

HERMES POD & NON POD (2017) - SUPPLEMENTARY CHARGES

Rates are inclusive of Fuel Surcharge					
Labels produced and not cancelled before invoice is raised: Admin Charge	£2.00	Labels Cancelled and then sent through the couriers network: Admin Charge	£2.00	Packet/Parcel shipped on incorrect service, will be charged at correct service.	£0.50
Returns Surcharge	Charged at outbound rate		Relabelling of any parcels incurs a surcharge per parcel		£25.00

Weights & Dimensions			
Packet Service		Parcel Service	
A maximum of 2kg per parcel	Max Length 1.2 m	A maximum of 15kg	Max Length 1.2 m
Max Girth 225cm (Length x 1 + Width x 2 + Depth x 2)		Max Girth 225cm (Length x 1 + Width x 2 + Depth x 2)	
Parcels cannot exceed the above dimensions / weights and will be charged at £10.00 pp if sent			

Compensation Table			
Service	Maximum Compensation included in the price for loss or damage / consignment	Additional Insurance	% of refund for late delivery
Frayte	£25.00	N/A	0%
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 or correct packaging 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.			