



Welcome to a world of services from **Parcelforce Worldwide**



**Customer service
and price guide**
effective from
2nd April 2012

UK services

express**9**

express**10**

express**AM**

express**PM**

express**24**

express**48**

express**48**^{large}

International services

global**express**

ireland**express**

global**priority**

euro**priority**^{business}

euro**priority**^{home}

euro**priority**^{return}

euro**priority**^{import}

global**value**

global**bulk**^{direct}

Pallet services

pallets**24**

pallets**48**

pallets**72**

global**bulk**

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Elanthy

Since 1995, Elanthy have been selling extra virgin olive oil direct to restaurants and households in the UK and now have more than 15,000 customers.



“I’ve never had a service quite like this. We’re getting a first time delivery rate of 99.9%. It really is remarkable. We’ve never had a carrier as good as Parcelforce Worldwide. I just wish we’d switched sooner.”

WILLIAM DAVIES, MANAGING DIRECTOR

A world of services

With an excellent first time delivery success rate and end-to-end quality of over 98%, more and more businesses are trusting Parcelforce Worldwide to deliver their customer promise. So much so, we're growing six times faster than the rest of our market*.

And it's not just our exceptional reliability – we've developed an outstanding range of UK and international express services with a comprehensive range of convenient delivery options to suit – offering you great value too. Furthermore, our committed account teams are always on hand to offer unique support to help your business grow and to build a partnership that stands the test of time.

Trust us to deliver.

Our customer service commitments

We understand how much of a difference great customer service can make. We've compiled our commitments so you know exactly what to expect from us, in the areas you've told us are most important.

We'll make it easy for you to arrange a collection.

We'll collect your parcel when we say we will.

We'll keep you informed on the progress of your parcel.

We'll deliver your parcel when we say we will.

We'll respond to any enquiries quickly.

We'll make sure you know who you're speaking to.

We'll speak to you politely, fairly and respectfully.

We'll always be honest if things go wrong.

*Parcel Market Analysis Programme managed by Ci Research (data for Q3 2011).

An easy guide to sending parcels



1. Package it properly

The right packaging is essential for safeguarding the contents of your consignment. If you're not sure what kind of packaging to use, see our helpful guide at www.parcelforce.com/customerinformation

2. Arrange your collection

Book your collection online at www.parcelforce.com (or www.parcelforce.net) where you'll be able to complete all documentation and print address labels. Alternatively, call us on 08448 004466* or take your parcel to your local depot. If you have a regular scheduled collection, we'll collect as agreed. Please ensure you have your parcels ready for when our driver is due to collect them.

3. Track your consignment online

For that extra peace of mind, 24/7 online tracking and reporting is available at www.parcelforce.com/track-trace

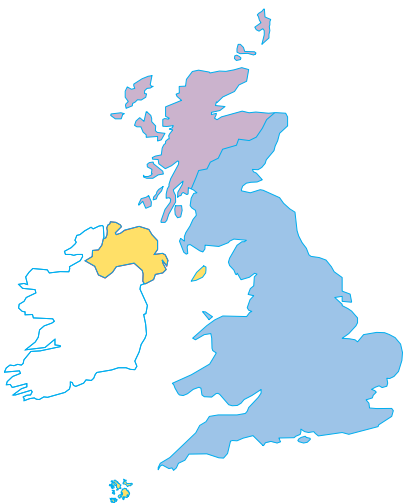
* Calls to 08448 004466 cost less than 5p per minute from BT landlines.
Calls may be recorded, monitored and used for training and compliance purposes.

Our range of UK express services

Whether it's a business customer who needs an urgent item first thing, or a residential customer who simply wants the most cost effective solution, we have a range of reliable services that offer a great balance of speed and price.

Delivery zones

The UK is divided into 3 zones and you can choose from 7 services depending on the zone you're sending to.



Zone 1

England, Wales and parts of Scotland
excluding the Highlands & Islands

Zone 2

The Highlands & Islands of Scotland

Zone 3

Northern Ireland, Isle of Man
and Isles of Scilly

Please note, there are a small number of postcodes where extended delivery times exist or a service is unavailable. See www.parcelforce.com/countries
Please also note, the delivery period begins from the time of collection.

express⁹

Perfect when it's got to be there for the start of the day, or it's the most convenient choice for your customer.

express¹⁰

Ideal if first thing isn't essential but your customer still wants a morning delivery and a great value option.

express^{AM}

Our reliable 'by noon' service is a convenient option for both business and residential customers alike.

express^{PM}

Offers the convenience of an afternoon delivery with trade mark reliability you can trust.

express²⁴

The most cost effective option for delivery by close of business.

express⁴⁸

Delivery by close of business within 2 working days.

express^{48^{large}}

Ideal if you're looking to send an item outside our normal size restrictions.

