



2025 UPS[®] Service Guide



For business customers located in the Channel Islands.

Effective from 22 December 2024, RATES IN GBP
(excl. VAT and taxes).

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This is the current version as at the date of publication of this Guide. The latest version, which shall always be the applicable one for new shipments, may be found at www.ups.com/tariff/gg_ie

UPS Terms and Conditions of Carriage

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

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1. CORE SERVICES

Core UPS delivery options

UPS is a fully integrated delivery service, offering the most comprehensive range of services. UPS can help you send your goods domestically or internationally, using three time and day-definite express services to ensure your goods arrive on the scheduled day by 9.00am, 10.30am, typically by 12.00 noon or by the end of day. Additionally, UPS offers economical alternatives for your less time-sensitive shipments. Import services are also available. Check import rates in the UPS Tariff Guide or click on 'Zones and Tariffs', under the 'Calculate Time and Cost' section of www.ups.com.

When you ship with UPS, you can expect:

- Excellent service reliability
- Money-back guarantee* for UPS Express services
- Collection from your address
- Up to three delivery attempts
- Online shipment preparation options
- Full visibility for your shipments
- 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.

***Money-Back Guarantee**

Restrictions apply. Money-back guarantee will cover a refund upon request of your shipping costs if we do not attempt delivery by the applicable time. For full details, refer to our money-back guarantee section and our Terms and Conditions of Carriage.

Service	Description	Features
<p><u>UPS Express Plus®</u> Early morning delivery for your most time-sensitive shipments</p>	<ul style="list-style-type: none"> • Next day delivery by 9.00am to most business addresses in Europe. • Second business day delivery as early as 8.00am, and typically by 9.00am, to most business addresses in the US and major business areas in Canada. • Second business day delivery by 9.00am to key business areas in Asia 	<ul style="list-style-type: none"> • Money-back guarantee*. • Ideal when your shipment must be there by the start of the business day. • Priority handling every step of the way for added peace of mind. • Free UPS packaging available for your convenience.
<p><u>UPS Express®</u> Next morning delivery across Europe and time-definite delivery worldwide</p>	<ul style="list-style-type: none"> • Delivery to most business areas within the UK by 10.30 am the next business day. • Next business day delivery as early as 10.30 am, and typically by 12.00 noon to most business addresses in Europe. • 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. • Time-definite delivery in 2 to 3 business days by 12.00 noon or 2.00 pm to most business areas in Asia. <p>Delivery times varies depending on the destination.</p>	<ul style="list-style-type: none"> • Money-back guarantee*. • An ideal choice for urgent shipments that must arrive during the morning. • Free UPS packaging available for your convenience.
<p><u>UPS Express Saver®</u> Delivery during the next business day across Europe and fast delivery worldwide</p>	<ul style="list-style-type: none"> • Next business day delivery during the day to virtually all other European business areas. • End of second business day delivery to most business addresses in the US and all major business areas in Canada. • Delivery during the day within 2 to 3 business days to Asia. <p>UPS Express Saver is sometimes referred to as UPS Saver.</p>	<ul style="list-style-type: none"> • Available to more than 200 countries and territories. • Money-back guarantee*. • An end-of-day service for express shipments. • Free UPS packaging available for your convenience. • Import services available. For detailed information, please use the Calculate Time and Cost section of www.ups.com.
<p><u>UPS Standard®</u> Scheduled day-definite delivery throughout Europe</p>	<p>An economical, day-definite service for less urgent shipments to destinations within the EU, Liechtenstein, Norway and Switzerland. 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 use the Calculate Time and Cost section of www.ups.com.</p>	<ul style="list-style-type: none"> • An ideal choice when speed needs to be balanced with economy. • Day-specific delivery estimates let you plan delivery dates. • Convenient door-to-door service. • The UPS Standard service between two EU member states is limited to goods in free circulation in the EU. • Customs clearance services are included when appropriate. • Import services available. For detailed information, please use the Calculate Time and Cost section of www.ups.com.
<p><u>UPS Expedited</u> Scheduled day-definite delivery to destinations outside Europe</p>	<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, please use the Calculate Time and Cost section of www.ups.com.</p>	<ul style="list-style-type: none"> • Available to more than 200 countries and territories. • An ideal option for less urgent shipments. • Day-definite delivery lets you plan ahead. • Door-to-door service with in-house customs clearance. • Import services available. For detailed information, please use the Calculate Time and Cost section of www.ups.com.

