



Plasterboard Recycling Service (PRS)

Ordering and delivery guide

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For a comprehensive and up to date library of information visit our website at: www.british-gypsum.com

Technical enquiries

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Telephone: 08705 456123

#1 (Literature), #2 (Specifiers), #3 (Merchants), #4 (Contractors)
For quality and security reasons, calls may be recorded.
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www.british-gypsum.com





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Ordering and delivery guide - 0115 945 1441

PR5 Customer Service Centre

British Gypsum
East Leake
Loughborough
Leicestershire
LE12 6HX
Tel: 0115 945 1441
Fax: 0115 945 1182
Email: dgprs@dpb.com

Office hours
Monday - Friday 8.30am - 4.30pm
Your call may be recorded for training purposes and your convenience

Registering your site

Your British Gypsum representative can help you register your site for the British Gypsum Plasterboard Recycling Service. Alternatively, contact the PRS Customer Service Team who will be happy to guide you through the process.

Your Unique Site Reference Number

Ordering

- To help us to provide you with the best possible customer service, please quote your **Unique Site Reference Number** when ordering.
- Order placement**
To place an order for recycling bags or skips contact the PRS Customer Service Centre on **0115 945 1441** quoting your **Unique Site Reference Number**.
- Ordering bags**
Bags are provided in packs of 20 (multiples of 10 are also available at an additional cost of £1 per bag)
We guarantee to deliver your recycling bags to site within 3 working days.



- To request additional recycling bags please contact the PRS Customer Service Centre on **0115 954 1441**. Please quote your **Unique Site Reference Number** and order number when requesting additional bags.
- Ordering skips**
Skips are provided in 8, 20 and 40 yard sizes (both 40 and 20 yard skips have the same footprint). All skips are delivered and collected on an exchange basis, with the exception of the final collection, and are guaranteed to and from site within just 3 working days.

- Order cancellation**
In the unlikely event that you wish to cancel your order, every effort will be made to accommodate your request, subject to the following:

Cancellation without 24 hours notice	charged in full
Cancellation with 24 hours notice	no charge

Collections

- Requesting collection**
To request collection of your recycling bags contact the PRS Customer Service Centre on **0115 954 1441** quoting your **Unique Site Reference Number**.
We can only accept collections of a minimum of 6 recycling bags. All collections are guaranteed within 7 working days. Please only state the number of bags that have been filled.



A guaranteed collection within 3 working days is also available at an additional cost of £5 per bag.
Please quote your **Unique Site Reference Number** and order number when requesting guaranteed collection.
N.B - the site is responsible for the loading of bags onto the collection vehicle unless a specialist vehicle has been requested.

- Over ordering**
If you have ordered a collection that is greater than the number of bags available for collection on that day a charge of £15 per bag is applicable.

- Multipoint collections**
Please ensure filled bags are stored at a central collection point, if this is not possible a multipoint collection is available on all bag collections from destinations across one collection site, subject to availability and prior arrangement at the time of our order. Please quote your order number when requesting multipoint collections.

Price	
2 collection points	£50
Up to 4 collection points	£100
Up to 8 collection points	£150

Standing time / Demurrage

We allow two hours to complete the collection of recycling bags. Thereafter a charge of **£35** per hour (or part thereof) is applicable.

Loading

When loading, we must observe relevant health and safety practices. We will therefore be unable to load at sites that contravene these regulations e.g. parking restrictions, limited turning circles.

Refused collection & delivery

In the unlikely event that the delivery or collection of skips is refused once on site, a charge for the full cost of haulage will be applicable.

Vehicles

Vehicle types

We can cater for many of the restrictions you may have on site with a range of vehicles. Please quote your order number when requesting a special vehicle.

Flatbed vehicles

Designed for site tower crane load.

Price

Flatbed vehicles No charge

Mechanical self load (fork lift or Hiab crane)

Rear cab mounted crane or fork lift enables self load on site.
Portable fork lifts are not licensed for use on the public highway.

Price

Fork lift £70

Hiab crane £70

Rigid vehicles

Smaller non-articulated vehicles, designed for limited or restricted access deliveries.

Price

Rigid vehicles £70



As a guide you can get the following amount of bags on each vehicle

Artic	6 - 25 bags
Flatbed	6 - 25 bags
Rigid	6 - 15 bags
Artic Hiab	6 - 25 bags
Rigid Hiab	6 - 15 bags
Artic Fork Lift	6 - 25 bags
Rigid Fork Lift	6 - 15 bags

Additional charges

- Skip rental**
Skip charges are based on a regular (i.e. weekly, fortnightly) exchange basis. We are able to collect and exchange skips less frequently for an additional rental charge of £15 per week.
- Congestion charges**
All deliveries and collections are free of congestion charges.

What can we recycle?

The British Gypsum Plasterboard Recycling Service can only accept British Gypsum plasterboard, including Rigidur, durplex grade boards and thermal laminates, cove, gypsum-based ceiling tiles, Glasroc glass reinforced gypsum, gypsum fibre boards and Artex Decorative Plaster Mouldings (DPM). Continuous contamination of recycling bags and skips can result in the withdrawal of the recycling service.

Acceptable

- British Gypsum Gyproc plasterboard, including Rigidur, durplex grade board and thermal laminates
- Cove
- Gypsum-based ceiling tiles
- Glasroc board products
- Artex Decorative Plaster Mouldings

Contamination

- Plaster/jointing materials
- Paper
- Timber
- Metal
- Packing
- Dri-Wall Adhesive
- General site rubbish

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