



2026 UPS® Service Guide



For business customers located in Malta.

Effective from 21 December 2025, RATES IN EUR (excl. VAT and taxes).

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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/tariff/mt

UPS Terms and Conditions of Carriage

All shipments are governed by the UPS Terms and Conditions of Carriage ("Conditions of Carriage"), which are available on the relevant UPS.com website. For shipments originating in the United Kingdom, please refer to the applicable Conditions of Carriage on UPS.com. In case of any discrepancies, the online Conditions of Carriage take precedence.

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1. CORE SERVICES

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 the 2021 UPS Tariff Guide or click on 'Zones and Tariffs', under the 'Calculate Time and Cost' section of www.ups.com.

When you ship with UPS, you can expect:

- Excellent service reliability
- Money-back guarantee¹ for UPS Express services
- Up to three delivery attempts²
- 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 2](#) of this guide.

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

¹ 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.

Service	Description	Features
UPS Express Plus® Early morning delivery for your most time-sensitive shipments	<ul style="list-style-type: none"> Next day delivery by 9.00am to most business addresses in Europe. Second business 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. Second business day delivery by 9.00am to key business areas in Asia. 	<ul style="list-style-type: none"> Money-back guarantee*. Ideal when your shipment must be there by the start of the business day. Priority handling every step of the way for added peace of mind. Free UPS packaging available for your convenience. Not available for domestic shipments.
UPS Express® Next morning delivery across Europe and time-definite delivery worldwide	<ul style="list-style-type: none"> Next business day delivery as early as 10.30am, and typically by 12.00 noon to most business addresses in Europe. Second business day delivery by 10.30am, 12.00 noon or 2.00pm to most business addresses in the US and major business areas in Canada. Time-definite delivery in 2 to 3 business days by 12.00 noon or 2.00pm to most business areas in Asia. <p>Delivery times varies depending on the destination.</p>	<ul style="list-style-type: none"> Money-back guarantee*. An ideal choice for urgent shipments that must arrive during the morning. Free UPS packaging available for your convenience. Not available for domestic shipments.
UPS Express Saver® Delivery during the next business day across Europe and fast delivery worldwide	<ul style="list-style-type: none"> Delivery to most business areas within Cyprus during the next day. Next business day delivery during the day to virtually all other European business areas. End of second business day delivery to most business addresses in the US and all major business areas in Canada. Delivery during the day within 2 to 3 business days to Asia. <p>UPS Express Saver is sometimes referred to as UPS Saver.</p>	<ul style="list-style-type: none"> Available to more than 200 countries and territories. Money-back guarantee*. An end-of-day service for express shipments. Free UPS packaging available for your convenience. Import services available. For detailed information, please use the 'Calculate Time and Cost' tool on www.ups.com.
UPS Expedited Scheduled day-definite delivery to destinations outside Europe	<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 'Calculate Time and Cost' tool on the UK homepage at www.ups.com.</p>	<ul style="list-style-type: none"> Available to more than 200 countries and territories. An ideal option for less urgent shipments. Day-definite delivery lets you plan ahead. Door-to-door service with in-house customs clearance. Import services available. For detailed information, please use the 'Calculate Time and Cost' tool on www.ups.com. Not available for domestic shipments.

***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 Money-back guarantee of this guide and refer to our Terms and Conditions of Carriage.

For full details of our money-back guarantee, (Money-back guarantee) of this guide and refer to our Terms and Conditions of Carriage.

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2. ADDITIONAL SERVICES AND CHARGES

In this guide 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 Solutions](#)
- [UPS Returns](#)
- [UPS My Choice](#)
- [UPS Import Control](#)
- [UPS World Ease](#)
- [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 in the UPS Tariff Guide).
- 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 21 December 2025.

The latest information can be found on the UPS website www.ups.com or may be confirmed by contacting the UPS Customer Service Centre on + 353 1 5245446.