***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.

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2. ADDITIONAL SERVICES AND CHARGES

In this section you will find information about the additional services available from UPS. These include:

- [UPS Online Shipping Solutions](#)
- [UPS Visibility Services](#)
- [UPS Returns](#)
- [UPS My Choice](#)
- [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 22 December 2024.

The latest information can be found on the UPS website www.ups.com or may be confirmed by contacting the UPS Customer Service Centre on 01534 871014.

Changes to rates and additional charges

In order to respond to evolving costs and taxes and to ensure a competitive service, UPS reserves the right to amend or introduce rates and charges. A minimum of 10 days notice will be provided.

How can UPS help me send and track my shipments?

UPS Online Shipping Solutions

Prepare shipments, track deliveries and send customer notifications 24 hours a day.

Use our electronic services to prepare, send and track shipments and reduce manual paperwork, costs and time.

You can also produce labels with barcode details for reliable sorting and handling through the UPS network.

Service	Description	Features	Fee
WorldShip®	An efficient shipping and tracking software for those who regularly ship high package or air freight volumes.	<ul style="list-style-type: none"> Available for both standalone PCs and LAN environments, WorldShip generates all the required shipping documentation, automatically uploads the information to UPS and provides many other time-saving features. Access to the complete range of UPS's additional services. 	Free of charge.

UPS Waybill – If you are unable to use our online shipping solutions you must manually complete a UPS Waybill for every shipment. Please note that certain optional services, such as COD or UPS Returns, will not be available when using a manual UPS Waybill.

Time saving tip

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

Important

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

UPS Visibility Services

Convenient ways to track your packages online or on the move.

UPS has the most comprehensive set of free tracking, tracing and proof of delivery services that allow you to track your shipments in different ways.

Service	Description	Fee
UPS Tracking	Track up to 25 shipments instantly on www.ups.com .	Free of charge.
Proof of Delivery (POD)	Ideal for customers without internet access. Upon request, UPS will provide proof of delivery of your shipment via fax or post.	GBP 5.55 billed to the requester for each letter or fax.

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

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

Important

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

Note

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

How can UPS help return my goods?

UPS Returns®

Your goods can come back as easily as they go 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
UPS Returns Plus		
UPS 1 Attempt Returns Plus	Allows you to request a collection for the prompt return of a package. A UPS driver will make one attempt to collect the return package. If unable to collect the package, our driver will leave the label for your customer. The customer will then apply the label to the package and take it to a UPS location or contact UPS for a collection. For service availability please see notes below.	GBP 5.20 per package in addition to the relevant receiving shipping costs.
UPS 3 Attempts Returns Plus	Allows you to request a collection for the prompt return of a package. The UPS driver will attempt to collect your package for three consecutive business days. If, by the third attempt, the driver is still unsuccessful in collecting the shipment, the label will be returned to UPS and you will have to reprocess the service request. For service availability please see notes below.	GBP 7.35 per package in addition to the relevant receiving shipping costs.
UPS Returns		
UPS Print Return Label	Enables you to generate a label and include it in an outbound shipment to over 135 countries worldwide. You may also distribute the labels separately after your shipment has been sent. Customers then simply apply the label to their package and either bring the package to a UPS authorised collection point or arrange a collection with UPS. For service availability or for UPS location details, please call UPS on 01534 871014 or visit the UK pages of www.ups.com .	GBP 1.60 per package in addition to the relevant receiving shipping costs.
UPS Electronic Return Label	Allows you to email a return label to customers in over 135 countries. Your customer can then print the return label and a receipt before either bringing the package to a UPS-authorised collection point or arranging collection with UPS. You can also pre-authorise return shipments of packages that meet the parameters agreed upon by you and UPS. If your customer generates a return label using the outbound tracking number, you will be responsible for payment of charges regardless of when the package is tendered. For service availability or for UPS location details, please call UPS on 01534 871014 or visit the UK pages of www.ups.com .	GBP 1.95 per package in addition to the relevant receiving shipping costs.
UPS Authorised Return Service	A contractual service designed for high-volume shippers who return products with a similar size, weight or value, such as printer cartridges. It enables you to order pre-printed return labels from UPS to include in your outgoing shipments or to mail separately. Your customer then simply applies the label to the package and arranges a collection with UPS.	A contractual service.

