



# 2014

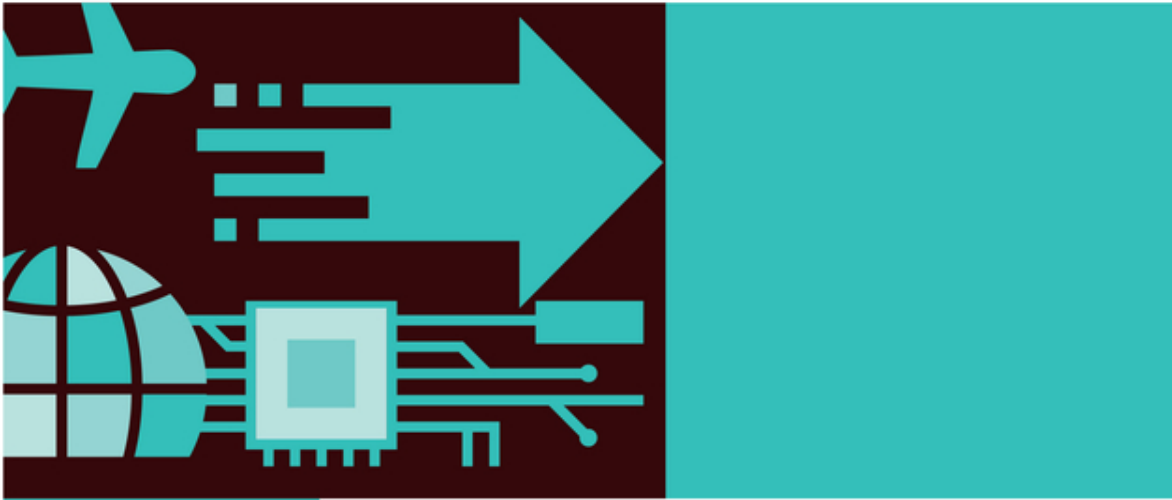
## UPS<sup>®</sup> SERVICE AND TARIFF GUIDE



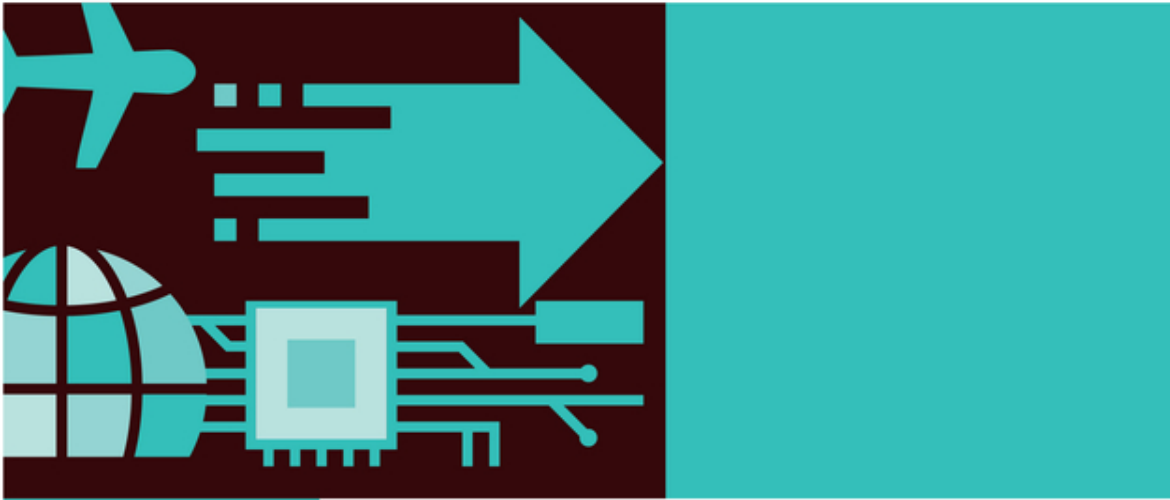
For customers located in England, Scotland, Wales and Northern Ireland

Effective from 30th December 2013

**RATES IN GBP**



Check out our latest service enhancement.  
Improve your customers' online shopping experience by offering them more delivery options.  
Discover the new [UPS Access Point™](#) and how to keep customers happy.



## **DISCOVER WHAT LOGISTICS CAN DO FOR YOU**

### **Logistics is the most powerful force in the business world today**

Logistics. It's about getting things where they need to be, exactly when they need to be there, and doing it as efficiently as possible. But today's logistics can offer much more than that. It's a strategic way to add value to your business. It makes running your business easier. It can help you grow by serving your customers better.

### **Logistics means satisfied customers**

At the heart of every successful business are satisfied customers. At UPS, our aim is to help you keep your customers happy with best in class logistics solutions, from effortless supply chain management, to innovative shipping solutions and more. When your customers are happy, your business can thrive.

### **See what logistics can do for you today**

In a customer-driven world, UPS is better suited to help your business succeed than any other company. You don't need a large warehouse, distribution centre or global network of your own. You just need UPS.

We have nearly 400,000 dedicated employees, more than a century of logistics experience and a hard-won reputation for enabling some of the globe's largest and most technologically advanced supply chains.

### **We love logistics. See what logistics can do for you today.**

**Get started at [www.thenewlogistics.co.uk](http://www.thenewlogistics.co.uk).**



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Review our billing options, prohibited articles and other service restrictions, the UPS money-back guarantee, our liability and the Terms and Conditions of Carriage.

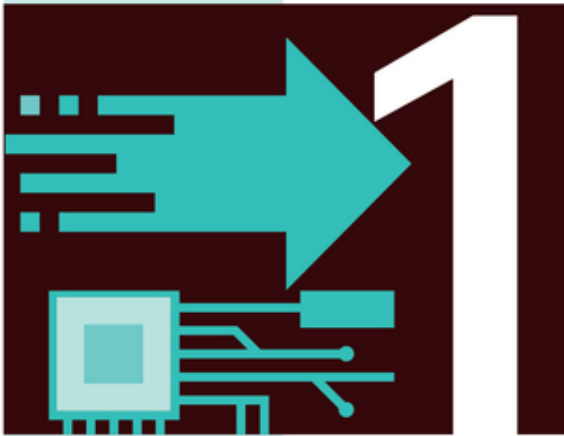
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#### SECTION 6

##### FREIGHT

Find out about our freight services and determine the service that best meets your freight shipping needs. Also, learn about other available supply chain services.

The most current version of this guide can be downloaded at [www.ups.com](http://www.ups.com)



## PART A - CORE SERVICES

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#### Core UPS delivery options

UPS is a fully integrated delivery service, offering the most comprehensive range of services. UPS can help you send your goods domestically or internationally, using three time and day-definite express services to ensure your goods arrive on the scheduled day by 9.00am, 10.30am, typically by 12.00 noon or by the end of day. Additionally, UPS offers economical alternatives for your less time-sensitive shipments. Import services are also available. Check import rates in [Section 3](#) of this guide or click on 'Zones and Tariffs', under the 'Calculate Time and Cost' section of [www.ups.com](http://www.ups.com)

#### When you ship with UPS, you can expect at no additional cost:

- Excellent service reliability
- Money-back guarantee<sup>1</sup> for UPS Express services
- Up to three delivery attempts<sup>2</sup>
- Online shipment preparation options
- Full visibility for your shipments
- Convenient city centre shipping locations
- A delivery company respected and recognised by your customers worldwide.

Full details of UPS's additional services and charges can be found in [Section 4](#) of this guide.

Some service limitations apply to customers located in Northern Ireland. To confirm service availability and time in transit details, please contact UPS on 08457 877 877.

If a specific service is not indicated by you, the shipment will automatically be sent and billed as UPS Express where available.

#### <sup>1</sup>Money Back Guarantee

Restrictions apply. Money-back guarantee will cover a refund upon request of your shipping costs if we do not attempt delivery by the applicable time. For full details, refer to our money-back guarantee section and our [Terms and Conditions of Carriage](#).

<sup>2</sup> Not applicable for UPS Worldwide Express Freight.

Service	Description	Features
<b>UPS Express Plus®</b> <b>Early morning delivery for your most time-sensitive shipments</b>	<ul style="list-style-type: none"> <li>- Next day delivery by 9.00am to most business addresses in the UK and the rest of Europe.</li> <li>- Next day delivery as early as 8.00am, and typically by 9.00am, to most business addresses in the US and major business areas in Canada.</li> <li>- Second business day delivery by 9.00am to key business areas in Asia.</li> </ul> <p>For early next day service to North America please check that you are located in an <a href="#">early collection area</a>.</p>	<ul style="list-style-type: none"> <li>- Money-back guarantee*.</li> <li>- Ideal when your shipment must be there by the start of the business day.</li> <li>- Priority handling every step of the way for added peace of mind.</li> <li>- Free UPS packaging available for your convenience.</li> <li>- Import services available. For detailed information, please use the <a href="#">'Calculate Time and Cost' tool on www.ups.com</a>.</li> </ul>
<b>UPS Express®</b> <b>Next morning delivery across Europe and time-definite delivery worldwide</b>	<ul style="list-style-type: none"> <li>- Delivery to most business areas within the UK by 10.30am the next day.</li> <li>- Next day delivery as early as 10.30am, and typically by 12.00 noon to most business addresses in Europe.</li> <li>- Second business day delivery by 10.30am, and typically by 12.00 noon to most business addresses in the US and major business areas in Canada.</li> <li>- Time-definite delivery in 2 to 3 business days by 12.00 noon to most business areas in Asia.</li> </ul> <p>Use Express NA1 service for next-day deliveries in North America and select destinations in Central and South America. See <a href="#">Shipping options to North America</a> for more details.</p>	<ul style="list-style-type: none"> <li>- Money-back guarantee*.</li> <li>- An ideal choice for urgent shipments that must arrive during the morning.</li> <li>- Free UPS packaging available for your convenience.</li> <li>- Import services available. For detailed information, please use the <a href="#">'Calculate Time and Cost' tool on www.ups.com</a>.</li> </ul>
<b>UPS Express Saver®</b> <b>Delivery during the next business day across Europe and fast delivery worldwide</b>	<ul style="list-style-type: none"> <li>- Delivery to most business areas within the UK by 12.00 noon the next day.</li> <li>- Next business day delivery during the day to virtually all other European business areas.</li> <li>- End of second business day delivery to most business addresses in the US and all major business areas in Canada.</li> <li>- Delivery during the day within 2 to 3 business days to Asia.</li> </ul> <p>UPS Express Saver is sometimes referred to as UPS Saver.</p>	<ul style="list-style-type: none"> <li>- Available to more than 200 countries and territories.</li> <li>- Money-back guarantee*.</li> <li>- Free UPS packaging available for your convenience.</li> <li>- Import services available. For detailed information, please use the <a href="#">'Calculate Time and Cost' tool on www.ups.com</a>.</li> </ul>
<b>UPS Standard®</b> <b>Scheduled day-definite delivery throughout Europe</b>	<p>An economical, day-definite service for less urgent shipments to destinations within the EU, Liechtenstein, Norway and Switzerland. The time in transit depends on the origin and destination country.</p> <p>For easy reference to domestic and international UPS Standard service transit times or to determine the scheduled date of delivery, please visit <a href="#">'Calculate Time and Cost' tool on the UK homepage at www.ups.com</a>.</p>	<ul style="list-style-type: none"> <li>- Money-back guarantee* for domestic shipments.</li> <li>- An ideal choice when speed needs to be balanced with economy.</li> <li>- Day-specific delivery estimates let you plan delivery dates.</li> <li>- Convenient door-to-door service.</li> <li>- The UPS Standard service between two EU member states is limited to goods in free circulation in the EU.</li> <li>- Customs clearance services are included when appropriate.</li> <li>- Import services available. For detailed information, please use the <a href="#">'Calculate Time and Cost' tool on www.ups.com</a>.</li> </ul>
<b>UPS Expedited</b> <b>Scheduled day-definite delivery to destinations outside Europe</b>	<p>An economical, day-definite service for less urgent shipments to destinations outside the EU, Liechtenstein, Norway and Switzerland.</p> <p>For easy reference to UPS Expedited service transit times, visit <a href="#">'Calculate Time and Cost' tool on the UK homepage at www.ups.com</a>.</p>	<ul style="list-style-type: none"> <li>- Available to more than 200 countries and territories.</li> <li>- An ideal option for less urgent shipments.</li> <li>- Day-definite delivery lets you plan ahead.</li> <li>- Door-to-door service with in-house customs clearance.</li> <li>- Import services available. For detailed information, please use the <a href="#">'Calculate Time and Cost' tool on www.ups.com</a>.</li> <li>- Not available for domestic shipments.</li> </ul>
<b>UPS Worldwide Express Freight®</b> <b>Rapid delivery of palletised shipments worldwide</b>	<p>Delivery of palletised shipments weighing more than 70kg within 1-3 business days, depending on destination.</p>	<ul style="list-style-type: none"> <li>- Door-to-door; end of day delivery.</li> <li>- Non door-to-door shipping options also available.</li> <li>- Money-back guarantee*.</li> <li>- To/from approximately 40 countries and territories.</li> <li>- Collection, delivery and routine customs clearance included.</li> </ul>

\* **Money Back Guarantee.** Restrictions apply. Money-back guarantee will cover a refund upon request of your shipping costs if we do not attempt delivery by the applicable time.

For full details of our money-back guarantee, please see the Money-back guarantee section of this guide and refer to our Terms and Conditions of Carriage.

## Shipping Options to North America

UPS offers a comprehensive range of services to North America, giving you the choice between speed and economy.

If your business is in a location allowing an early collection (see following page), you can enjoy a next day delivery to most business addresses in the US. Choose UPS Express Plus for a delivery by 9.00am, or choose our UPS Express (NA1) service for a delivery by 10.30am or by 12.00 noon, at the latest. Both services include a money-back guarantee\*.

With UPS Express (NA1), our enhanced transit times also apply to many cities in Canada, Mexico, Central America and South America.

When do you want your shipment to arrive?	Destination area in North America	UPS Service	Collection
<b>Next business day</b> by early morning	60% of US businesses by 8.00/8.30am 70% of US businesses by 9.00am	UPS Express Plus	Early
<b>Next business day</b> before 10.30am	New York City/New Jersey business areas by 10.30am	UPS Express	Normal
<b>Next business day</b> before noon	75% of US businesses by 10.30am 90% of US businesses by 12.00 noon and everywhere else during the day	<u>UPS Express (NA1)</u>	Early
Within two business days by 10.30am/12.00 noon	Most business addresses in the US and major business areas in Canada	UPS Express	Normal
Within two business days by the end of day	To all businesses in the US and major business areas of Canada	UPS Express Saver	Normal
Within four business days during the day	To all addresses in the US and Canada	UPS Expedited	Normal

\* **Money Back Guarantee.** Restrictions apply. Money-back guarantee will cover a refund upon request of your shipping costs if we do not attempt delivery by the applicable time. For full details of our money-back guarantee, please see Terms and conditions of this guide and refer to our Terms and Conditions of Carriage.

## Postal codes that can access next day UPS Express Plus and UPS Express (NA1) services to North America

Please find your postal code in the left hand column to establish the collection cut-off time and the latest time you can call UPS to arrange the collection.

UK postal code	Call cut-off time	Collection cut-off time	UK postal code	Call cut-off time	Collection cut-off time
AL1-AL2	14.30	15.00	LU1-LU7	14.00	15.00
AL3-AL4	14.00	15.00	M1-M8, M17	12.00	12.30
AL5	14.00	14.30	M90	14.00	15.00
AL6-AL10	14.00	15.00	N1	16.00	17.00
B1-B19, B25-B30, B33, B37, B46, B77-B79	13.00	14.00	NG1-NG11, NG15-NG16	12.00	13.00
C01-C02	13.00	14.00	NW1	15.00	16.00
C03-C04	14.00	16.00	NW2-NW11	14.00	15.00
CV32-CV34	12.00	13.00	SE1, SE2-SE3, SE7, SE10-SE11, SE18, SE28	14.00	15.00
DE1, DE3, DE5, DE7, DE11, DE14, DE21-DE24, DE74-DE75	12.00	13.00	SW1A-SW1Y	15.00	16.00
E1-E3, E1W, E14	16.00	17.00	SW2-SW11, SW12	14.00	15.00
EC1-EC4	15.00	16.00	SW13-SW15	13.30	14.30
HA0-HA9	13.00	14.00	SW16-SW17	13.00	14.00
HP1-HP3	14.00	15.00	SW18-SW20, TW1-TW8	14.00	14.30
HP4	13.00	14.00	TW9-TW10	13.00	14.00
HP5-HP7	13.45	14.30	TW11-TW14	14.00	14.30
HP8	13.30	14.30	TW15-TW20	13.00	14.00
HP9	14.00	15.00	UB1-UB4	13.30	14.30
HP10-HP13	14.00	14.30	UB5-UB11	13.00	14.00
HP14	10.00	11.00	W1A-W1W	15.00	16.00
HP15	13.00	14.00	W2-W14	14.00	15.00
HP16	10.00	11.00	WC1A-WC2R	15.00	16.00
HP23	13.30	14.00	WC99	14.00	15.00
HP27	10.00	11.00	WD3	10.00	11.00
IP1-IP4	14.00	15.00	WD4-WD5	13.30	14.45
IP28	12.00	14.00	WD6	14.30	15.30
IP32	15.00	16.00	WD7	13.00	14.00
KT1-KT12	13.30	14.00	WD17-WD19	14.00	15.30
KT13-KT21	13.00	14.00	WD23-WD25	14.00	15.00
KT22	13.30	14.00	WF1-WF9, WF12, WF14-WF15, WF17	13.00	14.00
KT23-KT24, LS1-LS12, LS27	13.00	14.00			

### Important

To view the most current list of early collection areas visit the UK homepage at [www.ups.com](http://www.ups.com) or call UPS.



## Zone tables

The following tables list which service options are available to and from a particular destination and origin and are also used to identify a shipment's zone number. You will need the zone numbers when calculating the cost of your shipment.

### Sending or receiving

Use the **sending** zone columns when the shipping charges are billed to a party in the sending country\*.

Use the **receiving** zone columns when the shipping charges are billed to a party in the receiving country\*.

### Using the zone table

- 1 Find the location you are sending to or receiving from.
- 2 A service is generally available when there is a zone number in the sending or receiving column of the country of your choice.
- 3 Note the zone number for later reference when calculating the cost.

\* Please see [Section 5](#) for more information about billing options.

+ Extended or remote area charge may apply to certain areas.

Tables showing all extended or remote areas can be found in the ['Calculate Time and Cost'](#) section at [www.ups.com](http://www.ups.com).

Please note that extended or remote locations are subject to change.

Country	Country Code	Sending Zones						Receiving Zone								
	ISO Code			Express Plus	Express	Express Saver	Standard	Expedited	WW Express Freight	Express Plus	Express	Express Saver	Standard	Expedited	WW Express Freight	
A																
Afghanistan	AF					9		5		9	9	9				
Albania	AL					5		1		5	5	5				
Algeria	DZ					10		501		10	10	10				
American Samoa	AS					9		5		9	9	9				
Andorra	AD					5	6									
Angola	AO					10		501		10	10	10				
Anguilla	AI					9		5		9	9	9				
Antigua and Barbuda	AG					9		5		9	9	9				
Argentina	AR	+		10	10	5		5	10	10	10	10		43	10	
Armenia	AM					9		5		9	9	9				
Aruba	AW					9		5		9	9	9				
Australia	AU	+	8	8	8	8		5	8	8	8	8		4	8	
Austria	AT	+	4	4	4	5			4	4	4	4	5		4	
Azerbaijan	AZ					9		5		9	9	9				
Azores	PT	+				4						4				
B																
Bahamas	BS	+				9		5		9	9	9				
Bahrain	BH				9	9		5		9	9	9		42		
Bangladesh	BD	+				10		501		10	10	10				
Barbados	BB					9		5		9	9	9				
Barbuda (Antigua)	AG					9		5		9	9	9				
Belarus (Byelorussia)	BY	+				5		1		5	5	5				
Belgium	BE		2	2	2	3			2	2	2	2	3		2	
Belize	BZ					10		501								
Benin	BJ					10		501		10	10	10				
Bermuda	BM					9		5		9	9	9				
Bhutan	BT					10		501		10	10	10				
Bolivia	BO					10		501		10	10	10				
Bonaire	BQ					9		5		9	9	9				
Bosnia-Herzegovina	BA				5	5		1		5	5	5				
Botswana	BW					10		501		9	9	9				
Brazil	BR	+		10	10	10		5	10	10	10	10		43	10	
British Virgin Islands	VG					9		5		9	9	9				
Brunei	BN	+				9		5		9	9	9				
Bulgaria	BG				42	42	51			42	42	42	51			
Burkina Faso	BF					10		501		10	10	10				
Burundi	BI					10		501		10	10	10				
C																
Cambodia	KH	+				10		501		10	10	10				
Cameroon	CM					10		501		10	10	10				
Canada	CA	+	7	7	7	7		3	7	7	7	7		3	7	
Canary Islands	IC	+				5					5	5				
Cape Verde Islands	CV					10		501		10	10	10				
Cayman Islands	KY					9		5		9	9	9				
Central African Republic	CF					10		501								
Ceuta	ES	+				5										
Chad	TD					10		501		10	10	10				
Channel Islands (Guernsey)	GG					5	6			5	5	5	6			
Channel Islands (Jersey)	JE					5	6			5	5	5	6			
Chile	CL	+		10	10			5		10	10	10		43		
China, People's Republic of	CN	+	8	8	8	8		4	8	9	9	9		42	9	
Colombia	CO	+				10		5	10	10	10	10		43	10	

**Service availability.** Use the ['Calculate Time and Cost'](#) tool on the UK homepage at [www.ups.com](http://www.ups.com) – this will give you all service options available from your chosen origin postcode to your destination, in seconds.

Country	Country Code	Sending Zones						Receiving Zone							
	ISO Code			Express Plus	Express	Express Saver	Standard	Expedited	WW Express Freight	Express Plus	Express	Express Saver	Standard	Expedited	WW Express Freight
Comoros	KM					10		501		10	10	10			
Congo (Brazzaville)	CG					10		501		10	10	10			
Congo, Democratic Republic of	CD					10		501		10	10	10			
Cook Islands	CK					9		5							
Costa Rica	CR	+		10	10		5	10		10	10	10		43	10
Côte d'Ivoire (Ivory Coast)	CI				10		501			10	10	10			
Croatia	HR	+		41	41	51				41	41	41	51		
Curaçao	CW				9		5			9	9	9			
Cyprus	CY				42					42	42	42			
Czech Republic	CZ	+	41	41	41	5		41		41	41	41	51		41
D															
Denmark	DK	+	4	4	4	4	5		4	4	4	4	5		4
Djibouti	DJ					10		501		10	10	10			
Dominica	DM					9		5		9	9	9			
Dominican Republic	DO	+			9		5	9		9	9	9		42	9
E															
East Timor	TL					9		5							
Ecuador	EC	+				10		5	10	10	10	10		43	10
Egypt	EG			9	9		5			9	9	9		42	
El Salvador	SV	+				10		5		10	10	10		43	
England	GB	+	1	1	1	1	1			1	1	1	1		
Equatorial Guinea	GQ					10		501							
Eritrea	ER					10		501		10	10	10			
Estonia	EE			42	42	51				42	42	42	51		
Ethiopia	ET					10		501		10	10	10			
F															
Faroe Islands	FO					5		1							
Fiji	FJ					9		5		9	9	9			
Finland	FI	+		4	4	5		4		4	4	4	5		4
France	FR	+	3	3	3	4		3		3	3	3	4		3
French Guiana	GF					10		501							
French Polynesia	PF					9		5		9	9	9			
G															
Gabon	GA					10		501		10	10	10			
Gambia	GM					10		501		10	10	10			
Gaza (West Bank)	PS					9		5		9	9	9		42	
Georgia	GE	+				9		5		9	9	9			
Germany	DE	+	3	3	3	4		3		3	3	3	4		3
Ghana	GH					10		501		10	10	10			
Gibraltar	GI					5		1		5	5	5			
Greece	GR	+		4	4	5		4		4	4	4	51		
Greenland	GL					5		1							
Grenada	GD					9		5		9	9	9			
Guadeloupe	GP	+				10		501		10	10	10			
Guam	GU					9		5		9	9	9			
Guatemala	GT	+				10		5		10	10	10		43	
Guinea	GN					10		501		10	10	10			
Guinea Bissau	GW					10		501		10	10	10			
Guyana	GY	+				10		501		10	10	10			
H															
Haiti	HT	+				10		501		10	10	10		43	
Holland (The Netherlands)	NL	+	2	2	2	3		2		2	2	2	3		2
Honduras	HN	+				10		5		10	10	10		43	

Country	Country Code	Sending Zones						Receiving Zone								
		ISO Code		Express Plus	Express	Express Saver	Standard	Expedited	WW Express Freight	Express Plus	Express	Express Saver	Standard	Expedited	WW Express Freight	
Hong Kong	HK			8	8	8		4	8	8	8	8		4	8	
Hungary	HU	+	41	41	41	51			41	41	41	51			41	
I																
Iceland	IS				5	5		1		5	5	5				
India	IN	+	9	9	9			5	9	9	9	9		42	9	
Indonesia	ID	+	8	8	8			4		8	8	8		4		
Iraq	IQ	+			9			5		9	9	9		42		
Ireland, Republic of	IE		2	2	2	2			2	2	2	2	2		2	
Israel	IL				9	9			5	9	9	9		42		
Italy	IT	+	4	4	4	4	5		4	4	4	4	5		4	
Ivory Coast (Côte d'Ivoire)	CI					10		501		10	10	10				
J																
Jamaica	JM	+				9			5	9	9	9				
Japan	JP	+			8	8			4	8	11	11	11		41	11
Jordan	JO				10	10			501		10	10	10			
K																
Kazakhstan	KZ	+			9	9			5	9	9	9				
Kenya	KE					9			5	9	9	9				
Kiribati	KI					9			5							
Korea, South	KR					8			4	8	8	8	8		4	8
Kosovo	RS					5			1	5	5	5				
Kosrae (Micronesia, Federated States of)	FM					9			5							
Kuwait	KW				9	9			5	9	9	9		42		
Kyrgyzstan	KG					9			5	9	9	9				
L																
Laos	LA					10			501		10	10	10			
Latvia	LV				42	42	51			42	42	42	51			
Lebanon	LB				10	10			501		10	10	10			
Lesotho	LS					10			501		8	8	8			
Libya	LY					10			501		10	10	10			
Liechtenstein	LI				51	51	6			5	5	5	6			
Liberia	LR					10			501		10	10	10			
Lithuania	LT				42	42	51			42	42	42	51			
Luxembourg	LU		2	2	2	2	3			2	2	2	3			
M																
Macau	MO					8			4	9	9	9		42		
Macedonia (FYROM)	MK					5			1	5	5	5				
Madagascar	MG					10			501		10	10	10			
Madeira	PT	+				4						4				
Malawi	MW					10			501		10	10	10			
Malaysia	MY	+			8	8			4	8	8	8	8		4	8
Maldives	MV					10			501							
Mali	ML					10			501		10	10	10			
Malta	MT					42				42	42	42				
Marshall Islands	MH					9			5							
Martinique	MQ					9			5	9	9	9				
Mauritania	MR					10			501		10	10	10			
Mauritius	MU					10			501		10	10	10			
Mayotte	YT					10			501		10	10	10			
Melilla	ES	+				5										
Mexico	MX	+			7	7			3	7	7	7	7		3	7
Micronesia (Federated States of)	FM					9			5							
Moldova	MD	+				5			1	5	5	5				

## Zone tables

The following tables list which service options are available to and from a particular destination and origin and are also used to identify a shipment's zone number. You will need the zone numbers when calculating the cost of your shipment.