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
WorldShip®	An efficient shipping and tracking software for those who regularly ship high package or air freight volumes.	<ul style="list-style-type: none"> 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. Access to the complete range of UPS's additional services. 	Free of charge.
UPS Developer Kit	Integrate UPS shipping functionality directly into your website or enterprise system.	<ul style="list-style-type: none"> 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. The UPS Signature Tracking API obtains valuable proof of delivery information including the delivery address and a digital image of the recipient's signature. The UPS Rates and Service Selection API lets online shoppers compare prices and select shipping services. The UPS Tracking API provides up-to-the-minute package status to your customers. The UPS Time in Transit API enables your employees and customers to compare different UPS shipping services. 	Free of charge.
UPS Ready	UPS Ready works with approved third party vendors to ensure that the latest UPS technologies and services are offered across a broad array of platforms, industries, and marketplaces. These systems allow you to access UPS solutions while giving you the assurance that UPS Ready vendors have been vetted, approved, and certified.	<ul style="list-style-type: none"> Easy to Use "out-of-the-box" integration experience. Integration at critical transaction points (seamless shipping and tracking). Access to UPS services for business applications. Convenience of serving the customer where the customer wants to be served. 	No UPS Fee.

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.

Time saving tip

Please visit www.ups.com for more information on any of our online shipping solutions.

Important

Please ensure the information on the UPS shipping document is complete and accurate. It must be consistent with your export documentation where applicable.

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
UPS Tracking	Track up to 25 shipments instantly on www.ups.com .	Free of charge.
Reference Number Tracking	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 Online shipping, these reference codes can enable you to allocate costs easier to the correct departments or clients.	Free of charge.
Proof of Delivery (POD)	Ideal for customers without internet access. Upon request, UPS will provide proof of delivery of your shipment via fax or post.	EUR 6.70 billed to the requester for each letter or fax transmission.

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

Service	Description	Features	Fee
Quantum View Notify	An automated email or SMS text messaging service that notifies designated recipients whenever a shipment is sent, rescheduled or delivered.	<ul style="list-style-type: none"> • Ship Notification: A notification that includes date of shipment, a tracking link and scheduled date of arrival. • Exception Notification: Informs of a rescheduled delivery date in the event of delays. • Delivery Notification: Provides delivery and shipment details, including time of delivery and name of recipient. <p><i>Quantum View Notify is an option under the preferences menu of UPS Internet Shipping, UPS CampusShip or WorldShip.</i></p>	Free of charge.
UPS My Choice for Business	Free tracking tool to view and manage all your inbound and outbound shipments.	<ul style="list-style-type: none"> • Manage all your inbound and outbound shipments with an interactive dashboard. • Add multiple users within your company. • Self-register online with a business address. • Open a new account or add an existing account. 	Free of charge.

Important.

Want to know more about our privacy policy? Please visit www.ups.com.

Note

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

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
UPS Collect on Delivery (COD)*	UPS will attempt to collect cheque or cash payment for your shipment at the time of delivery.	<ul style="list-style-type: none"> Where cash is collected, the maximum amount is the local currency equivalent of USD 5,000 per receiver per day. Where a cheque is collected, the maximum amount is the local currency equivalent of USD 50,000 per receiver per day. 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. Not all postal codes in a given country have COD service available. To confirm if your destination is in a COD area, please contact your local UPS call centre. 	For each COD shipment, 1% of the value of the goods or a minimum of EUR 21.85 in addition to the shipping costs.

Note

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

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.