Easy Access – UPS Returns are instantly accessible. All services can be used with UPS's free shipping systems: WorldShip or host-to-host EDI systems.

Notes

- For domestic and intra-EU return shipments, the entire return process can be handled with just the return label. There is no contract with the returning party.
- Shipments to or from countries outside the EU require both a return label and a commercial invoice in order for the shipment to pass smoothly through customs. Regulations and requirements for documentation for individual commodities vary from country to country. It is essential to review commodity-specific documentation stipulations for both the country of origin and the country of destination. Depending on the commodity and its use, special licensing and notations for accompanying documentation may be required.
- If the international shipment is returned to a different country than where the requesting party resides, a customer contract will be required.
- UPS 1 Attempt and UPS 3 Attempts Returns Plus are available for collection in the EU plus the following countries or territories: Canada, Liechtenstein, Mexico, Norway, Puerto Rico, Russia, Switzerland, United States.
- UPS Prints and Posts Return Label is available for retrieving goods within the EU plus the following countries or territories: Australia, Brazil, Canada, China, Hong Kong, India, Japan, Liechtenstein, Malaysia, Mexico, Norway, Philippines, Puerto Rico, Russia, Singapore, South Korea, Switzerland, Thailand, United States.
- Transportation charges for return packages are billed after entering the UPS system. UPS Prints and Posts Return Label, UPS 1 Attempt Returns Plus and UPS 3 Attempts Returns Plus, UPS Returns Exchange and UPS Returns Pack and Collect accessorial fees are billed at the time of request. UPS Electronic Return Label and Import Control fees are billed after the corresponding package enters the UPS system.
- All UPS Returns are subject to UPS's Terms and Conditions of Carriage.
- 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.

Note

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

What optional services are available from UPS?

Service	Description	Fee
Declared Value for Carriage	UPS automatically protects every shipment against loss or damage, up to a certain value, 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 GBP 10.15.
Saturday Delivery	For time-critical shipments, UPS offers the convenience of Saturday Delivery. Delivery times depend on the shipping service you choose, and the origin and destination of your shipment. Please contact your UPS Customer Service Centre on 01534 871014 for service availability.	GBP 80.40 per international delivery will be charged in addition to shipping costs.
Signature Required	Normally, UPS requires the signature of the receiver for all deliveries. As an exception, deliveries in certain countries are allowed on "Driver release" (delivery in a 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 1.35 per shipment will be charged.
Direct Delivery Only	Direct Delivery Only ensures a package is delivered to the address on the shipping label. Packages shipped with Direct Delivery Only may not be 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 2.55 per package will be charged.

What optional services are available from UPS?

<p>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:</p> <p>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 4.68 per package in addition to relevant shipping costs.</p> <p>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 6.59 per package in addition to relevant shipping costs.</p> <p>Commercial Invoice Removal Allows you to ship directly to third-party receivers without revealing the value of goods. GBP 17.10 per shipment in addition to relevant shipping costs.</p>	<p>UPS Print Return Label, UPS Electronic Return Label, UPS Prints and Posts Return Label are included. More information about these services can be found on the UPS Returns page.</p> <p>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.</p>
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More information

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

Note

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

What additional costs might apply to your shipment?

