



# 2026 UPS® Service Guide

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

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



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**This UPS Service Guide applies to new and many existing business customers.**

**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](https://www.ups.com). In case of any discrepancies, the online Conditions of Carriage take precedence.

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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/gb](http://www.ups.com/tariff/gb)

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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 UPS Tariff 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:**

- 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 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.

<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.

# Shipping Options

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 10.30 am the next business day.</li> <li>Next business day delivery as early as 10.30 am, and typically by 12.00 noon to most business addresses in Europe.</li> <li>Second business day delivery by 10.30 am, 12.00 noon or 2.00 pm 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 or 2.00 pm to most business areas in Asia.</li> </ul> <p>Delivery times varies depending on the destination. 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 in the UK, Liechtenstein, Norway, Switzerland and within the EU. 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 50 countries and territories.</li> <li>Collection, delivery and routine customs clearance included.</li> </ul>
<b>UPS Worldwide Express Freight® Midday</b> <b>Premium delivery of palletised shipments worldwide</b>	<p>Delivery of palletised shipments weighing more than 70kg, within 1-3 business days, by 12pm or 2pm to selected areas in more than 30 countries and territories.</p>	<ul style="list-style-type: none"> <li>Door-to-door delivery by 12 pm or 2 pm.</li> <li>Non door-to-door shipping options also available.</li> <li>Money-back guarantee*.</li> <li>From more than 60 countries and territories.</li> <li>To specific areas in more than 30 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 in 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 the Money-back guarantee section 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
CO1-CO2	13.00	14.00	NW1	15.00	16.00
CO3-CO4	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	15.00	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.

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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 Trade Direct](#)
- [UPS World Ease](#)
- [UPS TradeAbility](#)
- [UPS 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 (Refer to the UPS Tariff Guide, sections [2](#) and [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 21 December 2025.

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 03457 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.com Shipping</b>	Ideal for customers sending five or less small packages or freight shipments per day.	<ul style="list-style-type: none"> <li>Online shipping system allows anyone in your company to ship from anywhere.</li> <li>Process UPS parcel and freight shipments using a single application to obtain a rate quote, schedule pickups, process paperless trade documentation, track shipments and more.</li> <li>Simplify shipping with saved preferences, address books, shipping history and a host of cross-border trade tools.</li> </ul>	Free of charge.
<b>UPS CampusShip®</b>	Provides all the benefits of ups.com shipping with added centralised control.	<ul style="list-style-type: none"> <li>As with ups.com shipping, staff can process shipments from multiple locations, but with centralized administrator control.</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 air freight volumes.	<ul style="list-style-type: none"> <li>Advanced shipping software accommodating full UPS shipping portfolio, including additional contractual services.</li> <li>Choose from several options for inputting shipment data, from manual entry to fully automated.</li> <li>Streamline shipment processing by customizing default settings to match your shipping preferences.</li> <li>Connect <u>WorldShip</u> software to your accounting and customer service systems for seamless cross-functional communication.</li> <li>Create custom labels with your company logo or promotional information.</li> </ul>	Free of charge.
<b>UPS Developer Kit</b>	Integrate UPS shipping functionality directly into your website or enterprise system.	<ul style="list-style-type: none"> <li>Suite of Application Programming Interfaces (APIs) that provides your programmers and integrators flexibility when integrating UPS shipping functionality directly into your business systems and websites. APIs improve efficiencies through automation of business processes, utilizing the latest technologies and giving you access to as many UPS services as you choose.</li> <li>UPS Developer Kit APIs include Ship, Address Validation, Locator (and Plugin), Pickup, Quantum View®, Rating, Tracking (Signature Tracking®), Time in Transit and UPS TradeAbility®, among others.</li> </ul>	Free of charge.
<b>UPS Ready</b>	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"> <li>Easy to Use "out-of-the-box" integration experience.</li> <li>Integration at critical transaction points (seamless shipping and tracking).</li> <li>Access to UPS services for business applications.</li> <li>Convenience of serving the customer where the customer wants to be served.</li> </ul>	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.

## 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 Online Shipping Solutions, these reference codes can enable you to allocate costs easily 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 6.10 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.
<b>Delivery Photo</b>	Ideal for customers unable to receive the parcel at the time of delivery – the feature will allow them to easily locate the parcel which has been left by the driver at a suitable location if available. <sup>1</sup>	Free of charge.

Take advantage of our 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.	<ul style="list-style-type: none"> <li>Ship Notification: A notification that includes date of shipment, a tracking link and scheduled date of arrival.</li> <li>Exception Notification: Informs of a rescheduled delivery date in the event of delays.</li> <li>Delivery Notification: Provides delivery and shipment details, including time of delivery and name of recipient.</li> </ul> <p>Quantum View Notify is an option under the preferences menu of UPS Internet Shipping, UPS CampusShip or WorldShip.</p>	Free of charge.
<b>UPS My Choice for Business</b>	Free tracking tool to view and manage all your inbound and outbound shipments.	<ul style="list-style-type: none"> <li>Manage all your inbound and outbound shipments with an interactive dashboard.</li> <li>Add multiple users within your company.</li> <li>Self-register online with a business address.</li> <li>Open a new account or add an existing account.</li> <li>Manage your return shipments and claims easily.</li> </ul>	Free of charge.
<b>Quantum View Manage®</b>	Web-accessible information on outgoing and incoming UPS shipments, billing information and import clearance.	<ul style="list-style-type: none"> <li>View three types of information: outbound shipping, inbound shipping, or alternate billing information.</li> </ul>	Free of charge.
<b>Quantum View Data</b>	Importable shipping and billing information for use in your internal data systems.	<ul style="list-style-type: none"> <li>Choose from either a .CSV, .XML or .TXT file format for increased software compatibility.</li> <li>Information is updated hourly and data files stay available for download on <a href="http://www.ups.com">www.ups.com</a> for up to seven days.</li> <li>Take advantage of the automated download option and avoid repeated visits to the website.</li> </ul>	Free of charge.
<b>Flex™ Global View</b>	Bring better visibility to your supply chain with Flex Global View.	<ul style="list-style-type: none"> <li>Provides tracking and pro-active event notification from order through to final distribution across all UPS Supply Chain Solutions freight modes.</li> </ul>	Free of charge.

