

Delivery Change Requests



Effective June 16, 2026, UPS is updating delivery change requests.

- **New for shippers (fees apply- see table below*):**

Shippers can now initiate the following delivery changes by using UPS My Choice for Business, UPS.com shipping history, tracking or by calling UPS:

- Return to Sender
- Deliver to Another Address
- Delivery Date Change

Additionally, shippers now have the option to absorb the delivery change fee if they do not want their recipient to pay these recipient charges.

For a full description of this service please refer to 'UPS Delivery Intercept' in our Service & Tariff Guide.

Change Type	Contact Method	EUR	GBP	SEK	DKK	PLN	CHF	NOK
Delivery Date Change	Phone	6.00	5.25	70.00	46.20	26.30	5.80	71.00
	ups.com/UPS My Choice	4.00	3.50	47.00	30.80	17.60	3.90	48.00
Deliver to Another Address	Phone	6.00	5.25	70.00	46.20	26.30	5.80	71.00
	ups.com/UPS My Choice	4.00	3.50	47.00	30.80	17.60	3.90	48.00
Return to Sender	Phone	6.00	5.25	70.00	46.20	26.30	5.80	71.00
	ups.com/UPS My Choice	4.00	3.50	47.00	30.80	17.60	3.90	48.00

- **New for recipients (fees apply – see table below*):**

- Recipients now have the option to request delivery to another address for an additional fee.

Recipients can still contact Customer Care to request any change of delivery, but may now incur a fee. They can also request a delivery change through UPS My Choice for Home or on ups.com, which remains free (except for delivery to another address).

Change type	Contact method	EUR	GBP	SEK	DKK	PLN	CHF	NOK
Delivery date change	Phone	6.00	5.25	70.00	46.20	26.30	5.80	71.00
	ups.com guest	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	My Choice	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Address Change – new!!	Phone	6.00	5.25	70.00	46.20	26.30	5.80	71.00
	ups.com guest	4.50	3.95	53.00	34.70	19.80	4.35	53.00
	My Choice	4.00	3.50	47.00	30.80	17.60	3.90	48.00
Return to Sender	Phone	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	ups.com guest	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	My Choice	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Re-direct to UAP	Phone	6.00	5.25	70.00	46.20	26.30	5.80	71.00
	ups.com guest	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	My Choice	0.00	0.00	0.00	0.00	0.00	0.00	0.00

*All fees are exclusive of VAT and transportation costs