Charge	Description	Fee
Fuel Surcharge	Fuel surcharge percentages and amounts, associated trigger points and methods of calculation are subject to change without notice.	This charge applies to shipping charges and the following additional services: <ul style="list-style-type: none"> • Extended and Remote Area Collection and Delivery Service • Residential Delivery • Large Package Surcharge • Additional Handling Charge • Over Maximum Limits Charge • Demand Surcharges • Surge Fees <p>The latest details concerning any fuel surcharge applicable are available on the UK pages of www.ups.com.</p>
Extended Area and Remote Area Collection and Delivery Service	UPS will apply a surcharge for any collections or deliveries to areas considered an extension of the normal UPS service area. Depending on the ease of accessibility, these locations served are classified as either an extended area or a remote area. For information on whether this charge applies to a specific location, please refer to www.ups.com . Go to 'Calculate Time and Cost' and then click on 'Zones and Tariffs'.	For service to an extended area, the following will be added to the shipping charges: GBP 0.47 per kilogram or a minimum of GBP 25.20 per domestic shipment, whichever is the greater. GBP 0.47 per kilogram or a minimum of GBP 25.20 per international shipment, whichever is the greater. For service to a remote area, an amount of GBP 0.47 per kilogram or a minimum of GBP 25.20 per shipment, whichever is the greater, will be added to the shipping charges.
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.	GBP 2.95 per shipment will be billed in addition to the shipping costs.
Address Correction	If a mistake has been made in the address and the correct address is within the same destination country, UPS will make every reasonable effort to find the correct address and deliver the shipment.	GBP 9.15 per shipment will be billed to the shipper in addition to the shipping costs.
Special Handling of Undeliverable Shipments	For all shipments within the EU, when UPS has taken measures to try to deliver the shipment but has been unsuccessful, UPS will automatically return the shipment by our UPS Standard service (where available). The return charges, which include transportation and fuel costs, will be charged to the shipper, except for undeliverable domestic shipments, in which case the payer of the original costs will be charged. For all shipments outside the EU, UPS will contact the shipper and process the shipment upon instructions. The shipping costs and a surcharge will be charged to the shipper for the processing of each such undeliverable shipment.	Applicable receiving shipping costs. GBP 5.70 per undeliverable shipment will be charged in addition to the shipping costs.
Receiver/Third Party Refuses to Pay	This charge applies when the shipper selects the receiver or a third party to pay the shipping charges and the bill-to party refuses to pay.	GBP 12.55 per shipment will be charged to the shipper in addition to the shipping charges and other amounts payable when non-payment occurs.
Missing or Invalid Account Number Fee	If the receiver or a third party is selected to pay the shipping charges and the bill-to account is incorrect or missing, UPS searches its records for the correct account number.	Whether or not the account number is found, GBP 12.05 per shipment is billed back to the shipper as a processing fee.
Late Payment	We will send you an invoice for the services we have provided. The invoice will stipulate a date for payment. If we do not receive payment on or before that date, we reserve the right to charge you interest. The rate of interest (determined by prevailing rates) is indicated on the invoice.	
Currency Conversion	Charges to a payer's account in a foreign currency will be converted to the payer's currency using a weekly exchange rate secured through major money centre banks.	In addition, an exchange fee equal to 0.75% of the amount converted will apply.
Duty and Tax Forwarding Charge	For shipments outside the EU when the payer of duties and taxes is not located in the destination country.	GBP 18.85 per shipment will be billed to the party who pays the shipping charges.

Charge	Description	Fee
Additional Handling Charge¹	<p>Additional Handling applies to the following:</p> <ul style="list-style-type: none"> Any article that is encased in an outside shipping container made of metal or wood. Any cylindrical item, such as a barrel, drum, pail, or tire, that is not fully encased in a corrugated cardboard shipping container. Any package with the longest side exceeding 100cm (39.5"), or a second-longest side exceeding 76cm (30"). 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>	GBP 10.75 per package will be billed in addition to the shipping costs.
Large Package Surcharge¹	A package is considered a "Large Package" when its length plus girth [girth = (2 x width) + (2 x height)] combined exceeds 300cm, but does not exceed the maximum UPS size of 400cm. Large Packages are subject to a minimum billable weight of 40kg in addition to the Large Package Surcharge.	GBP 50.30 per package will be billed in addition to the shipping costs.
Over Maximum Limits	Packages with an actual weight of more than 70kg, or that exceed 274cm in length, or exceed a total of 400cm in length and girth combined [girth = (2 x width) + (2 x height)], are not accepted for transportation. If found in the UPS small package system, they are subject to an additional charge. Packages exceeding 400cm in length and girth combined are also subject to the Large Package Surcharge.	GBP 278.55 per package will be billed in addition to the shipping costs.
Demand Surcharge	<ul style="list-style-type: none"> UPS expands its delivery network throughout the year to accommodate increased volume. 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 Fees	<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 ups.com/surgefees.</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 ups.com .

