

IMPORTANT INFORMATION

Freight Forward



Freight Forward Policy changing from the 1st July

As a standard policy Metro Urgent will not transport freight being on charged to the receiver, the only exception to this is when the receiver has booked the transportation of the freight from another source back to them, this is great for product returns. **Please ensure the item is ready to collect prior to booking.**

We are unable to supply a 100% workable Freight Forward process. The process of on charging to a different account is not common in our industry and from the 1st July it will no longer be available.

If you have any questions or concerns regarding this change, please contact Ange who will discuss this with you in further depth – clientmanager@metrourgent.co.nz

At Metro Urgent we try our best to supply our customers with the freight solutions they need. We have introduced a new same day run which leaves Hamilton 10.00am to Tauranga. This means we now offer three same day options for our Waikato and Bay of Plenty based customers to get freight between the two destinations.

Please remember bookings need to be made no later than 30mins prior to departure times in all areas to ensure delivery on the desired scheduled run.



[Updated Hamilton schedule](#) / [Updated Tauranga schedule](#)



Last week we welcomed our newest team member **Lorraine!**

"Hi all, I just want to introduce myself. My name is Lorraine Nagel and I started working here last week. I am the new Receptionist. 😊"

I am originally from South Africa and have been in NZ for 6 years and loving it. I'm looking forward to working with the team here at Metro Urgent and building relationships with all of you. I've been welcomed warmly into this company and everyone has been so helpful, and I appreciate it greatly. So, give me a wave at reception. See you around 😊"