UK service features

- **Weight** – you can despatch items up to 30kg on all our UK services.
- **Size** – we'll carry items up to 1.5m in length and 3m length and girth combined. On express^{48^{large}} this increases to 2.5m in length and 5m length and girth combined.
- **Cover** – inclusive compensation cover with the option to enhance.
- **Consignments** – competitive rates for multiple items despatched to the same address.

For more information on our services, speak to your Parcelforce Worldwide Account Manager.

For helpful hints and tips to support your sending requirements, visit www.parcelforce.com/customerinformation

UK express services features and options

Take a look at the range of benefits that come complete with our UK services, as well as the developments we have planned for the year ahead.

Coming soon

- We'll be enhancing our text messaging facility, so your customers can receive a series of interactive messages – one on the day before delivery, another on the day of delivery (with the option to reschedule or collect from a local Post Office® branch or neighbour) and a final 90 minute pre-delivery notification.
- Consumers will have even more convenient delivery options to choose from, including nominated day delivery which will give your customers the option to pick a day for delivery when they know they'll be home. Alternatively, they'll be able to specify a neighbour, local depot or Post Office where they'd prefer us to deliver their item.



Comet is one of the largest electrical retailers in the UK. Their focus is on giving customers the best price, the best choice and the best service.



“It’s great to be able to offer my customers a choice of individual delivery options to suit them, which avoids re-deliveries and improves their overall experience of our brand.”

SIMON EVANS, SERVICES OPERATIONS MANAGER

Service features and options	express9 express10 expressAM	expressPM	express24 express48	express48 ^{large}
Online real-time tracking and proof of delivery	✓	✓	✓	✓
Web-based management information and exception reporting	✓	✓	✓	✓
Proactive dedicated customer service from our Timed Taskforce	✓	✓		
Email despatch notification to your customer	✓	✓	✓	✓
SMS despatch notification to your customer	✓	✓	✓ ⁺	✓ ⁺
Delivery to a local Post Office if we find your customer isn't in	✓	✓	✓	
Delivery direct to a local Post Office for your customer to collect	✓	✓	✓	
No signature required option or we can leave your goods with a neighbour or in a safe place	✓	✓	✓	✓
Saturday delivery when your customer is more likely to be home	✓ [*]		✓ [*]	✓ [*]

⁺ Surcharge of £0.10 per consignment.

^{*} Individual volume-related contract rates apply. Please speak to your Parcelforce Worldwide Account Manager for more details.

Courier packs cut out the hassle

Our UK and international courier packs are the simplest way to send documents and small packages. These waterproof, self-seal, tamper-evident bags are available in three different sizes. The prices are listed on Page 17. For more information, speak to your Parcelforce Worldwide Account Manager.

Our range of UK special services

sameday

If a deadline or client requirement means your item has to be there immediately, our courier can collect and deliver your item that same day from almost anywhere in the UK – 24 hours a day, 365 days a year.

expresscollect

Perfect for people needing spare parts or samples. Instead of waiting in for the delivery of their urgent item, we'll hold the parcel at our depot ready for your customer to collect as early as 8:00am, Monday to Saturday, leaving them free to start their working day. With multi-point tracking and an easy-to-use return facility for that extra peace of mind.

convenientcollect

Ideal for those customers placing an order when they know they won't be in to accept the delivery. We'll take the item direct to their local Post Office branch for them to collect at their convenience. Simply enter your customer's postcode and choose the most convenient branch for them to collect from. We'll send them an email confirming which branch their item will be taken to and a link to track its arrival.

expresssecure

As the popularity of online shopping grows, increasing numbers of customers require delivery of high-value items with additional tracking, visibility, management reporting and packaging options. This service has been developed around the needs of the mobile phone, IT and electronics sectors, but will appeal to any retailer despatching high-value goods.

expressexchange

This service enables your customer to receive a new product in exchange for upgraded, damaged or faulty goods – in one single transaction. This offers exceptional convenience for your customer and saves you time and money by accelerating the return of exchanged items to your business or repair centre. A high-value exchange service is also available via the secure network.

“We receive outstanding levels of customer service and operational support from their dedicated management team, making Parcelforce Worldwide a pleasure to work with and an integral part of our order despatch process.”