### Sending or receiving

Use the **sending** zone columns when the shipping charges are billed to a party in the sending country\*.

Use the **receiving** zone columns when the shipping charges are billed to a party in the receiving country\*.

### Using the zone table

- 1 Find the location you are sending to or receiving from.
- 2 A service is generally available when there is a zone number in the sending or receiving column of the country of your choice.
- 3 Note the zone number for later reference when calculating the cost.

\* Please see [Section 5](#) for more information about billing options.

+ Extended or remote area charge may apply to certain areas.

Tables showing all extended or remote areas can be found in the ['Calculate Time and Cost'](#) section at [www.ups.com](http://www.ups.com).

Please note that extended or remote locations are subject to change.

Country	Country Code	Sending Zones						Receiving Zone					
	ISO Code	Express Plus	Express	Express Saver	Standard	Expedited	WW Express Freight	Express Plus	Express	Express Saver	Standard	Expedited	WW Express Freight
Monaco	MC		3	3	4		3	3	3	3	4		3
Mongolia	MN			9	5			9	9	9			
Montenegro	ME			5	1			5	5	5			
Montserrat	MS			10	501			10	10	10			
Morocco	MA			9	5			9	9	9			
Mozambique	MZ			10	501			9	9	9			
<b>N</b>													
Namibia	NA			10	501			8	8	8			
Nepal	NP	+		10	501			10	10	10			
Netherlands, The (Holland)	NL	+	2	2	2	3	2	2	2	2	3		2
Nevis (St. Kitts)	KN			9	5			9	9	9		42	
New Caledonia	NC			9	5			9	9	9			
New Zealand	NZ	+	9	9	5			9	9	9		42	
Nicaragua	NI			10	5			10	10	10		43	
Niger	NE			10	501			10	10	10			
Nigeria	NG	+		9	5			9	9	9			
Northern Ireland	GB			1	2			1	1	2			
Northern Mariana Islands	MP	+		9	5			9	9	9			
Norway	NO	+	51	51	6		51	5	5	5	6		5
<b>O</b>													
Oman	OM			9	5			9	9	9		42	
<b>P</b>													
Pakistan	PK	+		9	5			9	9	9			
Palau	PW			10	501								
Panama	PA	+		10	5			10	10	10		43	
Papua New Guinea	PG			9	5								
Paraguay	PY			10	501			10	10	10			
Peru	PE	+	10	10	5			10	10	10		43	
Philippines	PH	+	8	8	8	4	8	8	8	8		4	8
Poland	PL	+	41	41	41	5	41	41	41	41	51		41
Ponape (Micronesia, Federated States of)	FM			9	5								
Portugal (excluding Azores and Madeira)	PT	+	4	4	4	5	4	4	4	4	5		
Puerto Rico	PR	+	7	7		3	7	7	7	7		3	
<b>Q</b>													
Qatar	QA			9	9	5		9	9	9		42	
<b>R</b>													
Reunion	RE			10	501			10	10	10			
Romania	RO		42	42	51			42	42	42	51		
Rota (Northern Mariana Islands)	MP	+		9	5			9	9	9			
Russia 101000-453999, 460000-619999	RU	+	5	5		1		5	5	5		1	
Russia (Other)	RU	+	5	5		1		5	5	5		1	
Russia	RU	+	8	8		4		5	5	5		1	
Rwanda	RW			10	501			10	10	10			
<b>S</b>													
Saba	BQ			9	5			9	9	9			
Saipan (Northern Mariana Islands)	MP			9	5			9	9	9			

Country	Country Code		Sending Zones					Receiving Zones						
	ISO Code		Express Plus	Express	Express Saver	Standard	Expedited	WW Express Freight	Express Plus	Express	Express Saver	Standard	Expedited	WW Express Freight
Samoa	WS				9		5		9	9	9			
San Marino	SM	+			5	6		5	5	5	5	6		5
Saudi Arabia	SA			9	9		5		9	9	9		42	
Scotland	GB	+	1	1	1	1			1	1	1	1		
Senegal	SN				10		501		10	10	10			
Serbia	RS				5		1		5	5	5			
Seychelles	SC				10		501		10	10	10			
Sierra Leone	SL				10		501		10	10	10			
Singapore	SG	+	8	8	8	4	8		8	8	8		4	8
Slovak Republic	SK			41	41	51		41	41	41	41	51		
Slovenia	SI			41	41	51			41	41	41	51		
Solomon Islands	SB				9		5							
South Africa	ZA	+		8	8		4		8	8	8		4	
Spain (excluding Canary Islands, Ceuta and Melilla)	ES	+	4	4	4	4	5	4	4	4	4	5		4
Sri Lanka	LK	+			9		5		9	9	9			
St. Barthelemy	BL				9		5		10	10	10			
St. Christopher (St. Kitts)	KN				9		5		9	9	9		42	
St. Croix (US Virgin Islands)	VI				9		5		9	9	9			
St. Eustatius	BQ				9		5		9	9	9			
St. John (US Virgin Islands)	VI				9		5		9	9	9			
St. Kitts (St. Christopher)	KN				9		5		9	9	9		42	
St. Lucia	LC				9		5		9	9	9		42	
St. Maarten	SX				9		5		9	9	9			
St. Martin (Guadeloupe)	SX				10		501		10	10	10			
St. Thomas (US Virgin Islands)	VI				9		5		9	9	9			
St. Vincent and the Grenadines	VC				9		5		9	9	9			
Suriname	SR				10		501		10	10	10			
Swaziland	SZ				10		501		8	8	8			
Sweden	SE	+	4	4	4	4	5	4	4	4	4	5		4
Switzerland	CH	+	51	51	51	6		51	5	5	5	6		5
T														
Tahiti	PF				9		5		9	9	9			
Taiwan	TW	+			8		4	8	8	8	8		4	8
Tajikistan	TJ	+			9		5							
Tanzania	TZ				10		501		10	10	10			
Thailand	TH	+		8	8		5	8	8	8	8		4	8
Tinian (Northern Mariana Islands)	MP	+			9		5		9	9	9			
Togo	TG				10		501		10	10	10			
Tonga	TO				9		5							
Tortola (British Virgin Islands)	VG				9		5		9	9	9			
Trinidad and Tobago	TT	+			9		5		9	9	9			

Country	Country Code	Sending Zones					Receiving Zones							
	ISO Code	Express Plus	Express	Express Saver	Standard	Expedited	WW Express Freight	Express Plus	Express	Express Saver	Standard	Expedited	WW Express Freight	
Truk (Micronesia, Federated States of)	FM			9		5								
Tunisia	TN			10		501		10	10	10				
Turkey	TR		5	5		1		5	5	5		1		
Turkmenistan	TM			9		5								
Turks and Caicos Islands	TC			9		5		9	9	9				
Tuvalu	TV			10		501								
U														
Uganda	UG			10		501		10	10	10				
Ukraine	UA	+		5		1		5	5	5				
Union Island (St. Vincent and the Grenadines)	VC			9		5		9	9	9				
United Arab Emirates	AE		9	9		5	9	9	9	9		42	9	
United Kingdom	GB	+												
- England	GB	+	1	1	1	1		1	1	1	1			
- Northern Ireland	GB				1	2			1	1	2			
- Scotland	GB	+	1	1	1	1		1	1	1	1			
- Wales	GB		1	1	1	1		1	1	1	1			
United States - New Jersey (07000-07999)	US	+	6	6	6		2	6	6	6	6		2	6
United States - New Jersey (08500-08999)	US	+	6	6	6		2	6	6	6	6		2	6
United States - New York (10000-11999)	US	+	6	6	6		2	6	6	6	6		2	6
United States (other)	US	+	7	7	7		3	7	7	7	7		3	7
Uruguay	UY			10		501		10	10	10				
Uzbekistan	UZ			9		5		9	9	9				
V														
Vanuatu	VU			9		5								
Venezuela	VE	+		10		5		10	10	10		43		
Vietnam	VN	+		9		5		9	9	9		42		
Virgin Gorda (British Virgin Islands)	VG			9		5		9	9	9				
Virgin Islands (US)	VI			9		5		9	9	9				
W														
Wales	GB		1	1	1	1		1	1	1	1			
Wallis and Futuna Islands	WF			9		5								
West Bank (Gaza)	PS			9		5		9	9	9		42		
Y														
Yap (Micronesia, Federated States of)	FM			9		5								
Yemen, Republic of	YE			10		501		10	10	10				
Z														
Zambia	ZM			10		501		10	10	10				
Zimbabwe	ZW			9		5		9	9	9				



## PART A - CORE SERVICES

### DETERMINING THE SERVICE - SENDING SHIPMENTS

#### SECTION 1 CHOOSING THE RIGHT SERVICE PAGE 4

#### SECTION 2 DETERMINING THE RATE - SENDING SHIPMENTS PAGE 13

#### SECTION 3 DETERMINING THE RATE - RECEIVING SHIPMENTS PAGE 23

#### SECTION 4 ADDITIONAL SERVICES & CHARGES PAGE 33

#### SECTION 5 REFERENCE INFORMATION PAGE 46

#### SECTION 6 FREIGHT PAGE 56

The rate for sending a UPS shipment is determined by its service level, destination zone, weight and any additional charges.

#### How to calculate your shipment rate:

- 1 Make sure that you are in the correct section. The sending rates in this section apply to any outbound domestic and international shipments when the shipping charges are billed to a party in the **sending country**.
- 2 Determine the chargeable weight.
- 3 Turn to the service option of your choice (UPS Express Plus, Express, Express Saver, Standard, Expedited or Worldwide Express Freight).
- 4 Find your shipment type in the chart (UPS Express Envelopes, documents or packages). UPS offers separate rates for single package and multiple package shipments for the UPS Standard service.
- 5 Look up the rate that applies to the chargeable weight and zone for your shipment.
- 6 Note any additional costs, including charges for optional services.

#### Time saving tip

You can also find the total cost of your shipment via the UPS '[Calculate Time and Cost](http://www.ups.com)' tool on the [UK homepage](http://www.ups.com) at [www.ups.com](http://www.ups.com).

#### Changes to rates and additional charges

In order to respond to evolving costs and taxes and to ensure a competitive service, UPS reserves the right to amend or introduce rates and charges. A minimum of 10 days notice will be provided.

## How to use this section

Rates in this section apply when the shipping charges are billed to a party in the sending country.

### Zone

To determine the zone number, see [Worldwide zones](#).

### Chargeable weight – for small package shipments

Rates are based on the actual or dimensional weight of a package, whichever is greater. Any fraction of a kilogram over the chargeable weights shown takes the next highest rate.

For multiple-package shipments, total the chargeable weight of all packages in the shipment.

### Additional charges

These rates are exclusive of any additional charges, such as charges for extended or remote area delivery or any optional services. Please see [Additional Services & Charges](#) for more details.

### Tax

These rates are exclusive of tax. Where applicable, VAT will be charged at the standard rate.

### Arrange a collection

Select “[Schedule a Collection](#)” on the UK homepage at [www.ups.com](http://www.ups.com) or call UPS on 08457 877 877.

### UPS Express Envelope

For correspondence and documents only. There is no limit on weight or number of pages you may enclose in a UPS Express Envelope.

### Maximum weight

The maximum weight for an individual package is 70kg. If you need to ship single packages or pallets in excess of 70kg using:

- 1) Guaranteed and Day Definite (UPS Worldwide Express Freight) - please call 08457 877877
- 2) Non Guaranteed (Freight) - please consult the [Freight Services](#) section in this guide or call UPS on 01753 760 100.

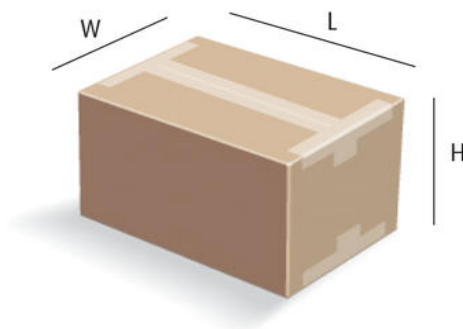
To determine the rate for a shipment with multiple packages weighing in total more than 70kg, 200kg (UPS Standard) or 100kg (UPS Expedited), multiply the total weight (rounded up to the next whole kilogram) by the appropriate price per kilogram shown.

The amount billed will be the result of the calculation, or the minimum rate shown, whichever is the greater.

### How to determine dimensional weight - for small package shipments

$$\frac{L \times W \times H}{5000} = \text{Dimensional weight}$$

L = length in cm  
W = width in cm  
H = height in cm



## Chargeable weight – for UPS Worldwide Express Freight shipments

Compare the freight shipment's actual weight and dimensional weight. Whichever is the greatest of the two will be the billable weight and should be used when calculating the rate. The amount billed will be the result of the calculation, or the minimum rate shown, whichever is the greatest.

For multi-piece shipments, the chargeable weight is determined by summing each pallet's rounded actual or dimensional weight, whichever is greater.

1. Determine actual weight and round up any fraction of a kilogram to the next whole kilogram.

2. Determine dimensional weight by multiplying the item's length by the width by the height. For each dimension, measure the largest distance, rounding each measurement to the nearest whole number. The result is the cubic size. Divide the cubic size by 5000. Round up any fraction of a kilogram to the next whole kilogram.

Example									
Freight Billable Weight: Using a Pallet*									
No. of Pieces	Type	Length Each	Width Each	Height Each	Shipment Weight	Pallet Weight	Actual Weight	Dim. Weight	Billable Weight
1	Pallet	90 cm	90 cm	90 cm	143 kg	19 kg	162 kg	146 kg	162 kg

\* Pallet billable weight is equal to the shipment weight (143kg) plus the weight of a pallet (approximately 19kg). Please note that each pallet and its secured contents is considered as one piece.

# UPS Express Plus

## EARLY MORNING DELIVERY FOR YOUR MOST TIME-SENSITIVE SHIPMENTS

UPS Express Envelopes										
zone	1	2	3	4	41	51	6	7	8	9
GBP	69.45	85.95	87.25	88.00	89.50	91.15	79.45	80.05	90.90	95.15
Documents up to 2.5kg other than UPS Express Envelopes										
weight										
0.5 kg	70.55	88.00	89.05	92.90	100.95	101.80	83.15	83.60	94.45	98.75
1.0 kg	70.55	94.95	95.90	100.60	106.85	107.95	87.55	88.65	104.45	108.60
1.5 kg	70.55	97.40	99.45	105.75	112.60	113.70	92.10	93.65	111.10	118.35
2.0 kg	70.55	99.70	102.90	110.90	118.50	118.85	96.60	98.65	117.70	128.10
2.5 kg	70.55	102.10	106.40	116.05	124.45	124.50	101.05	103.70	124.30	137.90
Documents over 2.5kg and Packages										
zone	1	2	3	4	41	51	6	7	8	9
weight										
0.5 kg	70.55	88.00	89.05	92.90	100.95	111.20	90.20	98.15	107.70	113.65
1.0 kg	70.55	94.95	95.90	100.60	106.85	116.65	94.35	103.05	115.10	123.65
1.5 kg	70.55	97.40	99.45	105.75	112.60	121.85	98.65	108.05	122.55	133.55
2.0 kg	70.55	99.70	102.90	110.90	118.50	126.25	102.85	112.95	129.90	143.55
2.5 kg	70.55	102.10	106.40	116.05	124.45	131.40	107.00	118.00	137.35	153.60
3.0 kg	74.45	103.85	109.20	120.30	129.00	133.85	110.40	122.35	142.05	160.20
3.5 kg	74.45	106.10	112.75	124.80	133.40	138.70	113.95	126.80	146.95	167.10
4.0 kg	74.45	108.45	116.25	129.40	137.65	143.50	117.40	131.20	151.70	174.00
4.5 kg	74.45	110.80	119.75	133.85	142.00	148.40	120.85	135.65	156.55	180.90
5.0 kg	74.45	113.00	123.25	138.35	146.30	153.15	124.30	140.20	161.40	187.75
5.5 kg	78.40	114.70	126.25	142.85	150.20	157.05	127.00	143.60	166.40	194.75
6.0 kg	78.40	116.30	129.20	147.40	154.15	161.10	129.65	147.10	171.55	201.60
6.5 kg	78.40	118.00	132.30	151.95	158.05	164.95	132.45	150.50	176.60	208.50
7.0 kg	78.40	119.65	135.25	156.45	162.05	168.95	135.20	153.95	181.65	215.35
7.5 kg	78.40	121.20	138.10	160.90	165.85	172.90	137.90	157.40	186.75	222.25
8.0 kg	82.35	122.85	141.15	165.45	169.70	176.85	140.70	160.85	191.90	229.20
8.5 kg	82.35	124.55	144.10	169.85	173.65	180.75	143.40	164.35	196.95	236.10
9.0 kg	82.35	126.15	147.10	174.40	177.50	184.70	146.10	167.75	202.00	243.05
9.5 kg	82.35	127.80	150.10	179.00	181.30	188.75	148.85	171.20	207.10	249.85
10 kg	82.35	129.55	153.00	183.50	185.25	192.60	151.65	174.70	212.25	256.75
11 kg	91.75	132.40	157.15	191.20	192.30	199.75	156.15	180.85	221.90	268.65
12 kg	91.75	135.50	161.45	197.90	199.35	207.35	160.55	187.10	231.60	280.85
13 kg	91.75	138.80	165.70	204.65	206.45	214.85	165.05	193.05	241.40	293.25
14 kg	91.75	141.90	169.95	211.45	213.55	222.20	169.65	199.25	251.15	305.45
15 kg	91.75	145.15	174.15	218.20	220.70	229.75	174.15	205.40	260.90	317.70
16 kg	101.20	148.40	178.40	224.95	227.70	237.25	178.60	211.55	270.65	330.00
17 kg	101.20	151.50	182.65	231.75	234.80	244.75	183.10	217.70	280.35	342.30
18 kg	101.20	154.80	186.95	238.40	242.00	252.30	187.60	223.95	290.05	354.50
19 kg	101.20	157.95	191.10	245.25	249.00	259.75	192.20	230.00	299.85	366.85
20 kg	101.20	161.15	195.35	252.00	256.15	267.30	196.65	236.20	309.55	379.15
22 kg	115.60	166.90	203.25	264.15	269.35	281.30	205.20	247.20	328.40	406.40
24 kg	115.60	172.50	210.95	276.30	282.55	295.20	213.70	258.25	347.25	433.60
26 kg	115.60	178.20	218.85	288.60	295.70	309.15	222.15	269.40	366.20	460.85
28 kg	115.60	183.95	226.70	300.80	308.85	323.10	230.75	280.40	385.15	487.95
30 kg	115.60	189.60	234.55	313.00	322.00	337.10	239.25	291.45	404.00	515.15
35 kg	124.55	206.00	260.20	353.70	361.65	378.00	261.70	327.00	452.25	579.30
40 kg	133.65	221.70	282.55	393.50	401.35	419.70	284.15	362.50	500.50	645.75
45 kg	142.60	237.35	304.85	433.30	441.00	461.25	306.70	398.00	548.75	712.10
50 kg	151.65	252.85	327.15	473.00	480.65	502.90	329.20	433.55	597.10	778.55
55 kg	160.70	268.55	349.50	512.70	520.30	544.50	351.65	469.15	645.35	844.90
60 kg	169.85	284.20	371.90	552.50	560.00	586.10	374.15	504.60	693.60	911.35
65 kg	178.85	299.85	394.05	592.30	599.70	627.80	396.55	540.15	741.90	977.70
70 kg	187.75	315.40	416.50	632.05	639.30	669.35	419.10	575.65	790.15	1,044.15
Over 70kg										
Price/kg	2.68	4.50	5.95	9.02	9.13	9.56	5.98	8.22	11.28	14.91
Min rate	187.75	315.40	416.50	632.05	639.30	669.35	419.10	575.65	790.15	1,044.15



