



2026 UPS® Additional Services and Charges



For business customers located in Sweden.

Effective from 21 December 2025, RATES IN SEK, (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.	SEK 5663,25 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.	SEK 619,95 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.
Shipping Charge Correction Audit Fee	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. The fee will be calculated per account number, based on shipping charge corrections billed to the account number during the applicable invoice period.	SEK 17,00 per shipment subject to a shipping charge correction during the applicable invoice period; or 8% of the total amount of shipping charge corrections during the applicable invoice period.
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.
Missing Package Level Detail Fee	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 SEK 48,55 per parcel for both domestic and international services.
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.	SEK 70,30 per shipment for worldwide services.
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.	SEK 127,00 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.	SEK 150,35 per shipment.
Missing or Invalid Account Number Processing Fee	An account number is invalid if it is not the correct account number for the bill-to party, or if it is the account number for a consignee or third party who fails to pay the shipping charges. A charge per shipment will be assessed for domestic (if available) and international shipments with a missing or invalid payer account number. Additionally, if the consignee or third party fails to pay the shipping charges, the original shipper will be billed a refusal fee plus the shipping charges.	SEK 128,75 per shipment.
Signature Required	Normally, UPS requires the signature of the receiver for all deliveries. As an exception, deliveries in certain countries are allowed on "Driver release" (delivery in a 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 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.	SEK 13,25 per shipment.
Adult Signature Required	Use "Adult Signature Required" to prevent minors from accepting deliveries of goods for legal or other reasons. This may apply to alcoholic beverages and tobacco products, but also to goods that you prefer an adult to receive.	SEK 39,15 per shipment.
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.	SEK 242,95 per shipment.

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

Additional Charge	Description	Fee
Sending Shipments (continued)		
International Collect on Delivery (ICOD) Fee	<p>Fee assessed to the U.S. consignee when collecting import charges at the time of delivery, along with any unpaid duties, taxes, and other fees for the shipment.</p> <p>Fee does not apply if duties and taxes are billed to a UPS account number prior to delivery.</p> <p>U.S. consignees can also avoid the fee by paying the applicable customs charges electronically, prior to delivery, through the Import Payment Processing Application (IPPA).</p> <p>The IPPA can be accessed through the:</p> <ul style="list-style-type: none"> • Shipment payment notification (consignees will only receive this notification if the shipper has provided the consignee's contact information to UPS (name, email, phone) and the consignee has accepted UPS's opt-in terms for notifications. • Tracking results page on ups.com. 	SEK 143,00.
UPS carbon neutral (per package/per pallet)	<p>UPS carbon neutral is an option for shippers who are conscious about their climate impact and are doing something positive about it. Using UPS carbon neutral lets you demonstrate your commitment to climate change, and enables you and your package recipients to share in that commitment. When you select UPS carbon neutral, a flat fee will be added to your bill for each package selected.</p>	<p>SEK 4,00 per package will be charged for domestic UPS Express Plus, UPS Express and UPS Express Saver shipments. SEK 2,90 per package will be charged for UPS Express Plus, UPS Express, UPS Express Saver and UPS Standard shipments destined within the EU, as well as for UPS Standard shipments to Liechtenstein, Norway and Switzerland.</p> <p>SEK 7,30 per package will be charged for UPS Express Plus, UPS Express, UPS Express Saver shipments destined outside of the EU, and for UPS Expedited shipments.</p> <p>SEK 170,00 per pallet for UPS Worldwide Express Freight shipments.</p>
Sending and Receiving Shipments		
Extended Area Collection and Delivery Service	<p>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.</p>	<p>SEK 6,72/ SEK 353,75 for domestic shipments (per kg/minimum, whichever is greater).</p> <p>SEK 6,72/ SEK 353,75 for international shipments (per kg/minimum, whichever is greater).</p>
Remote Area Collection and Delivery Service	<p>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).</p>	<p>SEK 7,35/ SEK 402,90 for domestic shipments (per kg/minimum, whichever is greater).</p> <p>SEK 7,35/ SEK 402,90 for international shipments (per kg/minimum, whichever is greater).</p>
International Processing Fee	<p>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®.</p>	SEK 26,20 per shipment.
Prohibited Item Fee	<p>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.</p>	SEK 3316,00.
Unlawful Drug Fee	<p>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.</p>	SEK 11651,00.
Additional Handling Service	<p>Additional Handling applies to the following:</p> <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 (55 pounds). • Each import, export or domestic package in a shipment where the average weight per package is greater than 25 kg (55 pounds) 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>	SEK 147,35 per package.
All Other Core Services		
Residential Delivery Service	<p>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.</p>	SEK 35,75 per shipment.
Late Payment Fee (fee of % of the invoiced amount/maximum, whichever is lower)	<p>UPS will send you an invoice for the services provided. In the event that payment of an invoice is overdue, UPS may charge a late payment fee. The relevant amount will appear on your next UPS bill. This fee is in addition to any interest charges and legal rights and remedies available to UPS.</p>	8%/ SEK 60,00.
Paper Invoice Fee	<p>UPS will send you all invoices via your preferred method. From August 6th 2018, if you have a UPS account number and do not choose to receive your invoice electronically, you will be charged a fee for each paper invoice sent.</p> <p>You can avoid this fee by enrolling your account in the UPS Billing Centre on ups.com, using an invoice no older than 45 days. You will subsequently be able to access future invoices electronically.</p>	SEK 119,00 per invoice.
Paper Commercial Invoice Surcharge	<p>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.</p>	SEK 239,00 per shipment.