## UPS e-commerce services

Service	Description	Features	Fee
<b>UPS Plug-in</b>	UPS Plug-in allows you to easily integrate a wide range of UPS delivery services into your storefront, making shipping easier for your employees and your customers. The plug-in can be downloaded from the 4 following platforms: <ul style="list-style-type: none"> <li>Prestashop</li> <li>OpenCart</li> <li>Magento</li> <li>WooCommerce</li> </ul>	<ul style="list-style-type: none"> <li>Offer your customers the convenience of shipping to a UPS Access Point™ location.</li> <li>Set your preferred shipping rates.</li> <li>Create shipping labels and batch process orders all in one place.</li> <li>Display accurate and scheduled delivery time during the checkout process based on configurable order cut-off time.</li> <li>Keep your customers informed and reduce enquiries with real-time tracking information.</li> </ul>	Free of charge.
<b>UPS® Marketplace Shipping<sup>2</sup></b>	UPS marketplace shipping is a service that allows you to have online store orders automatically imported to UPS to create shipping labels and upload tracking numbers to your stores.	<ul style="list-style-type: none"> <li>Automatically import your orders and export the shipment information back to your online marketplaces and stores.</li> <li>Save time and reduce keystroke errors by shipping in just a few clicks.</li> <li>Eliminate manual tracking with automated UPS notifications to your customers.</li> <li>Get shipping discounts and pay using credit cards, a PayPal™ or a UPS account.</li> </ul>	Free of charge.

<sup>1</sup> The parcel would be left only if a suitable location is available and if the parcel does not require the recipient to be present at the time of delivery.

<sup>2</sup> available only for eBay and Amazon customers.

# 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.	<ul style="list-style-type: none"> <li>Where cash is collected, the maximum amount is the local currency equivalent of USD 5,000 per receiver per day.</li> <li>Where a cheque is collected, the maximum amount is the local currency equivalent of USD 50,000 per receiver per day.</li> <li>Your customer also has the option to pay for the value of goods at a UPS Access Point location when collecting their parcel. The maximum COD amount is the local currency equivalent of \$1,000. Payment methods depend on the individual UPS Access Point location – for more information visit the “Locations” page on <a href="http://www.ups.com">www.ups.com</a>.</li> <li>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.</li> <li>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 03457 877 877.</li> </ul>	For each COD shipment, 1% of the amount collected or a minimum of GBP 26.30 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, pay, and dispute 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>Access invoices in PDF, CSV and XML formats, along with associated shipping documentation.</li> <li>Have new invoices automatically emailed to you.</li> <li>Set up a range of notifications to stay on top of your account balance.</li> <li>Pay using a range of options, from debit cards to digital wallets.</li> <li>Set up automatic recurring payments with value limits.</li> <li>Submit Guaranteed Service Refund requests and invoice disputes.</li> <li>Apply credit notes to future payments.</li> </ul> <p>You can enroll your account in the UPS Billing Centre through the billing page on <a href="http://ups.com">ups.com</a>. Please ensure you have a recent invoice that's no older than 45 days, as you will need this for enrolment.</p>	Free of charge.

# How can UPS help return my goods?

## UPS Returns®

Your goods can come back as easily as they go out. 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<sup>1</sup></b>	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.	GBP 5.65 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 8.00 per package in addition to the relevant receiving shipping costs.
<b>UPS Returns</b>		
<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 package and either bring the package to a UPS authorised collection point or arrange a collection with UPS. For service availability or for UPS location details, please call UPS on 03457 877 877 or visit <a href="http://www.ups.com">www.ups.com</a> .	GBP 1.75 per package (or per pallet for WW Express Freight) in addition to the relevant receiving shipping costs.
<b>UPS Electronic Return Label</b>	UPS electronically provides a return label to your customer through a variety of formats, including e-mail, UPS tracking results or with a mobile barcode. <ul style="list-style-type: none"> <li>• If your customer prefers to print the return label, they can choose to either drop off the package at a UPS Access Point location or arrange a collection with UPS. This service is available for returns originating from over 135 countries.</li> <li>• If your customer prefers to use the mobile barcode return, they can drop off their unlabeled package at a UPS Access Point location by presenting their mobile barcode (on their phone) to the attendant. This service is available for returns originating from UK, Germany, France, Belgium, The Netherlands, Italy and Poland.</li> </ul> You can also pre-authorise return shipments of packages that meet the parameters agreed upon by you and UPS within the UPS Returns Manager portal. Payment of the return charges are your responsibility regardless of when the package is tendered. For service availability or for UPS location details, please call UPS on 03457 877 877 or visit <a href="http://www.ups.com">www.ups.com</a> .	GBP 2.10 per label.
<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 16.85 per package in addition to the relevant sending and receiving costs. A contractual service.
<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.	A contractual service. For one collection attempt, in addition to the relevant receiving costs: GBP 15.25 for collections with a small, UPS-provided box. GBP 19.25 for collections with a medium, UPS-provided box. GBP 20.65 for collections with a large, UPS-provided box For three collection attempts, in addition to the relevant receiving costs: GBP 19.25 for collections with a small, UPS-provided box. GBP 21.10 for collections with a medium, UPS-provided box. GBP 23.65 for collections with a large, UPS-provided box.
<b>UPS Returns Manager™</b>	A portal located on <a href="http://ups.com">ups.com</a> where shippers can manage their company's return policy for a specific account number and where each shipment becomes designated as "pre-authorized" for the consumer to make a return. Consumers can then access a return shipping label simply by tracking a delivered package. Consumers can either print a return label themselves, email it to be printed or get a mobile barcode. The mobile barcode allows them to drop off their return parcels without a label in a UPS Access Point location.	Free of charge.

**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/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 Print Return Label, 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.
- When an on-call collection is requested in Belgium, France, Germany, Italy, the Netherlands, Poland, Spain, or the United Kingdom, for a return with UPS Print Return Label, UPS Electronic Return Label or UPS Prints and Posts Return Label, fees may apply. On-call collection fees are billed to the requestor at the time of request or can be paid in cash upon collection of the return.
- Please refer to the "Additional Services and Charges" section for further details.

**Note**

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

- <sup>1</sup> A charge for the 'schedule a collection' service may apply.
- \* 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 Terms and Conditions of Carriage for more information.	1% of the value of the goods declared for carriage or a minimum of GBP 11.50.
<b>UPS Express – Saturday delivery</b>	For time-critical packages, UPS offers a midday UPS Express Saturday Delivery service. For detailed information and service availability, please use the "Calculate Time and Cost" tool on <a href="http://www.ups.com">www.ups.com</a> .	UPS Express: Domestic Delivery: A surcharge of GBP 7.15 per shipment will be charged for Domestic delivery. Export Shipments: A surcharge of GBP 13.75 per shipment will apply for outbound international delivery in addition to shipping costs. Import Shipments: A surcharge of GBP 7.15 per shipment will apply for inbound international delivery in addition to shipping costs.
<b>UPS Standard – Saturday delivery</b>	Benefit from the convenience of a Saturday delivery by the end of the day with UPS's new Standard Saturday delivery service.  This service is available from Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, and United Kingdom to eight select destinations: Germany, UK, France, Italy, Netherlands, Spain, Poland and Belgium.	Ship to UPS Access Point: No additional cost charged next to your regular shipping costs. Ship to non UPS Access Point: GBP 2.80 per shipment will be charged per domestic delivery and GBP 2.80 for international delivery, in addition to shipping costs.
<b>UPS WW Express Freight – Saturday delivery</b>	For pallet shipments, UPS also offers the convenience of Saturday Delivery. Delivery times depend on 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 03457 877 877 for service availability or visit <a href="http://www.ups.com">www.ups.com</a> . This service is also available for returns.	WW Express Freight GBP 232.30 per shipment will be charged in addition to shipping and return costs.
<b>UK Border Fee</b>	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 agreement.
<b>Book-ins<sup>1</sup></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 4.61 per package, subject to a minimum charge of GBP 13.73 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 location in the receiver's premises without the need for a signature) or on "Letter box release". Letter box release is a secured release by a service provider which will allow certain residential packages to be left in a safe letter box without a signature.  Use Signature Required to prevent the use of "Driver Release" or "Letter Box Release" in applicable countries.	GBP 1.50 per shipment will be charged.
<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 " <a href="#">Shipping prohibited articles on a contractual basis with UPS</a> " on Prohibited articles) or goods you prefer an adult to receive.	GBP 4.30 per shipment will be charged.
<b>Direct Delivery Only</b>	Direct Delivery Only ensures a package is delivered to the address on the shipping label. Packages shipped with Direct Delivery Only may not be rerouted, redirected or delivered to an alternate address. Direct Delivery Only packages are eligible for Driver release or Letter box release at the labelled address. Direct Delivery Only is available for residential and commercial packages.	GBP 2.80 per package 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 0.30 per package for domestic UPS Express Plus, UPS Express, UPS Express Saver and UPS Standard shipments. GBP 0.40 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 0.70 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 17.05 per pallet for UPS Worldwide Express Freight shipments.