# UPS Express

## NEXT MORNING DELIVERY ACROSS EUROPE AND TIME-DEFINITE DELIVERY WORLDWIDE

UPS Express Envelopes													
zone	1	2	3	4	41	42	5	51	6	7	8	9	10
GBP	39.85	45.10	46.45	47.30	48.70	49.25	50.95	49.95	38.90	39.40	50.35	54.70	63.15
Documents up to 2.5kg other than UPS Express Envelopes													
weight													
0.5 kg	41.05	47.30	48.30	52.20	58.45	58.55	58.65	54.95	42.55	43.00	53.85	58.30	70.25
1.0 kg	41.05	54.25	55.20	59.85	64.55	64.65	64.95	62.90	47.05	48.10	64.05	68.15	80.95
1.5 kg	41.05	56.55	58.70	64.95	71.40	71.65	71.85	68.25	51.55	53.15	70.70	78.05	91.60
2.0 kg	41.05	58.90	62.05	69.90	77.55	77.75	77.90	73.65	56.10	58.20	77.25	87.80	102.25
2.5 kg	41.05	61.15	65.45	74.90	83.40	84.55	84.95	78.90	60.55	63.20	83.90	97.65	112.95
Documents over 2.5kg and Packages													
zone	1	2	3	4	41	42	5	51	6	7	8	9	10
weight													
0.5 kg	41.05	47.30	48.30	52.20	58.45	58.55	68.05	63.65	49.65	57.65	67.20	73.25	82.85
1.0 kg	41.05	54.25	55.20	59.85	64.55	64.65	73.60	69.75	53.85	62.65	74.75	83.30	93.55
1.5 kg	41.05	56.55	58.70	64.95	71.40	71.65	80.10	75.65	58.10	67.65	82.20	93.35	104.30
2.0 kg	41.05	58.90	62.05	69.90	77.55	77.75	85.35	81.75	62.40	72.65	89.50	103.45	115.00
2.5 kg	41.05	61.15	65.45	74.90	83.40	84.55	92.00	87.55	66.55	77.55	97.05	113.45	125.70
3.0 kg	44.95	63.10	68.55	79.55	86.60	89.20	94.20	92.70	70.05	82.00	101.80	120.10	132.00
3.5 kg	44.95	65.50	72.10	84.15	91.65	93.65	99.05	97.55	73.60	86.45	106.75	126.95	138.95
4.0 kg	44.95	67.65	75.55	88.70	96.70	97.95	104.00	102.35	77.00	90.90	111.50	133.95	145.95
4.5 kg	44.95	70.00	79.10	93.10	101.35	102.30	108.90	107.05	80.50	95.40	116.40	140.85	152.95
5.0 kg	44.95	72.35	82.55	97.65	105.65	106.85	113.75	111.80	83.90	100.00	121.30	147.80	159.95
5.5 kg	48.90	73.95	85.60	102.15	109.55	110.55	117.75	115.70	86.65	103.40	126.35	154.80	167.00
6.0 kg	48.90	75.65	88.55	106.75	113.50	114.35	121.75	119.30	89.40	106.90	131.40	161.70	174.00
6.5 kg	48.90	77.25	91.55	111.20	117.40	118.15	125.70	123.15	92.15	110.30	136.50	168.60	181.05
7.0 kg	48.90	79.00	94.50	115.75	121.35	122.00	129.75	126.90	94.95	113.80	141.70	175.50	188.00
7.5 kg	48.90	80.55	97.50	120.25	125.20	125.75	133.75	130.65	97.65	117.20	146.85	182.55	195.00
8.0 kg	52.85	82.20	100.50	124.75	129.05	129.60	137.75	134.45	100.40	120.70	151.85	189.45	202.05
8.5 kg	52.85	83.85	103.35	129.20	132.95	133.40	141.75	138.30	103.20	124.20	157.05	196.35	209.05
9.0 kg	52.85	85.50	106.40	133.80	136.80	137.20	145.70	142.00	105.95	127.70	162.15	203.30	216.15
9.5 kg	52.85	87.10	109.45	138.25	140.65	141.00	149.75	145.75	108.65	131.15	167.20	210.25	223.10
10 kg	52.85	88.85	112.40	142.85	144.55	144.75	153.65	149.45	111.45	134.65	172.35	217.20	230.20
11 kg	62.20	91.65	116.50	150.00	150.85	151.85	160.95	157.10	115.95	140.80	182.15	229.20	248.15
12 kg	62.20	94.80	120.80	156.80	158.20	159.05	168.55	164.65	120.50	147.05	191.95	241.50	262.15
13 kg	62.20	98.05	125.00	163.75	165.45	166.05	176.15	172.10	125.00	153.10	201.70	253.85	276.20
14 kg	62.20	101.20	129.30	170.75	172.75	173.15	183.70	179.65	129.60	159.40	211.55	266.20	290.15
15 kg	62.20	104.45	133.55	177.60	180.05	180.35	191.35	187.25	134.05	165.55	221.35	278.55	304.25
16 kg	71.65	107.70	137.80	184.35	187.20	187.40	198.85	194.75	138.65	171.75	231.05	290.90	318.15
17 kg	71.65	110.90	141.90	191.15	194.20	194.55	206.45	202.30	143.15	177.95	240.95	303.30	332.25
18 kg	71.65	114.15	146.10	197.80	201.40	201.60	214.05	209.80	147.65	184.20	250.75	315.50	346.30
19 kg	71.65	117.25	150.30	204.60	208.45	208.65	221.70	217.35	152.20	190.25	260.50	327.90	360.25
20 kg	71.65	120.30	154.45	211.35	215.55	215.85	229.30	224.90	156.70	196.50	270.25	340.30	374.25
22 kg	86.05	126.20	162.60	223.55	228.80	229.45	243.40	238.80	165.30	207.55	289.35	367.70	401.10
24 kg	86.05	131.85	170.35	235.85	241.95	243.05	257.60	252.80	173.85	218.70	308.25	395.05	427.90
26 kg	86.05	137.60	178.20	248.05	255.20	256.70	271.60	266.70	182.40	229.85	327.25	422.45	454.65
28 kg	86.05	143.25	186.05	260.35	268.30	270.35	285.75	280.55	191.00	241.00	346.30	449.70	481.40
30 kg	86.05	148.95	193.95	272.50	281.50	283.50	299.95	294.60	199.60	252.15	365.30	477.15	508.20
35 kg	95.05	165.45	219.55	313.20	321.20	323.90	341.40	336.15	222.15	287.85	413.80	541.60	579.30
40 kg	104.15	181.00	241.95	353.05	360.85	363.95	383.55	377.75	244.75	323.55	462.40	608.40	650.50
45 kg	113.00	196.70	264.30	392.80	400.60	403.85	425.65	419.40	267.45	359.30	510.90	675.10	721.65
50 kg	122.10	212.30	286.65	432.55	440.35	443.85	467.90	461.10	290.00	395.00	559.55	741.95	792.85
55 kg	131.10	227.95	309.00	472.40	479.95	483.75	510.00	502.75	312.65	430.80	608.05	808.75	864.00
60 kg	140.25	243.65	331.35	512.25	519.70	523.70	552.10	544.40	335.20	466.55	656.55	875.55	935.10
65 kg	149.25	259.25	353.70	552.10	559.40	563.75	594.30	586.10	357.80	502.25	705.10	942.30	1,006.30
70 kg	158.25	274.85	376.05	591.90	599.10	603.65	636.35	627.65	380.40	537.95	753.70	1,009.10	1,077.40
Over 70 kg													
Price/kg	2.26	3.92	5.37	8.45	8.55	8.62	9.09	8.96	5.43	7.68	10.76	14.41	15.39
Min rate	158.25	274.85	376.05	591.90	599.10	603.65	636.35	627.65	380.40	537.95	753.70	1,009.10	1,077.40

# UPS Express Saver

## DELIVERY DURING THE NEXT BUSINESS DAY ACROSS EUROPE AND FAST DELIVERY WORLDWIDE

UPS Express Envelopes													
zone	1	2	3	4	41	42	5	51	6	7	8	9	10
GBP	38.30	41.75	43.00	43.85	45.05	45.65	47.55	46.25	36.35	36.85	47.25	51.05	59.25
Documents up to 2.5kg other than UPS Express Envelopes													
weight													
0.5 kg	39.40	43.85	44.75	48.40	54.10	54.20	54.30	50.85	39.75	40.10	50.50	54.55	65.80
1.0 kg	39.40	50.30	51.10	55.65	60.50	60.75	60.90	58.20	43.90	44.85	60.00	63.80	75.65
1.5 kg	39.40	52.35	54.35	60.10	66.50	66.55	66.75	63.15	48.10	49.65	66.10	72.95	85.60
2.0 kg	39.40	54.50	57.45	64.70	71.80	72.55	72.65	68.15	52.25	54.40	72.35	82.20	95.50
2.5 kg	39.40	56.60	60.60	69.35	77.20	78.25	78.80	73.05	56.35	59.15	78.45	91.35	105.50
Documents over 2.5kg and Packages													
zone	1	2	3	4	41	42	5	51	6	7	8	9	10
weight													
0.5 kg	39.40	43.85	44.75	48.40	54.10	54.20	62.90	58.90	46.60	54.00	62.90	68.40	77.55
1.0 kg	39.40	50.30	51.10	55.65	60.50	60.75	69.35	64.55	50.40	58.65	69.75	77.80	87.55
1.5 kg	39.40	52.35	54.35	60.10	66.50	66.55	74.80	70.25	54.45	63.25	76.60	87.20	97.70
2.0 kg	39.40	54.50	57.45	64.70	71.80	72.55	80.10	75.85	58.45	67.90	83.65	96.65	107.70
2.5 kg	39.40	56.60	60.60	69.35	77.20	78.25	85.85	81.55	62.35	72.55	90.40	106.15	117.95
3.0 kg	43.25	58.70	64.00	73.65	80.15	82.95	89.30	85.80	66.35	77.20	96.15	113.45	124.40
3.5 kg	43.25	60.75	67.10	78.05	84.85	87.00	93.90	90.30	69.60	81.50	100.75	120.00	131.05
4.0 kg	43.25	62.85	70.35	82.40	89.50	91.15	98.70	94.75	72.80	85.80	105.40	126.60	137.75
4.5 kg	43.25	64.80	73.50	86.75	94.20	95.15	103.25	99.10	76.00	90.15	109.95	133.10	144.40
5.0 kg	43.25	66.95	76.75	91.20	98.90	99.25	107.80	103.50	79.20	94.45	114.55	139.55	151.10
5.5 kg	47.00	68.45	79.50	95.30	102.25	102.90	111.45	107.10	81.75	97.70	119.40	146.15	157.75
6.0 kg	47.00	70.15	82.25	99.35	105.80	106.50	115.15	110.45	84.40	100.95	124.20	152.70	164.40
6.5 kg	47.00	71.70	85.05	103.50	109.35	110.20	118.80	114.00	87.00	104.20	129.05	159.25	171.10
7.0 kg	47.00	73.25	87.80	107.60	112.80	113.95	122.45	117.50	89.55	107.50	133.75	165.80	177.75
7.5 kg	47.00	74.90	90.55	111.65	116.35	117.60	126.05	120.95	92.20	110.75	138.50	172.35	184.45
8.0 kg	50.80	76.60	93.30	115.80	119.85	121.30	129.70	124.45	94.75	114.00	143.35	178.90	191.10
8.5 kg	50.80	78.15	96.20	120.00	123.40	124.95	133.40	128.05	97.40	117.20	148.20	185.35	197.75
9.0 kg	50.80	79.70	98.95	124.15	126.90	128.60	136.90	131.45	99.90	120.55	152.95	191.95	204.40
9.5 kg	50.80	81.40	101.65	128.20	130.50	132.35	140.60	134.95	102.50	123.70	157.75	198.40	211.05
10 kg	50.80	83.00	104.45	132.35	134.00	136.05	144.30	138.35	105.00	126.95	162.65	204.95	217.75
11 kg	59.75	85.90	108.30	138.85	139.65	140.85	151.55	145.50	109.20	132.70	171.50	216.65	234.25
12 kg	59.75	88.80	112.25	145.15	146.45	147.75	158.80	152.45	113.50	138.40	180.85	228.25	247.55
13 kg	59.75	91.55	116.05	151.60	153.15	154.65	166.15	159.35	117.85	144.40	190.15	240.00	260.80
14 kg	59.75	94.35	119.85	158.10	159.95	161.55	173.40	166.30	122.20	150.25	199.55	251.55	274.00
15 kg	59.75	97.20	123.70	164.45	166.70	168.40	180.60	173.35	126.45	156.20	208.90	263.25	287.15
16 kg	68.75	100.05	127.55	170.95	173.45	175.25	187.95	180.30	130.85	162.15	218.15	274.90	300.45
17 kg	68.75	102.90	131.35	177.40	180.20	182.20	195.15	187.30	135.15	167.95	227.50	286.60	313.65
18 kg	68.75	105.75	135.25	183.75	186.95	189.10	202.45	194.25	139.45	173.85	236.85	298.20	326.90
19 kg	68.75	108.55	139.15	190.20	193.60	196.00	209.70	201.25	143.75	179.70	246.15	309.85	340.10
20 kg	68.75	111.35	143.00	196.70	200.40	202.85	216.95	208.20	148.05	185.70	255.50	321.55	353.35
22 kg	82.65	116.85	151.00	208.30	212.60	214.80	230.20	221.10	156.15	196.15	273.35	347.05	378.65
24 kg	82.65	122.40	158.95	220.00	224.75	226.70	243.40	234.05	164.30	206.75	291.30	372.60	403.95
26 kg	82.65	128.00	166.90	231.60	236.90	238.65	256.75	246.90	172.45	217.25	309.15	398.10	429.15
28 kg	82.65	133.50	174.90	243.20	249.05	250.65	269.90	259.75	180.60	227.75	326.95	423.70	454.50
30 kg	82.65	139.05	182.90	254.90	261.25	262.50	283.20	272.75	188.70	238.35	344.85	449.25	479.75
35 kg	91.20	153.60	203.70	291.65	298.20	300.45	322.85	311.25	209.65	272.45	390.60	512.10	546.85
40 kg	99.85	168.20	224.55	328.45	335.10	337.55	362.60	349.75	231.05	306.00	436.45	575.05	614.00
45 kg	108.45	182.85	245.40	365.25	372.00	374.75	402.25	388.35	252.45	339.50	482.30	637.95	681.15
50 kg	117.05	197.45	266.25	402.05	408.75	411.85	441.90	426.90	273.80	373.10	528.15	700.85	748.40
55 kg	125.70	212.05	287.10	438.90	445.65	448.90	481.65	465.50	295.15	406.65	573.95	763.85	815.65
60 kg	134.35	226.65	308.00	475.65	482.50	486.15	521.35	504.05	316.50	440.20	619.85	826.75	882.85
65 kg	143.05	241.30	328.75	512.45	519.30	523.25	561.10	542.65	337.95	473.70	665.65	889.55	950.20
70 kg	151.55	255.90	349.65	549.25	556.20	560.30	600.75	581.15	359.35	507.20	711.60	952.60	1,017.35
Over 70kg													
Price/kg	2.16	3.65	4.99	7.84	7.94	8.00	8.58	8.30	5.13	7.24	10.16	13.60	14.53
Min rate	151.55	255.90	349.65	549.25	556.20	560.30	600.75	581.15	359.35	507.20	711.60	952.60	1,017.35

# UPS Standard

## SCHEDULED DAY-DEFINITE DELIVERY THROUGHOUT EUROPE

Single package shipments							
zone	1	2	3	4	5	51	6
GBP							
weight							
1 kg	22.55	41.15	44.00	45.45	50.00	57.85	61.35
2 kg	22.55	44.25	47.95	51.20	58.25	67.10	70.00
3 kg	22.55	47.45	51.70	57.20	66.55	76.45	78.75
4 kg	22.55	50.55	55.70	63.05	74.75	85.65	87.45
5 kg	22.55	53.75	59.55	68.95	83.00	94.90	96.15
6 kg	25.95	55.25	60.60	71.70	90.75	97.90	101.45
7 kg	25.95	56.80	61.75	74.40	92.60	100.80	106.80
8 kg	25.95	58.30	62.90	77.20	94.35	103.65	112.20
9 kg	25.95	59.90	64.15	79.90	96.15	106.45	117.50
10 kg	25.95	61.40	65.20	82.70	97.95	109.50	122.85
11 kg	29.75	62.45	66.65	84.00	99.75	111.50	124.35
12 kg	29.75	63.45	68.05	85.25	101.55	113.70	125.85
13 kg	29.75	64.55	69.45	86.50	103.35	115.75	127.45
14 kg	29.75	65.60	70.95	87.85	105.05	117.85	128.90
15 kg	29.75	66.60	72.40	89.10	106.95	120.00	130.50
16 kg	33.60	68.25	73.80	90.40	108.75	122.10	132.00
17 kg	33.60	68.75	75.30	91.65	110.45	124.25	133.50
18 kg	33.60	69.75	76.65	92.95	112.35	126.25	135.00
19 kg	33.60	70.85	78.15	94.25	114.05	128.40	136.55
20 kg	33.60	71.85	79.55	95.50	115.85	130.65	138.05
21 kg	37.45	74.35	81.05	96.75	117.75	132.65	139.55
22 kg	37.45	75.55	82.55	98.05	119.60	134.80	141.10
23 kg	37.45	76.65	84.10	99.35	121.45	136.85	142.75
24 kg	37.45	77.85	85.55	100.65	123.30	139.05	144.25
25 kg	37.45	78.90	87.05	102.00	125.15	141.10	145.75
26 kg	41.50	80.00	88.50	103.15	127.05	143.25	147.25
27 kg	41.50	81.15	90.05	104.50	128.85	145.50	148.80
28 kg	41.50	81.55	91.65	105.80	130.80	147.50	150.25
29 kg	41.50	81.80	93.10	107.10	132.55	149.65	151.75
30 kg	41.50	82.95	94.55	108.35	134.45	151.65	153.30
31 kg	45.35	85.70	96.05	109.65	136.30	153.90	154.90
32 kg	45.35	86.90	97.55	110.95	138.15	155.85	156.40
33 kg	45.35	87.95	99.00	112.25	140.10	158.05	158.10
34 kg	45.35	89.05	100.55	113.45	141.85	160.10	160.15
35 kg	45.35	90.20	102.05	114.75	143.75	162.30	162.40
40 kg	50.35	95.30	106.85	120.15	151.55	170.95	171.05
45 kg	55.35	100.35	111.60	125.65	159.40	179.55	179.60
50 kg	60.40	105.50	116.30	131.05	167.25	188.20	188.25
55 kg	65.50	110.50	121.10	136.50	175.00	196.80	196.85
60 kg	70.45	115.55	125.75	141.90	182.85	205.55	205.60
65 kg	75.50	120.65	130.55	147.45	190.70	214.15	214.20
70 kg	80.60	125.75	135.25	152.85	198.55	222.80	222.85
Multiple package shipments							
zone	1	2	3	4	5	51	6
weight							
5 kg	24.30	57.40	62.95	72.55	86.70	98.80	102.85
10 kg	27.65	65.05	68.80	86.85	101.80	113.35	129.55
15 kg	31.60	70.70	76.35	93.55	111.40	123.85	137.35
20 kg	35.50	76.45	84.00	100.35	120.95	134.25	145.10
25 kg	39.45	82.05	91.50	107.10	130.60	144.60	153.00
30 kg	43.35	87.75	99.00	113.85	140.10	155.10	160.85
40 kg	52.40	98.55	111.30	125.95	157.00	173.95	177.55
50 kg	62.75	111.10	120.95	137.05	172.80	191.25	195.35
60 kg	72.90	121.60	130.45	148.10	188.55	208.55	213.05
70 kg	83.20	132.25	140.00	159.25	204.35	226.05	231.00
80 kg	93.45	142.85	149.50	170.20	220.05	243.30	248.65
90 kg	103.75	153.45	159.15	181.40	235.85	260.65	266.55
100 kg	114.05	164.10	168.65	192.40	251.50	278.00	284.30
120 kg	135.25	194.35	199.90	228.90	298.80	330.65	336.50
140 kg	156.45	224.50	231.05	265.35	346.10	383.30	388.65
160 kg	177.60	254.80	262.20	301.80	393.40	436.05	440.80
180 kg	198.85	285.05	293.45	338.25	440.60	488.65	493.10
200 kg	220.00	315.30	324.70	374.65	487.95	541.30	545.25
Over 200 kg							
Price/kg	1.10	1.57	1.62	1.87	2.43	2.70	2.72
Min rate	220.00	315.30	324.70	374.65	487.95	541.30	545.25

# UPS Expedited

## SCHEDULED DAY-DEFINITE DELIVERY TO DESTINATIONS OUTSIDE EUROPE

Packages	1	2	3	4	5	501
zone						
GBP						
weight						
1 kg	63.00	48.55	58.25	64.25	64.30	84.90
2 kg	72.95	54.30	66.55	73.60	73.85	104.45
3 kg	81.90	60.05	74.50	82.85	83.45	120.70
4 kg	90.80	65.80	82.50	92.20	93.10	133.60
5 kg	99.75	71.50	90.50	101.50	102.90	146.50
6 kg	104.90	74.20	96.95	109.95	111.00	159.50
7 kg	110.05	76.95	103.40	118.45	119.20	172.40
8 kg	115.20	79.70	109.85	126.95	127.40	185.35
9 kg	120.40	82.45	116.25	135.45	135.55	198.25
10 kg	125.55	85.20	122.70	143.95	144.10	211.20
11 kg	127.00	88.00	125.80	148.00	150.15	224.85
12 kg	128.45	90.70	129.00	152.05	156.55	237.70
13 kg	129.90	93.35	132.10	156.10	162.90	250.35
14 kg	131.45	96.10	135.25	160.20	169.30	263.10
15 kg	132.85	98.80	138.30	164.25	175.50	275.65
16 kg	134.35	101.45	141.50	168.35	181.95	288.40
17 kg	135.80	104.10	144.55	172.40	188.35	301.15
18 kg	137.30	106.80	147.70	176.45	194.70	310.55
19 kg	138.70	109.55	150.75	180.55	201.05	323.10
20 kg	140.25	112.20	153.95	184.60	207.50	335.65
21 kg	141.60	114.80	156.95	188.60	213.90	347.75
22 kg	143.00	117.55	160.05	192.60	220.30	359.65
23 kg	144.40	120.20	163.10	196.70	226.70	371.75
24 kg	145.80	122.90	166.20	200.80	233.10	383.80
25 kg	147.15	125.55	169.30	204.80	239.60	395.70
26 kg	148.70	128.30	172.35	208.90	246.00	403.35
27 kg	150.05	130.95	175.30	212.95	252.45	415.30
28 kg	151.45	133.60	178.45	217.00	258.90	427.20
29 kg	152.80	136.30	181.50	221.10	265.35	439.10
30 kg	154.25	139.00	184.60	225.10	271.80	450.95
31 kg	155.65	141.70	187.60	229.20	278.15	463.50
32 kg	157.10	144.40	190.70	233.25	284.55	476.20
33 kg	158.65	147.10	193.70	237.35	291.05	488.80
34 kg	160.10	149.75	196.75	241.45	297.50	501.45
35 kg	161.50	152.50	199.90	245.50	303.95	514.00
40 kg	171.05	166.05	212.45	265.65	334.10	571.05
45 kg	180.55	179.60	224.95	285.95	364.25	633.45
50 kg	189.95	193.35	237.55	306.20	394.45	696.00
55 kg	199.55	206.90	250.05	326.30	424.55	758.55
60 kg	209.05	220.55	262.65	346.70	454.80	821.10
65 kg	218.45	234.15	275.25	366.90	485.00	883.70
70 kg	228.00	247.70	287.90	387.15	515.15	946.15
75 kg	237.50	260.00	300.50	407.35	545.30	1,009.65
80 kg	247.00	272.10	313.15	427.65	575.40	1,072.70
85 kg	256.50	284.30	325.75	447.85	605.65	1,135.20
90 kg	265.95	296.55	338.30	468.10	635.80	1,197.10
95 kg	275.40	308.70	350.95	488.35	666.00	1,258.55
100 kg	285.00	320.85	363.60	508.55	696.15	1,319.50
Over 100 kg						
Price per kg	2.84	3.20	3.63	5.08	6.96	13.19
Min rate	285.00	320.85	363.60	508.55	696.15	1,319.50

# UPS Worldwide Express Freight

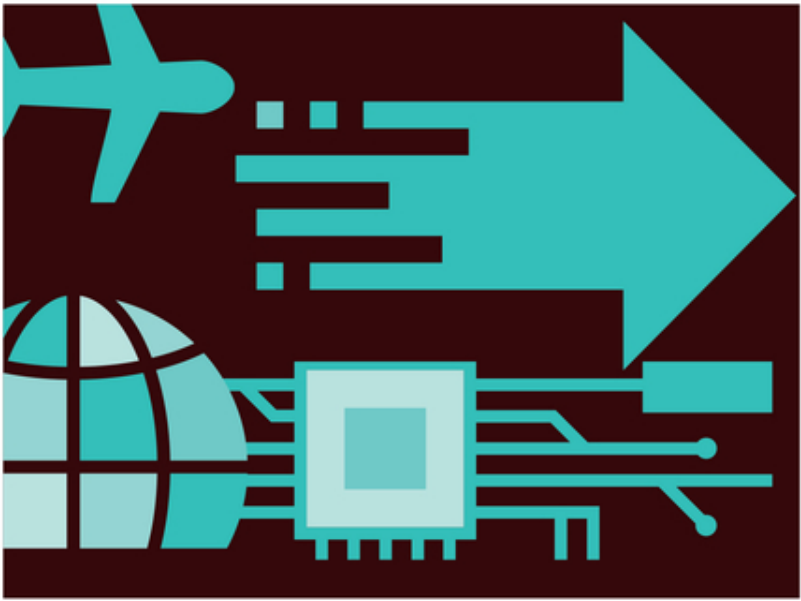
## RAPID DELIVERY OF PALLETISED SHIPMENTS WORLDWIDE

Rates applicable for: Door-to-Door, Drop-off, Hold at Location, and Drop-off & Hold at Location.

UPS Worldwide Express Freight											
zone	2	3	4	41	5	51	6	7	8	9	10
GBP											
<b>Min rate</b>	258.95	354.10	557.00	563.60	609.35	589.45	364.45	514.20	721.50	965.65	1,031.30
weight											
<b>71 - 99 kg</b>											
Price per kg	3.65	4.99	7.84	7.94	8.58	8.30	5.13	7.24	10.16	13.60	14.53
<b>100 - 299 kg</b>											
Price per kg	3.56	3.91	7.24	6.78	7.11	7.00	5.02	6.58	9.53	13.07	14.23
<b>300 - 499 kg</b>											
Price per kg	3.51	3.79	6.98	6.69	7.00	6.90	4.92	6.08	9.11	12.59	13.94
<b>500 - 999 kg</b>											
Price per kg	3.42	3.42	6.51	6.58	6.90	6.79	4.81	5.97	8.89	12.27	13.65
<b>1000 kg or more</b>											
Price per kg	3.33	3.31	6.46	6.48	6.79	6.70	4.72	5.85	8.83	12.06	13.39

**Notes** Door-to-Door refers to shipments that are collected at the sender's address and then delivered to the recipient's address. Drop-off refers to shipments that are dropped off at a UPS facility and then delivered to the recipient's address.

Hold at Location refers to shipments that are collected at the sender's address and then delivered to a UPS facility to await collection by the recipient. Drop-off and Hold at Location refers to shipments that are dropped off at a UPS facility and then delivered to another UPS facility to await collection by the recipient.





## PART A - CORE SERVICES

### DETERMINING THE SERVICE - RECEIVING SHIPMENTS

#### SECTION 1 CHOOSING THE RIGHT SERVICE PAGE 4

#### SECTION 2 DETERMINING THE RATE - SENDING SHIPMENTS PAGE 13

#### SECTION 3 DETERMINING THE RATE - RECEIVING SHIPMENTS PAGE 23

#### SECTION 4 ADDITIONAL SERVICES & CHARGES PAGE 33

#### SECTION 5 REFERENCE INFORMATION PAGE 46

#### SECTION 6 FREIGHT PAGE 56

The rate for receiving a UPS shipment is determined by its service level, origin zone, weight and any additional charges.

Our rates in your local currency are fixed in advance to avoid the effects of currency fluctuations and allow you to manage your import shipping costs.

#### **How to calculate your shipment rate:**

- 1 Make sure that you are in the correct section. The receiving rates in this section apply to any inbound domestic and international shipments when the shipping charges are billed to a party in the **receiving country**.
- 2 Determine the chargeable weight.
- 3 Turn to the service option of your choice (UPS Express Plus, Express, Express Saver, Standard, Expedited or Worldwide Express Freight).
- 4 Find your shipment type in the chart (UPS Express Envelopes, documents or packages). UPS offers separate rates for single package and multiple package shipments for the UPS Standard service.
- 5 Look up the rate that applies to the chargeable weight and zone for your shipment.
- 6 Note any additional costs, including charges for optional services.