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Additional Charge	Description	Fee
Freight		
Freight 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.	SEK 1218,65 per shipment.
Saturday Delivery	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 +46 77 662 20 77 for service availability or visit www.ups.com. This service is also available for returns.	SEK 2172,95 per shipment.
Oversize Pallet Charge	Depending on origin and destination, this surcharge may apply to certain UPS Worldwide Express Freight shipments. To determine if a particular origin or destination has an oversize pallet limit, please visit www.ups.com/worldwideexpressfreight.	SEK 5663,25 per pallet.
Brokerage Services – Import		
Formal entries exceeding 5 tariff lines (per additional tariff line)	When a customs entry has more than five tariff lines a surcharge will be charged per additional tariff line.	SEK 105,00 (per additional tariff line).
Bonded Transfer UPS Guarantee	UPS can raise a transit procedure to allow a shipment to be transported in bond with a UPS guarantee.	SEK 770,00 per shipment.
Bonded Transfer Handling Fee	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.	SEK 242,00 per transit shipment.
Warehouse storage (after 3 working days)	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.	SEK 274,00 (pkg/day).
Post Entry Clearance Services	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.	SEK 1203,00 per shipment.
Disbursement Fee (fee of % of the advanced 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.	SEK 82,00 per shipment. SEK 158,00 minimum or 3,70% of the advanced amount.
Non Routine Formal Entry brokerage	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.	SEK 541,00 per shipment.
Additional General Services	When additional, non-routine activities are required for entry of merchandise, selected services may be performed by UPS at the request of the importer.	SEK 621,00 per shipment.
Customer Requested Contact	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 non- excisable and does not require any other customs documentation, the importer can pre-advise UPS so that this process is not followed.	SEK 47,00 per shipment.
Posting SAD Fee	UPS will charge a fee for every SAD document sent to the customer upon customer's request.	SEK 95,00 per shipment.
Government Agency Fee	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.	SEK 633,00 per shipment.
Entry Preparation Fee	UPS will charge a fee for every import shipment subject to formal customs entry requirements and not requiring duties, taxes and other governmental charges pre-paid on behalf of the payer.	SEK 77,00 per shipment.
Report Fee	UPS will charge a report fee for every report or data set sent to the customer upon customer's request.	SEK 644,00 per hour.
Admin Fee	UPS will charge an admin fee for every extraordinary brokerage task performed upon customer's request.	SEK 311,00 per task.
Brokerage Services – Export		
Additional Tariff Line Fee	When a customs entry has more than five tariff lines, a surcharge will be applied per additional tariff line.	SEK 56,00 / additional tariff line > 5.
Warehouse Storage	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.	SEK 202,00/ per pkg/day (after 2 work days).
Post Entry Clearance Services	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.	SEK 590,00 per shipment.
Non-Routine Formal Entry	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.	SEK 237,00 per shipment.
Posting SAD Fee	UPS will charge a fee for every SAD document sent to the customer upon customer's request.	SEK 71,00 per shipment.
Report Fee	UPS will charge a fee for every report or data set sent to the customer upon customer's request.	SEK 644,00 per hour.
Admin Fee	UPS will charge an admin fee for each extraordinary brokerage task performed upon customer's request.	SEK 311,00 per task.