**Note.**

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

<sup>1</sup> Not applicable for UPS Worldwide Express Freight.

# What additional costs might apply to your shipment?

Charge	Description	Fee
<b>Fuel Surcharge</b>	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"> <li>• Saturday Delivery</li> <li>• Extended Area and Remote Area Collection and Delivery</li> <li>• Residential Delivery</li> <li>• Large Package Surcharge</li> <li>• Oversize Pallet Charge</li> <li>• Additional Handling Charge</li> <li>• Over Maximum Limits Charge</li> <li>• Demand Surcharge</li> <li>• Surge Fees</li> </ul> <p>The latest details concerning any fuel surcharge applicable are available at <a href="http://www.ups.com">www.ups.com</a>.</p>
<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. For each residential delivery, an additional charge per shipment applies.	<b>WW Express Freight</b> GBP 130.75 per shipment will be billed in addition to the shipping costs. <b>All other core services</b> GBP 3.40 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 10.30 per package will be billed to the shipper in addition to the shipping costs.
<b>Special Handling of Undeliverable Shipments</b>	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 payer of the original costs. For all international shipment, including to 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 6.20 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 0.74 per kilogram or a minimum of GBP 37.30 per domestic shipment, whichever is the greater.  For service to a remote area, an amount of GBP 0.90 per kilogram or a minimum of GBP 44.75 per shipment, whichever is the greater, will be added to the shipping charges.
<b>International Processing Fee</b>	Effective September 8, 2025, a fee will be assessed for each UPS Worldwide Express, UPS Worldwide Express Plus, UPS Worldwide Express NA1, UPS Worldwide Expedited, and UPS Worldwide Saver U.S. import shipment.	GBP 2.00 per shipment.
<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 13.65 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 11.95 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>Paper Invoice Fee</b>	UPS will send you an invoice for services provided via your preferred method. If you do not elect to receive your invoice electronically you will be charged a fee for each paper invoice sent.  You can avoid this fee by enrolling your account in the UPS Billing Centre on <a href="http://ups.com">ups.com</a> , using an invoice no older than 45 days. You will subsequently be able to access future invoices electronically.	GBP 9.45 per invoice.
<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 international shipments when the payer of duties and taxes is not located in the destination country.	GBP 20.30 per shipment, will be billed to the party who pays the shipping charges.

<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.

Charge	Description	Fee
<b>Additional Handling Charge<sup>1*</sup></b>	<p>Additional Handling applies to the following:</p> <ul style="list-style-type: none"> <li>Any item not fully enclosed in a corrugated cardboard shipping container, including tyres.</li> <li>Any parcel with an outer 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).</li> <li>Any cylindrical item, including but not limited to barrels, buckets, cans, drums, mailing tubes or pails.</li> <li>Any package with the longest side exceeding 100 cm or its second-longest side exceeding 30 inches (76 cm).</li> <li>Any import, export or domestic package with an actual weight greater than 25 kg.</li> <li>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.</li> </ul> <p>UPS also reserves the right to assess the Additional Handling Charge for any package that, in UPS's sole discretion, requires special handling.</p> <p>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.</p>	<p>Length: GBP 12.10 per package.  Width: GBP 12.10 per package.  Weight: GBP 12.10 per package.  Packaging: GBP 12.10 per package.</p>
<b>Weekly service charge</b>	A UPS driver will visit you once a workday to collect your shipments. A weekly service charge will apply.	GBP 12.35 per week will be billed in addition to the shipping costs.
<b>On-call Collection<sup>1</sup></b>	<p>You can have your shipment picked up from your home or office by scheduling a collection service online at ups.com or by calling 03457 877 877. UPS will pick up all packages with a single collection service request. A collection service may be scheduled for the same day or a future day.</p> <p>On-call collection service charge applies for Electronic Return Label, Print Return Label, and regular or alternate address pickup. Cash payments are available for on-call collection service.</p> <p>Charges differ based on the collection service request type:</p> <ul style="list-style-type: none"> <li>Same Day by Phone</li> <li>Same Day on the Web</li> <li>Future Day by Phone</li> <li>Future Day on the Web</li> </ul> <p>This charge does not apply to:</p> <ul style="list-style-type: none"> <li>A daily customer's established collection hours (see daily collection).</li> <li>Return package collections included in the UPS 1 Attempt and UPS 3 Attempts Returns Plus services. If a UPS 1 Attempt Returns Plus collection is unsuccessful, all subsequent collections will incur the fee.</li> </ul>	<p><b>Same Day by Phone</b>  GBP 5.50 per stop will be billed in addition to the shipping costs.</p> <p><b>Same Day on the Web</b>  GBP 4.45 per stop will be billed in addition to the shipping costs.</p> <p><b>Future Day by Phone</b>  GBP 3.55 per stop will be billed in addition to the shipping costs.</p> <p><b>Future Day on the Web</b>  GBP 2.45 per stop will be billed in addition to the shipping costs.</p>
<b>UPS Smart Pickup<sup>®</sup></b>	<ul style="list-style-type: none"> <li>Combines the predictability of an automatic daily collection with the flexibility of requesting a collection on demand. A UPS driver will come to your business only when you have a package to ship.</li> <li>When you process a shipment before a designated notification time using WorldShip or UPS CampusShip shipping systems, or ups.com shipping, a UPS driver will automatically make a UPS Smart Pickup service request that same day.</li> </ul>	GBP 12.35 per week will be billed in addition to the shipping costs.
<b>UPS<sup>®</sup> Pickup Point Placard Zero Volume Fee</b>	<ul style="list-style-type: none"> <li>The UPS Pickup Point placard is a healthcare returns solution.</li> <li>A fee will be assessed when a UPS Pickup Point placard is scheduled, but no packages are tendered to UPS.</li> <li>The fee will be assessed to the account number associated with the UPS Pickup Point.</li> <li>May apply to Daily, Day-Specific and Smart Pickups.</li> <li>Applies per daily occurrence for both domestic and international UPS Pickup Point locations.</li> </ul>	GBP 3.40 per daily occurrence.
<b>Day-Specific Collection</b>	<ul style="list-style-type: none"> <li>A UPS driver will automatically visit your location on the weekdays you choose to suit your business needs (Monday to Friday only).</li> <li>The weekly service fee will depend on the number of collection days you select.</li> </ul>	<ul style="list-style-type: none"> <li>Day 1: GBP 3.10 per week.</li> <li>Day 2: GBP 6.20 per week.</li> <li>Day 3: GBP 9.30 per week.</li> <li>Day 4: GBP 12.35 per week.</li> </ul>
<b>Daily On-Route Collection</b>	<ul style="list-style-type: none"> <li>This alternative to daily collection gives you the peace of mind of a regular collection.</li> <li>A UPS driver makes a collection at your location once each business day while making deliveries in your area.</li> </ul>	GBP 9.00 per week will be billed in addition to the shipping costs.
<b>Large Package Surcharge<sup>*2</sup></b>	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.	GBP 56.55 per package will be billed in addition to the shipping costs.
<b>Over Maximum Limits<sup>*</sup></b>	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.	GBP 455.45 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="https://www.ups.com/assets/resources/media/wwe_f_max_dim.pdf">https://www.ups.com/assets/resources/media/wwe_f_max_dim.pdf</a> .	GBP 455.45 per pallet will be billed in addition to the shipping costs.

