate.

5. Acceptable Use

You may use the Website only for lawful purposes. You must not:

- use it to commit, encourage or facilitate any unlawful, fraudulent or harmful activity;
- introduce malware or attempt to bypass, probe or damage the Website's security or availability;
- access systems or data without permission, impersonate another person, or provide deliberately false information;
- use automated tools to scrape, copy or overload the Website except where permitted by law or by us in writing; or
- use Website content to mislead others about PLF Cargo, its services or your relationship with us.

6. Information and Files You Submit

You confirm that you are entitled to submit any information, documents or files you provide and that doing so does not infringe another person's rights or break the law. Files must be free from malicious code.

We may use submitted information to respond to your enquiry, prepare quotations, arrange services, prevent fraud, maintain records and comply with law, in accordance with our Privacy Policy.

7. Intellectual Property

Unless stated otherwise, the Website and its text, branding, graphics, layout and other content are owned by or licensed to THE POWER LINK FREIGHT LTD and are protected by intellectual property laws.

You may view and print reasonable extracts for your own internal business use. You must not reproduce, sell, publish, modify, distribute or commercially exploit Website content without our prior written permission, except where the law permits it.

8. Third-Party Links and Services

The Website may link to third-party websites, maps, platforms or services. These are provided for convenience. We do not control or endorse third-party content and are not responsible for its availability, accuracy, security or terms. You should review the third party's terms and privacy information before using it.

9. Availability and Security

We do not guarantee that the Website will always be available, uninterrupted, compatible, error-free or free from harmful code. We may suspend, restrict or withdraw any part of it for maintenance, security, business or legal reasons.

You are responsible for protecting your devices, systems and data and for using appropriate security and backup arrangements.

10. Our Liability for the Website

Nothing in these Website Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or limited.

For business users, to the fullest extent permitted by law, we are not liable for loss of profit, revenue, business, opportunity, anticipated savings, goodwill, reputation or data, or for indirect or consequential loss arising from use of or inability to use the Website. Our liability relating to an accepted freight service is governed by the Freight Trading Terms and the relevant booking confirmation.

For consumers, we are responsible for loss or damage that is a foreseeable result of our breach or failure to use reasonable care and skill, but not for business losses or loss that was not foreseeable. Your statutory rights remain unaffected.

11. Privacy and Cookies

Our Privacy Policy explains how we collect and use personal information. Our Cookie Policy, once published, will explain the cookies and similar technologies used by the Website and the choices available to you.

12. Changes to the Website and these Terms

We may change the Website or these Website Terms from time to time. The current version and effective date will appear on this page. Changes apply from publication and do not retrospectively change an already accepted freight booking unless agreed or required by law.

13. Governing Law and Courts

These Website Terms and any non-contractual dispute arising from them are governed by the laws of England and Wales.

If you are a business, the courts of England and Wales have exclusive jurisdiction. If you are a consumer resident elsewhere in the United Kingdom, you may also have the right to bring a claim in the courts where you live, and any mandatory local consumer protections continue to apply.

Freight Trading Terms and Conditions

PLF Cargo

Effective date: 6 August 2026

These terms govern quotations, bookings and freight or logistics services arranged or supplied under the PLF Cargo trading name.

Business terms

These terms are written primarily for business-to-business freight work. If a Customer is a consumer, these terms apply only so far as they are fair and lawful, and the Customer's statutory rights remain unaffected.

1. Definitions

In these Freight Trading Terms and Conditions (Terms): "PLF", "we", "us" or "our" means THE POWER LINK FREIGHT LTD trading as PLF Cargo; "Customer" means the person or business requesting or booking the Services; "Carrier" means a road haulier, shipping line, airline, warehouse operator, customs intermediary or other subcontracted service provider; "Goods" means the cargo and any packaging, pallets or equipment connected with it; "Services" means freight, transport, forwarding, storage, customs coordination or related logistics services quoted, arranged or supplied by PLF; and "Booking Confirmation" means our written confirmation that a booking has been accepted.

2. Application and Order of Priority

These Terms apply to every quotation, booking and Service unless PLF agrees different terms in writing. The Customer's purchase order or standard terms do not replace these Terms merely because they are supplied before or after a booking.

If documents conflict, the following order applies: first, any special terms expressly agreed by PLF in writing; second, the Booking Confirmation; third, these Terms; and fourth, the quotation. Mandatory law and any compulsory international transport convention always take priority.