Service	Description	Fee
UPS Returns Plus		
UPS 1 Attempt Returns Plus	Allows you to request a collection for the prompt return of a package. A UPS driver will make one attempt to collect the return package. If unable to collect the package, our driver will leave the label for your customer. The customer will then apply the label to the package and take it to a UPS location or contact UPS for a collection. For service availability please see notes below.	EUR 6.20 per package in addition to the relevant receiving shipping costs.
UPS 3 Attempts Returns Plus	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.	EUR 8.25 per package in addition to the relevant receiving shipping costs.
UPS Returns		
UPS Print Return Label	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 package and either bring the package to a UPS-authorized collection point or arrange a collection with UPS. For service availability or for UPS location details, please call UPS on 1 890 995500 or visit www.ups.com .	EUR 1.40 per package in addition to the relevant receiving shipping costs.
UPS Electronic Return Label	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 bringing the package to a UPS-authorized collection point or arranging collection with UPS. For service availability or for UPS location details, please call UPS on 1 890 995500 or visit www.ups.com .	EUR 1.65 per package in addition to the relevant receiving shipping costs.
UPS Authorized Return Service	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.
UPS Returns Exchange	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.	EUR 14.20 per package in addition to the relevant sending and receiving costs.
UPS Returns Pack and Collect	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: EUR 12.85 for collections with a small, UPS-provided box (box type #2). EUR 15.50 for collections with a medium, UPS-provided box (box type #3). EUR 17.50 for collections with a large, UPS-provided box (box type #1). For three collection attempts, in addition to the relevant receiving costs: EUR 15.50 for collections with a small, UPS-provided box (box type #2). EUR 18.05 for collections with a medium, UPS-provided box (box type #3). EUR 20.10 for collections with a large, UPS-provided box (box type #1).

Easy Access – UPS Returns are instantly accessible. All services can be used with UPS's free shipping systems: WorldShip 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 or territories: 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 territories: Australia, Brazil, Canada, China, Hong Kong, India, Japan, Liechtenstein, Malaysia, Mexico, Norway, Philippines, Puerto Rico, Russia, Singapore, South Korea, Switzerland, Thailand, United States.
- Transportation charges for return packages are billed after entering the UPS system. UPS Prints and Posts Return Label, UPS 1 Attempt Returns Plus and UPS 3 Attempts Returns Plus, UPS Returns Exchange and UPS Returns Pack and Collect accessorial fees are billed at the time of request. UPS Electronic Return Label and Import Control fees are billed after the corresponding package enters the UPS system.
- 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.

What optional services are available from UPS?

Service	Description	Fee
Declared Value for Carriage	UPS automatically protects every shipment against loss or damage, up to a certain value. 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 Terms and Conditions of Carriage for more information.	1% of the declared value of the shipment or a minimum of EUR 6.30.
Saturday Delivery	For time-critical 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, US and CA are currently the only valid destinations for this service. Please contact your UPS Customer Service Centre on 21803669 for service availability or visit www.ups.com .	WW Express Freight EUR 213.60 per shipment will be charged in addition to shipping costs. All other core services EUR 65.55 per shipment will be charged in addition to shipping costs.
Freight Residential Delivery Service	UPS provides freight 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. For each residential delivery, an additional charge per shipment applies.	EUR 114.15 per shipment will be charged in addition to shipping costs.
Signature Required	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) or on "Letter box release". Letter box release is a secured release by a service provider which will allow leaving certain residential packages in a safe letter box without a signature, so the delivery can be completed without having the consignee available to receive the package. Use Signature Required to prevent to use of "Driver Release" or "Letter Box Release" in applicable countries.	EUR 1.50 per shipment will be charged.
Adult Signature Required	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" in the Prohibited articles section or goods you prefer an adult to receive.	EUR 3.60 per shipment will be charged.
Direct Delivery Only	Direct Delivery Only ensures a package is delivered to the address on the shipping label. Packages shipped with Direct Delivery Only may not be re-routed, re-directed or delivered to an alternate address. Direct Delivery Only packages are eligible for Driver release or Letter box release at the labeled address. Direct Delivery Only is available for residential and commercial packages.	EUR 2.25 per package will be charged.

Note

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

What additional costs might apply to your shipment?