<sup>1</sup> UPS Worldwide Express Freight<sup>®</sup> collection or drop-off can either be scheduled at ups.com or by calling UPS. UPS Worldwide Express Freight collections cannot be combined with UPS Standard or Express small package collections.

<sup>2</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,

UPS Worldwide Express Freight<sup>®</sup> collection or drop-off can either be scheduled at ups.com or by calling UPS. UPS Worldwide Express Freight collections cannot be combined with UPS Standard or Express small package collections. **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>Demand Surcharge</b>	<ul style="list-style-type: none"> <li>UPS expands its delivery network throughout the year to accommodate increased volume.</li> <li>Applicable to international shipments moving on air transportation.</li> <li>One or more Demand Surcharges may apply to certain packages that meet specifications of Large Package and Over Maximum Limit as well as Additional Handling.</li> <li>This will be in addition to the existing rates, surcharges and/or fees.</li> </ul>	Details are available at <a href="https://www.ups.com">ups.com</a> .
<b>Paper Commercial Invoice Services Surcharge</b>	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.	GBP 18.30 per shipment.
<b>Surge Fees</b>	<p>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 <a href="https://www.ups.com/surgefees">ups.com/surgefees</a>.</p> <p>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.</p> <p>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.</p>	Details are available at <a href="https://www.ups.com">ups.com</a> .
<b>Shipping Charge Correction Audit Fee</b>	<p>An audit fee will be assessed when the shipping charge correction during an invoice period is greater than 25% of the original net revenue of the shipment subject to a shipping charge correction.</p> <p>The fee will be calculated per account number, based on shipping charge corrections billed to the account number during the applicable invoice period.</p>	<ul style="list-style-type: none"> <li>GBP 1.25 per package subject to a shipping charge correction during the applicable invoice period; or</li> <li>8% of the total amount of shipping charge corrections during the applicable invoice period.</li> </ul>
<b>Missing Package Level Detail</b>	A fee will be charged when the shipper does not provide timely upload of all applicable Package Level Detail (PLD) information to UPS before pickup of those packages.	The fee will be GBP 3.80 per parcel for both domestic and international services.
<b>International Collect on Delivery (ICOD) Fee</b>	<p>A fee is assessed to the U.S. consignee when import charges are collected at the time of delivery, along with any unpaid duties, taxes, and other shipment-related fees.</p> <p>This 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, via the Import Payment Processing Application (IPPA).</p> <p>The IPPA can be accessed through either of the following:</p> <ul style="list-style-type: none"> <li>Shipment payment notification – consignees will only receive this notification if the shipper has provided the consignee's contact details (name, email, phone number) to UPS, and the consignee has accepted UPS's opt-in terms for notifications.</li> <li>Tracking results page on <a href="https://www.ups.com">ups.com</a>.</li> </ul>	GBP 11.00.

**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.

## UPS My Choice®

UPS My Choice<sup>1</sup> lets your customers personalise their the last mile delivery experience.

UPS My Choice is a membership based service where members can self-enrol via a simple sign up process based on email. Once enrolled, members can further define their settings to benefit from the following services:

- Set up one-time preferences which are applied to all future incoming packages.
  - **Delivery alerts:** Members can set up which delivery alerts they wish to receive via SMS, email or the UPS Mobile App such as Ship Notification, Day Before Delivery, Delivery Schedule Updates, Day of Delivery, Confirmation of Delivery including the delivery photo if available.
  - **Driver instructions:** They can designate where they would like the UPS driver to always leave the package (e.g. porch). This option is available for all shipments unless the shipper has requested otherwise. Members can choose from 13 different locations such as front door, rear door, garage, patio, concierge, etc. The driver will take a photo of the location where the package was left.
  - **Alternate Delivery Location:** Members can send all home deliveries to a UPS Access Point® location for collection at a later time.
- Define their name and address to improve package matching rate: even if UPS does not get always get email addresses in package information, we can still identify their packages.
- Request UPS to hold all their incoming packages for a period of time when they are on vacation.
- Access the online delivery planner to help manage and track upcoming home deliveries from UPS.
- Receive 1 to 4 hour estimated delivery window in the delivery alerts.
- Download the UPS Mobile App, where all their deliveries are in one place to easily manage them.

### Delivery Change Options

UPS My Choice members also have the added benefit of being able to redirect and reschedule eligible UPS home deliveries when the parcel is on its way to be delivered.

- **Reschedule delivery:** Have parcels delivered on a different day.
- **Deliver to another address:** Redirect delivery to another address.
- **Redirect to a UPS Access Point location:** Redirect parcels to a nearby UPS Access Point location instead of having it delivered at home.
- **Redeliver to my address:** If UPS delivered parcels to a nearby UPS Access Point location because the receiver was not at home, the recipient can request that eligible parcels be delivered to the original address.
- **Hold at a UPS Customer Centre:** Have parcels held at a customer centre for a period of time.
- **Leave with Neighbour:** Have packages left with an immediate neighbour.
- **Leave at Instructions:** Designate where the driver should leave the package (e.g. porch). This option is only available with authorised shipment release. Authorisation can be given online to UPS.

