

UK Empty Exec Procedure

UPDATE – November 2024

Merchant Haulage Containers

From **Monday 2nd December 2024**, we will no longer respond to merchant haulage restitution requests received via email.

All restitution details will be provided to the customer on their release note. However, if we amend the restitution point, we will send an amendment to the email address the original release was sent to, who should notify you accordingly. You must confirm the restitution point with your customer when they make their bookings with you. If your unit is not booked or released at the designated depot, or you wish to amend the restitution to an OOH point of return, **you must advise us by using the [Empty Container Request](#) webform.**

1. If your collection ref is not released, please enter N/A in the unit field, then the release ref and select the depot from the drop-down menu
2. If your unit is not booked enter the unit number, you can leave the reference blank and then select the depot from the drop-down menu
3. If you request OOH please see point 2.
4. Please select inland restitution request if your customer has an inland agreement and you wish to amend return point by selecting this option in the drop-down menu, we will then check and either book or revert declining if no agreement is in place.

PLEASE NOTE change of restitution may be liable to a GBP 450 drop off charge unless exemptions are already in place.

Carrier Haulage Containers

Restitution points will be on the work order and units must return to the designated place. Any change of restitution must be emailed to gbhauque@hlag.com. For OOH requests **you must advise us by using the [Empty Container Request](#) webform.**

The nonexecempty@hlag.com mailbox will close from Monday 2nd December 2024 and from then on contact can only be made via the webform on the link provided above.