3. PLF's Role and Subcontracting

PLF provides freight management and logistics coordination and may arrange physical carriage through independent Carriers. PLF may act as principal for a Service or as the Customer's agent in arranging a contract with a Carrier. The quotation or Booking Confirmation may identify that role.

When acting as agent, PLF will use reasonable care in selecting and instructing the Carrier but the physical carriage is performed under the Carrier's applicable terms and any mandatory law. PLF remains responsible for its own failure to use reasonable care but is not treated as the physical carrier merely because it arranges the movement.

When acting as principal, PLF may subcontract all or part of the Services and the Customer authorises PLF to do so. PLF may accept reasonable carrier, port, warehouse, ferry, airline or customs-provider terms on the Customer's behalf where necessary to arrange the Services.

4. Quotations and Bookings

Unless stated otherwise, a quotation is open for acceptance for 14 days and is subject to Carrier, vehicle, route, sailing, flight and equipment availability when the booking is confirmed. A quotation is not a booking.

A contract is formed only when PLF issues a Booking Confirmation or otherwise confirms acceptance in writing. The Customer must check it immediately and notify PLF of any error before collection.

Quotations rely on the information supplied. PLF may re-price, change the proposed method or decline the job if information is missing, inaccurate or changed, or if external taxes, duties, tolls, ferry charges, permits, escorts, security, storage or similar costs change. A price expressly stated to be fixed or all-inclusive will change only for Customer-requested changes, inaccurate information or external charges outside PLF's reasonable control.

5. Customer Information and Instructions

The Customer must provide timely, complete and accurate instructions, including collection and delivery addresses and contacts, access restrictions, booking references, dates and time slots, number of packages, dimensions, gross weight, description, value, commodity codes, origin, destination, stackability, lifting or tail-lift needs, temperature requirements and any hazardous, controlled, fragile or unusual characteristics.

The Customer must promptly tell PLF about any change. PLF is not responsible for delay, cost or loss caused by incomplete, late or inaccurate information and may charge the reasonable resulting cost.

6. Goods, Packaging and Marking

Unless PLF expressly agrees to provide packing, the Customer must ensure the Goods are safely and adequately packed, supported, palletised, protected and labelled for the planned journey, handling, transshipment and storage. Packaging must comply with law and must not endanger people, property, vehicles or other cargo.

The Customer is responsible for the accuracy and visibility of marks, labels, weights, handling instructions and delivery details. PLF may refuse Goods that appear unsafe, damaged, leaking, unstable, misdescribed or unsuitable for the planned Service.

7. Excluded and Special Goods

The Customer must obtain PLF's written agreement before tendering cash, negotiable instruments, precious metals or stones, jewellery, fine art, antiques, live animals, human remains, waste, firearms, explosives, radioactive material, pharmaceuticals, temperature-controlled Goods, perishable Goods, alcohol, tobacco, controlled goods or Goods of unusual value or theft risk.

PLF may impose extra conditions, require documents or insurance, amend the price or refuse such Goods. Failure to disclose their nature is a material breach and the Customer is responsible for reasonable resulting losses and costs, subject to applicable law.

8. Dangerous Goods

Dangerous Goods will be accepted only with PLF's prior written agreement. The Customer must provide the correct UN number, ADR classification, packing group, quantities, Safety Data Sheet, transport document, labels and emergency information and must comply with all packing, marking, segregation, training and declaration requirements.

If dangerous Goods are undeclared, incorrectly declared or unsafe, PLF or the Carrier may refuse, unload, store, return or, where lawful and reasonably necessary, make them safe or dispose of them. The Customer must pay the reasonable resulting charges and losses unless caused by PLF's negligence.

9. Loading, Unloading and Site Access

Unless the Booking Confirmation says otherwise, the Customer, consignor and consignee are responsible for providing suitable labour, loading and unloading equipment, safe access, firm ground, permits and facilities at the agreed times. Tail-lift, crane, forklift, HIAB, escort or specialist handling is included only when stated in writing.

A driver may refuse an instruction or stop work where access, loading, securing, unloading or site conditions appear unsafe or unlawful. Where the Customer or its site loads, stows or secures the Goods, the Customer is responsible for doing so safely and for any defect that could not reasonably be identified by the driver.

10. Collection, Delivery and Transit Times

Dates, collection windows, delivery windows and transit times are estimates unless PLF expressly confirms a guaranteed time in writing. Traffic, weather, border controls, ferry or port disruption, driver-hours rules, authority action and other operational events may affect timing.