### 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.

Visit <https://www.ups.com/gb/en/track/ups-my-choice.page> for more information.

<sup>1</sup> We are constantly improving the My Choice experience by adding new countries and additional functionality. Please consult the local UPS.com website for the latest My Choice portfolio in a country of interest: <https://www.ups.com/gb/en/track/ups-my-choice.page>

## 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:

#### 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.

**GBP 5.65 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 8.00 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 20.45 per shipment in addition to relevant shipping costs.**

*UPS Print Return Label, UPS Electronic Return Label, UPS 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 Internet Shipping, UPS CampusShip, UPS Developer Kit and the latest version of WorldShip.

### UPS Healthcare™ Cold Chain Freight Packaging

A transportation platform for qualified temperature controlled packaging, providing the benefits of UPS's network delivery performance in full compliance with the EU Goods Distribution Practices (GDP).

For more information please visit <http://healthcare.ups.com>.

### UPS Healthcare™ Cold Chain Packaging

Our world-class packaging consulting services help you navigate the complex world of cold chain logistics and find the right solution to meet the needs of your critical healthcare shipments.

### 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.

### UPS® Pickup Point

UPS® Pickup Point is a uniquely designed solution for healthcare customers with many-to-one reverse logistics needs. In your pickup locations, customers can place their packages in the specially agreed location next to the UPS® Pickup Point placard before the indicated time, then scan the QR code on the placard to schedule a pickup and a UPS driver will arrive at the designated pickup time.

UPS Healthcare® Lablink is a digital enhancement to the UPS® Pickup Point, enabling users to capture specimen IDs and activate UPS® Premier Gold tags.

### 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.

### UPS 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. It is 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.

There are two options for World Ease®:

- 1 World Ease® Single Clearance:** This is the default UPS World Ease® solution whereby UPS processes customers' cross-border shipments as a single transaction. If the information on the consolidated commercial invoice matches up with the physical parcels, the entire World Ease® shipment is cleared at once.
- 2 World Ease® Split Clearance:** This solution is only available for shipments into the European Union. It enables UPS to process customers' shipments for each recipient separately upon arrival at the country of import. If the information on the consolidated commercial invoice does not match up with the physical parcels, only the impacted child shipments will be put on hold, while the rest are cleared to proceed to their destination.

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.
- Return service.

**More information.** If you want to know more about any of these services, please visit [www.ups.com](http://www.ups.com) or contact your sales representative.

\*Not applicable for UPS Worldwide Express Freight.

\*EU destinations are available only from the UK origin.

**UPS Economy**

UPS Economy is our cost-effective solution for less urgent shipments. It has been designed for companies that need to deliver small size, lightweight, low-value B2C shipments to international markets outside of the Europe.

This service is offered on a contractual basis only.

For more information, please visit [www.ups.com](http://www.ups.com).

**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 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 +44 207 949 0100 or email us at: [ec@ups.com](mailto:ec@ups.com)

**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).

\*Not applicable for UPS Worldwide Express Freight.

## UPS Access Point®

UPS Access Point locations are UPS retail sites offering convenient parcel dropoff or delivery at a time and place that best suits your customers' needs. Utilising high street locations like newsagents, grocers and petrol stations, your customers can benefit from extended opening hours and improved convenience.

To view all UPS Access Point locations with its individual opening days and hours, please visit [www.ups.com](http://www.ups.com).

Services include:

### Ship to a UPS Access Point location

You have the possibility to ship to a UPS Access Point location as a delivery option. When your customers order items, they can choose to have their shipments delivered to a UPS Access Point location. Your customers will receive notifications via email or SMS to let them know their parcel is ready for collection from the selected UPS Access Point location.

You can use any UPS Shipping system to ship parcels directly to a convenient UPS Access Point location for collection by your customer.

### Package Release Code

You have the possibility to provide a PIN code to your customers, allowing them to designate a third party to collect packages on their behalf. This option also enables the use of the UPS Access Point network when the consignee's identity is unknown (i.e. field service technicians).

Please note:

- Specific weight and size limits apply for UPS parcels delivered to or dropped off at a UPS Access Point location:
  - The maximum weight (actual weight) per parcel is 20 kg
  - The maximum length per parcel is 97 cm
  - The maximum size per parcel is 300 cm in length and girth combined
- The declared value for "Ship to a UPS Access Point location" must be less than 5,000 USD (or its equivalent in local currency). Information on declared value per parcel for Prepaid Drop-Off can be found in the "Reference Information" section under Service restrictions.
- The UPS Access Point location will hold packages for a limited period of time. Please refer to [www.ups.com/accesspoint](http://www.ups.com/accesspoint) in the country of destination for details on how long packages are held for and will be available for collection by you or a third party nominated by you. Packages not collected will be returned by UPS to the shipper as undeliverable.
- Before releasing any shipment at a UPS Access Point location to you or another person on your behalf, the UPS Access Point location may require that sufficient verification of identity be produced. Please refer to [www.ups.com/accesspoint](http://www.ups.com/accesspoint) in the country of destination for relevant ID requirements.
- Rates will be provided at the time of shipping except where rates have been contractually agreed.
- International Dangerous Goods and International Special Commodities are restricted from Ship to a UPS Access Point location service. For other restrictions please consult the [ups.com/accesspoint](http://ups.com/accesspoint) webpage in the country of destination.

### Notification to Consignee and Delivery to UPS Access Point Location

UPS will deliver Ship to a UPS Access Point location packages to the designated UPS Access Point location. On or about the time of delivery to the UPS Access Point location, the tracking status for such package provided by UPS will reflect that it is available for collection (e.g., "Delivered to UPS Access Point location, Awaiting Customer Pickup"). Delivery attempts to the designated UPS Access Point location constitute a delivery attempt for the purposes of the UPS Money Back Guarantee. Delivery is deemed complete for purposes of the UPS Money Back Guarantee when the package is delivered to the designated UPS Access Point location.

### Personal Data

The UPS Terms and Conditions of Carriage and UPS Privacy Notice apply to the processing of personal information in the context of the use of UPS Access Point services. In addition, UPS may, as a service provider on behalf of you or your customer and where available, provide by email, text or phone call notice of package status including but not limited to: (1) package is in the UPS system and en route to a UPS Access Point location, (2) package has experienced an exception or is delayed, (3) package is available for collection from a UPS Access Point location and/or (4) reminder notices that package is available for collection and will be returned to Shipper if not collected within a specified time frame ("Status Notice"). You, or you on behalf of your customer, represent and warrant that you have obtained informed and specific consent from the addressee (and will store such consent), as required under all applicable laws, rules, and regulations (including, where applicable, of the jurisdiction of addressee's domicile) in order for UPS to use the addressee's personal information to provide the UPS Access Point services and send to the addressee e-mails and other notifications relating to the UPS Access Point services, including without limitation Status Notices.