¹ Due to the extra handling required on our part and consequent potential delays in processing these shipments, UPS does not provide a money-back guarantee for them. Therefore UPS will not refund the shipping charges if shipments, subject to either the Additional Handling Charge or Large Package Surcharge, are not delivered by the normally scheduled time.

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

UPS My Choice®

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

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

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

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

Delivery Options

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

- Reschedule delivery: have parcels delivered on a different day.
- Deliver to another address: redirect delivery to another address.
- Ship to a UPS Access Point location: have parcels delivered to a UPS Access Point location (visit www.ups.com/accesspoint for more information on UPS Access Point).
- 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.
- Set a holiday and have parcels held by UPS or delivered up to three business days after the holiday ends.
- Hold at a UPS Customer Centre.
- Leave with Neighbour - Have your packages left with an immediate neighbour.
- Authorised shipment release - You may give authorisation online for UPS to deliver packages without a signature.
 - "Leave at" Instructions - Designate where you would like our driver to leave your package (e.g. porch). This option is only available with authorised shipment release.

UPS My Choice therefore helps shippers to:

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

¹ 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: www.ups.com/mychoice

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 go to the www.ups.com webpage.

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 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 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 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 pickup (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 pickup at a UPS Access Point location and/or (4) reminder notices that package is available for pickup and will be returned to Customer if not picked up with 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. If this happens, a UPS InfoNotice will be left, informing your customer that they can collect their parcel at the UPS Access Point location and when it can be retrieved.

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 convenient for your customers.

How can UPS help with international customs clearance?

UPS Brokerage Services

Ensure your shipments cross borders quickly and arrive on time.

Every day, UPS reliably manages millions of customs clearances worldwide. Our experience and global knowledge can help you comply with local requirements and avoid customs-related delays.

Additionally, across Europe UPS has been granted or is actively pursuing Authorised Economic Operator (AEO) status as a compliant and trustworthy international supply chain partner. This EU accreditation means UPS shipments are fast-tracked through customs, helping us to speed up your supply chain.

Routine customs clearance services are provided free of charge; non-routine customs clearance services are listed below.

Service	Description	Fee
Special Entries		
Additional Tariff Lines/ Complex Entries	When a customs entry has more than five tariff lines a surcharge will be charged per additional tariff line.	GBP 5.50 per additional tariff line.
Other Government Agency (OGA) Entry	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 11.95 per shipment.
Other Additional Customs Clearance Services	When additional, non-routine activities are required for entry of merchandise, selected services may be performed by UPS at the request of the importer.	For rates or additional information, please contact your local customer service centre on 01534 871014.
Non-routine Formal Entry	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 23.85 per shipment.
Formal Entry (T5 Clearance)	Where specific legislation requires, certain goods must be accompanied by a T5 form if the goods are to be moved within the EU or are to travel through the EU to a non-EU country.	GBP 23.85 per shipment.
Other Services		
Disbursement Fee	Customers are responsible for payment of duty and taxes. UPS may prepay duties, taxes and other government charges on behalf of the payer. A fee will be charged based on the advanced amount.	GBP 12.20 minimum or 2.5% of the advanced amount.
Warehouse Storage	A fee assessed when shipments remain in a UPS warehouse temporarily before being cleared by customs.	GBP 13.80 per pkg per day will be charged after the 3rd working day.
Post Entry Clearance Services	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 63.10 per shipment.
Always Contact on Customer Request	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.	GBP 3.00 per shipment. Please note that any applicable warehouse storage charges as per above will also be charged. Contact your Account Executive for further information.
Bonds		
Bonded Transfer UPS Guarantee	UPS can raise a transit procedure to allow a shipment to be transported in bond with a UPS guarantee.	GBP 29.70 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.	GBP 13.05 per transit shipment.