ROB BRIDLE, HEAD OF LOGISTICS



Schuh is not just another shoe shop. Established in 1981, with 64 branches and 14 concessions across the UK and Ireland and a highly successful website, Schuh has firmly established itself as one of the most innovative and exciting brands on the high street.

Our range of international services

The strength of our partnerships around the world means we can package the right combination of services for you – at a price that will enable you to compete and prosper abroad. Overseas destinations are divided into 9 zones and you can choose from 7 services depending on where you're sending to.

globalexpress

Perfect for when it's got to be there, with delivery from next working day by 10.30am to the USA, 12:00 noon to Canada and close of business to Europe. From 2 working days to the rest of the world.

irelandexpress

Our overnight delivery service from Northern Ireland to the Republic of Ireland.

globalpriority

The perfect balance between speed and price with worldwide delivery outside Europe through the EMS air network. Day-specific delivery available to Australia, China, South Korea, Japan, Hong Kong and USA.

europriority^{business}

Road-based business delivery across Europe through our sister company, GLS – one of the leading parcel service providers in Europe with 220,000 customers, handling in excess of 360 million parcels per year.

europriority^{home}

Residential delivery across Europe using local experts in home delivery.

globalvalue

Delivery to the world's major destinations including Australia, Hong Kong and the USA from 5 working days – at a price that's well worth waiting for.

globalbulk^{direct}

Convenient, cost-effective bulk distribution of items to business and residential addresses across Europe and North America. Items destined for the same country are packed on a single pallet, giving exceptional value for money. On arrival in the destination country, the pallet is broken down for the items to be scanned and delivered to their individual addresses. The benefits include tracking, confirmation of delivery and a choice of regular or ad hoc collections.

International service features

- **Full tracking** – from when your parcel is collected to when it's delivered – available at www.parcelforce.com/track-trace
- **Signature on delivery** – named confirmation of delivery available online. Written proof of delivery available on request for an additional fee.
- **Weight** – items can weigh up to 30kg depending on their destination*.
- **Size** – maximum length of 1.5m and 3m length and girth combined*.

* Please note, weight and size limits vary by destination, see www.parcelforce.com/countries. Please also note, if you're sending a multiple-parcel consignment and the total consignment weight is under 5kg, a minimum 5kg charge applies.

For more information on our services, speak to your Parcelforce Worldwide Account Manager.

For helpful hints and tips to support your sending requirements, visit www.parcelforce.com/customerinformation

Our range of international return services

A worry shared by many consumers looking to place an order online is ‘What happens if I need to return my item?’ We can help you address this concern with our range of return services.

europriority^{return}

Aimed primarily at online retailers, this service provides European consumers buying from UK websites with an easy solution to return their unwanted items – for free at the point of posting.

All you have to do is generate a label and email it to your customer abroad. They then print the label out, stick it to the parcel and take the parcel to their local post office. You can expect to have your item back within as little as 2 days, with online tracking for that extra peace of mind.

This service is currently available from Belgium, the Czech Republic, France, Germany, the Netherlands, Slovakia and Slovenia, with even more European markets to follow.

europriority^{import}

This service allows you to orchestrate the movement of goods between European countries, easily and cost-effectively, from your base in the UK. It also provides a simple way of returning or importing items back into the UK from other European destinations. This enables you to keep warehousing overheads to a minimum – giving you greater control over your supply chain.

The benefits include:

- Flexible collections and deliveries – you can arrange collections up to 1 month in advance of the pick-up date. Collections take place Monday to Friday from 8.30am on the day of collection (local time), so please advise the shipper that all packages and any customs documentation must be ready. For customs advice for specific countries, please refer to www.parcelforce.com/countries
- Tracking – to check the transit status of your goods, simply call 0800 280 2424*
- Inclusive confirmation of delivery with proof available 1 day after the event
- Choice of customs charge options – customs duties and taxes, payable for consignments to or from non-EU countries, can be billed either to you or directly to the recipient of the consignment.

* Calls may be recorded, monitored and used for training and compliance purposes.



Since going online in 2008, Golf Store Europe have been providing quality equipment to golfers of all levels the world over.

“The downside of online shopping can be the complicated process of returning something when it’s not right, but Parcelforce Worldwide make it easy for us to collect and return items to the UK from our European customers.”

DERMOT HEGARTY, PROPRIETOR



UK and international pallet services

Pallet services collected from your UK location, delivered worldwide. You'll find a solution that offers the right combination of speed and value for money.