#### **Important**

Please ensure that the shipper records your UPS account number on the UPS shipping documents.

#### **Total control of imports**

UPS can collect your shipments from around the world. To find out about our secure UPS Import Control service please refer to [Import Control & Trade Direct](#).

#### **Time saving tip**

You can also look up receiving rates in the 'Calculate Time and Cost' section on the UK homepage at [www.ups.com](http://www.ups.com).

#### **Changes to rates and additional charges**

In order to respond to evolving costs and taxes and to ensure a competitive service, UPS reserves the right to amend or introduce rates and charges. A minimum of 10 days notice will be provided.

## How to use this section

Rates in this section apply when the shipping charges are billed to a party in the receiving country.

### Zone

To determine the zone number, see [Worldwide zones](#).

### Chargeable weight – for small package shipments

Rates are based on the actual or dimensional weight of a package, whichever is greater. Any fraction of a kilogram over the chargeable weights shown takes the next highest rate.

For multiple-package shipments, total the chargeable weight of all packages in the shipment.

### Additional charges

These rates are exclusive of any additional charges, such as charges for extended or remote area delivery or any optional services. Please see [Additional Services & Charges](#) for more details.

### Tax

These rates are exclusive of tax. Where applicable, VAT will be charged at the standard rate.

### Tax

These rates are exclusive of tax. Where applicable, VAT will be charged at the standard rate.

### UPS Express Envelope

For correspondence and documents only. There is no limit on weight or number of pages you may enclose in a UPS Express Envelope. Document or package rates may apply for envelopes originating from the US.

### Maximum weight

The maximum weight for an individual package is 70kg. If you need to ship single packages or pallets in excess of 70kg using:

- 1) Guaranteed and Day Definite (UPS Worldwide Express Freight) - please call 08457 877877
- 2) Non Guaranteed (Freight) - please consult the [Freight Services](#) section in this guide or call UPS on 01753 760 100.

To determine the rate for a shipment with multiple packages weighing in total more than 70kg, 200kg (UPS Standard) or 100kg (UPS Expedited), multiply the total weight (rounded up to the next whole kilogram) by the appropriate price per kilogram shown.

The amount billed will be the result of the calculation, or the minimum rate shown, whichever is the greater.



## Chargeable weight – for UPS Worldwide Express Freight shipments

Compare the freight shipment's actual weight and dimensional weight. Whichever is the greatest of the two will be the billable weight and should be used when calculating the rate. The amount billed will be the result of the calculation, or the minimum rate shown, whichever is the greatest.

For multiple-piece shipments, the chargeable weight is determined by summing each pallet's rounded actual or dimensional weight, whichever is greater.

1. Determine actual weight and round up any fraction of a kilogram to the next whole kilogram.

2. Determine dimensional weight by multiplying the item's length by the width by the height. For each dimension, measure the largest distance, rounding each measurement to the nearest whole number. The result is the cubic size. Divide the cubic size by 5000. Round up any fraction of a kilogram to the next whole kilogram.

Example									
Freight Billable Weight: Using a Pallet*									
No. of Pieces	Type	Length Each	Width Each	Height Each	Shipment Weight	Pallet Weight	Actual Weight	Dim. Weight	Billable Weight
1	Pallet	90 cm	90 cm	90 cm	143 kg	19 kg	162 kg	146 kg	162 kg

\* Pallet billable weight is equal to the shipment weight (143kg) plus the weight of a pallet (approximately 19kg). Please note that each pallet and its secured contents is considered as one piece.

# UPS Express Plus

## EARLY MORNING DELIVERY FOR YOUR MOST TIME-SENSITIVE SHIPMENTS

UPS Express Envelopes													
zone	1	2	3	4	41	42	5	6	7	8	9	10	11
GBP	69.45	83.70	85.10	85.50	85.55	85.60	89.35	71.00	71.20	90.15	92.45	95.30	78.55
Documents up to 2.5kg other than UPS Express Envelopes													
weight													
0.5 kg	70.55	88.55	90.05	90.85	93.45	93.55	94.55	84.80	84.85	93.40	95.80	98.45	103.65
1.0 kg	70.55	91.35	94.65	96.75	99.70	99.80	102.15	91.40	91.45	100.70	105.15	107.95	117.30
1.5 kg	70.55	94.25	99.20	102.65	105.90	106.00	109.75	97.95	98.00	108.05	114.50	117.30	130.85
2.0 kg	70.55	97.05	103.85	108.45	112.10	112.20	117.45	104.50	104.55	115.30	123.95	126.75	144.30
2.5 kg	70.55	99.85	108.40	114.40	118.25	118.35	124.95	111.05	111.10	122.65	133.30	136.10	157.95
Documents over 2.5kg and Packages													
zone	1	2	3	4	41	42	5	6	7	8	9	10	11
weight													
0.5 kg	70.55	88.55	90.05	90.85	93.45	93.55	103.50	85.70	86.00	105.95	111.40	114.15	113.90
1.0 kg	70.55	91.35	94.65	96.75	99.70	99.80	110.65	93.60	93.80	113.15	121.55	123.90	124.95
1.5 kg	70.55	94.25	99.20	102.65	105.90	106.00	117.95	101.55	101.85	120.45	131.65	133.65	134.30
2.0 kg	70.55	97.05	103.85	108.45	112.10	112.20	125.20	109.50	109.75	127.70	141.90	143.35	147.85
2.5 kg	70.55	99.85	108.40	114.40	118.25	118.35	132.45	117.35	117.60	134.95	151.95	153.05	161.40
3.0 kg	74.45	101.75	111.80	119.10	129.80	129.90	139.50	122.75	122.80	141.65	156.95	162.60	167.60
3.5 kg	74.45	103.70	115.25	123.85	136.40	136.50	146.75	128.25	128.45	148.55	165.15	172.35	179.10
4.0 kg	74.45	105.60	118.80	128.50	143.00	143.10	154.05	133.85	134.35	155.35	173.45	182.10	190.55
4.5 kg	74.45	107.45	122.30	133.15	149.50	149.60	161.25	139.25	140.35	162.20	181.65	191.70	202.00
5.0 kg	74.45	109.40	125.80	137.95	156.10	156.20	165.50	144.80	146.20	169.10	189.90	201.50	213.55
5.5 kg	78.40	111.25	128.55	142.20	162.65	162.75	172.65	149.00	150.30	176.05	198.15	211.30	223.90
6.0 kg	78.40	113.15	131.40	146.35	169.20	169.30	179.70	153.30	154.35	182.90	206.30	220.90	234.30
6.5 kg	78.40	115.05	134.30	150.70	175.70	175.80	186.85	157.55	158.35	189.75	214.60	230.70	244.65
7.0 kg	78.40	116.90	137.15	154.85	182.25	182.35	194.00	161.75	162.45	196.55	222.80	240.40	255.00
7.5 kg	78.40	118.85	140.05	159.05	188.85	188.95	201.10	166.00	166.60	203.45	231.10	250.05	265.40
8.0 kg	82.35	120.75	142.95	163.15	195.40	195.50	208.15	170.20	170.70	210.35	239.30	259.85	275.80
8.5 kg	82.35	122.70	145.80	167.35	201.95	202.05	215.35	174.40	174.75	217.25	247.50	269.55	286.10
9.0 kg	82.35	124.50	148.60	171.45	208.45	208.55	222.40	178.65	178.75	224.05	255.75	279.25	296.50
9.5 kg	82.35	126.45	151.45	175.70	215.10	215.20	229.55	182.90	182.95	230.85	264.05	289.00	306.90
10 kg	82.35	128.30	154.25	179.80	221.55	221.65	236.70	187.10	187.15	237.80	272.25	298.75	317.10
11 kg	91.75	130.60	158.45	186.75	228.05	228.15	243.60	194.80	194.85	247.35	286.80	315.40	330.55
12 kg	91.75	132.75	162.85	193.65	234.55	234.65	250.60	202.60	202.65	256.85	301.35	332.15	343.90
13 kg	91.75	135.00	167.15	200.40	241.00	241.10	257.45	210.30	210.35	266.30	315.90	348.75	357.20
14 kg	91.75	137.15	171.35	207.35	247.55	247.65	264.40	218.00	218.05	275.95	330.55	365.45	370.55
15 kg	91.75	139.40	175.75	214.35	254.05	254.15	271.35	225.70	225.75	285.45	345.10	382.10	384.30
16 kg	101.20	141.55	180.05	221.40	260.50	260.60	278.25	233.45	233.50	295.05	359.60	398.85	398.90
17 kg	101.20	143.80	184.45	228.45	267.00	267.10	285.20	241.20	241.25	304.50	374.20	415.50	411.60
18 kg	101.20	145.95	188.85	235.40	273.45	273.55	292.15	248.90	248.95	314.10	388.75	432.15	425.35
19 kg	101.20	148.20	193.10	242.55	280.05	280.15	299.00	256.65	256.70	323.55	403.30	448.90	438.90
20 kg	101.20	150.40	197.55	249.40	286.50	286.60	305.95	264.35	264.40	333.20	417.80	465.55	452.65
22 kg	115.60	154.45	204.85	261.45	298.05	298.15	318.10	277.75	277.80	350.65	452.80	503.30	477.10
24 kg	115.60	158.50	212.25	273.45	309.55	309.65	330.40	291.20	291.25	368.20	487.95	541.20	501.55
26 kg	115.60	162.75	219.55	285.55	321.10	321.20	342.60	304.60	304.65	385.80	522.95	579.00	525.25
28 kg	115.60	166.80	226.85	297.60	332.55	332.65	354.80	318.00	318.05	403.30	557.90	616.85	549.00
30 kg	115.60	170.95	234.25	309.70	344.10	344.20	367.00	331.45	331.50	420.80	593.00	654.60	572.75
35 kg	124.55	179.60	256.30	344.35	376.05	376.15	412.25	373.70	375.85	468.20	679.60	753.45	620.30
40 kg	133.65	188.30	278.45	379.05	407.85	407.95	449.25	416.00	421.00	515.50	766.35	852.40	667.70
45 kg	142.60	196.95	300.45	413.75	439.70	439.80	486.25	458.35	466.10	562.90	853.00	951.30	723.90
50 kg	151.65	205.70	322.55	448.40	471.55	471.65	523.25	500.60	511.30	611.20	939.65	1,050.20	780.15
55 kg	160.70	214.40	344.50	483.10	503.40	503.50	560.35	542.95	556.55	659.50	1,026.45	1,149.10	836.35
60 kg	169.85	223.15	366.65	517.75	535.20	535.30	597.40	585.25	601.70	707.85	1,113.10	1,248.05	892.60
65 kg	178.85	231.85	388.65	552.40	567.10	567.20	634.45	627.55	646.95	756.15	1,199.70	1,346.90	948.85
70 kg	187.75	240.60	410.70	587.10	598.95	599.05	671.60	672.25	692.15	804.40	1,286.45	1,445.85	1,005.00
Over 70kg													
Price/kg	2.68	3.43	5.86	8.38	8.55	8.56	9.59	9.60	9.88	11.49	18.37	20.65	14.35
Min rate	187.75	240.60	410.70	587.10	598.95	599.05	671.60	672.25	692.15	804.40	1,286.45	1,445.85	1,005.00

# UPS Express

## NEXT MORNING DELIVERY ACROSS EUROPE AND TIME-DEFINITE DELIVERY WORLDWIDE

UPS Express Envelopes													
zone	1	2	3	4	41	42	5	6	7	8	9	10	11
GBP	39.85	42.10	44.00	44.55	44.65	44.70	47.20	30.25	30.45	49.55	51.85	54.80	37.90
Documents up to 2.5kg other than UPS Express Envelopes													
weight													
0.5 kg	41.05	46.85	48.85	50.00	52.75	52.95	54.40	44.10	44.20	52.75	55.20	57.90	63.15
1.0 kg	41.05	50.50	53.80	55.90	58.95	59.20	62.15	50.80	50.85	60.20	64.60	67.40	76.80
1.5 kg	41.05	53.40	58.35	61.75	65.15	65.45	68.70	57.35	57.40	67.50	74.05	76.80	90.45
2.0 kg	41.05	55.70	62.25	67.35	71.30	71.55	76.65	64.00	64.10	74.90	83.50	86.30	104.05
2.5 kg	41.05	57.70	65.65	72.35	77.60	77.80	83.35	70.45	70.50	82.20	93.00	95.70	117.75
Documents over 2.5kg and Packages													
zone	1	2	3	4	41	42	5	6	7	8	9	10	11
weight													
0.5 kg	41.05	46.85	48.85	50.00	52.75	52.95	63.45	45.00	45.35	65.40	70.85	73.75	73.45
1.0 kg	41.05	50.50	53.80	55.90	58.95	59.20	70.80	53.00	53.20	72.75	81.05	83.45	84.50
1.5 kg	41.05	53.40	58.35	61.75	65.15	65.45	76.85	60.95	61.30	80.00	91.35	93.20	93.90
2.0 kg	41.05	55.70	62.25	67.35	71.30	71.55	84.40	69.00	69.30	87.40	101.60	103.00	107.60
2.5 kg	41.05	57.70	65.65	72.35	77.60	77.80	90.80	76.80	77.05	94.55	111.75	112.75	121.20
3.0 kg	44.95	59.35	69.15	77.05	89.10	89.35	96.05	82.30	82.35	101.35	115.65	122.35	127.45
3.5 kg	44.95	61.10	72.55	81.85	95.70	95.85	103.10	87.85	88.10	108.30	123.90	132.25	138.95
4.0 kg	44.95	62.75	75.90	86.65	102.30	102.50	110.20	92.60	94.00	115.15	132.00	142.05	150.50
4.5 kg	44.95	64.60	79.45	91.40	108.80	108.95	117.25	98.10	100.05	122.05	140.25	151.70	161.95
5.0 kg	44.95	66.40	82.75	96.20	115.35	115.60	124.40	103.75	105.95	129.00	148.60	161.55	173.65
5.5 kg	48.90	68.15	85.65	100.25	119.30	121.70	131.35	108.10	110.10	135.95	156.60	171.35	184.05
6.0 kg	48.90	69.90	88.55	104.25	125.25	128.25	131.95	112.25	114.15	142.80	165.00	181.00	194.55
6.5 kg	48.90	71.65	91.40	108.35	131.85	134.85	137.15	116.60	118.20	149.70	173.15	190.90	204.90
7.0 kg	48.90	73.55	94.35	112.50	138.35	141.45	143.85	120.80	122.25	156.60	181.55	200.75	215.40
7.5 kg	48.90	75.30	97.10	116.60	144.35	147.95	150.55	125.10	126.40	163.50	189.80	210.35	225.85
8.0 kg	52.85	77.05	100.05	120.80	150.90	154.50	157.20	129.45	130.45	170.45	198.05	220.25	236.20
8.5 kg	52.85	78.75	103.05	125.00	157.50	161.10	163.95	133.75	134.65	177.35	206.40	230.00	246.70
9.0 kg	52.85	80.55	105.95	129.20	163.45	167.75	170.60	138.05	138.65	184.25	214.60	239.70	257.05
9.5 kg	52.85	82.45	109.00	133.40	170.00	174.15	177.25	142.35	142.80	191.10	215.40	249.55	267.50
10 kg	52.85	84.15	112.00	137.45	176.60	180.75	184.00	146.45	146.90	198.00	216.60	259.35	275.75
11 kg	62.20	86.65	116.20	144.30	182.50	187.40	190.40	154.25	154.40	207.60	229.05	276.15	289.50
12 kg	62.20	89.05	120.40	151.05	189.10	193.90	196.95	161.75	161.95	217.25	242.60	292.90	303.25
13 kg	62.20	91.55	124.65	157.80	195.60	200.45	203.45	169.30	169.55	226.70	256.15	309.65	317.05
14 kg	62.20	94.05	128.70	164.60	201.55	207.00	210.00	176.95	177.20	236.35	269.75	326.45	331.55
15 kg	62.20	96.45	132.90	171.40	213.45	214.85	216.55	184.55	184.70	245.90	283.30	343.20	344.60
16 kg	71.65	98.90	137.15	178.05	219.90	220.70	223.00	192.05	192.25	255.60	296.90	360.05	358.40
17 kg	71.65	101.45	141.30	184.95	226.40	227.40	229.50	199.65	199.80	265.05	310.50	376.80	372.15
18 kg	71.65	103.80	145.50	191.95	232.90	233.90	236.05	207.15	207.40	274.75	324.05	393.55	385.95
19 kg	71.65	106.35	149.70	198.80	239.50	240.50	242.55	214.85	215.05	284.30	337.60	410.40	399.70
20 kg	71.65	108.80	153.80	205.65	245.95	247.15	249.05	222.45	222.60	293.95	351.20	427.05	413.55
22 kg	86.05	112.45	161.60	217.75	257.45	260.00	268.40	236.35	236.50	311.55	383.75	465.15	437.75
24 kg	86.05	116.00	169.35	229.90	268.95	272.00	283.20	250.05	250.25	329.20	416.40	503.20	462.05
26 kg	86.05	119.85	177.25	242.00	280.50	283.85	295.80	263.90	264.10	346.90	449.10	541.30	486.20
28 kg	86.05	123.65	184.90	254.10	292.00	295.80	308.40	277.75	278.00	364.50	481.65	579.20	510.45
30 kg	86.05	127.55	192.75	266.25	303.55	307.85	321.00	291.70	291.85	382.15	514.30	617.25	534.75
35 kg	95.05	135.85	214.25	299.85	335.45	340.30	358.65	333.10	336.80	429.80	595.05	716.75	582.40
40 kg	104.15	144.25	235.80	333.55	367.35	372.85	396.30	374.75	382.35	477.35	675.85	816.20	630.10
45 kg	113.00	152.40	257.45	367.10	399.20	405.35	433.80	416.20	427.80	525.10	756.55	915.75	677.90
50 kg	122.10	160.60	279.00	401.55	431.10	437.85	471.35	457.80	473.15	573.70	837.40	1,015.20	725.50
55 kg	131.10	168.75	300.65	435.75	463.10	470.35	508.90	499.30	518.65	622.20	918.20	1,114.65	785.20
60 kg	140.25	177.05	322.50	470.15	494.90	502.85	546.55	540.80	564.10	670.80	998.95	1,214.20	844.85
65 kg	149.25	185.15	344.20	504.50	526.85	535.35	584.20	581.70	609.60	719.40	1,079.65	1,313.60	904.40
70 kg	158.25	193.45	366.00	538.85	558.70	567.90	621.80	622.65	655.05	767.95	1,160.45	1,413.05	964.10
Over 70kg													
Price/kg	2.26	2.76	5.22	7.69	7.98	8.11	8.88	8.89	9.35	10.97	16.57	20.18	13.77
Min rate	158.25	193.45	366.00	538.85	558.70	567.90	621.80	622.65	655.05	767.95	1,160.45	1,413.05	964.10

# UPS Express Saver

## DELIVERY DURING THE NEXT BUSINESS DAY ACROSS EUROPE AND FAST DELIVERY WORLDWIDE

UPS Express Envelopes													
zone	1	2	3	4	41	42	5	6	7	8	9	10	11
GBP	38.30	38.95	40.70	41.35	42.20	42.25	43.70	28.30	28.85	47.05	48.65	51.45	35.20
Documents up to 2.5kg other than UPS Express Envelopes													
weight													
0.5 kg	39.40	43.35	45.20	46.50	51.95	52.05	52.10	41.05	41.90	50.25	51.85	54.70	60.15
1.0 kg	39.40	47.85	51.30	53.40	58.00	58.10	58.25	47.20	48.05	57.35	60.70	63.50	73.15
1.5 kg	39.40	49.70	54.45	57.90	64.20	64.50	64.55	53.35	54.25	64.40	69.55	72.45	86.10
2.0 kg	39.40	51.55	57.60	62.35	70.20	70.90	70.95	59.40	60.45	71.50	78.35	81.35	99.15
2.5 kg	39.40	53.40	60.75	66.95	76.35	77.10	77.15	65.60	66.75	78.50	87.30	90.25	112.20
Documents over 2.5kg and Packages													
zone	1	2	3	4	41	42	5	6	7	8	9	10	11
weight													
0.5 kg	39.40	43.35	45.20	46.50	51.95	52.05	57.00	41.90	42.55	62.40	64.95	69.25	67.50
1.0 kg	39.40	47.85	51.30	53.40	58.00	58.10	63.70	49.35	50.05	69.45	74.30	78.45	80.35
1.5 kg	39.40	49.70	54.45	57.90	64.20	64.50	70.40	56.80	57.50	76.65	83.65	87.75	90.55
2.0 kg	39.40	51.55	57.60	62.35	70.20	70.90	77.15	64.05	64.95	83.80	92.90	97.05	103.60
2.5 kg	39.40	53.40	60.75	66.95	76.35	77.10	82.95	71.45	72.60	90.90	102.50	106.25	116.65
3.0 kg	43.25	54.95	64.00	71.30	84.85	86.20	88.90	76.65	78.05	97.40	107.05	115.40	119.55
3.5 kg	43.25	56.55	67.15	75.75	91.55	92.80	95.45	81.90	82.50	104.00	114.70	124.70	130.40
4.0 kg	43.25	58.10	70.25	80.20	97.65	99.35	102.00	85.75	87.10	110.70	122.20	133.90	141.15
4.5 kg	43.25	59.80	73.55	84.60	103.70	105.95	108.55	90.80	92.60	117.20	129.85	143.20	151.95
5.0 kg	43.25	61.45	76.60	89.05	106.85	109.30	115.15	96.05	98.10	123.75	137.55	152.50	162.80
5.5 kg	47.00	63.10	79.30	92.80	110.45	112.65	121.60	100.05	101.90	130.40	145.00	161.55	172.40
6.0 kg	47.00	64.70	81.95	96.50	115.95	118.75	122.15	103.90	105.65	136.90	152.75	170.75	182.10
6.5 kg	47.00	66.30	84.60	100.30	122.05	124.85	126.70	107.95	109.55	143.50	160.30	179.80	191.80
7.0 kg	47.00	68.10	87.35	104.15	128.10	130.95	132.65	111.85	113.20	150.15	168.10	188.95	201.50
7.5 kg	47.00	69.70	89.90	107.95	133.65	136.95	138.65	115.80	117.05	156.55	175.70	198.15	211.20
8.0 kg	50.80	71.30	92.60	111.85	139.70	143.05	144.45	119.85	120.75	162.95	183.35	207.25	220.85
8.5 kg	50.80	72.90	95.40	115.70	145.80	149.15	150.40	123.80	124.65	169.30	191.10	216.45	229.45
9.0 kg	50.80	74.55	98.10	119.60	151.30	155.30	156.35	127.80	128.35	175.70	198.70	225.60	238.00
9.5 kg	50.80	76.30	100.90	123.50	157.40	161.25	162.30	131.80	132.20	182.05	199.40	234.75	247.90
10 kg	50.80	77.90	103.70	127.25	163.50	167.35	168.25	135.60	136.00	188.45	200.55	243.90	255.30
11 kg	59.75	80.20	107.55	133.60	168.95	173.50	174.10	142.80	142.95	197.55	209.60	259.60	268.05
12 kg	59.75	82.45	111.45	139.85	175.05	179.50	180.05	149.75	149.95	206.70	222.05	275.30	280.75
13 kg	59.75	84.75	115.40	146.10	181.10	185.60	186.00	156.75	156.95	215.75	234.35	291.15	293.55
14 kg	59.75	87.05	119.15	152.40	186.60	191.65	191.95	163.80	164.05	224.90	246.85	306.90	306.95
15 kg	59.75	89.30	123.05	158.70	198.85	198.90	198.95	170.85	171.00	234.00	259.20	322.65	319.05
16 kg	68.75	91.55	126.95	164.85	204.30	204.35	204.40	177.80	178.00	243.30	271.50	338.45	331.85
17 kg	68.75	93.90	130.80	171.25	210.45	210.55	210.60	184.85	185.00	252.75	283.95	354.15	344.55
18 kg	68.75	96.10	134.70	177.70	216.45	216.55	216.60	191.80	192.00	262.10	296.30	369.95	357.35
19 kg	68.75	98.45	138.60	184.05	222.60	222.65	222.70	198.90	199.10	271.45	308.75	385.65	370.05
20 kg	68.75	100.70	142.40	190.40	228.70	228.80	228.85	205.95	206.10	280.80	321.00	401.55	382.90
22 kg	82.65	104.10	149.60	201.60	246.30	248.45	248.50	218.80	218.95	298.30	350.85	437.35	405.30
24 kg	82.65	107.40	156.80	212.85	257.95	261.05	262.20	231.50	231.70	315.75	380.70	473.20	427.80
26 kg	82.65	110.95	164.10	224.05	268.90	273.80	273.85	244.35	244.50	333.20	410.50	509.10	450.15
28 kg	82.65	114.45	171.20	235.25	279.90	286.35	286.45	257.15	257.40	350.60	440.35	545.05	472.60
30 kg	82.65	118.10	178.45	246.50	291.45	299.15	299.25	270.05	270.20	368.05	470.05	580.85	495.10
35 kg	91.20	125.75	198.35	277.60	321.95	330.20	332.05	308.40	312.30	413.80	544.15	672.00	539.25
40 kg	99.85	133.55	218.30	308.80	351.85	361.40	366.90	346.95	354.50	466.20	618.00	763.20	583.40
45 kg	108.45	141.10	238.35	339.90	382.35	392.55	401.65	385.35	396.55	513.05	691.90	854.35	627.65
50 kg	117.05	148.70	258.30	371.80	412.75	423.75	436.40	423.85	438.60	559.95	765.80	945.60	671.75
55 kg	125.70	156.25	278.35	403.45	443.25	454.85	471.20	462.30	480.75	606.80	839.80	1,036.90	727.00
60 kg	134.35	163.90	298.60	435.30	473.70	486.00	506.05	500.70	522.85	653.65	913.60	1,128.10	782.25
65 kg	143.05	171.45	318.70	467.10	504.20	517.15	540.90	538.60	565.05	700.45	987.55	1,224.85	837.40
70 kg	151.55	179.10	338.85	498.90	534.65	548.35	575.70	576.50	607.10	747.25	1,061.45	1,321.70	892.65
Over 70kg													
Price/kg	2.16	2.55	4.84	7.12	7.63	7.83	8.22	8.23	8.67	10.67	15.16	18.88	12.75
Min rate	151.55	179.10	338.85	498.90	534.65	548.35	575.70	576.50	607.10	747.25	1,061.45	1,321.70	892.65