Charge	Description	Fee
UK Border Fee	A fee will be implemented on all shipments (excluding letters and documents) between Northern Ireland and Great Britain (England, Scotland and Wales). This fee covers the incremental transportation and handling costs due to network adjustments. It does not cover any additional brokerage services. The Charge is based on individual customer contracts.	Based on contract arrangement.
Fuel Surcharge	Fuel surcharge percentages and amounts, associated trigger points and methods of calculation are subject to change without notice.	This charge applies to shipping charges and the following additional services: <ul style="list-style-type: none"> • Saturday Delivery • Large Package Surcharge • Demand Surcharge • Surge Fees 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 www.ups.com .
Residential Delivery Service	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.	WW Express Freight EUR 114.15 per shipment will be billed in addition to the shipping costs. All other core services EUR 0 per shipment will be billed in addition to the shipping costs.
Extended Area and Remote Area Collection and Delivery Service	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 www.ups.com . 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: EUR 0.62 per kilogram or a minimum of EUR 31.50 per shipment, whichever is the greater. For shipments to an extremely remote area, an amount of EUR 0.62 per kilogram or a minimum of EUR 37.55 per shipment, whichever is the greater.
International Processing Fee	Effective September 8, 2025, a fee will be assessed for each UPS Worldwide Express®, UPS Worldwide Express Plus®, UPS Worldwide Express NA10®, UPS Worldwide Expedited®, and UPS Worldwide Saver® U.S. import shipment.	EUR 2.35 per shipment.
Address Correction	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.	EUR 8.15 per package will be billed to the shipper in addition to the shipping costs.
Special Handling of Undeliverable Shipments	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. EUR 6.45 per undeliverable shipment will be charged in addition to the shipping costs.
Receiver/Third Party Refuses to Pay	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.	EUR 14.35 per shipment will be charged to the shipper in addition to the shipping charges and other amounts payable when non-payment occurs.
Missing or Invalid Account Number Fee	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, EUR 12.35 per shipment is billed back to the shipper as a processing fee.
Late Payment	We will send you an invoice for the services we have provided. The invoice will stipulate a date for payment. If we do not receive payment on or before that date, we reserve the right to charge you interest. The rate of interest (determined by prevailing rates) is indicated on the invoice.	
Currency Conversion	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.
Duty and Tax Forwarding Charge	For shipments outside the EU when the payer of duties and taxes is not located in the destination country.	EUR 20.90 per shipment will be billed to the party who pays the shipping charges.
Additional Handling Charge¹	Additional Handling applies to the following: <ul style="list-style-type: none"> • Any article that is not fully encased in a corrugated cardboard shipping container, including tires. • Any package with an outer shipping container not made of corrugated cardboard, including but not limited to canvas, leather, metal, wood, hard plastic, soft plastic (e.g., plastic bag), or expanded polystyrene foam (e.g., styrofoam). • Any cylindrical-like item, including but not limited to barrels, buckets, cans, drums, mailing tubes or pails. • Any package with the longest side exceeding 100 cm or its second-longest side exceeding 30 inches (76 cm). • Any import, export or domestic package with an actual weight greater than 25 kg. • Each import, export or domestic package in a shipment where the average weight per package is greater than 25 kg 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. In consideration of the additional handling required on our part, and subsequent potential delays in processing these shipments, UPS does not provide a money-back guarantee for them. UPS does, therefore, not refund the shipping charges if shipments requiring additional handling are not delivered by the time normally scheduled for such shipment.	EUR 13.20 per package will be billed in addition to the shipping costs.

¹ 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. UPS does therefore not refund the shipping charges if shipments subject to either the Additional Handling Charge or Large Package Surcharge are not delivered by the normally scheduled time.

