

# YODEL (2017) - SUPPLEMENTARY CHARGES

Surcharges: All charges below are charged on a per parcel basis.			
Out of Gauge: Where a parcel is longer / larger / heavier than FRAYTE's standard parcel definition of weight and size. The variance in charge depends on the deviance from those dimensions per parcel.		Surcharges plus standard rates:	
Between 1.5m (5ft) & 1.84m (6ft) in length	£7.00	Collection Surcharge (72 not available)	£6.00
Between 1.84m (6ft) & 2.6m (8.5 ft) in length	£20.00	Return Surcharge	£2.50
Longer than 2.6m (8.5ft) in length	£110.00	STD (Scheduled Collection Abortive Fee)	£12.00
Between 0.23m cu (8 cu ft) & 0.28m cu (10 cu ft) in size	£3.00	Aborted Collection Charge (For Ad hoc)	£12.00
Between 0.28m cu (10 cu ft) & 0.34m cu (12 cu ft) in size	£18.00	BFPO	£14.00
Bigger than 0.34m cu (12 cu ft) in size	£65.00	Heavy / Large parcels on Neighbourhood service	Equivalent Home Service + £0.50
Between 31.5kg & 50Kg in weight	£60.00	Labels produced and not cancelled before invoice is raised : Admin charge	£2.00
Heavier than 50Kg in weight	£110.00	Labels created and not cancelled / or cancelled and sent before after invoice raised. Admin charge.	£2.00
Over 5% of traffic to OO A / NI of overall profile	£12.00	Trailer Fee: Nothing to Collect	£200.00**

\*\*this is the minimum charge that will be applied and will increase depending on the costs associated with this.

Extended Area Transit Times				
Service Centre	Postcode	Approx. delivery time window from date of collection 24 Hr Service	Approx. delivery time window from date of collection 72 Hr service	Delivery Days when Working Days
Aberdeen	AB (except 37-38, 55-56)	2 Working Days	4 Working Days	Mon - Sat
Perth	DD8-11	2 Working Days	4 Working Days	Mon - Sat
Shetland & Orkney (Via Aberdeen)	KW15-17, ZE1-99	up to 5 Working Days	up to 8 Working Days	Mon - Fri
Channel Islands (Via Southampton)	GY1-99, JE1-99	up to 3 Working Days	up to 5 Working Days	Mon - Sat
Oban	PA 20	2 Working Days	up to 4 Working Days	Mon - Sat
	PA 21-33, 35-40, PH49-50	2 Working Days	up to 4 Working Days	Mon - Sat
	PA 34 Mainland	2 Working Days	up to 4 Working Days	Mon - Sat
	PA 34 Island	up to 5 Working Days	up to 7 Working Days	Mon - Fri
	PA 42-49	up to 5 Working Days	up to 7 Working Days	Mon - Fri
	PA 41	up to 5 Working Days	up to 7 Working Days	Mon - Fri
	PA 60	up to 8 Working Days	up to 10 Working Days	Mon - Fri
	PA 61, 77-78	up to 6 Working Days	up to 8 Working Days	Mon - Fri
	PA 62-72, 74-75	up to 4 Working Days	up to 6 Working Days	Mon - Fri
	PA 73, 76	up to 6 Working Days	up to 8 Working Days	Mon - Fri
	HS9-99	up to 6 Working Days	up to 8 Working Days	Mon - Fri
	PH36-39	2 Working Days	up to 4 Working Days	Mon - Sat
	PH40-41, PA 80	up to 4 Working Days	up to 6 Working Days	Mon - Fri
	PH41 2	up to 4 Working Days	up to 6 Working Days	Mon - Fri
	PH42-44	up to 5 Working Days	up to 7 Working Days	Mon - Fri
Kilmarnock	KA 27-28	2 Working Days	up to 4 Working Days	Mon - Fri
Inverness	HS1-8	up to 5 Working Days	up to 7 Working Days	Mon - Sat
	IV41-51, 55-56	up to 5 Working Days	up to 6 Working Days	Mon - Sat
	IV1-32, 36-40, 52-54, 63, AB 37-38, 55-56	2 Working Days	up to 4 Working Days	Mon - Sat
	PH19-26, 30-35, KW1-14			
BFP O	BFPO (via Hayes) BFPO OI - BFPO 999	Unknown	Unknown	Mon - Fri
Isle of Man (via Preston)	IM1-99	up to 3 Working Days	up to 5 Working Days	Mon - Fri
Scilly Isles (via Truro)	TR21-25	up to 3 Working Days	up to 5 Working Days	Mon - Fri
N.Ireland	BT1-99	2 Working Days	up to 4 Working Days	Mon - Sat

	Maximum Compensation (Loss or Damage) Per Consignment	Maximum Compensation on ANY Transit **	Description
<b>POD</b>  FRAYTE Business to Business Services	£50.00	£0.00	Parcels despatched on this service will receive a POD on delivery. In the case of a disputed delivery, compensation can be persued where sufficient evidence is available.
<b>POD</b>  FRAYTE Business to Consumer Services	£50.00	£0.00	Parcels despatched on this service will receive a POD on delivery. In the case of a disputed delivery, compensation can be persued where sufficient evidence is available.

**\*\*FRAYTE do not offer any compensation for carriage on either outbound or returns. Where possible FRAYTE will adhere to follow their procedure as set out in the Terms and Conditions, but please note that by signing this contract you are agreeing to follow the terms of their contract where carriage is non refundable under any circumstances. This includes timed and Saturday deliveries.**

All consignments need to be packaged in accordance with FRAYTE packaging guidelines; each parcel must be labelled with the correct postal address including phone number. Failure to adhere to this means that FRAYTE are not liable for any compensation. FRAYTE will only accept compensation claims for the direct cost of the item. Attributed costs are not considered. All claims must be received within the time frames specified by the carrier (details available on request). Failure to provide correct documentation may result in the claim being rejected. An enquiry needs to be placed with our customer services team initially before a claim can be submitted. FRAYTE LOGISTICS LTD are not liable for paying claims outside of specified time frames.