### Not at Home UPS Access Point Delivery

Where available, after the first unsuccessful residential delivery attempt, UPS may deliver your customer's parcel to a UPS Access Point location situated in their vicinity in the case there is no suitable location to leave the parcel at the customer's address.

### Prepaid Drop-Off

By using a UPS Access Point location, 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 location that is convenient to your customers. Your customers can also return unlabeled parcels if they present a mobile barcode (on their phone) to the UPS Access Point location attendant.

**UPS Access Point mobile barcode shipping**, where available, allows a person to drop off an unlabelled, sealed package at a UPS Access Point location by presenting their mobile barcode (on their phone) to the UPS Access Point location attendant.

# How can UPS help with international customs clearance?

## UPS Export 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>Additional Tariff Line Fee</b>	When a customs entry has more than five tariff lines, a surcharge will be applied per additional tariff line.	GBP 2.95 per additional tariff line > 5.
<b>Government Agency Fee</b>	Some commodities have to be regulated and controlled prior to export processing by a separate Governmental Agency (eg. FDA, Sanitary, Cites, Fine Arts, Quality SOIVRE).  These types of commodities might be subject to specific clearance processes. Where this is the case, upon request by the shipper and provided that the shipper shares the required information and documentation, UPS will support exporters to expedite clearance by filing the required information (paper or electronic) with the respective Governmental Agency.	GBP 14.05 per shipment.
<b>Other Additional Tasks</b>	For any additional, non-routine customs-clearance tasks requested (eg. creating specific reports, triangular export business – invoice swap) UPS may create a special operating process for the customer.	GBP 12.45 per shipment.
<b>Non-routine Formal Entry</b>	Where a shipment being exported requires special customs entry processing such as Temporary Export, Re-exportation of previously imported goods or Return shipments, UPS can perform such special processing for an additional fee.	GBP 15.55 per shipment.
<b>Warehouse Storage</b>	In the event an export shipment is not able to be cleared within the period of time that is usual for customs clearance, a storage fee will be charged, unless a delay is due to the fault of UPS.	GBP 16.20 per pkg, per day, will be charged after the 3rd working day.
<b>Post Entry Clearance Services</b>	In the event of any post-entry clearance request to be submitted to customs authorities, such as export clearance information or duplicate of export documentation, upon request, UPS will provide the shipper with expertise and administrative support.	GBP 53.35 per shipment.
<b>Return To Sender (RTS) Fee</b>	When international shipments are not accepted in the Import country, a Return to Sender process is started. Non Customs cleared shipments to be Returned to the Shipper do require some Export Customs formalities to be covered. A fee will be applied for these Export Customs formalities.	GBP 12.45 per shipment.
<b>Report Fee</b>	UPS will charge a fee for every report or data set sent to the customer upon customer's request.	GBP 56.35 per hour.
<b>Admin Fee</b>	UPS will charge an admin fee for each extraordinary brokerage task performed upon customer's request.	GBP 27.35 per task.
<b>Posting SAD Fee</b>	UPS will charge a fee for every SAD document sent to the customer, upon customer's request.	GBP 5.90 per task.

# How can UPS help with international customs clearance?

## UPS Import 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.

Customs clearance services are listed below.

Service	Description	Fee
<b>Entry Preparation Fee</b>	UPS will charge a fee for every import shipment subject to customs entry requirements.	GBP 6.65 per shipment.
<b>Additional Tariff Line Fee</b>	When a customs entry has more than five tariff lines a surcharge will be charged per additional tariff line.	GBP 6.15 per additional tariff line.
<b>Government Agency Fee</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.	GBP 14.05 per 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. For additional information, please contact your local customer service centre on 03457 877 877.	GBP 27.95 per shipment.
<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.	GBP 28.55 per shipment.
<b>Report Fee</b>	UPS will charge a fee for every report or data set sent to the customer upon customer's request.	GBP 56.35 per hour.
<b>Admin Fee</b>	UPS will charge an admin fee for each extraordinary brokerage task performed upon customer's request.	GBP 27.35 per task.
<b>Posting SAD Fee</b>	UPS will charge a fee for every SAD document sent to the customer, upon customer's request.	GBP 5.90 per task.
<b>Disbursement Fee</b>	Import shipments are subject to customs duties and taxes. In the event UPS prepays duties, taxes and other government charges on behalf of the payer, a fee will be charged based on the advanced amount.	GBP 14.35 minimum or 3.00% of the advanced amount.
<b>Warehouse Storage</b>	A fee assessed when shipments remain in a UPS warehouse temporarily before being cleared by customs.	GBP 16.20 per pkg, per 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.	GBP 74.00 per shipment.
<b>Customer Requested Contact</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 nonexisable and does not require any other customs documentation, the importer can pre-advise UPS so that this process is not followed.	GBP 3.60 per shipment. Please note that any applicable warehouse storage charges as per above will also be charged.*
<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.	GBP 34.70 per 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.	GBP 16.50 per 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 03457 877 877.

\*Contact your Account Executive for further information.

## 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. 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 website ([import.ups.com](http://import.ups.com)).

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 website for your broker and FTZ operator ([www.ups.com/import](http://www.ups.com/import)).

# How can UPS help with the transport of items classified as Dangerous Goods?

UPS can carry the following categories of Dangerous Goods by air and ground to approved destinations. Most shipments of Dangerous Goods require a contract with UPS. In addition, shipping system and UPS label approval are required. To review the classes and commodities accepted by UPS and the approved origins and destinations, please visit [ups.com](https://www.ups.com).