Delivery may be made against a signature, name, photograph, electronic scan or other reasonable proof of delivery. PLF may treat a person present at the stated delivery location who appears authorised to receive the Goods as authorised, unless the Customer gives contrary written instructions before delivery.

11. Waiting Time and Detention

The first two hours of waiting are free at each individual collection or delivery location. After those two free hours, waiting time is charged at £50 plus VAT per hour, calculated pro rata in 30-minute increments.

If the vehicle arrives on or before the booked time, the free period starts at the booked time. If it arrives after the booked time, the free period starts on actual arrival. The Customer is responsible for waiting caused by the Customer, consignor, consignee, site, customs process, missing documents, unavailable labour or equipment, or other circumstances for which they are responsible.

Driver records, telematics, timestamps, site records and messages may be used as reasonable evidence. Additional overnight, parking, ferry rebooking, storage or driver-hours costs caused by detention may also be charged where reasonably incurred.

12. Failed Collection, Failed Delivery and Extra Costs

If collection or delivery cannot be completed because an address or instruction is wrong, the Goods are not ready, a site is closed or inaccessible, a recipient refuses delivery, required equipment is unavailable, or another matter within the Customer's control prevents performance, PLF may charge the reasonable cost of the attempt and any storage, return, redelivery, handling, recovery, demurrage or additional mileage.

PLF will seek reasonable instructions where practicable. If urgent action is needed to protect the Goods, people, property or legal compliance and instructions are unavailable, PLF may take reasonable action at the Customer's cost.

13. Cancellation

Unless the quotation states different cancellation terms, the following charges apply when the Customer cancels an accepted booking:

- more than 24 hours before the booked collection time: committed, non-refundable third-party costs only;
- between 12 and 24 hours before the booked collection time: 50% of the quoted charge plus committed, non-refundable third-party costs; and
- less than 12 hours before the booked collection time, or after a vehicle or other resource has been dispatched: 100% of the quoted charge.

- Abnormal, specialist, project, ferry, sea, air, permit, escort, crane or dedicated services may attract committed costs at any time after confirmation; these will be chargeable where reasonably incurred.

14. Customs and International Movements

The Customer remains responsible for identifying the exporter, importer, declarant and payer of duties and taxes and for providing accurate descriptions, commodity codes, origin, value, licences, authorisations, commercial invoices and other required documents. Customs clearance or representation is included only when expressly confirmed.

PLF may use customs intermediaries and may rely on Customer information without independently verifying it. The Customer must pay duties, taxes, examinations, storage, penalties and reasonable costs resulting from inaccurate, incomplete or late Customer information, except to the extent caused by PLF's negligence.

For international road carriage to which the CMR Convention applies, CMR and any other mandatory international convention take priority over inconsistent parts of these Terms.

15. Cargo Insurance and Declared Value

The freight charge does not include all-risks cargo insurance. The Customer should arrange appropriate insurance for the full value of the Goods. PLF will arrange additional cargo insurance only if the Customer requests it before booking and PLF confirms the cover and charge in writing.

The Customer must disclose unusually valuable or theft-sensitive Goods before booking. Declaring a value does not increase PLF's liability unless PLF expressly accepts a higher limit in writing and any additional charge is paid.

16. Charges, VAT and Payment

Prices exclude VAT unless stated otherwise. The Customer must pay within the period shown on the quotation or invoice or, if no period is shown, within 30 days of the invoice date. Payment must be made in full without deduction or set-off except where the law requires it.

The Customer must raise any genuine invoice query promptly and pay the undisputed balance on time. PLF may charge statutory interest and fixed compensation under the Late Payment of Commercial Debts (Interest) Act 1998, together with reasonable recovery costs where permitted, and may suspend credit or further Services while sums are overdue.

17. Loss, Damage, Delay and Liability

Any mandatory law or convention and any compulsory liability limit applies first. When PLF acts only as agent, PLF is responsible for its own failure to use reasonable care in arranging the Service; claims for physical loss, damage or delay by the Carrier will normally be pursued under the Carrier's terms and applicable law, and PLF will provide reasonable assistance.

When PLF acts as principal for domestic carriage and no mandatory regime supplies a different limit, PLF's liability for physical loss of or damage to Goods is limited to the lower of: (a) the reasonable cost of repair or replacement; (b) the commercial invoice value of the Goods lost or damaged; and (c) £1,300 per tonne of the gross weight of the Goods lost or damaged. The Customer may request a higher limit before booking, subject to PLF's written acceptance and any additional charge.

