

## GET IN THE LOOP

The circular economy pallet reuse scheme that's different by design

RECOVER. REPAIR. REUSE.



Pallet LOOP HQ, Walpole Suite,  
Ketteringham Hall, Church Road,  
Ketteringham, Wymondham, NR18 9RS

☎ 0800 024 6130  
✉ [collections@thepalletloop.com](mailto:collections@thepalletloop.com)  
🌐 [www.thepalletloop.com](http://www.thepalletloop.com)

\*\* All prices quoted are correct as of the 1<sup>st</sup> June 2024.



## PALLET COLLECTION GUIDE

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## WHAT IS THE PALLET LOOP

The Pallet LOOP is a circular economy pallet reuse scheme designed specifically for the construction industry. Incentivising and enabling the recovery, repair and reuse of pallets, we offer a range of distinctive green pallets that can be used again and again, alongside a dedicated, nationwide pallet collection service that picks up any type or size of pallet, within 10 days of your call\*. As well as the obvious environmental benefits that come from using The Pallet LOOP, our service costs less than putting pallets in skips. There is also up to £4 available for every green pallet put back in the LOOP - an amount that will soon stack up.

\* Scheme rules apply.



## ACCEPTABLE PALLETS

The Pallet LOOP will collect green LOOP and other branded or unbranded white pallets, including plasterboard pallets, as long as they can be safely stacked and loaded onto our vehicles. Examples of pallets deemed acceptable are pictured above.

The total number of green and white pallets that have been accepted on the collection will be noted on The Pallet LOOP Collection Note by our driver, which will need to be signed for by an authorised signatory on site.

## UNACCEPTABLE WASTE MATERIAL

The Pallet LOOP will not accept any waste timber or pallets that, in the reasonable opinion of The Pallet LOOP, are deemed to be beyond economical repair. This may include pallets that have been destroyed, contaminated or otherwise rendered unusable, and pallets that cannot be safely stacked and loaded onto our vehicles.

## REQUEST A COLLECTION

☎ 0800 024 6130 (08:00 to 17:00)

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### YOU WILL NEED TO PROVIDE:

- Your organisation's name
- Collection location name, address, and telephone number
- Contact name, email address, and telephone number
- Any unique reference number (if applicable)
- A purchase order number
- The approximate number of LOOP and other white pallets to be collected.

If a purchase order has already been raised for your location, we can arrange the collection straight away. If not, a purchase order will need to be raised and a copy sent to [collections@thepalletloop.com](mailto:collections@thepalletloop.com) before a collection can be arranged.

There is no unit charge for the collection of green LOOP pallets, although a £2.00 charge applies per white pallet collected. **£4 will be credited to your account for every green LOOP pallet collected in good condition.** £2 will be credited for LOOP pallets that require cleaning or are damaged, but not beyond economical repair\*\*.

## COLLECTION PROCESS

Pallets will be collected within 10 days of your call. A minimum collection quantity of 50no. pallets (green and/or white) is required per collection. Where collection is required within 72hrs, or where a specified collection time, date or vehicle is required, or where no forklift is available for loading, an additional £100 fixed collection charge applies. No minimum collection quantity applies to this service.

Once a collection has been requested, we will email the location contact with the collection date and an estimated collection time window. On arrival, our driver will report to the location contact and request directions to the pallet storage area.

**All pallets must be neatly stacked by size in one location, ready for collection. Stacks should be no more than 2.4m high so they are stable / ready for loading.**

**Note: A 2.4m high stack will consist of around 19 standard LOOP pallets.**

The customer is responsible for loading pallets onto the vehicle via forklift. Pallet stacks containing unacceptable pallets that are not safe for loading will be refused, and a cancelled collection charge may apply. We allow a maximum of one hour on site for a collection. Any time over this is charged at £75 per hour or part thereof. Where no forklift is available, The Pallet LOOP must be informed at the time of ordering as a smaller vehicle or vehicle with a tail lift and pallet truck will need to be arranged to enable the safe loading of pallets onto our vehicle. Full terms and conditions are available at [www.thepalletloop.com](http://www.thepalletloop.com).