



2024 UPS® Service Guide - Base



For customers located in England, Scotland & Wales.

Effective from 1 July 2024, RATES IN GBP.

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.
UPS Express – Saturday delivery	For time-critical packages, UPS offers a midday UPS Express Saturday Delivery service. For detailed information and service availability, please use the "Calculate Time and Cost" tool on www.ups.com .	UPS Express: GBP 27.75 per shipment will be charged per Domestic delivery and GBP 76.60 for International delivery in addition to shipping costs.
UPS Standard - Saturday delivery	Benefit from the convenience of a Saturday delivery by the end of the day with UPS's new Standard Saturday delivery service. This service is only available from and to eight select destinations: Germany, UK, France, Italy, Netherlands, Spain, Poland and Belgium. To check the service availability visit www.ups.com . This service is not subject to UPS's money-back guarantee.	Ship to UPS Access Point: No additional cost charged next to your regular shipping costs. Ship to non UPS Access Point: GBP 7.20 per shipment will be charged per domestic delivery and GBP 8.40 for international delivery, in addition to shipping costs.
UPS WW Express Freight – Saturday delivery	For pallet shipments, UPS also offers the convenience of Saturday Delivery. Delivery times depend on the origin and destination of your shipment. For WW Express Freight, this service is only available to select destinations in the US and Canada. Please contact your UPS Customer Service Centre on 03457 877 877 for service availability or visit www.ups.com . This service is also available for returns.	WW Express Freight GBP 205.31 per shipment will be charged in addition to shipping and return costs.
Book-ins¹	Where customers wish, by pre-arrangement, to schedule a specific delivery time, a surcharge will be applied for storing each package or shipment until the time of delivery.	GBP 4.61 per package, subject to a minimum charge of GBP 13.73 per shipment per 24 hours will be billed to the shipper.
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 1.26 per shipment will be charged.
Adult Signature Required	Use Adult Signature Required to prevent minors from accepting deliveries of goods for legal or other reasons. This may apply to alcoholic beverages, tobacco products (see Shipping prohibited articles on a contractual basis with UPS on Prohibited articles) or goods you prefer an adult to receive.	GBP 3.72 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 2.41 per package will be charged.
UPS carbon neutral	UPS carbon neutral is a more responsible way to ship. For a low, flat fee per package or pallet, UPS will purchase offsets to compensate for the calculated carbon dioxide (CO ₂) emissions associated with the transport of your shipment. Purchased offsets compensate for the calculated carbon impact from shipping by reducing it elsewhere through the support of environmentally-responsible projects. Visit www.ups.com/carbonneutral for more information.	GBP 0.15 per package for domestic UPS Express Plus, UPS Express, UPS Express Saver and UPS Standard shipments. GBP 0.24 per package for UPS Express Plus, UPS Express, UPS Express Saver and UPS Standard shipments within the EU, as well as UPS Standard shipments to Liechtenstein, Norway and Switzerland. GBP 0.57 per package for UPS Express Plus, UPS Express (NA1), UPS Express, UPS Express Saver shipments outside of the EU, and for UPS Expedited shipments. GBP 15.05 per pallet for UPS Worldwide Express Freight shipments.

What additional costs might apply to your shipment?

Charge	Description	Fee
UK Border Fee	A fee will be implemented, effective 01/01/2021, on all shipments (excluding letters and documents) between Northern Ireland and Great Britain (England, Scotland and Wales). This fee covers the incremental transportation and handling costs due to network adjustments. It does not cover any additional brokerage services.	GBP 1.80 per shipment will be billed in addition to the shipping costs.
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"> • Saturday Delivery • Extended Area and Remote Area Collection and Delivery • Residential Delivery • Large Package Surcharge • Oversize Pallet Charge • Additional Handling Charge • Over Maximum Limits Charge • UK Border Fee • Demand Surcharge <p>The latest details concerning any fuel surcharge applicable are available at www.ups.com.</p>
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.	WW Express Freight GBP 110.80 per shipment will be billed in addition to the shipping costs. All other core services GBP 2.77 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 9.70 per package will be billed to the shipper in addition to the shipping costs.

Note.

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

¹ Not applicable for UPS Worldwide Express Freight.

Charge	Description	Fee
Special Handling of Undeliverable Shipments	For all domestic shipments, 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 payer of the original costs. For all international shipment, including to 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 5.39 per undeliverable shipment will be charged in addition to the shipping costs.
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 0.44 per kilogram or a minimum of GBP 23.95 per domestic shipment, whichever is the greater. GBP 0.44 per kilogram or a minimum of GBP 23.95 per international shipment, whichever is the greater. For service to a remote area, an amount of GBP 0.44 per kilogram or a minimum of GBP 23.95 per shipment, whichever is the greater, will be added to the shipping charges.
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 11.98 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 12.00 per shipment is billed back to the shipper as a processing fee.
Late Payment	UPS will send you an invoice for services provided which stipulates a payment date. If payment is not received by that date, you will be charged a one-time late payment fee. In addition, in cases of non-payment, UPS reserves the right to charge interest on the amount past the invoice due date. The rate is indicated on the invoice and is determined in light of applicable interest rates.	8% of the invoiced amount or a maximum of GBP 40.00.
Paper Invoice Fee	UPS will send you an invoice for services provided via your preferred method. If you do not elect to receive your invoice electronically you will be charged a fee for each paper invoice sent. You can avoid this fee by enrolling your account in the UPS Billing Centre on ups.com , using an invoice no older than 45 days. You will subsequently be able to access future invoices electronically.	GBP 8.30 per 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 1% of the amount converted will apply.
Duty and Tax Forwarding Charge	For international shipments when the payer of duties and taxes is not located in the destination country.	GBP 17.83 per shipment, will be billed to the party who pays the shipping charges.
Additional Handling Charge^{1*}	Additional Handling applies to the following: <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 100 cm or its second-longest side exceeding 30 inches (76 cm) Any import, export or domestic package with an actual weight greater than 25 kg. Each import, export or domestic package in a shipment where the average weight per package is greater than 25 kg and the weight for each package is not specified on the source document or the UPS automated shipping system used. <p>UPS also reserves the right to assess the Additional Handling Charge for any package that, in UPS's sole discretion, requires special handling.</p> <p>In consideration of the additional handling required on our part, and subsequent potential delays in processing these shipments, UPS does not provide a money-back guarantee for them. UPS does, therefore, not refund the shipping charges if shipments requiring additional handling are not delivered by the time normally scheduled for such shipment.</p>	Length: GBP 10.15 per package Width: GBP 10.15 per package Weight: GBP 10.15 per package Packaging: GBP 10.15 per package
Weekly service charge	A UPS driver will visit you once a workday to collect your shipments. A weekly service charge will apply.	GBP 10.85 per week will be billed in addition to the shipping costs.

