



2026 UPS® Additional Services and Charges



For business customers located in Croatia.

Effective from 7 June 2026, RATES IN EUR, (excl. VAT and taxes).

Additional Services and Charges

Additional Charge	Description	Fee
Sending Shipments		
Currency Conversion Rate	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.	0,75% of the amount converted.
Over Maximum Limits*	Packages with an actual weight of more than 150 pounds (70 kg), or that exceed 108 inches (274 cm) in length or a total of 157 inches (400 cm) in length and girth combined, as measured to determine their billable weight, are not accepted for transportation. These packages are subject to an Over Maximum Limits surcharge, in addition to all other applicable charges, if found in the UPS small package system. Packages exceeding 157 inches (400 cm) in length and girth combined are also subject to the Large Package Surcharge.	€ 346,95 per package.
Large Package Surcharge*	A Large Package Surcharge will be applied to each UPS package when its length plus girth [(2 x width) + (2 x height)] combined exceeds 300 cm, but does not exceed the maximum UPS size of 400 cm. Large Packages are subject to a minimum billable weight of 40 kg in addition to the Large Package Surcharge. An Additional Handling charge will not be assessed when a Large Package Surcharge is applied.	€ 54,75 per package.
Demand Surcharge	<ul style="list-style-type: none"> Applicable to international shipments moving on air transportation. 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. This will be in addition to the existing rates, surcharges and/or fees. 	Details are available at UPS.com.
Surge Fee	UPS reserves the right to impose one or more Surge Fees on Packages shipped during such specific periods as UPS may designate in its sole discretion. Details regarding the application of Surge Fees are set forth at ups.com. Such Surge Fees apply cumulatively if a Package meets more than one of the specified criteria for a Surge Fee, and Surge Fees apply in addition to any other applicable Charges, including but not limited to when Surge Fees may apply at the same time as one or more Demand Surcharges. No waiver, discount, or reduction of any type to Surge Fees shall apply unless UPS agrees in writing to such waiver, discount, or reduction with specific reference to Surge Fees.	Details are available at UPS.com.
UK Border Fee	A fee will be implemented on all shipments (excluding letters and documents) between Northern Ireland and Great Britain (England, Scotland and Wales). This fee covers the incremental transportation and handling costs due to network adjustments. It does not cover any additional brokerage services. The charge is based on individual customer contracts. This service is offered on a contractual basis only.	Details are available at UPS.com.
Special Handling of Undeliverable Shipments Surcharge (in addition to Transportation Cost)	When UPS has taken measures to try to deliver any Worldwide shipments, but has been unsuccessful, we will process your shipment acting on your instructions. The transportation cost and a surcharge will be charged to the shipper for the processing of each such undeliverable shipment. Please see the Additional Charges table for pricing information. For all shipments within the EU and within your country, we will automatically return your shipment by UPS Standard service (where available). Transportation and fuel charges will apply for the return.	€ 5,90 per shipment for worldwide services.
International Collect on Delivery (ICOD) Fee	A fee is assessed when import charges are collected at the time of delivery, along with any unpaid duties, taxes, and other shipment-related fees. This fee does not apply if duties and taxes are billed to a UPS account number prior to delivery. Consignees can also avoid the fee by paying the applicable customs charges electronically, prior to delivery, via the Import Payment Processing Application (IPPA). The IPPA can be accessed through either of the following: <ul style="list-style-type: none"> 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. Tracking results page on ups.com. 	This fee may apply to the consignee depending on destination and conditions. Please contact UPS for details.
Collection		
Address Correction	If a mistake has been made in the address, we will make every reasonable effort to find the correct address and deliver the shipment if it is within the same destination country. An additional charge for this service will be billed to the shipper. You can view the address correction charges in the Additional Charges table.	€ 6,25 per package.
Receiver or Third Party Refuses to Pay	If the receiver or a third party is selected to pay the transportation 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, a processing fee per shipment is billed back to the shipper.	€ 11,70 per shipment.
Sending and Receiving Shipments		
Extended Area Collection and Delivery Service	UPS provides a collection or delivery service in extended, as well as urban, areas. An additional charge applies for each shipment that is collected or delivered in an extended area.	Collection € 0,54 per kg / € 26,40 minimum. Delivery € 0,62 per kg / € 31,50 minimum.
Remote Area Collection and Delivery Service	This surcharge is applied for delivery to or collection from an area beyond UPS extended areas, which are less accessible for collections and deliveries (domestic and international services).	Collection € 0,54 per kg / € 26,40 minimum. Delivery € 0,66 per kg / € 32,50 minimum.
International Processing Fee	Effective September 8, 2025, a fee will be assessed to every shipment to the U.S. with UPS Worldwide Express®, UPS Worldwide Express Plus®, UPS Worldwide Express NA1®, UPS Worldwide Expedited®, and UPS Worldwide Saver®.	€ 2,35 per shipment.
Additional Handling Service*	Additional Handling applies to the following: <ul style="list-style-type: none"> Any article that is not fully encased in a corrugated cardboard shipping container, including tires. Any package with an outer shipping container not made of corrugated cardboard, including but not limited to canvas, leather, metal, wood, hard plastic, soft plastic (e.g., plastic bag), or expanded polystyrene foam (e.g., styrofoam). Any cylindrical-like item, including but not limited to barrels, buckets, cans, drums, mailing tubes or pails. Any package with the longest side exceeding 100 cm or its second-longest side exceeding 30 inches (76 cm). Any import, export or domestic package with an actual weight greater than 25 kg. Each import, export or domestic package in a shipment where the average weight per package is greater than 25 kg and the weight for each package is not specified on the source document or the UPS automated shipping system used. <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>	€ 13,20 per package.
Prohibited Item Fee	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 in addition to any other applicable charges.	€ 295,40.
Unlawful Drug Fee	Packages containing any form of unlawful drugs will be subject to 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.	€ 1020,20.