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

Charge	Description	Fee
Large Package Surcharge¹	A package is considered a "Large Package" when its length plus girth [girth = (2 x width) + (2 x height)] combined exceeds 300cm, but does not exceed the maximum UPS size of 400cm. Large Packages are subject to a minimum billable weight of 40kg in addition to the Large Package Surcharge.	EUR 48.65 per package will be billed in addition to the shipping costs.
Over Maximum Limits	Packages with an actual weight of more than 70kg, or that exceed 274cm in length, or exceed a total of 400cm 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 400cm in length and girth combined are also subject to the Large Package Surcharge.	EUR 346.95 per package will be billed in addition to the shipping costs.
Oversize Pallet Charge	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 https://www.ups.com/assets/resources/media/wwef_max_dim.pdf .	EUR 346.95 per pallet will be billed in addition to the shipping costs.
Demand Surcharges	<ul style="list-style-type: none"> During certain times of the year, UPS expands its delivery network to accommodate increased volume. One or more Demand Surcharges may apply to certain packages that meet specifications for Large Package and Over Maximum Limit, as well as Additional Handling tendered during the Peak Period. Capacity Demand Surcharges may also be applied during times of extreme volume surges, to ensure our network continues to operate effectively. This will be in addition to the existing rates, surcharges and/or fees. 	Refer to ups.com .
Paper Commercial Invoice Services Surcharge	Where a commercial invoice is submitted in connection with a shipment, a fee per shipment will be applied to the shipper when the commercial invoice is not provided by the shipper in digital form using UPS Paperless Invoice services prior to the processing of the commercial invoice by UPS.	EUR 4,60 per shipment.
Surge Fees	UPS reserves the right to impose one or more Surge Fees on Packages shipped during such specific periods as UPS may designate in its sole discretion. Details regarding the application of Surge Fees are set forth at ups.com/surgefees . Such Surge Fees apply cumulatively if a Package meets more than one of the specified criteria for a Surge Fee, and Surge Fees apply in addition to any other applicable Charges, including but not limited to when Surge Fees may apply at the same time as one or more Demand Surcharges. No waiver, discount, or reduction of any type to Surge Fees shall apply unless UPS agrees in writing to such waiver, discount, or reduction with specific written reference to Surge Fees.	Details are available at ups.com .
International Collect on Delivery (ICOD) Fee	<p>Fee assessed to the U.S. consignee when collecting import charges at the time of delivery, along with any unpaid duties, taxes, and other fees for the shipment.</p> <p>Fee does not apply if duties and taxes are billed to a UPS account number prior to delivery.</p> <p>U.S. consignees can also avoid the fee by paying the applicable customs charges electronically, prior to delivery, through the Import Payment Processing Application (IPPA).</p> <p>The IPPA can be accessed through the:</p> <ul style="list-style-type: none"> Shipment payment notification (consignees will only receive this notification if the shipper has provided the consignee's contact information to UPS (name, email, phone) and the consignee has accepted UPS's opt-in terms for notifications. Tracking results page on ups.com. 	EUR 12,75.

¹ 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. UPS does therefore not refund the shipping charges if shipments subject to either the Additional Handling Charge or Large Package Surcharge are not delivered by the normally scheduled time.

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

UPS My Choice®

UPS My Choice¹ lets your customers manage their home delivery experience.

UPS My Choice is a subscription based service and once enrolled, members can benefit from:

- Proactive delivery alerts via SMS, email or Mobile applications² such as: Ship Notification, Day Before Delivery, Delivery Schedule Updates, Day of Delivery, Confirmation of Delivery.
- Four-hour delivery window for most deliveries.
- Online delivery planner to help manage and track upcoming home deliveries from UPS.

Visit www.ups.com/mychoice for more information.

Delivery Options

UPS My Choice members also have the added benefit of being able to reroute and reschedule eligible UPS home deliveries.

- Reschedule delivery: have parcels delivered on a different day.
- Deliver to another address: reroute delivery to another address.
- Set a holiday and have parcels held by UPS or delivered up to three business days after the holiday ends.
- Hold at a UPS Customer Centre.
- Leave with Neighbour - Have your packages left with an immediate neighbour.
- Authorized shipment release - You may give authorization online for UPS to deliver packages without a signature.
 - "Leave at" Instructions - Designate where you would like our driver to leave your package (e.g. porch). This option is only available with authorized shipment release.

