JA LOGISTICS

CUSTOMER WELCOME PACK

Fast. Reliable. Professional.

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Welcome to JA Logistics Group

Thank you for choosing **JA Logistics Group** as your logistics partner. We appreciate the opportunity to support your business and look forward to providing a dependable, professional same-day courier service throughout the United Kingdom and Europe.

> **Fast. Reliable. Professional.**

Whether you require an urgent document delivered across town or a dedicated vehicle travelling across Europe, our team is committed to delivering exceptional service every time.

OUR SERVICES

- Same Day Courier
- Dedicated Vehicle Transport
- Urgent Deliveries
- Timed Deliveries
- UK Wide Distribution
- European Deliveries
- Business Contract Courier Services
- Time-Critical Logistics

WHY BUSINESSES CHOOSE US

- **Dedicated vehicles only:** No co-loading, ensuring direct delivery.
- **UK & European coverage:** Comprehensive reach.
- **Professional Drivers:** Courteous and experienced staff.
- **Transparent Communication:** Live updates throughout the journey.
- **Proof of Delivery:** Instant POD provided upon completion.

BOOKING A DELIVERY

You can book a delivery by contacting us via:

Email: support@jalogistics.co.uk
Website: www.jalogistics.co.uk
Phone: 0203 667 1335

When booking, please provide:

- Collection & Delivery addresses
- Contact names & phone numbers
- Requested collection time
- Description of goods
- Weight and dimensions
- Special instructions / requirements

COLLECTIONS & DELIVERIES

Collections: Please ensure goods are securely packaged and fragile items are labelled. Our driver will arrive at the agreed time; please ensure paperwork is ready to avoid delays.

Deliveries: Once delivered, we will obtain Proof of Delivery (POD) including recipient name, signature, date/time, and photographic confirmation where appropriate.

COMMITMENT & SUPPORT

Customer Support: Our team is available to assist with booking enquiries, delivery updates, quotations, and account or invoice queries.

Payment Terms:

- **Account Customers:** Payment due within 30 days of invoice date.
- **Non-Account Customers:** Payment required before collection.

CUSTOMER RESPONSIBILITIES

- Provide accurate address and contact information.
- Inform us of any special handling or access requirements.
- Notify us immediately of any booking changes.

CLAIMS & COMPLAINTS

If you have any concerns, please contact us at **support@jalogistics.co.uk**. We aim to acknowledge complaints within 2 working days and provide a full response within 10 working days.

Our Commitment

Professional service • Honest communication • Competitive pricing • Safe transport • Reliable collections • Dedicated deliveries • Friendly support

JA Logistics Group

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🌍 www.jalogistics.co.uk

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