UK services

pallets24

Our next day pallet service for fast and reliable deliveries.

pallets48

Our 2 day pallet service offers the perfect balance between speed and price.

pallets72

Our 3 day pallet service offers excellent value for money.

International service

globalbulk

This service provides delivery to most major countries and territories worldwide.

Documentation and address labelling

Pallet consignments for international delivery must be individually addressed, ideally using self-adhesive envelopes with the documentation enclosed.

Consignments despatched to non-EU countries must be accompanied by 3 copies of the commercial invoice. Failure to provide this information at the time of despatch will delay the delivery of the consignment.

For more information, please visit www.parcelforce.com/countries



Pallet service features

UK deliveries

- **Flexible collections** – you can arrange for your pallet to be collected that same day (subject to availability) or the following day between 9:00am and 5:00pm Monday to Friday.
- **Delivery options** – timed deliveries, booked-in delivery slots and Saturday deliveries are available for an additional fee. Some areas can take a little longer to deliver to and you can check these at www.parcelforce.com
- **Confirmation and proof of delivery** – available for free by phone or for a small additional fee in hard copy form. Online proof of delivery will be available soon.
- **Convenient documentation & labelling** – printed from our Worldwide Distribution Manager® – WDM Online.
- **Comprehensive size and weight limits** – despatch Euro or Standard pallets with a weight up to 1,000kg and a height up to 2m.

International deliveries

- **Flexible collections** – we can collect from most UK locations, usually between 9:00am and 5:00pm Monday to Friday, at pre-agreed times.
- **Delivery options** – details of our international transit times are available and are based on the collection and delivery postcodes and date of despatch.
- **Confirmation and proof of delivery** – free over the phone or for a small additional fee in hard copy form (by fax or post).
- **Competitive pricing** – contract prices are based on your individual distribution profile (i.e. pallet dimensions and destinations). Selected deliveries and add-on services may be surcharged.

Sending to HM Forces

Fast, reliable delivery to British Forces Post Office® addresses worldwide with inclusive compensation cover of £100 per consignment and enhanced compensation cover available up to £2,500.

We make it easy for you to send packages to BFPO addresses via the military sort centre in the UK:

- You can use our One-Stop-Shop service to send your packages to BFPO addresses. The BFPO costs to do so are included in our fixed charge. To find out more, speak to your Parcelforce Worldwide Account Manager.
- You can use Parcelforce Worldwide to send your packages to BFPO London for onward delivery handled by BFPO. Please contact the BFPO Enquiries Team on 08457 697978* or desbfpo-enquiries@mod.uk for details of MOD charges and charging arrangements.

BFPO package features

The following size and weight limits apply:

- **Maximum length** – 1.05m
- **Maximum length and girth combined** – 2m
- **Maximum weight** – 30kg*.

* Except HM Ships (BFPO numbers 200-499) where the maximum weight is 11kg.

You can despatch to BFPO addresses using our Worldwide Distribution Manager – WDM Online, choosing the country of destination as 'HM Forces Mail'.

Items for delivery to a BFPO address should include:

- Service number, rank and name of individual
- Unit or Regiment
- BFPO number (in the country space).

NB. The destination country or postcode should not be included in the address.

If you're sending a parcel to someone stationed at a BFPO location who isn't a serving member of HM Forces (i.e. a relative of a serving member) you'll have to address the parcel to a serving member.

Unfortunately, because of the nature of the operation, it is not possible to offer guaranteed delivery speeds.

* Calls may be recorded, monitored and used for training and compliance purposes.



Save yourself time express I.T.

You can save yourself time by booking your collections and managing documentation online. As well as allowing you to arrange collections in seconds, **www.parcelforce.com** provides help and guidance at each step of the way.

It's easier online

Our online system automates the entry screens that are appropriate for your despatch. So, rather than having to check whether you need to complete a customs declaration, you'll be prompted – as and when required. You'll also be advised when you need to print out labels (onto standard A4 paper) and customs paperwork for each package you're sending.

Real-time tracking

You can find out exactly where your item is by entering the tracking number at **www.parcelforce.com/track-trace**. You'll also be able to see the delivery date, the exact time and name of the person who signed for it. For UK deliveries, online proof is available within minutes of the delivery taking place. For international deliveries to major destinations, our system is updated at regular intervals throughout the day.

express**track**

A simple and effective way to identify the status of consignments using a wide range of search criteria including:

- Consignment number
- Shipping date
- Sender's or recipient's name, town or postcode.