UPS My Choice therefore helps shippers to:

- Increase the probability of successful first-time deliveries.
- Reduce service calls associated with tracking parcels and returns.
- Focus on providing superior customer service.
- Improve customers' online shopping experience.

¹ Available in Austria, Belgium, Switzerland, Germany, Denmark, Spain, France, United Kingdom, Italy, the Netherlands, Poland, Sweden.

² Available in United Kingdom, Germany, Poland, Italy, France, Spain, the Netherlands.

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.

EUR 1.55 per package in addition to relevant shipping costs.

Prints and Posts Label

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

EUR 0.00 per package 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 package. If unable to collect the package, our driver will leave the documents for your exporter.

EUR 5.85 per package 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.

EUR 7.80 per package in addition to relevant shipping costs.

Print Return Label, Electronic Return Label, Prints and Posts Return Label are included. More information about these services can be found in the UPS Returns page.

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

UPS® Premier

UPS® Premier is an exclusive next-generation, technology-enabled offering for your critical healthcare shipments. UPS® Premier upgrades small packages with advanced sensor technology that ensures a priority lane in our network with highly specialized handling, enhanced visibility, and control along the way.

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 Express Critical®

Time-critical, specialised solutions

UPS Express Critical® is our fastest service, providing a broad range of urgent and secure transportation options for one-time shipments of any size, worldwide at any time.

When time is tight our team will work with you to create customised, high-priority, door-to-door solutions using the best vendors, estimates and logistics based on your requirements. We'll get your shipment on the next flight out, give you access to the world's largest charter aircraft, and provide a dedicated courier to hand carry your shipment throughout the transportation cycle. We even have a cost-effective surface alternative for urgent delivery within Europe.

You benefit from a single source provider of end-to-end logistics with full online visibility for tracking and delivery confirmation. You can be confident that your shipments will arrive with the care they deserve – on time and intact.

Got an urgent delivery? Contact our team of experts 24/7/365 at +49 6966 800 900 or email us at: ec@ups.com.

More information

If you want to know more about any of these services, please visit www.ups.com or contact your sales representative.

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
Special Entries		
Other Additional Customs Clearance Services	When additional, non-routine activities are required for entry of merchandise, selected services may be performed by UPS at the request of the importer.	For rates or additional information, please contact your local customer service centre on 21803669.
Customs Clearance Administration Charge	This charge is applicable for Customs Clearance Process including the declaration of the shipment to Malta Customs.	EUR 10.50 (+ VAT).
Regulatory Inspection Charge	This fee is applicable when the shipment is required to undergo further inspection by a Local Regulatory Entity (including but not limited to PHO, IPR, MCCA and Heritage) to be released by the Customs Authority.	EUR 10.00 (+ VAT).
Other Services		
Disbursement Fee	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.	2% of the advanced amount or a minimum of EUR 16.00, whichever is greater.

More information.

For additional information about customs clearance or for the latest pricing information, please visit www.ups.com or call our customer service centre on 21803669.

Time saving tip

For additional information about customs and brokerage regulations, you can refer to www.ups.com/globaladvisor.

Note

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

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 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 the UPS shipping system – WorldShip.

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).

Service availability

Some service options are not available from all origins and/ or to all destinations. For service availability, please visit www.ups.com or contact your UPS sales representative.

Note

UPS Paperless Invoice and UPS FTZ Facilitator are available on a contractual basis.

