

To help our Customers understand the surcharges we have put together a guide to the surcharging policies of the Carriers and where available Carriers materials and links.

### City Link

- Remote Collections £5.00 surcharge – These are Third Party Collections booked with City Link
- Late remote collections £5.00 surcharge (these are remote collections on City Link system after 12:00pm which are to be collected that day)
- Wasted journey £6.00 surcharge (nothing to collect)
- Single Item over 100kgs £60.00 surcharge
- Single Item 2.5m or over £60.00 surcharge
- Bulk Surcharge – Total consignment weight is over 200kgs £45.00 (If you have a consignment over 200kgs, we advise you to break it down into smaller consignments to avoid this charge).

### DHL Domestic

All products have maximum specifications of 30.0kg, 1.8m on the longest side and 0.23 cubic metres before Out of Gauge charges apply.

Charge	
Between 1.84m (6ft) & 2.6m (8.5ft) in length	£50.00
Longer than 2.6m (8.5ft) in length	£100.00
Between 0.28m cu (10 cu ft) & 0.34m cu (12 cu ft) in size	£50.00
Bigger than 0.34m cu (12 cu ft) in size	£100.00
Between 30.0kg & 50kg in weight	£50.00
Heavier than 50kg in weight	£100.00

### DHL International

Please be aware that there may be charges of £15 for remote area deliveries. It is the Customers responsibility to ensure that they check the postcode in the following link to see if it is applicable for that delivery; <http://raslist.dhl.com/jsp/first.jsp>

Charges for International Parcels are all based on the weight of the overall consignment. The weight used for charging will be the greater of either the total weight entered or the volumetric weight calculated using the dimensions of the product. Here is the link for the International volumetric calculator. [http://www.dhl.co.uk/en/tools/volumetric\\_weight\\_express.html](http://www.dhl.co.uk/en/tools/volumetric_weight_express.html).

#### Other surcharges that may apply:

- Over weight Pieces – A consignment with a weight of 70kgs or greater will attract a £20 per shipment charge.
- Out of Gauge – An additional surcharge for items with a length of between 120cm and 240cm. £15 per shipment.



### **DHL Europe by Road**

DHL Economy Select enables you to send single parcels, multi-parcel shipments up to 1,000kg quickly and reliably from the UK across Europe.

Please be aware that there may be charges of £15 for remote area deliveries. It is the Customers responsibility to ensure that they check the postcode in the following link to see if it is applicable for that delivery; <http://raslist.dhl.com/jsp/first.jsp>

### **Customs Services**

There is a charge for taking care of non Standard customs clearance activities in Europe where they apply.\* The charge for this is £20 when sending to the areas listed below.

#### **Countries and Territories affected**

<b>EU Countries</b>	<b>Non EU Countries</b>
<b>Italy</b> Livigno & Trepalle San Marino Vatican City	<b>Andorra</b>
	<b>Gibraltar</b>
	<b>Liechtenstein</b>
	<b>Norway</b>
<b>Spain</b> Ceuta / Mellila Canary Islands	<b>Russia</b>
	<b>Switzerland</b>
<b>Finland</b> Åland Islands	<b>Turkey</b>
<b>UK</b> Jersey & Guernsey	

\* (Duty Delivery Unpaid only)

Dependant on your processes with your customer you may not be able to identify these items before taking payment. As an option to avoid receiving surcharge invoices after we have received our Carrier billing we offer an increased tariff which will only have weight and size based surcharges and will remove the Customs and remote area charges

## Dimensions and weight

	Over Surcharge
<b>Max. weight/shipment: 1000 kg</b>	<b>£20.00</b>
<b>Max. weight/piece (non-palletised): 70 kg</b>	
–any piece over 70 kg subject to overweight surcharge	<b>£20.00</b>
<b>Max. size/piece (non-palletised): 120cmx80cmx80 cm</b>	<b>£20.00</b>
<b>Min. size/piece: 15cmx11cmx3.5 cm (LxWxH)</b>	
<b>Max. volume/shipment: 12m3</b>	<b>£20.00</b>
<b>Max. number of pieces/shipment: 999</b>	
<b>Volume weight conversion: 250 kg/m3</b>	

## Fuel Surcharges

Carriers adjust the surcharge in line with the most suitable measure of diesel prices. The surcharge is linked to the consumer price in Sterling (GBP) of diesel fuel inclusive of duties and taxes, as measured by the European Commission Directorate General for Energy and Transport.

All Domestic services currently attract a 6% fuel surcharge (from the 05<sup>th</sup> July 2010) any changes to this charge will be advised on your invoice.

Europe by Road has a 15% fuel surcharge. Changes will be advised on your invoice.

International Air services fuel surcharge is currently charged at 16%. This figure changes month on month.

For any services that are based on weight where a later invoice is raised for discrepancy in the actual weight, the fuel surcharge is based on the overall actual weight of the consignment. For example if the weight is declared as 20kgs and the actual weight is 25kgs, you will be charged the additional 5kgs in a separate invoice together with the required fuel surcharge on the additional weight.

## Other Surcharges

- Returns - £5.00 Per Shipment
- Re-delivery after 3 attempts - £5.00 per shipment
- London Congestion - £0.50 per item
- Re-seal - £2.50 per item
- Re-Box - £5.00 per item