Exception reporting is easy to generate and a choice of selection criteria is available to tailor the report to specific requirements.

express**despatch**

An ideal way to streamline the despatch process, our Worldwide Distribution Manager – WDM Online automates many time-consuming tasks including:

- Automatic label production – no manual paperwork
- Bulk label creation
- Links to tracking
- Built-in address book facility
- Easy-to-use software interface
- Use for single items and multiple consignments
- Full integration with our international service portfolio
- Recognition of EU and non-EU countries to automate commercial invoice production and postal customs declarations to clear parcels as quickly as possible
- Automatic transmission of customs data to partners where commercial customs clearance is used
- Ability to store harmonised system tariff codes for ease of reference.

express**link**

Using this option, customers can generate both UK and international Parcelforce Worldwide labels from their own order process system. By linking with **expressdespatch**, **expresslink** streamlines supply chain management using the latest in electronic communications technology.

Customers have direct access to shipping, collection requests and manifests, as well as address and pre-advice data to improve accuracy and timing.

Our pledge to the environment & community

At Parcelforce Worldwide we take our environmental and community responsibilities very seriously. We have a comprehensive programme of activities to reduce our impact on the environment and invest in third-party environmental initiatives. All our operational and headquarter sites have achieved the ISO14001 standard.

Services

We were the first UK parcel carrier to launch a Woodland Carbon option, allowing customers to donate towards the protection and expansion of forests and woodland. We'll be expanding this scheme soon to include other carbon reduction projects and initiatives.

Our unique range of delivery and redelivery options were designed to support what we think is the best first-time delivery performance within the UK express carrier industry. By significantly reducing the number of parcels that require a second delivery attempt, we've also reduced our fuel consumption.

Vehicles

We have over 1,100 eco-start delivery vans. Using the latest stop-start technology, the van's engine cuts out when stationary (e.g. at traffic lights) lowering our carbon emissions.

We've comprehensively trialled electric and hybrid vehicles and aerodynamic trailers and we'll continue to review environmentally friendly commercial vehicles to ensure we lead the way as a responsible express carrier.

We've also switched UK parcels from air to road distribution, contributing to a significant reduction in the overall carbon we generate.

Buildings

We've installed smart gas and electricity meters so we can monitor usage, identify areas for improvement and track the success of energy reduction initiatives.

Training, recycling and waste management

We're testing the effect of additional driver training throughout our fleet to support MPG improvement targets and will be deploying new MPG performance monitoring methods to support this.

We recycle wherever possible and are working hard to reduce the amount of waste sent to landfill to an absolute minimum.

If you'd like any more information, or have any suggestions for additional environment and community activities, please get in touch with your Parcelforce Worldwide Account Manager.



Refunds and compensation

Even with the most advanced systems the unexpected can happen, which is why we provide extra ways to secure your peace of mind.

Inclusive compensation

Every time you use one of our express services, it comes complete with inclusive compensation cover for loss or damage of up to £200 per consignment. Some of our services have different levels as summarised in the 'Compensation and refunds' table on Page 15.

Enhanced compensation*

For your added protection, you can also take out enhanced cover for loss or damage. Please note this is not an insurance policy. It's the ideal complement to our inclusive compensation. You can choose from two options:

- Enhanced cover across your entire contract, where you simply purchase the exact level of compensation you need (up to the nearest £100, maximum £2,500) for all your consignments at a cost of 80p per £100 of cover
- Enhanced cover for individual consignments, where you purchase at set levels up to a maximum of £2,500 per consignment, depending on the service selected. Please refer to the 'Enhanced compensation' table on Page 16.

Carriage charges will only be refunded in cases where the complete consignment has been lost.

How to take out enhanced compensation

- To take out enhanced compensation across your entire contract, please speak to your Parcelforce Worldwide Account Manager
- To take out enhanced compensation for ad hoc UK and international consignments booked online, simply request it when you book a collection.

*Please note: Premiums for enhanced compensation are non-refundable in all cases.

Making a claim

If you ever need to make a claim, we've made the process quick and easy:

- An online claims form is available at **www.claims.parcelforce.com**
- Complete and submit this form, together with a copy of your despatch documentation and proof of value of the goods despatched, within the time frame specified in our Conditions of Carriage, which does vary by service
- Claims which overstate the value of the contents will be rejected. No payment towards the value of the contents will be made, although any relevant refunds for delay can be settled
- No claim will be accepted for items strapped together
- When claiming for damage, please ensure the damaged goods and packaging are kept in the condition they were in when delivered, in case an inspection is needed. Make sure you keep the package at the delivery address and do not return to sender. Where a damage inspection is needed for perishable goods, please take and keep a photograph of the item and the internal and external packaging at the time of arrival for inspection
- Please refer to our Conditions of Carriage for full details of liability for delay, loss or damage, which can be found at **www.parcelforce.com/customerinformation**