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, Large Package Surcharge or Oversize Pallet Charge, are not delivered by the normally scheduled time.

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

* Not applicable for UPS Worldwide Express Freight.

Charge	Description	Fee
On-call Collection¹	<p>You can have your shipment picked up from your home or office by scheduling a collection service online at ups.com or by calling 03457 877 877. UPS will pick up all packages with a single collection service request. A collection service may be scheduled for the same day or a future day.</p> <p>On-call collection service charge applies for Electronic Return Label, Print Return Label, and regular or alternate address pickup. Cash payments are available for on-call collection service.</p> <p>Charges differ based on the collection service request type:</p> <ul style="list-style-type: none"> - Same Day by Phone - Same Day on the Web - Future Day by Phone - Future Day on the Web <p>This charge does not apply to:</p> <ul style="list-style-type: none"> - A daily customer's established collection hours (see daily collection) - Return package collections included in the UPS 1 Attempt and UPS 3 Attempts Returns Plus services. If a UPS 1 Attempt Returns Plus collection is unsuccessful, all subsequent collections will incur the fee. - Collections containing international shipments within the pickup stop. 	<p>Same Day by Phone GBP 5.21 per stop will be billed in addition to the shipping costs.</p> <p>Same Day on the Web GBP 4.20 per stop will be billed in addition to the shipping costs.</p> <p>Future Day by Phone GBP 3.34 per stop will be billed in addition to the shipping costs.</p> <p>Future Day on the Web GBP 2.29 per stop will be billed in addition to the shipping costs.</p>
UPS Smart Pickup®	<ul style="list-style-type: none"> - Combines the predictability of an automatic daily collection with the flexibility of requesting a collection on demand. A UPS driver will come to your business only when you have a package to ship. - When you process a shipment before a designated notification time using WorldShip or UPS CampusShip shipping systems, or ups.com shipping, a UPS driver will automatically make a UPS Smart Pickup service request that same day. 	GBP 6.35 per week will be billed in addition to the shipping costs..
Day-Specific Collection	<ul style="list-style-type: none"> - A UPS driver automatically stops by your location on days that you decide are best for your business (Monday to Friday only). - The weekly service fee will vary based on the number of collection days selected. 	<ul style="list-style-type: none"> - Day 1: GBP 1.85 per week. - Day 2: GBP 3.65 per week. - Day 3: GBP 5.45 per week. - Day 4: GBP 7.30 per week.
Daily On-Route Collection	<ul style="list-style-type: none"> - This alternative to daily collection gives you the peace of mind of a regular collection - A UPS driver makes a collection at your location once each business day while making deliveries in your area. 	GBP 7.90 per week will be billed in addition to the shipping costs.
Large Package Surcharge²	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 47.60 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 384.00 per package will be billed in addition to the shipping costs.
Oversize Pallet Charge¹	Depending on origin and destination, this surcharge may apply to certain UPS Worldwide Express Freight shipments. To determine if a particular origin or destination has an oversize pallet limit, please visit www.ups.com .	GBP 112.47 per pallet will be billed in addition to the shipping costs.
Demand Surcharge	<ul style="list-style-type: none"> - Applicable to international shipments moving on air transportation. - One or more Demand Surcharges may apply to certain packages that meet specifications of Large Package and Over Maximum Limit as well as Additional Handling. - This will be in addition to the existing rates, surcharges and/or fees. 	Details are available at ups.com .
Paper Commercial Invoice Services Surcharge	Where Paperless Commercial Invoice (UPS Paperless Invoice) is enabled, a fee will be assessed when the Commercial Invoice is only provided in the form of paper prior to the shipment being processed at a UPS facility.	GBP 4.00 per shipment

¹ UPS Worldwide Express Freight® collection or drop-off can either be scheduled at [ups.com](https://www.ups.com) or by calling UPS. UPS Worldwide Express Freight collections cannot be combined with UPS Standard or Express small package collections.
² 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,

UPS Worldwide Express Freight® collection or drop-off can either be scheduled at [ups.com](https://www.ups.com) or by calling UPS. UPS Worldwide Express Freight collections cannot be combined with UPS Standard or Express small package collections.
Note. All charges for our additional and optional services are shown exclusive of taxes. Where applicable, VAT will be chargeable at the standard rate. * Not applicable for UPS Worldwide Express Freight.