



Export Shipping Guidance

We make every effort to ensure that your Williams appliance arrives with you in a perfect condition. In facilitating international shipment we strongly recommend full wooden crating for all overseas LCL (less than a container load) or airfreight shipment. Our Export team will advise of preferred packing, palletised and crating options (additional costs may apply).

Your driver must quote a booking reference number on arrival at Williams Refrigeration. The vehicle will not be loaded if the driver is unable to do so and they may be turned away.

Export packing and palletised specifications include heavy duty tri-wall cardboard corner protection and banding to a wooden pallet. Appliance packaging includes transport handling labels to assist your chosen haulier in the safe handling of your Williams appliances. Items should only be single stacked and not laid horizontally. We are happy to facilitate pre-shipment inspection services if required and supervise loading.

If you observe any damage, then please report this to us within 48 hours of receipt, whereupon we will investigate your concerns. Williams Refrigeration cannot accept claims for damage if the appliance has been trans-shipped under separate ex-works haulage arrangements made by the customer, or damaged by third parties during the process of positioning and installation. We hereby recommend that you consider Marine & Transport Insurance to cover export and international transport risks.

We also recommend hauliers always use corner protectors and loading strap protection to help avoid the risk of impact damage in transit. We can assist your haulier in providing supplementary cardboard/cordex sheets for added protection when securing their loads.

All transactions are subject to our terms and conditions of sale.

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