# UPS Standard

## SCHEDULED DAY-DEFINITE DELIVERY THROUGHOUT EUROPE

Single package shipments							
zone	1	2	3	4	5	51	6
GBP							
weight							
1 kg	22.55	21.70	22.65	23.30	34.75	52.95	56.85
2 kg	22.55	23.15	24.25	24.90	37.75	56.50	60.45
3 kg	22.55	24.60	25.95	26.60	40.80	59.65	64.05
4 kg	22.55	26.00	27.55	28.30	43.85	62.90	67.50
5 kg	22.55	27.45	29.30	30.05	46.95	65.95	71.15
6 kg	25.95	28.85	30.50	31.30	49.65	68.85	74.30
7 kg	25.95	30.15	31.80	32.65	52.40	71.60	77.65
8 kg	25.95	31.55	33.10	34.00	55.10	74.40	80.75
9 kg	25.95	32.80	34.30	35.25	57.90	77.25	84.00
10 kg	25.95	34.10	35.55	36.50	60.60	80.10	87.15
11 kg	29.75	35.25	36.70	37.75	62.20	81.85	88.70
12 kg	29.75	36.35	37.80	39.05	63.80	83.45	90.05
13 kg	29.75	37.45	38.95	40.35	65.55	85.15	91.50
14 kg	29.75	38.50	40.15	41.50	67.15	86.85	92.95
15 kg	29.75	39.60	41.30	42.80	68.75	88.70	94.35
16 kg	33.60	40.55	42.40	44.05	70.35	90.35	95.85
17 kg	33.60	41.70	43.60	45.35	72.00	92.00	97.35
18 kg	33.60	42.75	44.80	46.50	73.70	93.70	98.80
19 kg	33.60	43.70	46.00	47.80	75.35	95.40	100.15
20 kg	33.60	44.80	47.05	49.10	76.85	97.00	101.60
21 kg	37.45	45.70	47.95	50.30	78.30	98.50	103.05
22 kg	37.45	46.50	48.65	51.55	79.75	100.10	104.50
23 kg	37.45	47.35	49.50	52.80	81.20	101.65	105.95
24 kg	37.45	48.25	50.30	54.15	82.70	103.30	107.45
25 kg	37.45	49.05	51.10	55.35	84.15	104.80	108.85
26 kg	41.50	49.90	51.90	56.60	85.55	106.35	110.30
27 kg	41.50	50.85	52.65	57.80	87.05	107.95	111.70
28 kg	41.50	51.60	53.50	58.90	88.50	109.55	113.15
29 kg	41.50	52.50	54.30	60.05	89.95	111.10	114.65
30 kg	41.50	53.40	55.05	61.10	91.50	112.65	116.10
31 kg	45.35	54.20	55.95	62.35	93.00	114.35	117.50
32 kg	45.35	54.95	56.80	63.45	94.50	115.95	118.95
33 kg	45.35	55.75	57.65	64.70	96.05	117.55	120.50
34 kg	45.35	56.60	58.55	65.90	97.55	119.25	121.80
35 kg	45.35	57.35	59.40	67.15	99.05	120.85	123.30
40 kg	50.35	60.20	62.50	71.70	105.40	127.30	129.55
45 kg	55.35	63.10	65.55	76.45	111.55	133.80	135.75
50 kg	60.40	66.00	68.55	81.00	117.85	140.30	141.90
55 kg	65.50	68.90	71.60	85.70	124.20	146.80	148.20
60 kg	70.45	71.75	74.70	90.40	130.50	153.15	154.35
65 kg	75.50	74.65	77.80	95.00	136.70	159.70	160.65
70 kg	80.60	77.50	80.85	99.65	143.05	166.40	166.80
Multiple package shipments							
zone	1	2	3	4	5	51	6
weight							
5 kg	24.30	29.45	32.50	33.40	50.70	70.25	76.65
10 kg	27.65	36.10	39.30	40.35	64.50	84.65	92.55
15 kg	31.60	41.75	45.00	46.85	72.65	92.75	99.80
20 kg	35.50	47.30	50.75	53.30	80.75	100.80	107.10
25 kg	39.45	51.55	54.95	59.30	88.55	108.95	114.40
30 kg	43.35	55.95	59.30	65.50	96.25	117.10	121.70
40 kg	52.40	63.15	66.80	76.35	110.45	131.60	135.25
50 kg	62.75	69.10	74.40	85.55	123.10	144.25	147.60
60 kg	72.90	74.85	81.95	94.90	135.80	156.85	159.90
70 kg	83.20	80.70	89.45	104.20	148.55	169.60	172.25
80 kg	93.45	89.65	96.95	113.45	161.25	182.30	184.50
90 kg	103.75	98.80	104.50	122.85	173.95	194.95	196.80
100 kg	114.05	107.90	112.05	132.15	186.60	207.70	209.10
120 kg	135.25	128.45	132.90	156.10	221.65	246.65	247.15
140 kg	156.45	148.95	153.85	180.10	256.55	285.65	285.70
160 kg	177.60	169.50	174.55	204.15	291.55	324.60	324.65
180 kg	198.85	190.05	195.45	228.05	326.60	363.50	363.55
200 kg	220.00	210.60	216.30	252.10	361.60	402.50	402.55
Over 200 kg							
Price per kg	1.10	1.05	1.08	1.26	1.80	2.01	2.02
Min rate	220.00	210.60	216.30	252.10	361.60	402.50	402.55

# UPS Expedited

## SCHEDULED DAY-DEFINITE DELIVERY FROM DESTINATIONS OUTSIDE EUROPE

Packages	1	2	3	4	41	42	43
zone							
GBP							
weight							
1 kg	60.65	41.25	42.05	66.35	77.90	72.10	76.05
2 kg	64.50	55.45	55.80	78.50	100.40	90.10	94.05
3 kg	68.35	69.50	69.55	90.85	116.00	103.80	111.95
4 kg	72.15	77.80	77.95	103.10	136.95	118.50	129.90
5 kg	75.90	86.05	86.30	115.30	157.95	133.45	147.85
6 kg	79.25	94.20	94.75	127.55	176.65	148.20	165.60
7 kg	82.65	102.50	103.05	139.75	195.45	163.05	183.30
8 kg	85.90	110.70	111.40	152.05	214.20	177.85	201.05
9 kg	89.30	118.95	119.80	164.30	230.90	192.75	218.90
10 kg	92.60	127.40	128.15	176.55	247.60	194.60	236.50
11 kg	94.25	133.75	134.50	185.15	257.30	201.25	249.30
12 kg	95.90	140.25	140.85	193.75	269.55	213.10	264.30
13 kg	97.65	146.70	147.25	202.40	281.80	224.95	279.45
14 kg	99.25	153.10	153.65	211.00	294.70	236.95	294.65
15 kg	100.90	159.55	160.00	219.60	306.30	248.80	309.70
16 kg	102.55	164.70	165.30	228.25	318.60	260.65	324.85
17 kg	104.25	169.95	170.65	236.90	330.80	272.55	340.05
18 kg	105.90	175.10	176.00	245.60	339.45	281.50	351.40
19 kg	107.35	180.35	181.25	254.10	351.50	293.30	366.40
20 kg	108.95	185.55	186.60	262.80	363.75	305.00	381.45
21 kg	110.70	187.70	188.80	278.15	374.45	319.15	398.50
22 kg	112.45	189.95	191.10	278.15	385.10	333.30	415.50
23 kg	114.00	192.20	193.35	293.65	395.75	347.50	432.55
24 kg	115.70	194.45	195.60	293.65	406.40	361.65	449.55
25 kg	117.40	196.70	197.80	309.00	414.80	373.80	464.10
26 kg	118.95	198.95	200.05	309.00	423.15	385.85	478.55
27 kg	120.55	201.25	202.30	324.50	433.75	399.90	495.40
28 kg	122.15	203.45	204.50	324.50	444.25	413.95	512.35
29 kg	123.75	205.70	206.80	339.95	454.85	427.95	529.20
30 kg	125.40	207.95	209.05	339.95	465.45	441.90	545.95
31 kg	126.90	210.10	211.30	382.95	473.75	455.85	563.10
32 kg	128.55	212.25	213.50	382.95	482.05	469.75	580.30
33 kg	130.25	214.40	215.75	382.95	490.40	483.70	597.45
34 kg	131.80	216.70	218.05	382.95	498.70	497.60	614.65
35 kg	133.40	218.90	220.30	382.95	506.95	511.45	631.70
40 kg	139.70	230.50	233.60	427.30	542.55	574.80	709.75
45 kg	146.20	242.05	246.95	471.70	583.70	643.50	794.55
50 kg	152.65	253.75	260.20	516.00	624.70	712.20	879.45
55 kg	159.05	265.35	273.50	560.35	676.10	781.05	964.25
60 kg	165.50	276.95	286.80	604.70	727.50	849.60	1,049.15
65 kg	172.00	288.60	300.10	649.00	778.75	918.40	1,139.20
70 kg	178.30	300.15	313.40	693.40	830.15	987.20	1,229.20
75 kg	184.75	311.80	326.85	737.80	885.95	1,053.45	1,311.70
80 kg	191.25	323.40	340.10	782.20	941.20	1,119.20	1,393.55
85 kg	197.50	334.95	353.35	826.55	996.00	1,184.40	1,474.75
90 kg	203.70	346.70	366.65	870.85	1,050.35	1,249.05	1,555.20
95 kg	210.05	358.25	379.95	915.25	1,104.25	1,313.15	1,635.05
100 kg	216.55	369.95	393.25	959.55	1,157.80	1,376.75	1,714.20
Over 100 kg							
Price per kg	2.16	3.69	3.93	9.59	11.57	13.76	17.14
Min rate	216.55	369.95	393.25	959.55	1,157.80	1,376.75	1,714.20

# UPS Worldwide Express Freight

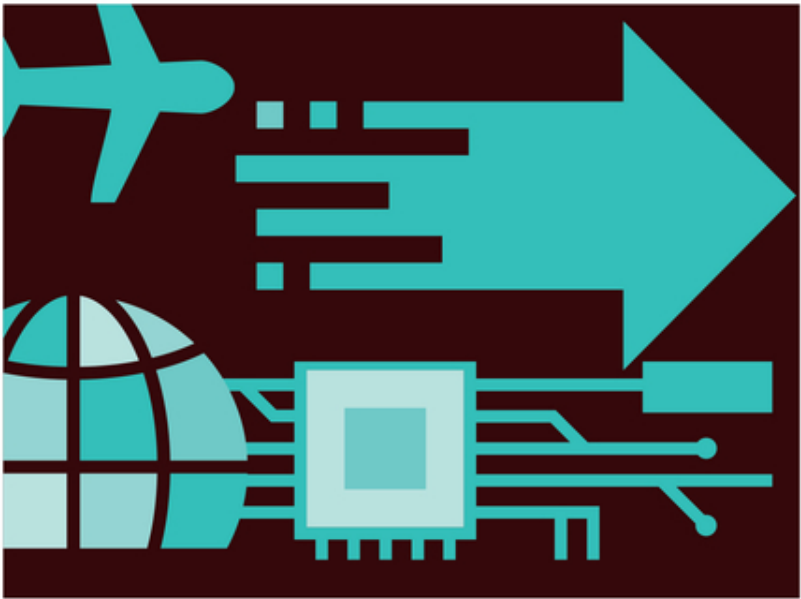
## RAPID DELIVERY OF PALLETISED SHIPMENTS WORLDWIDE

Rates applicable for: Door-to-Door, Drop-off, Hold at Location, and Drop-off & Hold at Location

UPS Worldwide Express Freight											
zone	2	3	4	41	5	6	7	8	9	10	11
GBP											
<b>Min rate</b>	181.50	343.05	505.35	542.25	583.55	584.30	615.25	757.65	1,076.30	1,340.40	905.15
weight											
<b>71 - 99 kg</b>											
Price per kg	2.55	4.84	7.12	7.63	8.22	8.23	8.67	10.67	15.16	18.88	12.75
<b>100 - 299 kg</b>											
Price per kg	2.51	4.77	7.03	7.54	7.83	8.14	8.32	10.55	14.08	18.68	11.54
<b>300 - 499 kg</b>											
Price per kg	2.50	4.72	6.97	7.48	7.67	8.06	8.18	10.45	13.79	18.49	11.31
<b>500 - 999 kg</b>											
Price per kg	2.47	4.67	6.89	7.40	7.52	7.97	8.00	10.34	13.52	18.31	11.08
<b>1000 kg or more</b>											
Price per kg	2.44	4.63	6.82	7.33	7.36	7.88	7.89	10.24	13.25	18.13	10.86

**Notes** Door-to-Door refers to shipments that are collected at the sender's address and then delivered to the recipient's address. Drop-off refers to shipments that are dropped off at a UPS facility and then delivered to the recipient's address.

Hold at Location refers to shipments that are collected at the sender's address and then delivered to a UPS facility to await collection by the recipient. Drop-off and Hold at Location refers to shipments that are dropped off at a UPS facility and then delivered to another UPS facility to await collection by the recipient.







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CHOOSING THE RIGHT SERVICE  
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**SECTION 2**  
DETERMINING THE RATE - SENDING SHIPMENTS  
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**In this section you will find information about the additional services available from UPS.**

**These include:**

- [UPS online shipping solutions](#)
- [UPS Visibility Services](#)
- [UPS Collect on Delivery and Billing Services](#)
- [UPS Returns](#)
- [UPS Import Control](#)
- [UPS Trade Direct](#)
- [UPS World Ease](#)
- [UPS TradeAbility](#)
- [UPS Mail Logic](#)
- [Mail Boxes Etc.](#)
- [UPS Access Point](#)
- [UPS Brokerage Services](#)
- [UPS Paperless Invoice](#)

**How to calculate the total shipping cost:**

- 1** Calculate the shipping charge for sending or receiving a shipment (see [Section 2](#) or [Section 3](#)).
- 2** In this section, look up the charge for any additional service that might apply to your shipment. Please note that some charges are per package and some are per shipment. All packages covered under one waybill shall be considered a single shipment.
- 3** Add the two amounts together to find the total cost for your shipment (excluding customs or excise duties and taxes).

**Unless otherwise indicated, charges for additional services will be billed to the payer and apply to all UPS service options.**

The rates and additional charges detailed in this publication are effective 30th December 2013.

The latest information can be found on the UPS website [www.ups.com](http://www.ups.com) or may be confirmed by contacting the UPS Customer Service Centre on 08457 877 877.

**Changes to rates and additional charges**

In order to respond to evolving costs and taxes and to ensure a competitive service, UPS reserves the right to amend or introduce rates and charges. A minimum of 10 days notice will be provided.

## How can UPS help me send and track my shipments?

### [UPS online shipping solutions](#)

Prepare shipments, track deliveries and send customer notifications 24 hours a day.

Use our electronic services to prepare, send and track shipments and reduce manual paperwork, costs and time.

You can also produce labels with barcode details for reliable sorting and handling through the UPS network.

Service	Description	Features	Fee
<b>UPS Internet Shipping</b>	Ideal for customers sending five or less small packages or freight shipments per day.	<ul style="list-style-type: none"> <li>• Easy-to-use and requires no downloaded software.</li> <li>• Process shipments from different workstations.</li> <li>• Compare service options and estimate the time and cost of your shipment.</li> <li>• Track your shipments, view delivery signatures and print standard customs documentation, such as commercial invoices.</li> </ul>	Free of charge.
<b>UPS CampusShip®</b>	Provides all the benefits of UPS Internet Shipping with added centralised control.	<ul style="list-style-type: none"> <li>• As with UPS Internet Shipping, staff can process shipments from multiple locations.</li> <li>• Designated administrators can create various shipping guidelines, accurately track shipping costs by department or location and produce detailed usage reports.</li> </ul>	Free of charge.
<b>WorldShip®</b>	An efficient shipping and tracking software for those who regularly ship high package or freight volumes.	<ul style="list-style-type: none"> <li>• Available for both standalone PCs and LAN environments, WorldShip generates all the required shipping documentation, automatically uploads the information to UPS and provides many other time-saving features.</li> <li>• Access to the complete range of UPS's additional services.</li> </ul>	Free of charge.
<b><u>UPS Developer Kit</u></b>	Integrate UPS shipping functionality directly into your website or enterprise system.	<ul style="list-style-type: none"> <li>• The UPS Shipping API is available in the latest XML technology and gives you access to multiple UPS services. This tool is ideal for networking shipping activities at different retail locations, dealers or branch offices.</li> <li>• The UPS Signature Tracking API obtains valuable proof of delivery information including the delivery address and a digital image of the recipient's signature.</li> <li>• The UPS Rates and Service Selection API lets online shoppers compare prices and select shipping services.</li> <li>• The UPS Tracking API provides up-to-the-minute package status to your customers.</li> <li>• The UPS Time in Transit API enables your employees and customers to compare different UPS shipping services.</li> </ul>	Free of charge.

**UPS Waybill** – If you are unable to use our online shipping solutions you must manually complete a UPS Waybill for every shipment. Please note that certain optional services, such as COD or UPS Returns, will not be available when using a manual UPS Waybill.

## UPS Visibility Services

Convenient ways to track your packages online or on the move.

UPS has the most comprehensive set of free tracking, tracing and proof of delivery services that allow you to track your shipments in different ways.

Service	Description	Fee
<b>UPS Tracking</b>	Track up to 25 shipments instantly on <a href="http://www.ups.com">www.ups.com</a> .	Free of charge.
<b>Reference Number Tracking</b>	Track packages using your own internal or customer reference codes. Use this predefined reference to track a shipment, just like you would with a standard UPS tracking number. When using UPS Internet Shipping, WorldShip or UPS CampusShip, described in <a href="#">Online Shipping</a> , these reference codes can enable you to allocate costs easier to the correct departments or clients.	Free of charge.
<b>UPS SMS Tracking</b>	Enables you to track your shipments wherever you are via your mobile phone.	No UPS charge.
<b>Proof of Delivery (POD)*</b>	Ideal for customers without internet access. Upon request, UPS will provide proof of delivery of your shipment via fax or post.	GBP 3.55 billed to the requester for each letter or fax.
<b>UPS Tracking API</b>	Give your customers access to package tracking information through your website. Tracking can also be done through your order or reference number.	Free of charge.
<b>UPS Signature Tracking API</b>	The UPS Signature Tracking API obtains valuable proof of delivery information including the delivery address and a digital image of the recipient's signature. UPS account information is required to access the proof of delivery online and only your authorised customers will have access.	Free of charge.

Take advantage of our Quantum View® services to centrally track and manage your small package and freight shipments.

Service	Description	Features	Fee
<b>Quantum View Notify</b>	An automated email or SMS text messaging service that notifies designated recipients whenever a shipment is sent, rescheduled or delivered.	<p><b>Ship Notification:</b> A notification that includes date of shipment, a tracking link and scheduled date of arrival.</p> <p><b>Exception Notification:</b> Informs of a rescheduled delivery date in the event of delays.</p> <p><b>Delivery Notification:</b> Provides delivery and shipment details, including time of delivery and name of recipient.</p> <p>Quantum View Notify is an option under the preferences menu of UPS Internet Shipping, UPS CampusShip or WorldShip.</p>	Free of charge.
<b>Quantum View Manage</b>	Web-accessible information on outgoing and incoming UPS shipments, billing information and import clearance.	View three types of information: outbound shipping, inbound shipping, or alternate billing information.	Free of charge.

**Important.** Quantum View Manage and Quantum View Data require a secure login and PIN code, which can be obtained from your UPS sales representative. Want to know more about our privacy policy? Please visit [www.ups.com](http://www.ups.com).

**Note.** All charges for our additional and optional services are shown exclusive of taxes. Where applicable, VAT will be chargeable at the standard rate.

\* Not applicable for UPS Worldwide Express Freight.

## How can UPS help improve my cashflow?

### UPS Collect on Delivery Service

UPS offers UPS Collect on Delivery for domestic and European destinations.

Service	Description	Features	Fee
<b>UPS Collect on Delivery (COD)*</b>	UPS will attempt to collect cheque or cash payment for your shipment at the time of delivery.	<p>Where cash is collected, the maximum amount is the local currency equivalent of USD 5,000 per receiver per day.</p> <p>Where a cheque is collected, the maximum amount is the local currency equivalent of USD 50,000 per receiver per day.</p> <p>UPS accepts COD shipments for domestic deliveries and for deliveries within the EU, Liechtenstein, Norway and Switzerland. The payment collected is normally remitted to you within a week after delivery of your goods.</p> <p>Not all postal codes in a given country have COD service available. To confirm if your destination is in a COD area, please contact the UPS call centre on 08457 877 877.</p>	For each COD shipment, 1% of the amount collected or a minimum of GBP 15.45 in addition to the shipping costs.

### UPS Electronic Billing Solutions

UPS can help you review, analyse and allocate shipping expenses quickly and easily.

Service	Description	Features	Fee
<b>UPS Billing Centre</b>	Use UPS.com to view, print, and pay your UPS invoice charges quickly and securely.	<p>With the UPS Billing Centre, you can do the following 24 hours a day:</p> <ul style="list-style-type: none"> <li>• Check your account balances.</li> <li>• View your account shipping activity.</li> <li>• Print or download copies of your invoice in a CSV or PDF format.</li> <li>• Receive e-mail notifications when new invoices are available.</li> <li>• Pay your invoices online.</li> <li>• Request adjustments.</li> </ul>	Free of charge.
<b>UPS Billing Data</b>	Securely access your billing data whenever you log in to My UPS. Additionally, UPS will send an email notification once your latest invoice is ready.	<ul style="list-style-type: none"> <li>• A single data file contains UPS shipping information for each of the account numbers you choose to enrol.</li> <li>• Data is sent in a compressed (zip) format to accelerate download times.</li> <li>• Data can be automatically sent to you upon request.</li> <li>• Up to one year of billing data history is available.</li> <li>• Available in Microsoft Access (.csv), Extensible Markup Language (.xml), Portable Document Format (.pdf) or Electronic Data Interchange (EDI 210) file formats.</li> </ul>	Free of charge.
<b>UPS Billing Analysis Tool</b>	The downloadable Billing Analysis Tool provides detailed views of your billing data. If you do not have the time or resources to implement an enterprise-wide solution right away, this tool is a useful complement to UPS Billing Data.	<ul style="list-style-type: none"> <li>• Multiple views of billing data from all of your accounts make it easy to keep track of billing expenses right from your home or office. The ability to spot trends and then make adjustments based on that information can help you cut costs and increase your overall efficiency.</li> <li>• Supports multiple currencies.</li> <li>• Available in several European languages.</li> </ul>	Free of charge.

**Time saving tip.** Learn more about UPS Billing Data with our free online demo available at [www.ups.com](http://www.ups.com).

**Note.** All charges for our additional and optional services are shown exclusive of taxes. Where applicable, VAT will be chargeable at the standard rate.

\* Not applicable for UPS Worldwide Express Freight.

## How can UPS help return my goods?

**UPS Returns®** Your goods can come back as easily as they go. Whether you need a shipment returned from a nearby city within Europe or from across the globe, UPS Returns can simplify the process by meeting a complete range of reverse logistics needs.