Service	Description	Fee
<b>Lithium battery shipments – Express IATA Sections I and IA</b>	<p><b>Lithium metal batteries (fully regulated)</b> Batteries containing &gt;2g of lithium metal or cells containing &gt;1g</p> <ul style="list-style-type: none"> <li>Batteries/cells shipped alone (UN3090 IATA Packing Instruction 968 - Section IA) CAO</li> <li>Batteries/cells contained in or packed with equipment (UN3091 IATA Packing Instructions 969 and 970 - Section I) with a combined net weight &gt;5kg net PAX 30kg net CAO</li> </ul> <p><b>Lithium ion batteries (fully regulated)</b> Shipment containing batteries &gt;100 Wh or cells &gt;20 Wh</p> <ul style="list-style-type: none"> <li>Batteries/cells shipped alone (UN3480 IATA Packing Instruction 965 - Section IA) CAO Batteries/cells contained in or packed with equipment (UN3481 IATA Packing Instructions 966 and 967 - Section I) with a combined net weight &gt;5kg net PAX (UN3481 Section I) 30kg net CAO</li> </ul>	<p>GBP 69.80 shipment minimum GBP 5.60 per package</p>
<b>Lithium battery shipments – Express IATA Sections I and IB</b>	<p><b>Lithium metal batteries (fully regulated)</b> Batteries containing ≤2g of lithium metal or cells ≤1g of lithium metal</p> <ul style="list-style-type: none"> <li>Batteries/cells shipped alone (UN3090 IATA Packing Instruction 968 - Section IB) 2.5kg net (Note: UPS does not accept Section II air shipments of UN3090)</li> <li>Batteries/cells packed with or contained in equipment (UN3091 IATA Packing Instructions 969 and 970 - Section I) &gt; 5kg net</li> </ul> <p><b>Lithium ion batteries (fully regulated)</b> Shipment containing batteries ≤100 Wh or cells ≤20 Wh</p> <ul style="list-style-type: none"> <li>Batteries/cells shipped alone ≤100Wh, cells ≤20 Wh, (UN3480 IATA Packing Instruction 965 - Section IB) ≤10kg net (Note: UPS does not accept Section II air shipments of UN3480)</li> <li>Batteries packed with or contained in equipment (UN3481 IATA Packing Instructions 966 and 967 - Section I) &gt; 5kg net</li> </ul> <p>Note: UPS accepts air shipments of UN3091 or UN3481 prepared in compliance with Section II of the relevant IATA Packing Instructions, without additional surcharge.</p>	<p>GBP 69.80 shipment minimum GBP 5.60 per package</p>
<b>Lithium battery shipments – Standard</b>	<p><b>Lithium metal batteries (fully regulated)</b> Batteries containing &gt;2g of lithium metal or cells containing &gt;1g</p> <ul style="list-style-type: none"> <li>Batteries/cells shipped alone (UN3090)</li> <li>Batteries/cells packed with or contained in equipment (UN3091)</li> </ul> <p>Note: Parcels containing lithium metal batteries or cells with a lithium content of less than 2 g for batteries and less than 1 g for cells, (including those "packed with" and "contained in equipment") may be shipped in full accordance with ADR Regulations, Special Provision 188 in parcels of up to 30 kg gross mass without additional surcharge.</p> <p><b>Lithium ion batteries (fully regulated)</b> Shipment containing batteries &gt;100 Wh or cells &gt;20 Wh</p> <ul style="list-style-type: none"> <li>Batteries shipped alone (UN3480)</li> <li>Batteries contained in or packed with equipment (UN3481)</li> </ul> <p>Note: Parcels containing lithium-ion batteries or cells with a capacity less than 100 Wh for batteries and less than 20 Wh for cells (including those "packed with" and "contained in equipment") may be shipped in full accordance with ADR Regulations, Special Provision 188 in parcels of up to 30 kg gross mass without additional surcharge.</p>	<p>GBP 69.80 shipment minimum GBP 5.60 per package</p>
<b>Excepted Quantity – Express</b>	Customers must be aware of and comply with IATA provisions for Excepted Quantities (IATA Section 2.6).	GBP 5.95 per shipment minimum
<b>Excepted Quantity – Standard</b>	Customers must be aware of and comply with ADR provisions (ADR Chapter 3.5).	Free of charge
<b>Limited Quantity – Standard</b>	Customers must be aware of and comply with ADR provisions (ADR Chapter 3.4).	GBP 23.35 per shipment minimum
<b>Fully Regulated – Standard (ADR 1.1.3.6)</b>	Customers must be aware of and comply with ADR provisions, as well as specific UPS limitations. There may be additional data and shipping label requirements.	<p>GBP 69.80 shipment minimum GBP 5.60 per package</p>
<b>Air Accessible</b>	<p>Express Dangerous Goods are rated based on the class of the commodity being shipped. If a package or shipment contains any Accessible Dangerous Goods commodities, the Accessible surcharge will apply.</p> <p>Class/Division 2.1 Flammable Gas, Class/Division 2.2 Non-Flammable Gas in Cargo Aircraft Only (CAO) quantities, Class 3 Flammable Liquid, Class 4/Division 4.1 Flammable Solid, Class 5/Division 5.1 Oxidizers and Class 5/Division 5.2 Organic Peroxides, &amp; Class 8 Corrosives.</p> <p>Customers must be aware of and comply with both IATA and ADR provisions as well as UPS limitations.</p>	<p>GBP 93.15 shipment minimum GBP 7.50 per package</p>
<b>Air Inaccessible</b>	<p>Class/Division 2.2 Flammable Gas in Passenger (PAX) and Limited (LQ) quantities, Class 6/Division 6.1 Toxic Substances, Class 9 Miscellaneous Dangerous Substances.</p> <p>Customers be aware of and comply with both IATA and ADR provisions, as well as specific UPS limitations.</p>	<p>GBP 69.80 shipment minimum GBP 5.60 per package</p>
<b>Dry Ice</b>	Dry Ice used as a refrigerant under the provisions of Subsections 8.1 and 10.8.1 of IATA. Gross weight of an individual package does not exceed 70 kgs.	GBP 4.60 per package

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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
<b>Shipping charges</b>	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 all shipments, 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 <ul style="list-style-type: none"> <li>Shipper Country</li> <li>Receiver Country</li> <li>Third Country</li> </ul>	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
<b>Duties and taxes</b>	Shipper	All destinations	<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	All origins	<ul style="list-style-type: none"> <li>Not applicable to letter and document shipments (no commercial value).</li> </ul>
	Third Party located in <ul style="list-style-type: none"> <li>Shipper Country</li> <li>Receiver Country</li> <li>Third Country</li> </ul>	All origins and destinations	<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>
Billing item	Who pays	Coverage	Comments
<b>Import Brokerage Services</b>	Shipper, third party not in the receiving country	All destinations	Receiving rates of the destination country will apply.
	Receiver, third party in the receiving country	All destinations	Receiving rates of the destination country will apply.  Refer to the Import Brokerage Services section of the UPS Service Guide for the destination country for details.
<b>Export Brokerage Services</b>	Shipper, third party in the shipper's country	All origins	Sending rates of the origin country will apply.  Refer to the Export Brokerage Services section of the UPS Service Guide for the origin country for details.
	Receiver, third party not in the shipper's country	All origins	Sending rates of the origin country will apply.

### 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 03457 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)
- Cremated or disinterred remains
- Dangerous goods/Hazardous materials (following IATA and ADR regulations)
- Firearms
- Furs
- Ivory and ivory products
- 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)

The following articles are generally prohibited from shipment (except by specific contract). However, they are allowed between the countries listed at [ups.com/jewelry](https://www.ups.com/jewelry) (subject to the restrictions applying to all shipments).

- Unset precious stones and industrial diamonds
- Jewelry and watches (other than costume jewelry and costume watches) exceeding USD 500 or local currency equivalent per package<sup>1</sup>

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 03457 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; 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 may be accepted by UPS on a contractual basis for shippers with regular volume and the ability to comply with all applicable regulations.

UPS has put in place the International Special Commodities (ISC) program enabling customers to ship restricted items (e.g. items that require additional paperwork or inspections, or that are subject to spoilage) to specific destinations.

The following commodities may fall under the ISC program:

- Alcoholic Beverages
- Biological Substances, Category B, Exempt Animal Specimens and Exempt Human Specimens
- Plants
- Perishables (Fish and Meat)
- Seeds
- Tobacco
- Special exceptions

Not all commodities can be shipped to all countries.