Items sent overseas

Claims for compensation for loss or damage will not be accepted where the goods shipped are prohibited by the country of destination. For some international destinations, there is no compensation payable for any service. The countries to which this restriction applies can vary so please refer to **www.parcelforce.com/countries**

Proportionate refunds for late delivery

In the unlikely event we fail to meet a guaranteed delivery time, we will refund a proportion of the carriage cost based on the original fee paid to Parcelforce Worldwide:

Compensation and refunds		
Service	Maximum compensation included in the price for loss or damage per consignment	Percentage refund of consignment charges for late delivery [†]
express 9	£200	100%
express 10	£200	100%
express AM	£200	100%
express PM	£200	100%
global express	£200	100%
ireland express	£200	100%
express 24	£100	50%
global priority	£100	25%
euro priority	£100	25%
euro priority ^{import**}	£100	N/A
express collect	£100	N/A
express 48	£50	N/A
express 48 ^{large}	£50	N/A
global value	£50	N/A
pallets 24, 48 and 72	RHA [†]	100%
global bulk ^{**}	CMR [‡]	N/A
global bulk ^{direct**}	£25 per parcel	N/A
sameday	£2,500	N/A

Enhanced compensation for all despatches

If you have a contract with Parcelforce Worldwide you can purchase maximum compensation for loss or damage across all of the services for all consignments despatched. This would be charged at £0.80 per £100 up to a maximum of £2,500 per consignment.

Enhanced compensation for individual despatches

If you would like to purchase enhanced compensation for ad hoc consignments, the various levels are shown below:

Maximum compensation for loss or damage if enhanced compensation is purchased for an individual consignment*

- Level 1 up to £500
- Level 2 up to £1,000
- Level 3 up to £1,500
- Level 4 up to £2,000
- Level 5 up to £2,500

Prices for enhanced compensation for individual despatches can be found on Page 16.

Please note that Parcelforce Worldwide does not pay consequential loss. For all prices please refer to the Price Guide section of this document.

* Please ensure that the level of enhanced compensation required is indicated on the relevant documentation.

** Enhanced compensation is not available for euro**priority**^{import}, global**bulk** and global**bulk**^{direct}.

† Not available for express**collect**, euro**priority**^{import}, global**value**, global**bulk**^{direct} and global**bulk** services where Parcelforce Worldwide does not undertake to deliver (nor make available for collection, where relevant) by a set time, or within a time window.

Enhanced compensation is available on request for pallets**24**, pallets**48** and pallets**72**.

‡ Compensation for loss or damage is at the level set by the Road Haulage Association.

†† Compensation for loss or damage is at the level set by "Convention relative au transport international de marchandises par route".

Delivering value, reliability and convenience price guide

By offering a range of consistently reliable, value for money delivery services spanning the UK and the rest of the world, Parcelforce Worldwide can provide your business with delivery solutions that really meet your clients' needs.

This guide contains all of the pricing information you need to plan your deliveries. For further information on our services please visit www.parcelforce.com

VAT

All prices detailed in the Customer service and price guide exclude VAT which, where appropriate, will be added at the relevant rate and be payable by the customer.

Zonal surcharges

The tariff rates for sending items to Zones 2 and 3 are detailed within this price guide.

As a customer, you can calculate your zonal surcharge by multiplying your agreed contract price by the appropriate percentage shown in the zonal surcharge table below. Then add the surcharge to your contract price to calculate the total consignment charge.

No surcharge applies when sending within a zone or from Zones 2 or 3 to Zone 1. All parcels despatched from Zone 1 postcodes in Scotland to mainland Scotland and the Isle of Skye postcodes in Zone 2 will not be subject to an additional surcharge.

Zonal surcharge table	Zone 2	Zone 3
express ⁹	110%	150%
express ¹⁰	110%	150%
express ^{AM}	110%	150%
express ^{PM}	110%	150%
express ²⁴	110%	150%
express ⁴⁸	110%	150%
express ⁴⁸ ^{large}	110%	150%
		60%*
*60% surcharge applies to express ⁴⁸ items sent from Zones 1 and 2 to Northern Ireland only.		