Service	Description	Fee
<b>UPS Returns Plus</b>		
<b>UPS 1 Attempt Returns Plus</b>	Allows you to request a collection for the prompt return of a package or pallet. A UPS driver will make one attempt to collect the return item. If unable to collect the return item, our driver will leave the label for your customer. The customer will then apply the label to the return item and arrange a collection with UPS or take it to an appropriate UPS collection location. For service availability please see notes below.	GBP 3.20 per package (or per pallet for WW Express Freight) in addition to the relevant receiving shipping costs.
<b>UPS 3 Attempts Returns Plus*</b>	Allows you to request a collection for the prompt return of a package. The UPS driver will attempt to collect your package for three consecutive business days. If, by the third attempt, the driver is still unsuccessful in collecting the shipment, the label will be returned to UPS and you will have to reprocess the service request. For service availability please see notes below.	GBP 4.60 per package in addition to the relevant receiving shipping costs.
<b>UPS Returns</b>		
<b>UPS Prints and Posts Return Label</b>	UPS prints and posts return labels to your customer. This is suitable for a variety of circumstances such as product recalls. Once applied, your customer can arrange a collection with UPS. For service availability please see notes below.	GBP 2.50 per package (or per pallet for WW Express Freight) in addition to the relevant receiving shipping costs.
<b>UPS Print Return Label</b>	Enables you to generate a label and include it in an outbound shipment to over 135 countries worldwide. You may also distribute the labels separately after your shipment has been sent. Customers then simply apply the label to their return item and arrange a collection with UPS or take it to an appropriate UPS collection location. For service availability or for UPS location details, please call UPS on 08457 877 877 or visit <a href="http://www.ups.com">www.ups.com</a> .	Free of charge aside from relevant receiving shipping costs.
<b>UPS Electronic Return Label</b>	Allows you to email a return label to customers in over 135 countries. Your customer can then print the return label and a receipt before either arranging a collection with UPS or taking it to an appropriate UPS collection location. For service availability or for UPS location details, please call UPS on 08457 877 877 or visit <a href="http://www.ups.com">www.ups.com</a> .	GBP 0.95 per package (or per pallet for WW Express Freight) in addition to the relevant receiving shipping costs.
<b>UPS Authorised Return Service*</b>	A contractual service designed for high-volume shippers who return products with a similar size, weight or value, such as printer cartridges. It enables you to order pre-printed return labels from UPS to include in your outgoing shipments or to mail separately. Your customer then simply applies the label to the package and arranges a collection with UPS.	A contractual service.
<b>UPS Returns Exchange*</b>	A special service, in which a UPS driver delivers a replacement item and, during the same delivery, collects a similar item to be returned. The packaging for the replacement item is reused for the collected item, ensuring the returns process is quick and efficient. This contractual service is ideal for warranty replacements and product exchanges.	GBP 9.85 per package in addition to the relevant sending and receiving costs.
<b>UPS Returns Pack and Collect*</b>	A customisable service that gives you complete control over a return. Schedule the returns collection at a designated location and time frame. A UPS driver will then arrive with UPS-provided packaging and collect the item to be returned. You even have the choice of one or three collection attempts, depending on your needs.	For one collection attempt, in addition to the relevant receiving costs: GBP 8.85 for collections with a small, UPS-provided box GBP 10.90 for collections with a medium, UPS-provided box GBP 11.95 for collections with a large, UPS-provided box For three collection attempts, in addition to the relevant receiving costs: GBP 10.90 for collections with a small, UPS-provided box GBP 12.45 for collections with a medium, UPS-provided box GBP 14.05 for collections with a large, UPS-provided box

**Easy Access** – UPS Returns are instantly accessible. All services can be used with UPS's free shipping systems: UPS Internet Shipping, WorldShip, UPS CampusShip or host-to-host EDI systems.

### Notes

- For domestic and intra-EU return shipments, the entire return process can be handled with just the return label. There is no contract with the returning party.
- Shipments to or from countries outside the EU require both a return label and a commercial invoice in order for the shipment to pass smoothly through customs. Regulations and requirements for documentation for individual commodities vary from country to country. It is essential to review commodity-specific documentation stipulations for both the country of origin and the country of destination. Depending on the commodity and its use, special licensing and notations for accompanying documentation may be required.
- If the international shipment is returned to a different country than where the requesting party resides, a customer contract will be required.
- UPS 1 Attempt and UPS 3 Attempts Returns Plus are available for collection in the EU plus the following countries: Canada, Liechtenstein, Mexico, Norway, Puerto Rico, Russia, Switzerland, United States.

- UPS Prints and Posts Return Label is available for retrieving goods within the EU plus the following countries or locations: Australia, Brazil, Canada, China, Hong Kong, India, Japan, Liechtenstein, Malaysia, Mexico, Norway, Philippines, Puerto Rico, Russia, Singapore, South Korea, Switzerland, Thailand, United States.
- All UPS Returns are subject to UPS's Terms and Conditions of Carriage.

**Note.** All charges for our additional and optional services are shown exclusive of taxes. Where applicable, VAT will be chargeable at the standard rate.

\* Not applicable for UPS Worldwide Express Freight.

## What optional services are available from UPS?

Service	Description	Fee
<b>Declared Value for Carriage</b>	UPS automatically protects every shipment against loss or damage, up to a certain value, as described in <a href="#">Liability</a> . With Declared Value for Carriage, you may increase UPS's limit of liability for proven losses by declaring a higher value for carriage on the UPS shipping documentation. The value of the goods declared shall not in any event exceed USD 50,000 or its local currency equivalent per package. Refer to UPS's <a href="#">Terms and Conditions of Carriage</a> for more information.	1% of the value of the goods declared for carriage or a minimum of GBP 3.95.
<b>Saturday Delivery</b>	For time-critical package or pallet shipments, UPS offers the convenience of Saturday Delivery. Delivery times depend on the shipping service you choose, and the origin and destination of your shipment. For WW Express Freight, this service is only available to select destinations in the US and Canada. Please contact your UPS Customer Service Centre on 08457 877 877 for service availability or visit <a href="http://www.ups.com">www.ups.com</a> .	<b>WW Express Freight</b> GBP 135 per shipment will be charged in addition to shipping costs. <b>All other core services</b> GBP 18.35 per domestic delivery will be charged in addition to shipping costs. GBP 50.70 per international delivery will be charged in addition to shipping costs.
<b>Book-ins*</b>	Where customers wish, by pre-arrangement, to schedule a specific delivery time, a surcharge will be applied for storing each package or shipment until the time of delivery.	GBP 4.00 per package, subject to a minimum charge of GBP 11.90 per shipment per 24 hours will be billed to the shipper.
<b>Signature Required</b>	Normally, UPS requires the signature of the receiver for all deliveries. As an exception, deliveries in certain countries are allowed on "Driver Release" (delivery in a pre-determined location in the receiver's premises without the need for a delivery signature). Use Signature Required to prevent the use of "Driver Release" in applicable countries.	Free of charge.
<b>Adult Signature Required</b>	Use Adult Signature Required to prevent minors from accepting deliveries of goods for legal or other reasons. This may apply to alcoholic beverages, tobacco products (see "Shipping prohibited articles on a contractual basis with UPS" on Prohibited articles or goods you prefer an adult to receive).	GBP 2.10 per shipment will be charged.
<b>UPS carbon neutral</b>	UPS carbon neutral is a more responsible way to ship. For a low, flat fee per package or pallet, UPS will purchase offsets to compensate for the calculated carbon dioxide (CO <sub>2</sub> ) emissions associated with the transport of your shipment. Purchased offsets compensate for the calculated carbon impact from shipping by reducing it elsewhere through the support of environmentally-responsible projects. Visit <a href="http://www.ups.com/carbonneutral">www.ups.com/carbonneutral</a> for more information.	GBP 0.10 per package for domestic UPS Express Plus, UPS Express, UPS Express Saver and UPS Standard shipments. GBP 0.20 per package for UPS Express Plus, UPS Express, UPS Express Saver and UPS Standard shipments within the EU, as well as UPS Standard shipments to Liechtenstein, Norway and Switzerland. GBP 0.50 per package for UPS Express Plus, UPS Express (NA1), UPS Express, UPS Express Saver shipments outside of the EU, and for UPS Expedited shipments. GBP 12.50 per pallet for UPS Worldwide Express Freight shipments.

## What additional costs might apply to your shipment?

Charge	Description	Fee
<b>Fuel Surcharge</b>	In the event of a change in fuel prices, UPS may add or modify a surcharge on rates by an amount it may reasonably consider to reflect the consequential increase in its direct operating costs.  <b>Express Services and Expedited Service Fuel Surcharge</b> UPS uses an index-based surcharge based on the U.S. Gulf Coast Jet Fuel Prices reported by the US Department of Energy for the month that is two months prior to the adjustment.  <b>Standard Service Fuel Surcharge</b> This applies to all UPS Standard shipments and is based on the average published consumer prices (including duties and taxes) of diesel fuel from the last week of the month that is two months prior to the adjustment. Weekly updates of these average prices are published by the European Commission Directorate General for Energy and Transport in the Oil Bulletin.	This charge applies to shipping charges and the following additional services: • Saturday Delivery • Extended Area and Remote Area Collection and Delivery • Residential Delivery • Large Package Surcharge • Oversize Pallet Charge  This surcharge is adjusted monthly. Changes to the surcharge will be effective on the first Monday of each month. The latest details concerning any fuel surcharge applicable are available at <a href="http://www.ups.com">www.ups.com</a> .
<b>Residential Delivery Service</b>	UPS provides delivery service to residential addresses as well as business addresses. A residential delivery is one made to a home, including a business operating out of a home, which does not have an entrance that is open to the public.	<b>WW Express Freight</b> GBP 72.00 per shipment will be billed in addition to the shipping costs. <b>All other core services</b> GBP 1.85 per shipment will be billed in addition to the shipping costs.
<b>Address Correction</b>	If a mistake has been made in the address and the correct address is within the same destination country, UPS will make every reasonable effort to find the correct address and deliver the shipment.	GBP 4.90 per shipment will be billed to the shipper in addition to the shipping costs.

**Note.** All charges for our additional and optional services are shown exclusive of taxes. Where applicable, VAT will be chargeable at the standard rate.

\* Not applicable for UPS Worldwide Express Freight.

Charge	Description	Fee
<b>Special Handling of Undeliverable Shipments</b>	For all shipments within the EU and for all domestic shipments, when UPS has taken measures to try to deliver the shipment but has been unsuccessful, UPS will automatically return the shipment by our UPS Standard service (where available). The return charges, which include transportation and fuel costs, will be charged to the shipper, except for undeliverable domestic shipments, in which case the payer of the original costs will be charged. For all shipments outside the EU, UPS will contact the shipper and process the shipment upon instructions. The shipping costs and a surcharge will be charged to the shipper for the processing of each such undeliverable shipment.	Applicable receiving shipping costs. GBP 3.65 per undeliverable shipment will be charged in addition to the shipping costs.
<b>Extended Area and Remote Area Collection and Delivery Service</b>	UPS will apply a surcharge for any collections or deliveries to areas considered an extension of the normal UPS service area. Depending on the ease of accessibility, these locations served are classified as either an extended area or a remote area. For information on whether this charge applies to a specific location, please refer to <a href="http://www.ups.com">www.ups.com</a> . Go to 'Calculate Time and Cost' and then click on 'Zones and Tariffs'.	For service to an extended area, the following will be added to the shipping charges: GBP 0.30 per kilogram or a minimum of GBP 16.00 per domestic shipment, whichever is the greater. GBP 0.30 per kilogram or a minimum of GBP 16.00 per international shipment, whichever is the greater.  For service to a remote area, an amount of GBP 0.37 per kilogram or a minimum of GBP 20.25 per shipment, whichever is the greater, will be added to the shipping charges.
<b>Receiver/Third Party Refuses to Pay</b>	This charge applies when the shipper selects the receiver or a third party to pay the shipping charges and the bill-to party refuses to pay.	GBP 8.30 per shipment will be charged to the shipper in addition to the shipping charges and other amounts payable when non-payment occurs.
<b>Missing or Invalid Account Number Fee</b>	If the receiver or a third party is selected to pay the shipping charges and the bill-to account is incorrect or missing, UPS searches its records for the correct account number.	Whether or not the account number is found, GBP 8.60 per shipment is billed back to the shipper as a processing fee.
<b>Late Payment</b>	UPS will send you an invoice for services provided which stipulates a payment date. If payment is not received by that date, you will be charged a one-time late payment fee. In addition, in cases of non-payment, UPS reserves the right to charge interest on the amount past the invoice due date. The rate is indicated on the invoice and is determined in light of applicable interest rates.	8% of the invoiced amount or a maximum of GBP 40.00.
<b>Currency Conversion*</b>	Charges to a payer's account in a foreign currency will be converted to the payer's currency using a weekly exchange rate secured through major money centre banks.	In addition, an exchange fee equal to 0.75% of the amount converted will apply.
<b>Duty and Tax Forwarding Charge</b>	For shipments outside the EU when the payer of duties and taxes is not located in the destination country.	GBP 12.95 will be billed to the party who pays the shipping charges.
<b>Additional Handling Charge<sup>1*</sup></b>	When additional handling is required, the Additional Handling Charge applies for the following: - Any article that is encased in an outside shipping container made of metal or wood - Any cylindrical item, such as a barrel, drum, pail, or tyre, that is not fully encased in a corrugated cardboard shipping container - Any package with the longest side exceeding 150cm or its second-longest side exceeding 76cm - Any package with an actual weight greater than 32kg - Each package in a shipment where the average weight per package is greater than 32kg and the weight for each package is not specified on the source document or the UPS automated shipping system used.  UPS also reserves the right to assess the Additional Handling Charge for any package that, in UPS's sole discretion, requires special handling. The Additional Handling Charge will not be assessed when a Large Package Surcharge is applied.	GBP 3.00 per package will be billed in addition to the shipping costs.
<b>Large Package Surcharge<sup>1*</sup></b>	A package is considered a "Large Package" when its length plus girth [girth = (2 x width) + (2 x height)] combined exceeds 330cm, but does not exceed the maximum UPS size of 419cm. Large Packages are subject to a minimum billable weight of 40kg in addition to the Large Package Surcharge.	GBP 29.10 per package will be billed in addition to the shipping costs.
<b>Over Maximum Limits*</b>	Packages with an actual weight of more than 70kg, or that exceed 270cm in length, or exceed a total of 419cm in length and girth combined [girth = (2 x width) + (2 x height)], are not accepted for transportation. If found in the UPS small package system, they are subject to an additional charge. Packages exceeding 419cm in length and girth combined are also subject to the Large Package Surcharge.	GBP 29.10 per package will be billed in addition to the shipping costs.
<b>Oversize Pallet Charge<sup>1</sup></b>	Depending on origin and destination, this surcharge may apply to certain UPS Worldwide Express Freight shipments. To determine if a particular origin or destination has an oversize pallet limit, please visit <a href="http://www.ups.com">www.ups.com</a> .	GBP 72.00 per pallet will be billed in addition to the shipping costs.

<sup>1</sup> Due to the extra handling required on our part and consequent potential delays in processing these shipments, UPS does not provide a money-back guarantee for them. Therefore UPS will not refund the shipping charges if shipments, subject to either the Additional Handling Charge, Large Package Surcharge or Oversize Pallet Charge, are not delivered by the normally scheduled time.

**Note.** All charges for our additional and optional services are shown exclusive of taxes. Where applicable, VAT will be chargeable at the standard rate.

\* Not applicable for UPS Worldwide Express Freight.

## What other UPS services are available?

### UPS Import Control®

This service allows you to manage the collection, scheduling and billing of your import shipments from over 120 countries. Using advanced technology, you can control crucial importing aspects including customs documentation, delivery speed and billing options. Services include:

#### Print Label

Create shipping labels and commercial invoices for your exporters, effectively allowing you to specify UPS service and shipment characteristics and take control of costs and timing.

**Free of charge aside from relevant shipping costs.**

#### Electronic Label

Create digital shipping labels and commercial invoices, all of which can be conveniently emailed to your exporters.

**GBP 0.95 per package (or per pallet for WW Express Freight) in addition to relevant shipping costs.**

#### Prints and Posts Label

UPS will create and post shipping labels and commercial invoices to your exporters.

**GBP 2.50 per package (or per pallet for WW Express Freight) in addition to relevant shipping costs.**

#### 1 UPS Collection Attempt

Send shipping labels and commercial invoices to UPS, who will then make one attempt to collect the item. If unable to collect the item, our driver will leave the documents for your exporter.

**GBP 3.20 per package (or per pallet for WW Express Freight) in addition to relevant shipping costs.**

#### 3 UPS Collection Attempts\*

Send shipping labels and commercial invoices to UPS, who will then make three attempts to collect the package. If our driver is unable to collect the package after the third attempt, the documents will be returned to UPS and you will have to reprocess the service request.

**GBP 4.60 per package in addition to relevant shipping costs.**

#### Commercial Invoice Removal

Allows you to ship directly to third-party receivers without revealing the value of goods.

**GBP 13.05 per shipment in addition to relevant shipping costs.**

UPS Import Control is available as an option on UPS shipping systems such as, UPS Internet Shipping, UPS CampusShip, UPS Developer Kit and the latest version of WorldShip.

### UPS Trade Direct\*

#### UPS Trade Direct Air

Effectively manage time-sensitive air freight operations on major trading lanes in Asia and North America. With Trade Direct Air, shipments are consolidated and move quickly and seamlessly from one single origin to multiple retail stores or end customers. New products and high value merchandise get to market faster, whilst handling costs are reduced in the process.

#### UPS Trade Direct Ocean

Ship freight efficiently on major trading lanes in Asia and North America. Trade Direct Ocean is a completely integrated door-to-door solution that can save up to 20 days of inventory. You'll reduce costs, gain more control and notice a faster time to market from your first shipment.

### World Ease®\*

With World Ease you can group several shipments that are of either the same or different service levels and that are destined for one country into one 'master' shipment for consolidated customs clearance, using a single importer of record. Available on a contractual basis for exports to more than 65 countries across the world for customers using WorldShip or a host-to-host system. World Ease is not available for shipments between EU member states.

World Ease provides

- Pre-determined Port of Entry
- Defined time-in-transit
- No unexpected charges – defined billing
- Full visibility throughout the shipment process
- Full integration with your in-house systems
- Simplified shipment processing – all necessary documentation is automatically generated with WorldShip, or with a host-to-host system.



**UPS TradeAbility**

Our suite of free information-based services helps you manage the movement of goods effectively across borders. Find harmonised tariff codes, landed cost estimates, compliance information and more, all from a single web interface or use our web service technology to integrate TradeAbility services into your website or back-end systems.

**UPS TradeAbility Harmoniser**

Use this to correctly identify and apply a product's tariff code.

**UPS TradeAbility Landed Cost**

Calculate the total cost of shipping a product, including all associated duties, taxes, fees and shipping charges.

**UPS TradeAbility Denied Party Screener**

Search for restricted trading parties.

**UPS TradeAbility Export License Detector**

Verify export compliance with country specific trade regulations, procedures, tariffs and laws.

**UPS TradeAbility Forms**

Identify, create and automate necessary documentation for exports and imports based on shipment characteristics.

**UPS TradeAbility Import Compliance**

Verify import compliance with country-specific trade regulations, procedures, tariffs and laws.

**UPS Mail Logic®\***

UPS Mail Logic is a service that provides alternative global distribution of paper or physical media communications weighing less than 2kg per piece and of low monetary value. The weight limit is 5kg per piece for books and magazines.

Typical examples are:

Acceptance Letters / Annual Reports / Application Packets / Books / Department Mailings / Editorial Proofs / Inter Company Communication/Advertising / Manuscripts / Newsletters / Stock Transfers

UPS Mail Logic enables you to streamline your mail room's productivity as there is no need for mail room sorting, metering or stamping and offers you improved time-in-transit. Using UPS Mail Logic results in direct costs savings: no pre-paying for postage and reduced mail expense.

There are two services available:

**UPS Mail Logic:** 3-7 days average transit times around the world.

**UPS Mail Logic Saver:** 7-21 days average transit times around the world.

This service is available on a contractual basis only.

\* Not applicable for UPS Worldwide Express Freight.

**Mail Boxes Etc.®\*****Shipping and Beyond**

Mail Boxes Etc. locations are a one-stop shop with a complete array of business services for private customers and small businesses in your community. A full range of UPS shipping options is available at every Mail Boxes Etc. centre as well as a variety of other services, including:

**Personal Mailbox**

Mail Boxes Etc. knows how to protect your privacy with a personal mailbox available 24 hours a day at most locations. Additional services include mail forwarding, fax receiving and the ability to call in and check for mail.

**Packaging Expertise**

Gain peace of mind; expert Mail Boxes Etc. staff can professionally wrap and package almost anything, so your fragile goods arrive at their destination safe and sound. Mail Boxes Etc. also offers packaging and moving supplies.

**Document Services**

In black and white or in colour, whether you want it copied, bound, laminated, duplicated or digitally printed, Mail Boxes Etc. can do it all.

MBE Worldwide S.R.L. is an affiliate of the Fineffe Group and UPS is their preferred carrier. Mail Boxes Etc. locations outside the United States and Canada are independently owned and operated by MBE Worldwide master licensees or their franchisees. To find the Mail Boxes Etc. location nearest to you, please go to [www.ups.com](http://www.ups.com).

**UPS Access Point™**

UPS Access Points are UPS retail locations offering convenient package drop-off or delivery at a time and place that best suits your customers. Utilising high street locations like newsagents, grocers and petrol stations, your customers can benefit from extended opening hours and improved convenience.

Features include:

**Direct delivery**

When your customers are ordering items online, they can choose to have their shipments delivered to a UPS Access Point. Your customers receive notifications via email or SMS to let them know their package is ready for collection from their selected UPS Access Point.

Note: Available only when the shipper has enabled this service.

**Drop-off**

Using a UPS Access Point, your customers can send or return items more easily. Shipments with UPS shipping labels already attached can be dropped off at a UPS Access Point convenient for your customers.

Note: Payment for shipments is not available at a UPS Access Point.

Please note:

- Opening days and hours vary by location.
- Direct Delivery service is available on a contractual basis only.
- Specific weight and size limits apply for UPS packages delivered to or dropped off at a UPS Access Point:
  - The maximum weight (actual weight) per package is 20 kg
  - The maximum length per package is 80 cm
  - The maximum size per package is 330 cm in length and girth combined

\* Not applicable for UPS Worldwide Express Freight.

## How can UPS help with international customs clearance?

### UPS Brokerage Services

Ensure your shipments cross borders quickly and arrive on time.

Every day, UPS reliably manages millions of customs clearances worldwide. Our experience and global knowledge can help you comply with local requirements and avoid customs-related delays.

Additionally, across Europe UPS has been granted or is actively pursuing Authorised Economic Operator (AEO) status as a compliant and trustworthy international supply chain partner. This EU accreditation means UPS shipments are fast-tracked through customs, helping us to speed up your supply chain.

Routine customs clearance services are provided free of charge; non-routine customs clearance services are listed below.

Service	Description	Fee
<b>Special Entries</b>		
<b>Additional Tariff Lines/Complex Entries</b>	When a customs entry has more than five tariff lines a surcharge will be charged per additional tariff line.	5.15 GBP/additional tariff line.
<b>Other Government Agency (OGA) Entry</b>	Other Government Agencies work with customs on regulating and controlling commodities coming into the EU territory from other countries. Special documents must be submitted to these agencies for shipments that contain controlled commodities. These agencies include the Health Department and Department of Agriculture, among others.	11.25 GBP/shipment.
<b>Other Additional Customs Clearance Services</b>	When additional, non-routine activities are required for entry of merchandise, selected services may be performed by UPS at the request of the importer.	22.50 GBP/shipment  For additional information, please contact your local customer service centre on 08457 877 877.
<b>Non-routine Formal Entry</b>	Some of the shipments being imported require special customs entries. This kind of entry will be subject to formal entry procedures.  Live entries, temporary import entries, re-imports, provisory clearance and any other additional customs service (such as labelling, inventory etc.) are included in this category.	22.50 GBP/shipment.

Service	Description	Fee
<b>Other Services</b>		
<b>Disbursement Fee</b>	Customers are responsible for payment of duty and taxes. UPS may prepay duties, taxes and other government charges on behalf of the payer. A fee will be charged based on the advanced amount.	11.00 GBP minimum or 2.5% of the advanced amount.
<b>Non Credit Account Handling Fee</b>	A fee charged to reimburse UPS for operating a process that allows release of shipments and payment of customs charges for customers who do not have a regular UPS account. This covers the charges for additional handling and processing.	11.00 GBP minimum or 2.5% of the advanced amount.
<b>Warehouse Storage</b>	A fee assessed when shipments remain in a UPS warehouse temporarily before being cleared by customs.	13.00 GBP/pkg/day will be charged after the 3rd working day.
<b>Post Entry Clearance Services</b>	UPS can process through customs any request from importers to amend an entry, recoup the over payment of duty and/or tax, submit additional duties owed to customs and/or request any duty drawback.	59.50 GBP/shipment.
<b>Always Contact on Customer Request</b>	When implemented, UPS will always contact the importer for clearance instruction. Should UPS be unable to contact the importer, a written advice letter will be issued. If no response is received within 10 days, the shipment will be returned to the sender. If a shipment is non-excisable and does not require any other customs documentation, the importer can pre-advise UPS so that this process is not followed.	8.20 GBP/shipment. Please note that any applicable warehouse storage charges as per above will also be charged. Contact your Account Executive for further information.
<b>Bonds</b>		
<b>Bonded Transfer UPS Guarantee</b>	UPS can raise a transit procedure to allow a shipment to be transported in bond with a UPS guarantee.	28.00 GBP/shipment.
<b>Bonded Transfer Handling Fee</b>	When UPS receives shipments covered by a transit procedure, an amount will be charged for the administration to clear this document. The same applies when the import shipment travels on a transit procedure raised by a customer or other agent.	12.30 GBP/transit shipment.

**More information.** For additional information about customs clearance or for the latest pricing information, please visit [www.ups.com](http://www.ups.com) or call our customer service centre on 08457 877 877.

## How can UPS help with international customs clearance?

### UPS Paperless® Invoice

This service enables you to submit your commercial invoice electronically when you ship internationally.

UPS is the first carrier to offer electronic invoices for international shipping. It's another way you can use technology to integrate order processing, shipment preparation and now commercial invoice data, making your business more efficient. So there's no need to print and apply multiple copies of paper invoices on shipments to destinations where Customs offices have the capacity to accept electronic forms.

Any company, regardless of size or industry segment, can use UPS Paperless Invoice. Best of all, UPS Paperless Invoice is free of charge. Enrolling is easy and can be done by visiting [www.ups.com](http://www.ups.com) and logging in with your My UPS ID. All you need is a UPS account number and digital images of your signature and company letterhead. You may also need billing invoice details for authentication purposes. Once you complete the enrolment process, you'll be able to ship with Paperless Invoice within 24 hours.

UPS Paperless Invoice works seamlessly with UPS shipping systems – UPS WorldShip, UPS CampusShip and UPS Internet Shipping.