Where liability for delay is established and no mandatory rule provides otherwise, PLF's liability for delay is limited to the freight charges for the affected booking. PLF's aggregate liability for other direct loss arising from the affected Service is limited to 100% of the charges for that Service.

To the fullest extent permitted by law, PLF is not liable for indirect or consequential loss or for loss of profit, revenue, business, production, contract, opportunity, anticipated savings, goodwill or reputation. PLF is not liable to the extent loss is caused by the Customer, consignor or consignee; inadequate packing or marking; inherent vice; ordinary leakage or wastage; Customer loading, stowage or securing; concealed defects; authority action; or an event outside PLF's reasonable control.

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, wilful misconduct, or any liability that cannot lawfully be excluded or limited.

18. Claims Procedure

The Customer or consignee should note visible loss or damage clearly on the delivery record and preserve packaging and evidence. Written details of apparent loss, damage or non-delivery should be sent to PLF as soon as reasonably possible and, where practicable, within 7 days. Concealed damage should be notified within 7 days after discovery, and delay claims within 21 days after delivery or the expected delivery date.

A claim should include the booking reference, description and weight of affected Goods, photographs, purchase and sales invoices, repair or replacement evidence, delivery records and any other reasonably requested information. Late notice affects the claim only to the extent it prevents a proper investigation or where a mandatory law or convention sets a binding time limit.

A claim does not entitle the Customer to withhold or set off freight charges. Any legal proceedings must be started within the period required by applicable law or convention or, where none is specified, within 12 months after delivery or the date delivery should have occurred.

19. Events Outside Reasonable Control

PLF is not liable for delay or failure caused by an event outside its reasonable control, including severe weather, flood, fire, accident, road closure, congestion, industrial action, war, civil disorder, terrorism, cyber incident, epidemic, port or border disruption, authority action, sanctions, shortage of fuel or equipment, ferry or flight cancellation, or failure of a Carrier despite PLF using reasonable care.

PLF will take reasonable steps to reduce the effect and will resume performance when reasonably possible. The Customer must pay for Services already performed and reasonable unavoidable costs incurred for the booking.

20. Customer Responsibility and Indemnity

The Customer is responsible for reasonable losses, claims, fines, duties, damage and costs suffered by PLF or a Carrier because of inaccurate instructions, unlawful or undeclared Goods, a breach of customs or dangerous-goods requirements, unsafe packaging or loading, or another breach of these Terms by the Customer, consignor or consignee. This responsibility does not apply to the extent the matter was caused by PLF's negligence or other breach.

21. Suspension and Termination

PLF may suspend or terminate a Service on written notice if the Customer does not pay on time, materially breaches these Terms, becomes insolvent, provides unlawful or unsafe instructions, or if continuing would breach law or expose people or property to material risk.

Termination does not affect accrued rights. The Customer must pay for Services performed and reasonable cancellation, storage, return and committed third-party costs resulting from the suspension or termination.

22. Confidentiality and Data Protection

Each party must keep the other's non-public commercial information confidential and use it only to perform or receive the Services, except where disclosure is required by law or reasonably necessary to Carriers, insurers, advisers, authorities or service providers under appropriate duties.

PLF processes personal information in accordance with its Privacy Policy. The Customer must ensure it is entitled to provide contact and shipment information relating to consignors, consignees and other individuals.

23. General

Notices concerning a booking or claim may be sent to the email or postal addresses used for the booking. Neither party may transfer the contract without the other's written consent, except that PLF

may subcontract the Services and may assign receivables or transfer the contract as part of a business reorganisation or sale.

A Carrier and any employee, agent or subcontractor involved in the Services may rely on the defences, exclusions and limits available to PLF under these Terms so far as the law permits. Apart from that express protection, a person who is not a party has no right to enforce these Terms under the Contracts (Rights of Third Parties) Act 1999.

If a provision is invalid or unenforceable, the remaining provisions continue. A delay in exercising a right is not a waiver. These Terms, the Booking Confirmation, the quotation and any agreed special terms form the entire agreement for the Service. Changes must be agreed in writing by an authorised representative.

24. Governing Law and Courts

These Terms, the contract and any non-contractual dispute are governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction for business Customers, subject to any mandatory convention or statutory jurisdiction rule. Consumer Customers retain any mandatory right to bring proceedings where they live.

25. Contact

Operational notices and claims should be sent to operations@thepowerlinkfreight.com and should quote the relevant booking reference. Postal correspondence may be sent to PLF Cargo, Suite 17, Tannery House, Tannery Road, Harraby Green Business Park, Carlisle, CA1 2SS. Telephone: 07476 100756.