

How to choose a reliable pallet supplier?



Not all pallets are the same. The same can be said of all pallet providers. Price has its place in selection criteria, but should not be considered alone. You should also consider your industry, type of pallet, number of uses, service quality, availability, response times, etc. How can you be sure your selected pallet supplier won't let you down?

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Analyse your company's pallet requirements



The perfect pallet supplier is not the same for everyone. You should start the selection process with a good understanding of your requirements.

Which type of pallet for which type of use?

Choose your pallet and your supplier according to your product characteristics and customer requirements. Weight, dimensions, and distribution, storage and handling requirements all need to be taken into account.

- **Do you need single-use pallets?**
- **Do you prefer stronger, reusable pallets?**
- **Would metal, cardboard, polystyrene or moulded pallets be more suitable?**

Heavy or fragile products need to be handled using strong pallets, preferably made of wood. Using non-returnable pallets or more fragile single-use pallets is not advisable.

For loads of over 400kg, reusable pallets are a better choice. Note the distinction between medium-duty pallets (loads of up to 800kg max.) and heavy-duty pallets (loads of 800kg and above).pallets (loads of up to 800kg max.) and heavy-duty pallets (loads of 800kg and above).

Which wooden pallet for which use?

The 800mmx1200mm pallet, often described as the Euro, or European pallet format, is the standard size wooden pallet in Europe. Wood is the most common material choice for pallets, and you should consider which type of wood suits your business best.

Different types of wood can be used to make your pallets, so not all wooden pallets are the same and you should select the correct one for your needs. Each type of wood has its own lifespan and application.



There are three categories of wood, depending on the level of quality required:

- **Soft or resinous wood pallets** may be sufficient for light products that can be handled without risk – cedar, cypress, pine, fir or spruce
- **Hard, low-density wood pallets** are stronger for heavy products – walnut, poplar, lime or willow
- **Finally, hard, high-density wood pallets** are the strongest – yellow birch, red maple, oak, cherry or beech

Which pallets for which industry?

Next, you need to consider the particular requirements of your industry. In the food industry, standard size pallets may be a satisfactory choice to meet your needs. Most wooden pallets used in Europe today measure 800 x 1200 mm. These are standard European dimensions.

- **Are standard dimensions suitable for your business and customers or do you need a custom design?**

Do your products need any extra special protection, for example, treatment against humidity or heat? Consider your company values and those you would like your pallet supplier to have in common.

- **How important is CSR to you?**

- **Would you prefer a pallet made from PEFC certified wood?**

- **Would you prefer to use single-use or reusable pallets?**



It is important to consider the impacts on the other parties involved in your supply chain.

- **What are your customers' and partners' requirements?**

- **Are you sure your customer will accept deliveries on the type of pallet you use?**

- **Are your needs local, national or international?**

- **What safety standards do you have to comply with in your industry?**

- **What safety standards do you have to comply with in your geographic area?**

If you send your goods abroad, you must use pallets that comply with the ISPM15 standard.

As you can see, there are many factors that can affect your choice of pallet. The answers to these questions will help you find an appropriate solution and anticipate any potential issues. A good pallet supplier is a supplier who can support your business. Selecting a supplier that understands your business and can support you effectively is the best way to ensure you choose a supplier who won't let you down.

A tip from LPR: if you are not sure which type of pallet you need, contact your customer to find out which pallet configuration they require. You will need to confirm that your pallet supplier is able to supply this configuration.

To sum up:

To ensure that your pallet supplier will not let you down, analyse your needs:

- **What type of pallet do you need (number of uses, material, etc.)?**

- **What are the specific needs of your company and your industry?**

- **What role do values play in your choice (CSR, ecology, etc.)?**

- **What standards will your supplier have to comply with?**

Analyse the services provided by your supplier



Once you have completed an analysis of your needs, you can compare suppliers' services. Choose a pallet supplier who can fulfil your requirements without letting you down. How can you be sure you have made the right choice?