### UPS Broker of Choice®

This service enables importers to select their own customs broker for customs clearance of their UPS international shipments.

This service is available with the full portfolio of UPS shipping services and ensures that the established relationship with a Customs Broker remains in place while the importer works with UPS to save time and increase efficiencies in shipping and customs processes. Using UPS Broker of Choice provides full tracking visibility and enables importers to reduce fees and errors incurred while using multiple customs clearance processes.

#### Importers have two options:

UPS Broker of Choice OnSite is for shipments that remain in UPS possession while the importer's customs broker completes customs clearance procedures prior to UPS completing delivery of the shipment.

UPS Broker of Choice OffSite is for shipments moved "in-bond" directly to a customs controlled (bonded) warehouse (at the importer's direction) where the importer's customs broker completes the customs clearance procedures. The UPS transport is complete upon delivery of the shipment to the warehouse.

UPS Broker of Choice also gives your broker advance access to shipping documentation at the UPS Import Clearance Alert web site ([www.ups.com/import](http://www.ups.com/import)).

For the latest details and fees related to UPS Broker of Choice, please visit [www.ups.com](http://www.ups.com) or contact your local UPS sales representative.

### UPS FTZ Facilitator®

This service gives importers and exporters the ability to use UPS to transport international shipments "in-bond" to and from a global Free/Foreign Trade Zone (FTZ).

This allows the shipment of goods to and from an FTZ without using other transportation providers. Having a single source transportation provider enables importers and exporters to increase visibility and tracking, and reduce the chance for errors and costs associated with utilising multiple transportation providers.

The process is really very simple. Importers will choose UPS FTZ Facilitator to direct shipments to be delivered, in-bond, to a designated FTZ rather than being cleared through customs. On the other side, exporters will choose UPS FTZ Facilitator to ship goods in-bond from an FTZ to an international destination. So whether you are importing or exporting this service can help you go global with confidence.

UPS FTZ Facilitator also gives you advance access to shipping documentation at the UPS Import Clearance Alert web site for your broker and FTZ operator ([www.ups.com/import](http://www.ups.com/import)).



## PART A - CORE SERVICES REFERENCE INFORMATION

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This section contains information on:

- Billing options
- Prohibited articles and service restrictions
- Money-back guarantee
- Liability
- Terms and Conditions of Carriage

## What billing is possible?

UPS has a number of different billing options to suit your needs. Please consult the table below to see what works for you.

Billing item	Who pays	Coverage	Comments
Shipping charges	Shipper	All destinations	Sending rates will apply
	Receiver	All origins	<ul style="list-style-type: none"> <li>Receiving rates of the destination country will apply</li> <li>For Standard shipments within the UK or the EU, a valid UPS account number for the receiver is required. For all other shipments, the shipper or the receiver requires a valid account number</li> <li>If no valid receiver account number is provided, UPS will search for the account number. The Missing or Invalid Account Number Fee will be applied whether or not the account is found</li> </ul>
	Third Party located in - Shipper Country - Receiver Country - Third Country	All origins and destinations	<ul style="list-style-type: none"> <li>Sending rates will apply unless the third party is located in the receiver country</li> <li>A valid UPS account number is required</li> <li>When domestic and EU shipments are billed to a third party in another country (EU and non-EU), the bill-to-party must be a business and must have a valid VAT or a business tax ID on file with UPS</li> </ul>
Billing item	Who pays	Coverage	Comments
Duties and taxes	Shipper	Available for shipments outside the EU or goods not in free circulation within the EU	<ul style="list-style-type: none"> <li>A valid UPS account number is required</li> <li>Not applicable to letter and document shipments (no commercial value)</li> </ul>
	Receiver	Available for shipments outside the EU or goods not in free circulation within the EU	<ul style="list-style-type: none"> <li>Not applicable to letter and document shipments (no commercial value)</li> </ul>
	Third Party located in - Shipper Country - Receiver Country - Third Country	Available for shipments outside the EU or goods not in free circulation within the EU	<ul style="list-style-type: none"> <li>A valid UPS account number is required</li> <li>Not applicable to letter and document shipments (no commercial value)</li> <li>Shipments from a non-EU origin to a non-EU destination will be billed with VAT when the bill-to-party is located in an EU country</li> </ul>

### General information

UPS reserves the right to withhold delivery against payment in appropriate circumstances. Invoice validity period: All invoices shall be deemed to be accepted as issued, unless requests for invoice adjustments are received in writing by UPS within 90 days from the invoice date.

Please contact the UPS Customer Service Centre on 08457 877 877 for billing options available for your shipping location.

# Prohibited articles and service restrictions

## Prohibited articles

The following articles are prohibited from shipment to all countries served by UPS (except by specific contract):

- Alcoholic beverages
- Animal skins (non-domesticated)
- Articles of exceptional value (e.g. works of art, antiques, precious stones, gold and silver)
- Dangerous goods/Hazardous materials (following IATA and ADR regulations)
- Firearms
- Furs
- Ivory and ivory products
- Jewellery and watches (other than costume jewellery and costume watches) exceeding USD 500 or local currency equivalent per package<sup>1</sup>
- Live animals
- Money, negotiable items and pre-paid cards
- Perishable goods
- Personal effects (except to selected countries when shipped with participating Mail Boxes Etc. centres)
- Plants
- Pornographic materials
- Seeds
- Tobacco and tobacco products
- Unaccompanied baggage (except to selected countries when shipped with participating Mail Boxes Etc. centres)

Personal effects in general include items owned by the shipper, intended for his or her personal use and owned for at least 6 months. The exact definition of personal effects (which is based in applicable customs rules) varies from country to country. Please consult the UPS call centre on 08457 877 877 for more information.

Unaccompanied baggage means suitcases, carry bags, backpacks, briefcases and other similar luggage items, regardless of content (except that they may be shipped if empty, unlocked and properly packaged in accordance with UPS guidelines).

Also prohibited are: goods moving under ATA Carnet and all temporary exports and imports; goods moving under FCR, FCT and CAD (Cash Against Document); shipments with inherent vice, which by their nature are likely to soil, impair or damage persons, merchandise or equipment; goods, the carriage of which is prohibited by law in the country of origin, transit or destination (e.g. ivory and ivory products), goods which attract excise duty (e.g. spirits) or which require special facilities, safety precautions or permits. Under applicable law, certain goods may be transported only under prescribed conditions and certain goods are prohibited from transportation by air (e.g. liquids in glass containers).

## Shipping prohibited articles on a contractual basis with UPS

Certain items we list as prohibited will be accepted by UPS on a contractual basis for shippers with regular volume and the ability to comply with all applicable regulations.

The items we can carry under certain criteria are:

- Alcoholic beverages
- Biological substances
- Perishable goods
- Plants
- Seeds
- Tobacco and tobacco products

Not all commodities can be shipped to all countries.

For more information please call 08457 877 877 or contact your UPS representative.

<sup>1</sup> Costume jewellery and costume watches: jewellery and watches for which the retail price is lower than USD 150 per item and which do not contain precious metal(s) and/or stone(s)



# Prohibited articles and service restrictions

## Alcoholic beverages

UPS offers an alcohol shipping programme, which allows customers to ship alcoholic beverages containing less than 70% alcohol in and between certain countries. While a contract is still necessary for shippers in the alcohol industry, eligibility can be determined on the spot and customers can start shipping immediately.

Alcoholic beverages may be shipped either excise duty paid or under duty suspension. They must, however, have an alcohol content of less than 70% and must be in containers with a capacity of 5 litres or less.

UPS accepts domestic shipments of such alcohol in the following countries: Belgium, France, Germany, Italy, the Netherlands, Poland, Portugal, Spain and the UK. Across borders, alcohol can be shipped between EU member states with the exception of Finland and Sweden. Areas that are not part of the EU customs area or the EU common system of Value Added Tax (VAT) are excluded. Alcoholic beverages under duty suspension cannot be shipped within or from Latvia or Malta.

Packages containing alcoholic beverages should be clearly indicated as "alcoholic beverages" on the shipping label, waybill or other shipping documentation. Alcoholic beverages should not be included in a shipment containing non-alcoholic products. Furthermore, packages containing alcoholic beverages must be physically separated from others when prepared for collection by UPS.

UPS only agrees to deliver alcoholic beverages to an adult. Therefore, if you are shipping alcohol to a residential address, you must select the "Adult Signature Required" option (please see [Section 4](#) of this Guide).

Products such as alcohol are subject to excise duty regimes in all EU member states. As such, specific documentation or fiscal marks are required to accompany all international and some domestic shipments. Please note that UPS does not automatically obtain the consignee's signature on the excise duty documents, nor does UPS automatically return these documents to the shipper.

Detailed information on the excise duty regime is published by the European Commission and can be found online<sup>1</sup>. You can also contact your sales representative and ask for UPS's brochure on shipping alcohol for more information.

## General obligations

It is the shipper's responsibility to comply with current government regulations or laws applicable in each country. Shipments are subject to inspection and possible delay by customs or representatives of other government authorities.

We reserve the right to refuse or suspend transportation of any package which does not set out contact details for shipper and receiver and of goods which, in our opinion, are not practicable for transportation or are not adequately described, classified or packed and labelled in a manner suitable for transportation and accompanied by necessary documentation.

We will not transport any goods which are prohibited by law or regulation of any federal state or local government in the origin or destination countries or which may breach any applicable export, import or other laws or endanger the safety of our employees, agents and subcontractors or the means of transportation or, which in our opinion, soil, taint or otherwise damage other goods or equipment or which are economically or operationally impractical to transport.

## Dangerous Goods

UPS adheres to the air transportation regulations outlined by the International Air Transport Association (IATA) and to the road transportation regulations outlined by the UN ADR and does not accept Dangerous Goods in its system – nationally or internationally. Local national regulations also apply for road transport.

Businesses which ship Dangerous Goods without appropriate labelling, documentation and packaging can face significant financial and legal penalties.

It is also important to remember the following when shipping with UPS:

**1** If you are reusing packaging or cartons, please ensure that all old labelling is removed. Any Dangerous Goods labels on a package will cause the shipment to be held and inspected, causing service delays and inconvenience to you and your customer.

**2** If you are shipping goods that could be potentially seen as Dangerous Goods but are not – because of their unusual name, appearance etc, it is advantageous to clearly declare on the shipping documentation that the goods are 'not classified as Dangerous Goods'. This will ensure the shipment is not delayed unnecessarily. Any misdeclaration may lead to significant penalties for the shipper.

<sup>1</sup> At the time of printing, these were the accurate website addresses:  
[http://ec.europa.eu/taxation\\_customs/taxation/excise\\_duties/gen\\_overview/index\\_en.htm](http://ec.europa.eu/taxation_customs/taxation/excise_duties/gen_overview/index_en.htm)  
[http://europa.eu/legislation\\_summaries/taxation/l31018\\_en.htm](http://europa.eu/legislation_summaries/taxation/l31018_en.htm)

### Service restrictions

UPS does not deliver to or collect from P.O. Box numbers.

The maximum value or declared value per package is USD 50,000 or local currency equivalent. The maximum value or declared value per pallet for Worldwide Express Freight shipments is USD 100,000 or local currency equivalent.

The maximum value or declared value per package of jewellery and watches (other than costume jewellery and costume watches<sup>1</sup>) is USD 500 or local currency equivalent.

COD service is provided within the UK, the EU, Liechtenstein, Norway and Switzerland. The maximum COD amount that can be collected is USD 50,000 or local currency equivalent per package for cheque transactions. COD service is not available for pallets.

The maximum amount of cash UPS will accept from a single consignee for a single shipper is USD 5,000 or local currency equivalent per day (maximum EUR 750 in France, and less than EUR 1,000 in Italy).

The maximum value or declared value per package for a domestic UPS 1 Attempt Returns Plus shipment is USD 999 and for a domestic UPS 3 Attempts Returns Plus shipment USD 50,000 or local currency equivalent.

The maximum value or declared value per package for an international UPS 1 Attempt Returns Plus or an international UPS 3 Attempts Returns Plus shipment is USD 50,000; provided that for each such shipment with an actual or declared value in excess of USD 999, the shipper must ensure that a UPS high value shipment summary is generated and signed by the UPS driver upon tender of the shipment to UPS. If no high value shipment summary is obtained and signed, the maximum value or declared value of each such shipment is limited to USD 999.

Contact your UPS Customer Service Centre on 08457 877 877 for the local currency equivalent.

### Weight and size limits

UPS has established specific weight and size limits for the packages that you send with all UPS services. The restrictions below only pertain to individual packages. There are no limits to the total weight of your shipment or the total number of packages in your shipment.

The maximum weight (actual weight) per package is 70kg<sup>2</sup>.

The maximum length per package is 270cm.

The maximum size per package is 419cm in length and girth combined.

Packages that weigh more than 25kg require a special heavy-package label.

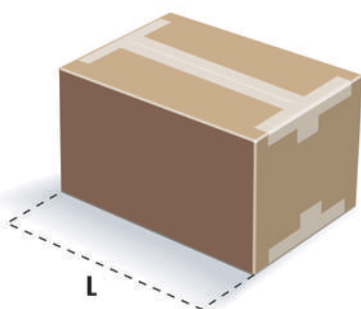
Packages with a large size-to-weight ratio may have a dimensional weight greater than actual weight. In that case, UPS will charge based on dimensional weight.

Packages that require additional handling may be subject to the Additional Handling Charge.

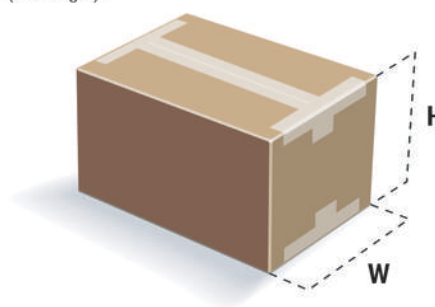
Packages that exceed certain size restrictions but do not exceed UPS's maximum size per package may be subject to the Large Package Surcharge.

Packages that exceed UPS weight and size limits are not accepted for transportation. If found in the UPS small package system, they are subject to the Over Maximum Limits charge.

**Length** is the longest side of a package or object.



**Girth** is defined as  $(2 \times \text{Width}) + (2 \times \text{Height})$ .



<sup>1</sup> Costume jewellery and costume watches: jewellery and watches for which the retail price is lower than USD 150 per item and which do not contain precious metal(s) and/or stone(s)

<sup>2</sup> The limits listed above apply to most packages and destinations, but there are some variances because of different local restrictions in some countries. Please contact your UPS Customer Service Centre on 08457 877 877 for details.

# UPS money-back guarantee

## Money-back guarantee

For certain services and selected destinations UPS offers a free money-back guarantee on the shipping charges. To find out if it applies to your shipment, use the [‘Calculate Time and Cost’](#) tool at [www.ups.com](http://www.ups.com) and key in your shipping details. Alternatively, contact your local UPS Customer Service Centre on 08457 877 877. Where the money-back guarantee operates, if we fail to attempt delivery within the applicable time period, we will, on request, refund or credit you (or any other person who paid for the carriage) with the shipping charges (or, in the case that only some of the packages in a multiple package shipment fail to meet the applicable time limit, the proportionate part of the shipping charges relating to those packages), net of any surcharges, VAT, duties, taxes or levies, provided that the following conditions are fulfilled:

- a) shipping documentation (including labels) must have been correctly completed and the relevant package must bear the paper labels produced by UPS online shipping solutions or otherwise in accordance with the UPS packaging guidelines;
- b) any other documentation required by the country of origin or destination or any country of transit must be fully and accurately completed and included with the package;
- c) if applicable, the package must bear a Saturday Delivery routing label (for destinations to which this service is available);
- d) the shipment must have been tendered to UPS on or before the latest collection time specified by UPS for guaranteed delivery;
- e) you must have notified your request for claim to UPS in writing or by telephone within 15 calendar days from the date of scheduled delivery and advised us of the receiver’s name and address, date of shipment, package weight and the UPS tracking number;
- f) the shipment must not require additional handling, be subject to the Oversize Pallet Charge or include a Large Package, as described in the [Additional Services and Charges](#) section in this guide.

**The guarantee does not apply when late delivery results from the package not complying with the restrictions and conditions set out in Paragraph 3.1 of our [Terms and Conditions of Carriage](#), from events beyond our control (as set out in Paragraph 6 of our Terms and Conditions of Carriage) or due to any suspension of carriage or return of a package as provided for in Paragraph 3.3 of our Terms and Conditions of Carriage or the exercise of any lien by UPS in accordance with our Terms and Conditions of Carriage.**

**For the avoidance of doubt, the liability of UPS under the money back guarantee is limited to the above and the guarantee does not otherwise constitute any form of undertaking or representation that the shipment will arrive by any particular time.**

# Liability

## Liability for loss, damage or delay

The following is a summary for information purposes of certain relevant provisions of the UPS Terms and Conditions of carriage. The full terms are set out in the Terms and Conditions of Carriage and prevail in case of inconsistency with the present summary.

### International Carriage:

Where carriage is international, international conventions may apply: in particular the Warsaw or Montreal Convention in the case of carriage by air and the CMR Convention in the case of carriage by road. The national laws of some countries may also extend the rules of such conventions to purely domestic carriage.

Where they apply, the rules of the Warsaw, Montreal and CMR Conventions govern and in most cases will limit our liability for loss, damage or delay to a shipment.

– the Warsaw and Montreal Convention limit is usually 19 Special Drawing Rights<sup>1</sup> (SDR's) per kilogram of the goods affected

– the CMR Convention limit is 8.33 SDR's per kilogram (but restricted to the amount of the carriage charges in the case of delay)

### Other Carriage:

Where Convention rules do not apply, we will only pay compensation for loss, damage or delay of a package caused by our negligence and only up to a maximum of:

– GBP 60.00 per shipment; or,

– if greater, 8.33 SDRs per kilo of the goods affected, subject (as in all cases) to proof of loss.

You may obtain the benefit of a greater limit of liability by declaring a higher value for carriage on the UPS shipping documentation and paying a corresponding additional charge. If you declare a higher value for carriage and pay the applicable charge, then UPS's liability shall be limited to proven damages not exceeding the sum so declared (see under 'Optional services').

The value of the goods concerned shall not in any event exceed USD 50,000 (USD 500 in the case of jewellery or watches other than costume jewellery or costume watches) or its local currency equivalent per package in a small package shipment, or USD 100,000 or its local currency equivalent per pallet in a Worldwide Express Freight shipment, as UPS does not offer carriage for goods with values above these amounts.

Except when Convention rules or other mandatory laws apply and require otherwise, we will not pay compensation for purely economic losses (such as loss of profits, loss of business opportunities or loss of revenue resulting from loss of use), even if a value has been declared for carriage in respect of the relevant shipment. We will also not be liable for any damage to or loss of packaging or pallet skids.

**Any claim against UPS must be notified to us in writing as soon as possible and also within any specific time limit set out in our terms and conditions. In certain circumstances, Convention rules (if applicable) may permit a claim to be pursued against UPS outside these periods.**

In addition to the above, any legal proceedings in respect of a shipment must be commenced and served on us within eight months of delivery or (in the case of non-delivery) of the due date for delivery. If the Warsaw, Montreal or CMR Conventions apply, there are longer time limits for the commencement of legal proceedings: in summary, 2 years in the case of the Warsaw and Montreal Conventions and 1 year (3 years if there is wilful misconduct on UPS's part) in the case of the CMR Convention.

<sup>1</sup> A Special Drawing Right is a unit of account adopted by the International Monetary Fund. The current value of an SDR is regularly published in major financial newspapers.

# UPS Terms and Conditions of Carriage

This is the current version as at the date of publication of this Guide. The latest version, which shall always be the applicable one for new shipments, may be found at [www.ups.com](http://www.ups.com) or obtained from a UPS Office.

## 1. Introduction

A. These terms and conditions ("terms") set out the basis on which UPS will transport packages, documents and envelopes ("packages") and palletised goods ("pallets"; pallets and packages are together "shipments"). These terms are supplemented by the current applicable UPS Service and Tariff Guide ("the Guide"). The Guide contains important details about the services of UPS which the shipper should read and which form part of the agreement between UPS and the shipper.

B. Depending on the country where the shipment is presented to UPS for carriage, the term "UPS" will mean and the shipper's contract will be with whichever of the following companies is applicable. That company will also be the (first) carrier of the goods for the purposes of the Conventions referred to in paragraph C.

UK – UPS Limited; Eire – United Parcel Service of Ireland Limited; Denmark – UPS Denmark A/S; Finland – United Parcel Service Finland Oy; Norway – UPS of Norway, Inc.; Sweden – United Parcel Service Sweden AB, all of whom can be contacted c/o Avenue Ariane 5, 1200 Brussels, Belgium (although this shall not be taken in itself as conferring jurisdiction on any court).

C. Where carriage by air involves an ultimate destination or stop outside the country of origin the Warsaw Convention may apply. The Warsaw Convention governs and in most cases limits the liability of carriers in respect of loss of or damage or delay to cargo. (For the purpose of these terms the phrase "the Warsaw Convention" means (i) the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw on 12th October 1929 or (ii) that Convention as amended or supplemented by any protocol or supplementary convention or (iii) the Montreal Convention 1999, whichever is applicable.) Notwithstanding any clause to the contrary, international carriage by road may be subject to the provisions of the Convention on the Contract for the International Carriage of Goods by Road signed at Geneva on 19th May 1956 ("the CMR Convention").

D. A shipment may be carried via any intermediate stopping places that UPS deems appropriate. UPS may engage sub-contractors to perform services and contracts both on its own behalf and on behalf of its servants, agents and sub-contractors each of whom shall have the benefit of these terms.

E. In these terms, "Waybill" shall mean a single UPS waybill/consignment note or the entries recorded against the same date, address and service level on a collection record. All packages or pallets covered under a Waybill shall be considered a single shipment.

## 2. Scope of Service

Unless any special services are agreed, the service to be provided by UPS is limited to the collection, transportation, customs clearance where applicable, and delivery of the shipment. The shipper acknowledges that shipments will be consolidated with those of other shippers for transport and that UPS may not monitor the inbound and outbound movement of individual shipments at all handling centres.

UPS is not a common carrier and reserves the right in its absolute discretion to refuse carriage to any shipment tendered to it for transportation.

## 3. Conditions of Carriage

This section sets out various restrictions and conditions which apply to the carriage of shipments by UPS. It also explains what the consequences are of the shipper presenting shipments for carriage which do not meet these requirements.

### 3.1 Service Restrictions and Conditions

Shipments must comply with the restrictions in paragraphs (i) to (v) below.

(i) Packages must not weigh more than 70 kilograms (or 150 lbs) or exceed 270 centimetres (or 108 inches) in length or a total of 419 centimetres (or 165 inches) in length and girth combined. Pallets are subject to maximum size and weight limits that vary by origin and destination, and that are set out at [www.ups.com](http://www.ups.com).

(ii) The value of any package may not exceed the local currency equivalent of USD 50,000. In addition the value of any jewellery or watches, other than costume jewellery or costume watches, in a package shall not exceed the local currency equivalent of USD 500. The value of any pallet may not exceed the local currency equivalent of USD 100,000.

(iii) Shipments must not contain any of the prohibited articles listed in the Guide including (but not limited to) articles of unusual value (such as works of art, antiques, precious stones, stamps, unique items, gold or silver), money or negotiable instruments (such as cheques, bills of exchange, bonds, savings books, pre-paid credit cards, share certificates or other securities), firearms and dangerous goods.

(iv) Shipments must not contain goods which might endanger human or animal life or any means of transportation, or which might otherwise taint or damage other goods being transported by UPS, or the carriage, export or import of which is prohibited by applicable law.

(v) Pallets must be palletized, stackable, able to be lifted by forklift, and shrink-wrapped or banded to a skid.

The shipper shall be responsible for the accuracy and completeness of the particulars inserted in the Waybill and for ensuring that all shipments set out adequate contact details for the shipper and receiver of the shipment and that they are so packed, marked and labelled, their contents so described and classified and are accompanied by such documentation as may (in each case) be necessary to make them suitable for transportation and to comply with the requirements of the Guide and applicable law. Unless a different service level is clearly selected on the Waybill or other applicable UPS shipping documentation, shipments will be carried under the Express (or Express Freight) service (where available to the selected destination) and all applicable charges will be calculated accordingly.

The shipper guarantees that all shipments presented for carriage under these terms comply with the restrictions in paragraphs (i) to (v) above and have been prepared in secure premises, by him (in the case of an individual shipper) or by reliable staff employed by him or (where different) by the party tendering the shipment to UPS and have been protected against unauthorised interference during their preparation, storage and transportation to UPS. UPS relies on this guarantee in accepting any shipment for carriage hereunder.

3.2 Perishable and temperature sensitive goods will be transported provided that the shipper accepts that this is at its risk. UPS does not provide special handling for such shipments.

### 3.3 Refusal and Suspension of Carriage

(i) If it comes to the attention of UPS that any shipment does not meet any of the above restrictions or conditions or that any COD amount stated on a COD Waybill exceeds the limits specified in paragraph 8, UPS may refuse to transport the relevant shipment (or any relevant part thereof) and, if carriage is in progress, UPS may suspend carriage and hold the shipment (or any relevant part thereof) to the shipper's order.

(ii) UPS may also suspend carriage if it cannot effect delivery, if the receiver refuses to accept delivery, if it is unable to effect delivery because of an incorrect address (having used all reasonable means to find the correct address) or because the correct address is found to be in another country from that set out on the shipment or on the Waybill or if it cannot collect amounts due from the receiver on delivery.

(iii) Where UPS is entitled to suspend carriage of a shipment (or any relevant part thereof), it is also entitled to return it to the shipper at its own discretion.