The percentage calculation (above) is subject to the following minimum surcharge:

- Zone 2 – All UK services £6.60
- Zone 3 – express⁹, express¹⁰, express^{AM} and express²⁴ £11.00
- Zone 3 – express⁴⁸ £8.00

The surcharge for sending within the London congestion area is £0.50 per consignment and for sending to the Isle of Wight is £5.00 per consignment. Please note that both of these surcharges are flat rates and are not percentages of your agreed contract price, no minimum surcharges apply.

Saturday deliveries

Saturday deliveries throughout the UK (Zones 1, 2 and 3) can be requested on express⁹, express¹⁰, express^{AM}, express²⁴ and express⁴⁸. The surcharge for this service is £12.00.

Redelivery of parcels

If no one is in to take delivery of a parcel when we call, there are a number of redelivery options available (see below).

Option	Charge
Redelivery to the same address	Free of Charge
Collect from a Parcelforce Worldwide depot	Free of Charge
Requested redelivery to a local Post Office branch	£1.00
Redelivery to a different address or return to sender	£5.50
Redelivery on a Saturday	£12.00

Enhanced compensation

For added protection, you can take out our enhanced compensation cover for loss or damage on individual consignments. The cost of extra levels of cover are shown in the table below.

Level	1	2	3	4	5
Amount of total cover	£500	£1,000	£1,500	£2,000	£2,500
Cost	£4.00	£8.00	£12.00	£16.00	£20.00

Volumetric charging for international deliveries

International charges are based on the greater of the actual or volumetric weight (i.e. the space they occupy) of the parcel. To calculate the volumetric weight, multiply the **length x width x height** of the parcel in centimetres and divide by the conversion factor.

See the 'Calculating Volumetric Weight' information at www.parcelforce.com/customerinformation

Please note: all parcels are volumetrically scanned at our distribution hubs and the charge calculated automatically.

Proof of delivery (all zones)

Proof of delivery can be accessed free online at www.parcelforce.com for Zones 1 to 3, for Zones 4 to 12 named confirmation of delivery is available online. Requests for written proof of delivery are available up to 6 months after the original despatch date and there is a charge of £5.50 per request.

Account maintenance fee

£3.99 per month charge for all accounts with a Direct Debit mandate and electronic invoicing.

£4.99 per month charge for all accounts with a Direct Debit mandate and paper invoicing.

£5.99 per month charge for all other accounts.

For the purposes of this charge, a month is defined as a period of 4 weeks.

Surcharges

In the event that additional costs are incurred to handle your parcels, the following surcharges will be applied.

Surcharges	Cost
Fuel surcharge	At advised % rate
Incorrect or incomplete address	£0.50 per consignment
Non or late receipt of pre-advice data*	£2.00 per consignment
Nothing to collect or cancelled collection**	£5.50 per consignment
convenientcollect	£1.00 per consignment
Return to sender (UK Services)	£5.50 per consignment
Return to sender (International Services)	£20.00 per parcel
Booking in slot required at delivery address	£6.00 per consignment
Oversized or overweight***	£20.00/£40.00 per parcel for UK £40.00 per parcel for international despatches
Storage surcharge after 3 days	£0.50 per consignment per day
SMS despatch notification (for express24, express48 and express48large)	£0.10 per consignment
Remote collection	£3.50 per consignment
Third party shipments	£5.50 per consignment

* This includes the use of manual documentation
 ** For ad hoc collections, you can cancel your collection free of charge, up to the end of the day before the collection is due. Cancelled collections will incur a £5.50 handling charge if cancelled on the same day that we are due to collect
 *** UK services - Items > 1.5m length, 3m length and girth combined or 30-40kgs will be charged at £20.00. Items > 2.5m length, 5m length and girth combined or over 40kgs will be charged at £40.00

globalexpress surcharges (applicable for items to all destinations)	
Additional line items (multiple commodities)*	£2.00 per line if over 10 lines
Returned shipments/goods	£35.00
Storage charge	£0.27 per kg per day after 2 days (minimum £14.00)
Extended area delivery	£0.30 per kg (with a minimum £15.00 charge)
Address correction	£6.00 per item
Specific surcharges which apply to items for US only**	
Live Entry Processing - for items subject to US quota	£18.00
US Bureau of Alcohol and Tobacco Clearance	£60.00
US Fish and Wildlife Service Clearance	£85.00
US Food and Drug Administration Clearance	£18.00
Prior Notice for Food and Food Products - US	£9.00

* the surcharge will then apply to all line items not just those in excess of 10
 ** the charge is per Consignment, Parcelforce Worldwide may charge on a per parcel or per item basis if consistent with the process adopted by the US authorities