A good pallet supplier has fast response times

You know how many pallets you need today. **But what if your business volume unexpectedly increases tomorrow? What if you encounter a short but sudden rise in demand?**

A good pallet supplier will be able to respond and adapt fast, providing you with the number of pallets you need, when you need them. It is vital that you choose a supplier who can support you effectively.

- **How long will it take your supplier to respond to an exceptional request?**
- **What impact will there be on the price?**
- **What is the supplier's OTD (On Time Delivery) – the ratio between deliveries made on time and the total number of deliveries made?**

Your supplier must be able to respond quickly to your needs. Having this level of security is particularly valuable when the market fluctuates and demand is uncertain.

A good pallet supplier adapts its services

The role of a pallet supplier is not confined to simply providing logistics equipment. Find out about any additional services they offer.

- **Does your pallet supplier collect the pallets after use?**

If you lack storage space, this option is particularly valuable. This service also solves the problem of end-of-life pallet management. **Can your pallet supplier offer alternative pallet formats should your needs change?**

To start with, you may be using a Euro wooden pallet, but it could be that your needs change and you need a different size or configuration. You need to ensure that your pallet supplier can offer all of the standard pallet configurations common in your industry.



A good pallet supplier knows its business and wants to know yours

Your pallet supplier has an expert role to play. As a specialist in pallet management, they know the ins and outs of their business and should want to understand yours.

They should be able to provide support to you. The cornerstone of trust is transparency. A reliable pallet supplier answers your questions professionally. Before making a decision, analyse your service provider's expertise and practices.

A good pallet supplier is approachable and available

Despite your best intentions, you can not prepare for every eventuality. Whether it's a problem regarding delivery, storage, quality, quantity or timeliness, one fundamental quality will enable you to minimise its negative impact. Quality of communication. From the start, ask the following questions:

- **How does the supplier manage its customer relationships?**
- **How do you contact them if you have a problem or question?**
- **Will you have a single point of contact?**
- **Are there many separate departments – one for orders, one for delivery, one for invoicing, one for technical questions, etc.?**
- **Can you count on a fast response? Within the hour? Within the day?**

Ideally, you should have a clear idea of how your pallet supplier operates. A dedicated point of contact may be enough to reassure you that your business partner is approachable and available.



A good pallet supplier always has a solution

Don't be afraid to ask your potential supplier difficult questions. Don't forget that you are looking for a long-term partner to optimise your supply chain. These questions can help you get a better idea of your supplier's vision and strategy:

- **How does the supplier react to a shortage of pallets or raw materials?**
- **What is their Plan B in the event of an emergency?**

Pallet suppliers are usually well-prepared to cope with problems, either by running their operations from several different sites, or through contingency plans.

A tip from LPR: there is no point wasting time comparing dozens of suppliers. Once you have defined your requirements, create a shortlist of two to four potential suppliers.

To sum up:

To be sure your pallet supplier won't let you down, analyse their services:

- **Can the supplier manage emergencies and react to changes quickly?**
- **Does the supplier offer the services you are looking for today and those you are likely to need tomorrow?**
- **Does the supplier have sufficient knowledge of both its own business and of yours?**
- **Is the supplier approachable?**
- **Does the supplier have practical solutions to cope with unexpected situations?**

A pallet rental company: a supplier that won't let you down



A pallet management company for all your needs

By choosing reuseable pallets, you are selecting a tried and tested format to meet your pallet needs.

Reduce your workload by entrusting your pallet management company with meeting your pallet requirements.

Are you looking for a reliable, approachable and responsive supplier to optimise your supply chain?

Pallet rental is the perfect solution. A flexible, agile and cost effective service that adapts constantly to your changing business needs. Entrust your pallet management to LPR, your logistics partner.

Contact us now for more information!

More info ?

Would you like to find out more about our products and our logistics services? Please visit our website or contact us directly via sales.uk@lpr.eu

Contact us!