Time saving tip

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

Notes

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

More information.

For additional information about customs clearance or for the latest pricing information, please visit www.ups.com or call our customer service centre on 01534 871014.

How can UPS help with international customs clearance?

UPS Paperless® Invoice

This service enables you to submit your commercial invoice electronically when you ship internationally.

UPS is the first carrier to offer electronic invoices for international shipping. It's another way you can use technology to integrate order processing, shipment preparation and now commercial invoice data, making your business more efficient. So there's no need to print and apply multiple copies of paper invoices on shipments to destinations where Customs offices have the capacity to accept electronic forms.

Any company, regardless of size or industry segment, can use UPS Paperless Invoice. Best of all, UPS Paperless Invoice is free of charge. Enrolling is easy and can be done by visiting www.ups.com and logging in with your UPS ID. All you need is a UPS account number and digital images of your signature and company letterhead. You may also need billing invoice details for authentication purposes. Once you complete the enrolment process, you'll be able to ship with Paperless Invoice within 24 hours.

UPS Paperless Invoice works seamlessly with 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 web site (www.ups.com/import).

For the latest details and fees related to UPS Broker of Choice, please visit www.ups.com or contact your local UPS sales representative.

Service availability

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

Notes

UPS Paperless Invoice and UPS Broker of Choice are available on a contractual basis.

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3. REFERENCE INFORMATION

This section contains information on:

- Prohibited articles and service restrictions
- Money-back guarantee
- Liability

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)
- Dangerous goods/Hazardous materials (following IATA and ADR regulations)
- Firearms
- Furs
- Ivory and ivory products
- Jewellery and watches (other than costume jewellery and costume watches) exceeding USD 500 or local currency equivalent per package¹
- Live animals
- Money, negotiable items and pre-paid cards
- Perishable goods
- Personal effects (except to selected countries when shipped with participating Mail Boxes Etc. centres)
- Plants
- Pornographic materials
- Seeds
- Tobacco and tobacco products
- Unaccompanied baggage (except to selected countries when shipped with participating Mail Boxes Etc. centres)

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 contact UPS on 01534 871014 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 01534 871014 or contact your UPS representative.

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.

¹ Costume jewellery and costume watches: jewellery and watches for which the retail price is lower than USD 150 per item and which do not contain precious metal(s) and/or stone(s)

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.

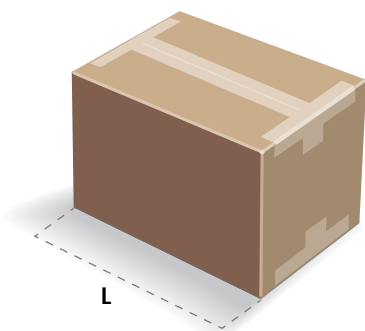
The maximum value or declared value per package is USD 50,000 or local currency equivalent.

The maximum value or declared value per package of jewellery and watches (other than costume jewellery and costume watches¹) is USD 500 or local currency equivalent.

COD service is provided within the Republic of Ireland, the EU, Liechtenstein, Norway and Switzerland. The maximum COD amount that can be collected is USD 50,000 or local currency equivalent per package for cheque transactions. COD service is not available for pallets.

The maximum amount of cash UPS will accept from a single consignee for a single shipper is USD 5,000 or local currency equivalent per day (maximum EUR 750 in France, and less than EUR 2,000 in Italy).

Length is the longest side of a package or object.



The maximum value and declared value per package for a domestic UPS 1 Attempt Returns Plus shipment is USD 999 and for a domestic UPS 3 Attempts Returns Plus shipment USD 50,000 or local currency equivalent.

The maximum value and declared value per package for a drop-off in a Third Party Retailer or UPS Access Point location is USD 1,000 or local currency equivalent.