Pallets

Summary of surcharges

Zonal surcharges apply to both the collection and delivery of pallets despatched from or to areas of the UK as shown

below. Charges can be calculated by multiplying your negotiated pallet rate by the following percentages:

- Northern Ireland, Isle of Man and the Isle of Wight 150%
- Scottish Highlands and Islands and the Isles of Scilly 200%

Option	Charge
Redirection	+50% of carriage charge
Return to sender	+100% of carriage charge
Redelivery	+50% of carriage charge
Timed delivery by 10am	£20.00 per consignment
Timed delivery by 12noon	£15.00 per consignment
Timed delivery between 10am and 4pm	£15.00 per consignment
Saturday delivery	+100% of carriage charge
Bank holiday/Sunday delivery	+300% of carriage charge
Oversize charge (pallets greater than 1.2m x 1.0m)	+100% of carriage charge
Hard copy of proof of delivery	£5.50 per consignment
Pallet unloading	£10.00 per pallet

Customs charges and clearance fees

Import customs charges

If a parcel is received from outside the EU addressed to you, Parcelforce Worldwide will clear the goods through HM Revenue & Customs. You will be required to pay all of the relevant import duty, excise duty and VAT, together with the Parcelforce Worldwide clearance fee, details of which will be sent to you by letter.

To make things easier, you can pay by credit or debit card over the phone or on our website at www.parcelforce.com You can then also select how and when you would like your parcel delivered. Parcels will not be released until the relevant duties have been paid.

Storage awaiting customs clearance

We will make a charge if we have to hold your parcel while customs process it. To avoid incurring high storage charges, please respond promptly to any customs query. All parcels valued at over £2,000 are placed in secure storage until completion of HM Revenue & Customs formalities.

Queries on customs charges

As all duties and taxes are raised by HM Revenue & Customs, we cannot answer any queries on them. If you have an enquiry relating to customs or any taxes and duties raised, please contact HMRC via their website, www.hmrc.gov.uk, and search 'Notice 143'.

Courier packs

Courier packs can be purchased at the prices below. The charge for the total quantity ordered will appear as a separate item on your invoice.

Pack Size	Maximum Dimensions	Charge (each)
Small	275mm x 365mm	£0.15
Medium	340mm x 450mm	£0.20
Large	410mm x 570mm	£0.25

Parcelforce Worldwide price guide

effective from 2nd April 2012

We divide the world into 12 zones for pricing purposes.

To find a price, simply check which zone you're sending to and choose the delivery service you require. Maximum weights and sizes vary by destination so be sure to check our worldwide directory at **www.parcelforce.com/countries**



“With over 200,000 parcels to distribute to GPs, hospitals and field-based representatives annually, Parcelforce Worldwide has consistently delivered great service and great customer management.”

TRACY TOLLERVY, COMMERCIAL DIRECTOR



CPG Logistics' main clients are pharmaceutical companies for whom they distribute point of sale and merchandising materials.

Useful contact information

To order document enclosed envelopes or labels for despatching, simply visit **www.parcelforce.com**
The following organisations can help you with specific export enquiries:

The Institute of Export

Specialists in training and education in international trade management and export practice.

Call **01733 404400**. Visit **www.export.org.uk**

Business Link

Access to a range of business support services including DTI advice for exporters.

Call the Signpost Line (LoCall) for details of your nearest Business Link on

0845 600 9006. Visit **www.businesslink.gov.uk/internationaltrade**

Department for Business, Innovation & Skills

This Department helps to ensure business success in an increasingly competitive world and is the voice for business across Government.

Call **0207 215 5000**. Visit **www.bis.gov.uk**

British Chambers of Commerce (BCC)

The national face of the UK's network of Accredited Chambers of Commerce.

Call for details of your nearest Approved Chamber on **0207 654 5800**.

Visit **www.britishchambers.org.uk**

London Chamber of Commerce and Industry

Offers a wide range of international trade services.

Call **0207 248 4444**. Visit **www.londonchamber.co.uk**

HM Revenue & Customs Classification Enquiry Line

Include tariff numbers required when exporting various goods. Tariff numbers are to be included in the Customs Declaration on the Despatch Pack. This helps avoid delays by overseas customs authorities.

Call for details of tariff numbers on **01702 366077**.

Visit **www.businesslink.gov.uk/tariff**

www.parcelforce.com



Although correct as of 2nd April 2012, Parcelforce Worldwide prices, compensation, destinations and other conditions are subject to revision from time to time and services may be added or deleted. All prices detailed in this document exclude VAT, which will be added at the appropriate rate and be payable by the customer.

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