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3. REFERENCE INFORMATION

This section contains information on:

- **Billing options**
- **Prohibited articles and service restrictions**
- **Money-back guarantee**
- **Liability**

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"> Receiving rates of the destination country will apply. For all shipments, the shipper or the receiver requires a valid account number. 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.
	Third Party located in <ul style="list-style-type: none"> Shipper Country Receiver Country Third Country 	All origins and destinations	<ul style="list-style-type: none"> Sending rates will apply unless the third party is located in the receiver country. A valid UPS account number is required. 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.
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"> A valid UPS account number is required. Not applicable to letter and document shipments (no commercial value).
	Receiver	Available for shipments outside the EU or goods not in free circulation within the EU	<ul style="list-style-type: none"> Not applicable to letter and document shipments (no commercial value).
	Third Party located in <ul style="list-style-type: none"> 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"> A valid UPS account number is required. Not applicable to letter and document shipments (no commercial value). 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.

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 21803669 for the 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)
- Cremated or disinterred remains
- 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 package¹
- 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

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 your local UPS call centre 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).

Unlawful Drug Fee

Packages containing any form of unlawful drugs will be subject not only to seizure and reporting to relevant governmental authorities, but also to an additional charge as set forth in the applicable Service Guide. Such charge is in addition to any and all other obligations that may be owed to UPS in connection with the shipment of unlawful drugs.

Unlawful Drug Fee – EUR 1,020.20 per package.

¹ 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. A contract is necessary for shippers in the alcohol industry. Customers not in the alcohol industry can ship gifts within the EU without a contract.

Within the EU, 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 or territories: 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 Optional services / Additional costs STG 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 online².

You can also contact your sales representative or refer to the UPS Alcohol Shipping Guide 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.

² At the time of printing, these were the accurate website addresses:
https://taxation-customs.ec.europa.eu/taxation/excise-taxes_en?prefLang=fr

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 watches¹) is USD 500 or local currency equivalent.

COD service is provided within the Republic of Ireland, 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 and 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 and declared value per package for a drop-off in a Third Party Retailer or UPS Access Point location is USD 1,000 or local currency equivalent.

The maximum value and 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 21803669 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 31,5kg².

The maximum length per package is 274cm.

The maximum size per package is 400cm in length and girth combined.

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

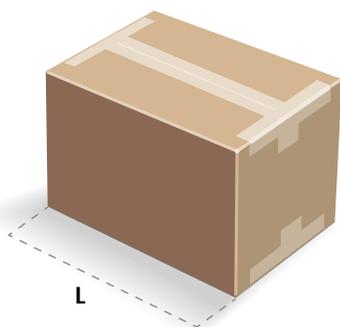
Packages with a large size-to-weight ratio may have a dimensional weight greater than actual weight. In that case, UPS will charge based on dimensional weight.

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

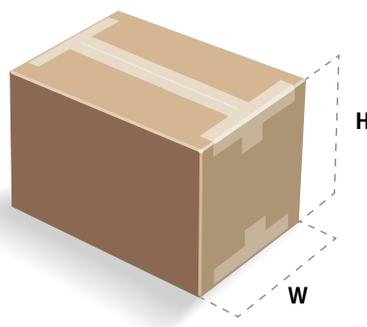
Packages that exceed certain size restrictions but do not exceed UPS's maximum size per package may be subject to the Large Package Surcharge.

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 $(2 \times \text{Width}) + (2 \times \text{Height})$.



¹ 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)

² 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 21803669 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 and key in your shipping details. Alternatively, contact your local UPS Customer Service Centre on 21803669. 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;
- g) the shipper must provide Timely Upload of all applicable information to UPS. Timely Upload as used in these Terms refers to the electronic transmission of all applicable information (including, but not limited to, consignee's full name, complete delivery address, and shipment dimensions and weight) to UPS 15 minutes before the latest collection time specified by us for guaranteed delivery.

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 our Terms and conditions 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 Rights¹ (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:

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 the local currency equivalent of USD 100 per shipment, subject (as in all cases) to proof of loss. See our terms and conditions for further information.

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.

¹ 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.



For bookings and enquiries
Telephone 21809283/21697756/21805901/21803669
or visit us on the web at www.ups.com®

Head Office
Airswift Couriers Ltd.
Authorised Service Contractor for UPS
Old Airport Terminal,
Luqa
Malta

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