The maximum value and declared value per package for an international UPS 1 Attempt Returns Plus or an international UPS 3 Attempts Returns Plus shipment is USD 50,000; provided that for each such shipment with an actual or declared value in excess of USD 999, the shipper must ensure that a UPS high value shipment summary is generated and signed by the UPS driver upon tender of the shipment to UPS. If no high value shipment summary is obtained and signed, the maximum value or declared value of each such shipment is limited to USD 999.

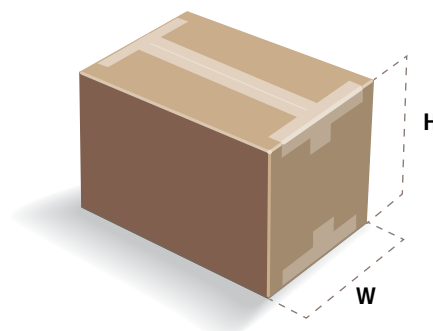
Contact your UPS Customer Service Centre on 01534 871014 for the local currency equivalent.

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 70kg².
- 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.

Girth is defined as $(2 \times \text{Width}) + (2 \times \text{Height})$.



¹ Costume jewellery and costume watches: jewellery and watches for which the retail price is lower than USD 150 per item and which do not contain precious metal(s) and/or stone(s)

² The limits listed above apply to most packages and destinations, but there are some variances because of different local restrictions in some countries. Please contact your UPS Customer Service Centre on 01534 871014 for details.

UPS Money-Back Guarantee

Money-back guarantee

For certain services and selected destinations UPS offers a free money-back guarantee on the shipping charges. To find out if it applies to your shipment, use the Calculate Time and Cost tool at www.ups.com and key in your shipping details. Alternatively, contact your local UPS Customer Service Centre on 01534 871014. 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 on Terms and conditions and prevail in case of inconsistency with the present summary.

International Carriage:

Where carriage is international, international conventions may apply: in particular the Warsaw or Montreal Convention in the case of carriage by air and the CMR Convention in the case of carriage by road. The national laws of some countries may also extend the rules of such conventions to purely domestic carriage.

Where they apply, the rules of the Warsaw, Montreal and CMR Conventions govern and in most cases will limit our liability for loss, damage or delay to a shipment.

- the Warsaw and Montreal Convention limit is usually 19 Special Drawing Rights¹ (SDR's) per kilogram of the goods affected
- the CMR Convention limit is 8.33 SDR's per kilogram (but restricted to the amount of the carriage charges in the case of delay)

Other Carriage:

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 500 in the case of jewellery or watches other than costume jewellery or costume watches) or its local currency equivalent per package in a small package shipment, or USD 100,000 or its local currency equivalent per pallet in a Worldwide Express Freight shipment, as UPS does not offer carriage for goods with values above these amounts.

Except when Convention rules or other mandatory laws apply and require otherwise, we will not pay compensation for purely economic losses (such as loss of profits, loss of business opportunities or loss of revenue resulting from loss of use), even if a value has been declared for carriage in respect of the relevant shipment. We will also not be liable for any damage to or loss of packaging or pallet skids.

Any claim against UPS must be notified to us in writing as soon as possible and also within any specific time limit set out in our terms and conditions. In certain circumstances, Convention rules (if applicable) may permit a claim to be pursued against UPS outside these periods.

In addition to the above, any legal proceedings in respect of a shipment must be commenced and served on us within eight months of delivery or (in the case of non-delivery) of the due date for delivery. If the Warsaw, Montreal or CMR Conventions apply, there are longer time limits for the commencement of legal proceedings: in summary, 2 years in the case of the Warsaw and Montreal Conventions and 1 year (3 years if there is wilful misconduct on UPS's part) in the case of the CMR Convention.

¹ A Special Drawing Right is a unit of account adopted by the International Monetary Fund. The current value of an SDR is regularly published in major financial newspapers.



For bookings and enquiries call UPS on 01534 871014 or visit us on the web at www.ups.com®

Head Office
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No. 1 Warehouse
The Cargo Centre
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