3.4 The shipper will be responsible for the reasonable costs and expenses of UPS (including storage), for such losses, taxes and customs duties as UPS may suffer and for all claims made against UPS because a shipment does not meet any of the restrictions, conditions or representations in paragraph 3.1 above or because of any refusal or suspension of carriage or return of a shipment (or any relevant part thereof) by UPS which is allowed by this paragraph 3. In the case of the return of a shipment (or any relevant part thereof), the shipper will also be responsible for paying all applicable charges calculated in accordance with the prevailing commercial rates of UPS.

3.5 If the shipper tenders to UPS a shipment which fails to comply with any of the restrictions or conditions in paragraph 3.1 above without UPS's express written consent, UPS will not meet any loss howsoever arising which the shipper may suffer in connection with the carriage by UPS of such shipment (regardless of whether that failure to comply has caused or contributed to the loss and notwithstanding any negligence on the part of UPS or its employees, contractors or representatives) and, if UPS does suspend carriage for a reason allowed by these terms, the shipper shall not be entitled to any refund on the carriage charges it has paid. UPS may bring a claim in respect of such non-compliance.

3.6 If, having suspended carriage of a shipment (or any relevant part thereof) in accordance with these provisions, UPS is unable within a reasonable time to obtain the shipper's instructions on its disposition or to identify the shipper or any other person entitled to the goods (having if necessary opened the shipment), UPS shall be entitled to destroy or sell the shipment (or any relevant part thereof), at its absolute discretion. The proceeds of any such sale shall first be applied to any charges, costs or expenses (including interest) outstanding in respect of the shipment or otherwise from the shipper concerned. Any balance shall be held to the shipper's order.

3.7 UPS reserves the right, but is not obliged, to open and inspect, or scan by means of X-ray, any shipment tendered to it for transportation at any time.

## 4. Customs Clearance

Where a shipment requires customs clearance, it is the shipper's responsibility to provide complete and accurate documentation for the purpose but UPS will unless instructed otherwise act as the shipper's agent in obtaining customs clearance. Provided that, in the case of shipments whose points of despatch and destination are both within the same customs area, UPS will only perform customs clearance if instructed to do so. The shipper also agrees that UPS may be considered as being the receiver of the shipment for the sole purpose of appointing a customs broker to carry out any customs clearance to the extent permitted by law.

## 5. Payment

5.1 The rates for carriage and other services are set out in the Guide and, unless paid before shipment, all charges must be paid within 7 days of receipt of invoice or within such other period as the shipper may have agreed in writing with UPS. UPS may verify the actual and/or dimensional weight of shipments and, if greater than the declared weight, invoice on such basis. Unless proved otherwise, an invoice shall be considered for this purpose to have been received three business days following the date of invoice.

5.2 If (a) UPS is required to pay any taxes, duties or levies on behalf of the shipper, receiver or a third party, (b) the selected billing option indicates that the receiver or a third party should pay any charges, or (c) any taxes, duties, penalties, charges or expenses are imposed or incurred as a result of any action by customs authorities or any failure by the shipper or the receiver to provide correct documentation or any permits or licences required in connection with carriage, then in each case (without prejudice to the shipper's contractual liability for payment) the receiver or, where applicable, third party, will initially be charged by UPS for payment. Should the amount in question not immediately be paid to UPS in full by such party, such amount shall be payable by the shipper on first written demand. UPS shall not be obliged to separately issue a claim against the receiver or any third party for payment, as the shipper undertakes to be jointly liable with such third parties. In case of doubt, the burden of proving that the amount has been paid lies on the shipper.

5.3 Any sum payable to UPS which is overdue will bear interest at the rate specified on the invoice from the due date to the date UPS receives payment whether before or after judgment. In addition, UPS reserves the right to charge a late payment administration fee up to a maximum of GBP 40 (EUR 15 in Eire and Finland, DKK 100 in Denmark, NOK 59 in Norway and SEK 50 in Sweden) per invoice.

5.4 If any sum is not paid by the shipper, receiver or some other party under these terms, UPS may hold any shipments it is carrying (or part thereof) until it receives payment in full or may sell them and use the proceeds to make good the debt to it in accordance with applicable local law. Any unpaid balance will remain payable.

5.5 UPS's rates for carriage set out in the Guide are calculated only for the carriage of shipments which do not exceed in value the amounts set out in paragraph 3.1(ii) (or other applicable value, if lower). In the event that UPS becomes aware that it has carried a shipment which, without UPS's express written consent, exceeds this value, then, in addition to the otherwise applicable rates and charges and any other remedies under these terms, an additional carriage charge equivalent to 5% of the value of the shipment in excess of the relevant amount set out in paragraph 3.1(ii) is applicable.

**6. Interruption of Service**

If UPS is unable to start or continue with carriage of the shipper's shipment for a reason beyond its control, UPS will not be in breach of its agreement with the shipper but will take all steps that are reasonably practicable in the circumstances to commence or continue the carriage. Examples of events beyond UPS's control are disruption to air or ground transportation due to bad weather, fire, flood, war, hostilities, civil disturbance, acts of government or other authorities (including, without limitation, customs) and labour disputes or obligations affecting UPS or some other party.

**7. Money Back Guarantee**

For certain services and destinations, UPS offers a money back guarantee on the shipping charges. Details of its applicability, terms and conditions and of the corresponding delivery and latest pick up time for the relevant service and destination are as set out in the Guide and on the UPS website ([www.ups.com](http://www.ups.com)), each as current at the time the goods are accepted for carriage, and can also be confirmed by contacting the shipper's local UPS call centre. For the avoidance of doubt, the liability of UPS under the money back guarantee is limited to the above and the guarantee does not otherwise constitute any form of undertaking or representation that the shipment will arrive by any particular time.

**8. Collect on Delivery (COD)**

For certain destinations and services as advised by the local UPS call centre, UPS offers a COD service on payment of an additional charge as set out in the Guide. If the shipper makes use of this service, subject to the provisions set out below (including those relating to currency conversion) UPS will collect on behalf of the shipper the COD amount stated on the Waybill. This service is not available for pallets.

COD amounts must be specified on the Waybill in either EUR or, if different, the currency of the country of destination. Where any of the COD amounts specified on the Waybill, collected from the receiver and/or paid to the shipper are in different currencies from each other, the conversion(s) will be made at such exchange rate(s) as UPS may reasonably determine.

UPS does not accept responsibility for any currency exchange risks.

**8.1 Cash COD** – Where UPS is instructed on the Waybill in accordance with applicable UPS guidelines to accept cash only, UPS will collect only cash, in the currency of the country of destination. Where cash is collected, the maximum amount collectible in that form on behalf of a shipper shall be the local currency equivalent of USD 5,000 per receiver per day. Notwithstanding the foregoing, the amount collectible in cash on behalf of a shipper for COD shipments (a) to receivers located in France, may not exceed EUR 750 per receiver per day, and (b) to receivers located in Italy, must be less than EUR 1,000 per receiver per day. Further limitations may apply in certain countries from time to time; details of such limitations will be set out either in the Guide or at the UPS Website ([www.ups.com](http://www.ups.com)). If the shipper specifies a COD amount that exceeds these limits, UPS will automatically be entitled to accept cheques for the whole or any part of that amount.

**8.2 Cheque COD** – If the Waybill does not clearly (and in accordance with applicable UPS guidelines) instruct UPS to accept only cash, UPS may accept payment either in cash (subject to the restrictions in paragraph 8.1) or by any kind of cheque made out to the shipper that is recognised in the country of destination of the shipment. Where UPS accepts cheques the maximum amount collectible in any form shall not exceed the equivalent of USD 50,000 per package (or other applicable value, if lower). Where UPS is permitted to accept a cheque, it may collect a cheque denominated in either EUR or, if different, the local currency of the country of destination.

**8.3 Payment of Collected COD Amounts** – Where UPS collects cash, UPS will pay to the shipper an equivalent amount in the local currency of the country where the shipment was presented to UPS for transportation. UPS may make such payments of COD amounts by either wire transfer to any bank account notified to UPS by the shipper or issuing a cheque in favour of the shipper. Any cheques in favour of the shipper, issued either by UPS as set out above or by the receiver and collected by UPS pursuant to paragraph 8.2, may either be forwarded to the shipper by regular mail at the shipper's risk or handed over to the shipper or to any other person appearing to have authority to accept the cheque on the shipper's behalf.

**8.4** In the event of non-receipt by the shipper of COD amounts, the shipper must notify UPS in writing within 45 days of the date of delivery of the shipment concerned.

**8.5** The shipper will indemnify UPS for all losses, expenses, and any claims made against UPS by the receiver or a third party, arising where UPS does not deliver a shipment because the receiver does not pay the COD amount in the appropriate form or refuses to accept the shipment.

**8.6** The liability of UPS in respect of the amount to be collected shall not exceed either the applicable maximum amount collectible under these terms or the COD amount indicated on the Waybill, whichever is the lesser. Further, the COD amount shall not in any event exceed the value of the goods at their destination plus applicable carriage charges. For the avoidance of doubt, a COD amount does not constitute declaration of a value for the purpose of paragraph 9.4 or otherwise and therefore shall not affect the liability of UPS for any loss, damage or delay to the goods themselves.

UPS does not accept any responsibility for any dishonest or fraudulent acts on behalf of the receiver including, but not limited to, presenting a fraudulent cheque or one which is later dishonoured, or for cheques incorrectly completed by the receiver.

**9. Liability**

**9.1** Where the Warsaw or CMR Conventions or any national laws implementing or adopting these conventions apply (for convenience referred to as Convention Rules) or where (and to the extent that) other mandatory national law applies, the liability of UPS is governed by and will be limited according to the applicable rules.

**9.2** Where Convention Rules or other mandatory national laws do not apply, UPS will only be liable for failure to act with reasonable care and skill and its liability shall be exclusively governed by these terms and (save in the case of personal injury or death) limited to proven damages not exceeding the greater of either:

(a) GBP 60 per shipment in the case of goods presented in the UK to UPS for carriage (EUR 85 in Eire and Finland, DKK 635 in Denmark, NOK 655 in Norway, SEK 785 in Sweden); or

(b) 8.33 Special Drawing Rights ("SDRs") per kilo of the goods affected, unless a higher value has been declared by the shipper under paragraph 9.4 below. An SDR is a unit of account adopted by the International Monetary Fund and its current value is regularly published in major financial newspapers. As at the date of publication of these terms 8.33 SDRs was equal to approximately GBP 8.

**9.3** If the claimant (or any person from whom he derives his right to claim) has caused or contributed to any loss, damage or delay to a package or pallet, any liability UPS may incur in respect thereof (limited as above) may be reduced or extinguished in accordance with the law applicable to such contributory negligence.

**9.4** Subject to the provisions of paragraph 9.5, the shipper may obtain the benefit of a greater limit of liability than UPS provides under paragraph 9.2 above or than may be provided by Convention Rules or other mandatory national law. The shipper may do so by declaring a higher value on the Waybill and paying an additional charge as stated in the Guide. If the shipper declares a higher value for carriage and pays the applicable charge, then UPS's liability shall be limited to proven damages not exceeding the sum so declared. The value of the goods concerned shall not in any event exceed the limits specified in paragraph 3.1(i).

**9.5** Save where Convention Rules or other mandatory national laws require otherwise, UPS does not accept responsibility for purely economic losses, such as the costs of any alternative means of transport, loss of profits, loss of business opportunities or loss of revenue resulting from loss of use, arising from any loss of or damage or delay to a shipment (or part thereof), whether or not a value has been declared in respect of the relevant shipment under paragraph 9.4.

UPS shall not be liable for any damage to or loss of any packaging or pallet skids.

**10. Delivery**

UPS may deliver a shipment to the receiver named on the waybill or to any other person appearing to have authority to accept delivery of the shipment on the receiver's behalf (such as persons at the same premises as the receiver or neighbours of the receiver). The receiver shall be informed of any alternate delivery arrangements by note left at their premises.

UPS may use an electronic device to obtain proof of delivery and the shipper agrees that it will not object to UPS relying on a printed copy of this as evidence merely on the grounds that the information concerned is obtained and stored in electronic form.

Save where Convention Rules or other mandatory national laws require otherwise, UPS accepts no responsibility in any circumstances to suspend carriage, redirect delivery (whether to a different receiver or address from that named on the Waybill) or return a shipment to its shipper and, in the event that it should attempt but fail to do so, shall have no liability for any losses thereby occasioned.

**11. Data Protection**

The shipper agrees that UPS and other companies in the UPS group of companies worldwide, including companies in countries which may not have the same level of data protection as the country where the shipment is presented to UPS for carriage, may use any data provided by the shipper to UPS for the purposes set forth in, and subject to, the UPS Privacy Notice published on UPS's web site at <http://www.ups.com/content/gb/en/resources/ship/terms/privacy.html> (hereby incorporated by reference into these terms. The shipper has certain rights under the law (exercisable by contacting UPS) to have access to, rectify, object to the use for direct marketing of, or delete personal data held by UPS about it.

**12. Claims Procedure – Prescription**

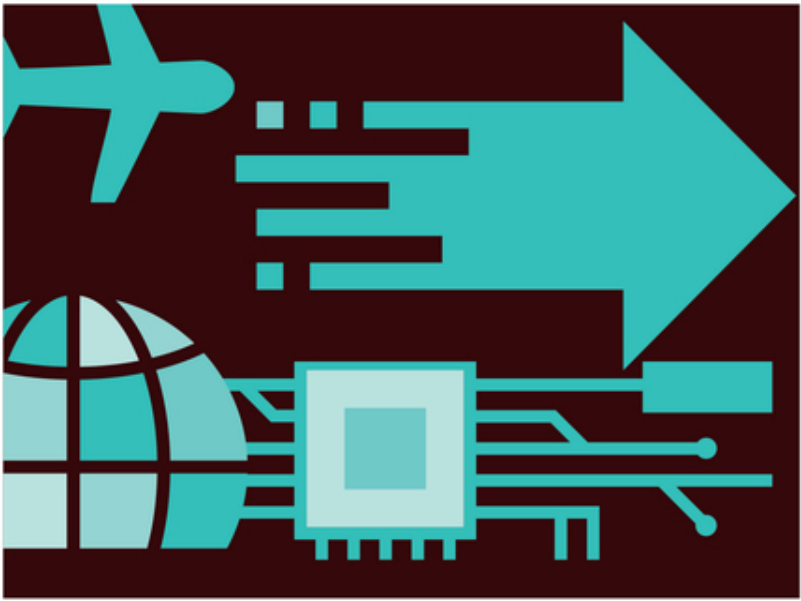
All claims against UPS must be notified in writing as soon as reasonably practicable and in any event within 14 days of receipt in the case of damage (including partial loss of a shipment), in the case of delay within 21 days of the goods being placed at the disposal of the person entitled to delivery and in the case of loss within 60 days of the goods being consigned with UPS for carriage. In addition, all claims against UPS in connection with any shipment shall be prescribed and barred by expiration of time, unless legal proceedings are brought and written notice of them is given to UPS within eight months after delivery of the goods concerned or, in the case of non-delivery, within eight months from the scheduled date for delivery. This term shall not affect any rights the shipper may have under Convention Rules or other mandatory national laws.

**13. Entire Agreement & Severability**

It is the intention of UPS that all the terms of the contract between it and the shipper are contained in this document and in the Guide. If the shipper wishes to rely on any variation to these terms, it must ensure that that is recorded in writing and signed by the shipper and on behalf of UPS before the shipment is accepted for carriage by UPS. If any part of these terms is not enforceable, this will not affect the enforceability of any other part.

**14. Governing Law**

These terms shall be governed by the laws of the country where the shipment is presented to UPS for carriage.





## PART B - FREIGHT SERVICES

### FREIGHT

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#### SECTION 2 DETERMINING THE RATE - SENDING SHIPMENTS PAGE 13

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#### SECTION 6 FREIGHT PAGE 56

**UPS offers a comprehensive portfolio for logistics and distribution, transportation and freight services, integrated logistics, and supply chain design and planning.**

The following section focuses on UPS Air Freight, UPS Ocean Freight and other available supply chain services.

For any additional information on our supply chain services and their availability or for obtaining a quote, please contact your local sales representative or UPS Supply Chain Solutions® office at 01753 760 100. Alternatively, visit us at [www.ups.com](http://www.ups.com).\*

\* UPS freight services are provided by:  
UPS SCS (UK) Ltd. Registered in England No. 2928205. Registered Office: Unit 1, Blackthorne Road, Poyle, Berkshire, UK, SL3 0DA. Warehousing shall be subject to the Contract Conditions of the UK Warehousing Association; transportation whose point of despatch and destination are both in the UK shall be subject to the Road Haulage Association Ltd Conditions of Carriage 2009; transportation that includes transportation by ocean is provided by UPS Ocean Freight Services, Inc., and shall be subject to the conditions of that company; and Transportation (that does not include transportation by ocean) whose points of despatch and destination are in different countries, as well as any other services not falling within the previous provisions, shall be subject to Standard Trading Conditions 2005A Edition of the British International Freight Association except that condition 2(A) shall be disregarded. Copies of the various conditions referred to above are available on request.



## UPS Air Freight

We have made it easier than ever for you to send air freight around the world, with a comprehensive portfolio of global air freight services that fit your time-in-transit needs.

We provide the ability to ship and track your freight door-to-door, right from your desktop, by using UPS technology and leveraging the strength of our entire network.

### There are several convenient options for scheduling your air freight

- WorldShip
- UPS Internet Freight Shipping and UPS CampusShip Freight Shipping on [www.ups.com](http://www.ups.com) – Click on the Freight tab to book and track your shipments.
- Contact your local sales contact or UPS Supply Chain Solutions office at 01753 760 100.

Transit times	UPS Service	Features
<b>Transit time of 1-3 business days depending on destination</b>	UPS Air Freight Direct®	<ul style="list-style-type: none"> <li>• Airport-to-airport</li> <li>• Day-specific scheduling</li> <li>• Worldwide</li> <li>• Collection, delivery and customs clearance optional</li> </ul>
<b>Transit time of 3-5 business days depending on destination</b>	UPS Air Freight Consolidated®	<ul style="list-style-type: none"> <li>• Airport-to-airport</li> <li>• Day-specific scheduling</li> <li>• Worldwide</li> <li>• Collection, delivery and customs clearance optional</li> </ul>

### Value-Added Services for Air Freight<sup>1</sup>

Service	Description
<b>Quantum View</b>	Quantum View Manage provides visibility for air freight, ocean freight and small package outbound, inbound and alternate billing shipments, as well as small package customs brokerage information via a user friendly website. Quantum View Notify is a secure and proactive email and SMS service that informs you when a shipment is on its way, when it has been rescheduled or when it has been delivered.
<b>Flex Global View</b>	Provides tracking and pro-active event notification from order through final distribution across all UPS Supply Chain Solutions freight modes.
<b>Collection/Delivery</b>	Available on request for UPS Air Freight Direct and UPS Air Freight Consolidated.
<b>Customs Clearance</b>	UPS can provide customs clearance for air freight services upon written request.
<b>Dangerous Goods/Hazardous Materials</b>	Dangerous Goods/Hazardous Materials can be shipped via UPS Air Freight Consolidated only. Non-conforming cargo may be subject to service delays.
<b>Hold at Destination Airport for Collection</b>	Freight is to be held at the carrier's destination location for collection by the recipient. HAPU requires a consignee name and phone number.
<b>Cargo Insurance</b>	Shippers may obtain Cargo Insurance to cover all risks of physical loss of a shipment or damage to a shipment arising from an external cause during transportation. Limit USD 500,000 for approved commodities. Cargo Insurance is provided by a third party insurer for an additional fee <sup>2</sup> .

<sup>1</sup> Value-added service options may vary by origin, destination and air freight service selected.

<sup>2</sup> Refer to the "UPS Air Freight Terms and Conditions of Contract ("Terms") for UPS Air Freight Services in the United States, Canada, and International" on [www.ups.com](http://www.ups.com) for more information.

## UPS Ocean Freight

UPS Supply Chain Solutions operates both as a Freight Forwarder and Non-Vessel Operating Common Carrier (NVOCC) and is uniquely positioned to act as a single source for your ocean freight transportation.

You can choose from our services based on your timing, cargo size and routing needs.

<b>Full container load (FCL)</b>	<ul style="list-style-type: none"> <li>• Dedicated space in all major trade lanes</li> <li>• Multiple, dependable sailings a week</li> <li>• Door-to-door service</li> <li>• Electronic Data Interchange connectivity with vessel operators</li> <li>• No minimum quantity requirements</li> </ul>
<b>Less-than-container load (LCL)</b>	<ul style="list-style-type: none"> <li>• Global network of consolidation centres and gateways</li> <li>• Fixed day sailings</li> <li>• Door-to-door service</li> </ul>
<b>Non containerised load (Breakbulk)</b>	<ul style="list-style-type: none"> <li>• Shipments of cargo which are too large for a container</li> <li>• Expert staff</li> </ul>
<b>Sea-Air</b>	<ul style="list-style-type: none"> <li>• Customised solutions combining the speed of air with the economies of ocean freight</li> <li>• Single transport document and shipment invoice</li> </ul>

## Integrated Logistics

UPS's logistics expertise extends beyond transportation networks and into the broader supply chain. We can help you design, engineer and gain maximum benefit from your supply chain.

Our services are supported by leading edge IT systems which facilitate effective integration between you and your suppliers and give visibility of stock and shipments at key points in the supply chain.

### Distribution and Order Fulfilment

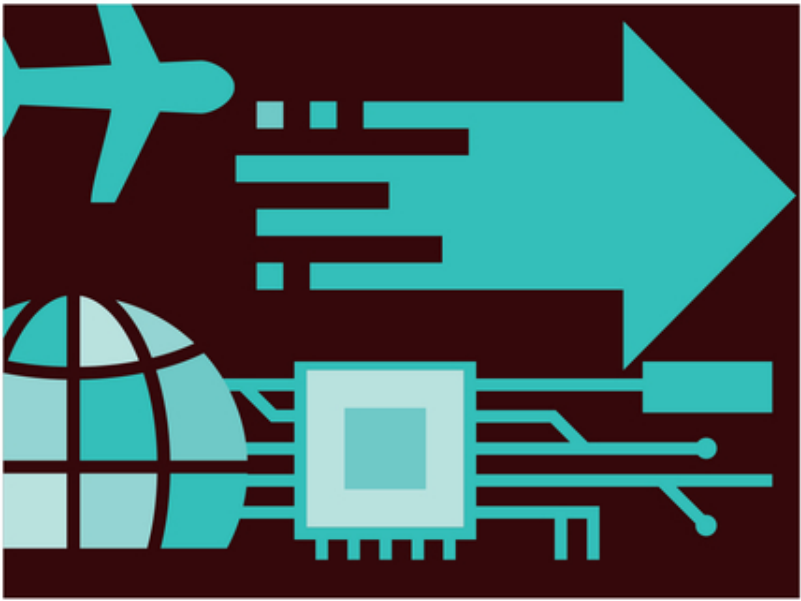
Reduce overall cycle time with our distribution and order fulfilment services, including cross dock, pick and pack, kitting, final stage assembly, configuration and store-ready services. UPS also has over 3 million m<sup>2</sup> of distribution and warehousing space and approximately 1,000 sites in more than 120 countries. This allows for optimal staging of your inventory, which helps speed transit and lower overall transportation costs.

### Post Sales Services

Our global service parts logistics network with its 950 field stocking locations is designed to speed up the movement of parts through the supply chain with same-day carrier and next-flight-out options. You have product visibility throughout, with parts inventory information available online 24 hours a day, 7 days a week. Together with our reverse logistics services, the overall result is increased speed, flexibility and operational efficiency.

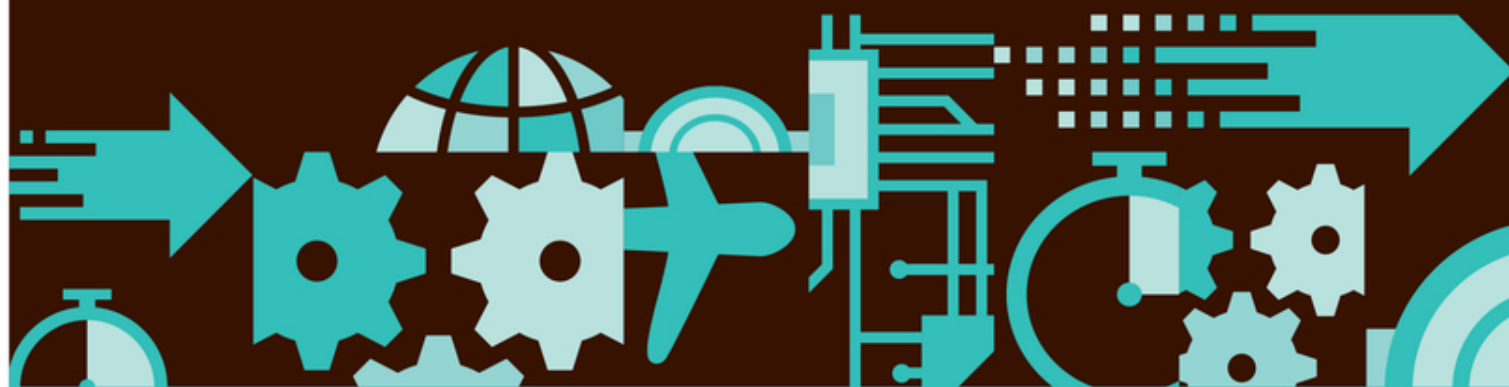
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ST037 01845401 Rev 1/14

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