This program requires a contract. For more information please call 03457 877 877 or contact your UPS representative.

## 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 – GBP 854.55 per package.

<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. 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.

If you ship outside the EU and into the EU, all shipments of alcohol must follow the import regulations of a destination country or the EU import regulations. You can contact your sales representative or refer to the UPS Alcohol Shipping Guide for more information about availability of specific destinations and documentation needed. 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. 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.

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. You can also contact your sales representative to inquire about packaging guidelines and obtain a list of UPS Approved solutions for alcohol.

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 2](#) of this Guide).

## 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.

UPS does not agree to carry any prohibited articles. Without prejudice to any other provision in these terms or the UPS Terms and Conditions of Carriage, if it comes to the attention of UPS that a package contains any prohibited article, you must pay to UPS an additional minimum administration fee of 255.60 GBP in addition to any other applicable charges. Payment by you of such fee does not in any way limit or exclude your liability to UPS resulting from the breach of the UPS Terms and Conditions of Carriage nor does it mean that UPS accepts any liability, or waives any rights, in respect of such prohibited articles.

## 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.

**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.

Notwithstanding the above, the maximum value or declared value per package of jewelry or watches (other than costume jewelry or costume watches<sup>1</sup>) is USD 500 or local currency equivalent; provided, however, that in the case of shipments from and to countries listed at [ups.com/jewelry](https://www.ups.com/jewelry), the maximum declared value per package of jewelry and watches (other than costume jewelry and costume watches<sup>1</sup>), unset precious stones and industrial diamonds is USD 2,500 or local currency equivalent. Alternative risk mitigation solutions for higher value shipments may be available in select countries through UPS Capital.

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 1,999.99 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 pallet for a Worldwide Express Freight shipment is USD 100,000 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 03457 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 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.

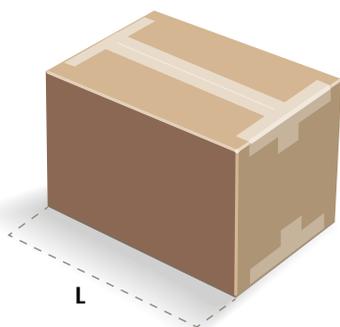
Packages with a large size-to-weight ratio may have a dimensional weight greater than actual weight. In that case, UPS will charge based on dimensional weight.

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

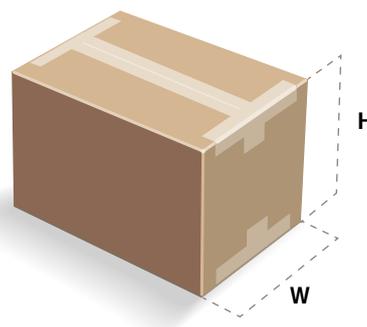
Packages that exceed certain size restrictions but do not exceed UPS's maximum size per package may be subject to the Large Package Surcharge.

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 x Width) + (2 x 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 03457 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 03457 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.
- 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 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 2000 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.

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## 4. FREIGHT

**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 [ups-scs.com/capabilities](https://ups-scs.com/capabilities), or [ups.com](https://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
Transit time of 1-3 business days depending on destination	<b>Air Freight Premium Direct</b>	<ul style="list-style-type: none"> <li>• Door-to-Door</li> <li>• Day-specific scheduling</li> <li>• Major metropolitan areas worldwide</li> <li>• Collection, delivery and customs clearance included</li> </ul>
Transit time of 1-3 business days depending on destination	<b>UPS Air Freight Direct<sup>SM</sup></b>	<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>
Transit time of 3-5 business days depending on destination	<b>UPS Air Freight Consolidated<sup>SM</sup></b>	<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>

## 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>Ocean Forwarding</b>	A streamlined source to book ocean cargo, arrange for pickup and manage shipping documentation for almost any origin or destination. Available in most major ports.

## UPS Preferred Multimodal Services

<b>UPS Preferred LCL to North America</b>	This solution uses our dedicated UPS trucking network in the U.S, Canada and Mexico to accelerate outbound trans-Atlantic ocean shipments from port to door.
<b>UPS Preferred FCL &amp; LCL - Rail</b>	This cross-continental solution servicing the Europe – China markets utilises networks in both continents to provide an innovative and ecological alternative to air and ocean freight services.
<b>UPS Preferred - Sea/Air</b>	At twice the speed of current ocean and up to 40% savings versus air freight, UPS Sea-Air enables you to meet your inventory requirements without incurring full air freight expense.

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

Service	Description
<b>Collection/Delivery</b>	Available on request for UPS Air Freight Direct and UPS Air Freight Consolidated.
<b>Customs Brokerage</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>Supplier Management</b>	UPS vendor management services—using purchase order information to improve order management, supply chain management, and vendor compliance.
<b>Buyer Consolidation</b>	UPS Buyer Consolidation for International Air Freight reduced complexity in dealing with multiple international manufacturing sources.
<b>UPS Healthcare™ Cold Chain Freight*</b>	The UPS Healthcare™ product portfolio maintains product protection, required time-in-transit, compliance and the right level of risk mitigation for temperature sensitive cargo. UPS Healthcare™ offers a tailor-made solution: documented processes, global control towers, dedicated quality assurance, value added services, ancillary packaging, temperature monitoring, reporting and contingency planning.  UPS Healthcare™ offers three options to better serve your different temperature and transportation speed requirements:
<b>UPS Healthcare™ Cold Chain Air Freight Plus</b>	Provides direct air freight routing on qualified pharmaceutical carriers for both active and passive shipments. It is ideal for high-value products requiring the strictest of temperature ranges in transit and includes built-in redundancy, contingency planning, 24/7 monitoring and intervention services to help provide peace of mind.
<b>UPS Healthcare™ Cold Chain Ocean Freight Saver<sup>2</sup></b>	Moves shipments cost-effectively between continents via FCL ocean freight service using active refrigerated containers. It's ideal for carrying high volume and low risk/lesser value pharmaceuticals.
<b>UPS Healthcare™ Cold Chain Air Freight Standard</b>	Offers direct air freight service on preferred carriers for passively packaged products, with 24/7 monitoring to help enable delivery before pack-out expiration.
<b>UPS Healthcare™ Cold Chain Air Freight Dangerous Goods</b>	Complies with IATA DG regulations while safeguarding product temperature requirements, with 24/7 monitoring backed up by escalation and contingency plans.

## 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.

**More information.** 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).

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

<sup>2</sup> Available with Ocean Freight only.

\* These services are contractual.



For bookings and enquiries call UPS  
on 03457 877 877 or visit us on the  
web at: [www.ups.com](http://www.ups.com)

You can also access UPS shipping services at Mail Boxes Etc. centres across the  
United Kingdom. Visit [www.mbe.co.uk](http://www.mbe.co.uk) for your nearest location.

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