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Collection and Delivery		
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.	SEK 19,80 per package.
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.	SEK 245,00 per domestic delivery (for non-WW Express Freight shipments)*. SEK 946,00 per international delivery (for non- WW Express Freight shipments)*. SEK 2172,95 per shipment (for WW Express Freight shipments). Free of charge to countries where Saturday is a business day.
Daily scheduled pickups	A UPS driver picks up your shipments at fixed times and days of the week. A weekly service fee is charged.	SEK 107,00 per week will be billed in addition to the shipping costs.
UPS On-Call Collection	You can have your shipment picked up from your home or office by scheduling a collection service online at ups.com or by calling 077-662 20 77. 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. 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. Charges differ based on the collection service request type: <ul style="list-style-type: none"> • Same Day by Phone • Same Day on the Web • Future Day by Phone • Future Day on the Web This charge does not apply to: <ul style="list-style-type: none"> • A daily customer's established collection hours (see daily collection) • 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. 	Charges differ based on the collection service request type: <ul style="list-style-type: none"> • Same Day by Phone: SEK 47,00 per collection. • Same Day Web: SEK 38,00 per collection. • Future Day Phone: SEK 30,00 per collection. • Future Day Web: SEK 22,00 per collection.
UPS Smart Pickup	<ul style="list-style-type: none"> • 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. • 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. 	SEK 103,00 per week will be billed in addition to the shipping costs.
Pickup Point Placard Zero Volume Fee	<ul style="list-style-type: none"> • The UPS Pickup Point placard is a healthcare returns solution. • A fee will be assessed when a UPS Pickup Point placard is scheduled, but no packages are tendered to UPS. • The fee will be assessed to the account number associated with the UPS Pickup Point. • May apply to Daily, Day-Specific and Smart Pickups. • Applies per daily occurrence for both domestic and international UPS Pickup Point locations. 	SEK 48,00 per daily occurrence.
Day-Specific Collection	A UPS driver will automatically visit your location on the weekdays you choose to suit your business needs (Monday to Friday only). The weekly service fee will depend on the number of collection days you select.	1 day: SEK 26,00 per week. 2 days: SEK 52,00 per week. 3 days: SEK 77,00 per week. 4 days: SEK 102,00 per week.
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.	View online: Free of charge.
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 SEK 283,80 per package.
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 value of the goods declared for carriage or a minimum of SEK 109,00. Freight collect shipments are billed to the consignee.

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Additional Charge	Description	Fee
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: SEK 17,35 per package (or per pallet for WW Express Freight). UPS Electronic Return Label: SEK 21,70 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: SEK 70,30 per package (or per pallet for WW Express Freight). UPS 3 Attempts Returns Plus*: SEK 96,20 per package. UPS Returns on the Web: SEK 22,85 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"> • SEK 162,75 per package for collections with a small, UPS-provided box (box type #2). • SEK 194,75 per package for collections with a medium, UPS-provided box (box type #3). • SEK 219,55 per package for collections with a large, UPS-provided box (box type #1). For three collection attempts: <ul style="list-style-type: none"> • SEK 194,75 per package for collections with a small, UPS-provided box (box type #2). • SEK 227,75 per package for collections with a medium, UPS-provided box (box type #3). • SEK 252,30 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.	SEK 178,75 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 Label: SEK 17,35 per package (or per pallet for WW Express Freight). • Electronic Label: SEK 21,70 per package (or per pallet for WW Express Freight). • 1 UPS Collection Attempt: SEK 70,30 per package (or per pallet for WW Express Freight). • 3 UPS Collection Attempts*: SEK 96,20 per package. • Commercial Invoice Removal: SEK 228,00 per shipment.
Shipment/Clearance Consolidation		
UPS Trade Direct	Effectively manage time-sensitive air freight operations on major trading lanes in Asia and North America.	Based on terms of contract.
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. 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.	Based on terms of contract.

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For bookings and enquiries,
call UPS at 077-662 20 77 or
visit us on the web at: www.ups.com