* For shipments subject to radiometric control, transit times may be longer and the UPS money-back guarantee does not apply.

Additional Charge	Description	Fee
All Other Core Services		
Residential Delivery Service	UPS provides delivery service to residential addresses as well as business addresses. A residential delivery is one made to a home, including a business operating out of a home. For each residential delivery, an additional charge per shipment applies.	€ 3,40 per shipment.
Paper Commercial Invoice Surcharge	Where a commercial invoice is submitted in connection with a shipment, a fee per shipment will be applied to the shipper when the commercial invoice is not provided by the shipper in digital form using UPS Paperless Invoice services prior to the processing of the commercial invoice by UPS.	€ 0,00 per shipment.
Brokerage Services		
Duty and Tax Forwarding Charge	This charge is for shipments outside the EU, when the payer of duties and taxes is not located in the destination country. It is billed to the party who pays the transportation charges.	€ 16,55 per shipment.
Bonded Transfer UPS Guarantee	UPS can raise a transit procedure to allow a shipment to be transported in bond with a UPS guarantee.	€ 30,00 per shipment.
Disbursement Fee (fee of % of the amount/minimum, whichever is greater)	UPS customs brokers are experienced with complex commercial shipments. Electronic transmissions of shipment data helps speed customs clearance. UPS may prepay duties, taxes and other government charges on behalf of the payer. Disbursement charges are noted in the Additional Charges Table.	2%/ € 12,50.
Delivery Services		
Direct Delivery Only	Direct Delivery Only ensures a package is delivered to the address on the shipping label. Packages shipped with Direct Delivery Only may not be 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.	€ 2,20 per package.
UPS Access Point C.O.D.		International shipments: 1% of the value of the goods or a minimum of € 23,00.
Saturday Delivery	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 only available from and to eight select destinations: Germany, UK, France, Italy, Netherlands, Spain, Poland and Belgium. To check the service availability, visit www.ups.com . This service is not subject to UPS's money-back guarantee.	€ 66,60 per shipment. Free of charge to countries where Saturday is a business day.
Notifications		
Proof of Delivery*	Ideal for customers without internet access. Upon request, UPS will provide proof of delivery of your shipment via fax or post.	Receive by fax or post: € 6,25 per shipment.
Payment Collection/Fixed Rate Pricing		
Collect on Delivery (C.O.D.)*	UPS will attempt to collect payment for your shipment online prior to or by cash, cheque or card payment at the time of delivery.	1% of the value of the goods or a minimum of € 23,00.
Declared Value for Carriage		
Declared Value for Carriage	UPS automatically protects every shipment against loss or damage, up to a certain value, as described in Liability. With Declared Value for Carriage, you may increase UPS's limit of liability for proven losses by declaring a higher value for carriage on the UPS shipping documentation. The value of the goods declared shall not in any event exceed USD 50,000 or its local currency equivalent per package. Refer to UPS's Terms and Conditions of Carriage for more information.	1% of the Declared Value for Carriage with a minimum of € 5,85.
Returns		
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.	UPS Print Return Label: € 1,35 per package (or per pallet for WW Express Freight). UPS Electronic Return Label: € 1,65 per package (or per pallet for WW Express Freight).
UPS Returns Plus	Allows you to request a collection for the prompt return of a package. A UPS driver will make one attempt to collect the return package. If unable to collect the package, our driver will leave the label for your customer. The customer will then apply the label to the package and take it to a UPS location or contact UPS for a collection. For service availability please see notes below.	UPS 1 Attempt Returns Plus: € 6,25 per package (or per pallet for WW Express Freight). UPS 3 Attempts Returns Plus*: € 8,30 per package.
UPS Returns Pack and Collect*	A customisable service that gives you complete control over a return. Schedule the returns collection at a designated location and time frame. A UPS driver will then arrive with UPS-provided packaging and collect the item to be returned. You even have the choice of one or three collection attempts, depending on your needs.	For one collection attempt: <ul style="list-style-type: none"> € 13,00 per package for collections with a small, UPS-provided box (box type #2). € 15,70 per package for collections with a medium, UPS-provided box (box type #3). € 17,70 per package for collections with a large, UPS-provided box (box type #1). For three collection attempts: <ul style="list-style-type: none"> € 15,70 per package for collections with a small, UPS-provided box (box type #2). € 18,50 per package for collections with a medium, UPS-provided box (box type #3). € 20,40 per package for collections with a large, UPS-provided box (box type #1). Note: This service is contract only.
UPS Returns Exchange*	A special service, in which a UPS driver delivers a replacement item and, during the same delivery, collects a similar item to be returned. The packaging for the replacement item is reused for the collected item, ensuring the returns process is quick and efficient. This contractual service is ideal for warranty replacements and product exchanges.	€ 14,45 per package (contract only).
Import		
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.	<ul style="list-style-type: none"> Print Return Label: € 1,35 per package (or per pallet for WW Express Freight). Electronic Label: € 1,65 per package (or per pallet for WW Express Freight). 1 UPS Collection Attempt: € 6,25 per package (or per pallet for WW Express Freight). 3 UPS Collection Attempts*: € 8,30 per package Commercial Invoice Removal: € 18,55 per shipment

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For bookings and enquiries call UPS
at 01 4444-777 or visit us on the
web at: www.ups.com