

Additional Services & Charges

Additional Charge	Description	Fee
Sending Shipments		
Currency Conversion Rate	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.	0,75% of the amount converted
Over Maximum Limits	Packages with an actual weight of more than 150 pounds (70 kg), or that exceed 108 inches (274 cm) in length or a total of 157 inches (400 cm) in length and girth combined, as measured to determine their billable weight, are not accepted for transportation. These packages are subject to an Over Maximum Limits surcharge, in addition to all other applicable charges, if found in the UPS small package system. Packages exceeding 157 inches (400 cm) in length and girth combined are also subject to the Large Package Surcharge.	€212,00 per package
Large Package Surcharge	A Large Package Surcharge will be applied to each UPS package when its length plus girth [(2 x width) + (2 x height)] combined exceeds 300 cm, but does not exceed the maximum UPS size of 400 cm. Large Packages are subject to a minimum billable weight of 40 kg in addition to the Large Package Surcharge. An Additional Handling charge will not be assessed when a Large Package Surcharge is applied.	€51,65 per package
Special Handling of Undeliverable Shipments Surcharge	When UPS has taken measures to try to deliver any Worldwide shipments, but has been unsuccessful, we will process your shipment acting on your instructions. The transportation cost and a surcharge will be charged to the shipper for the processing of each such undeliverable shipment. Please see the Additional Charges table for pricing information. For all shipments within the EU and within your country, we will automatically return your shipment by UPS Standard service (where available). Transportation and fuel charges will apply for the return.	€6,22 per shipment for worldwide services
Address Correction	If a mistake has been made in the address, we will make every reasonable effort to find the correct address and deliver the shipment if it is within the same destination country. An additional charge for this service will be billed to the shipper. You can view the address correction charges in the Additional Charges table.	€7,78 per shipment
Receiver or Third Party Refuses to Pay	If the receiver or a third party is selected to pay the transportation 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, a processing fee per shipment is billed back to the shipper.	€11,63 per shipment
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 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.	€1,27 per shipment
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 and tobacco products, but also to goods that you prefer an adult to receive.	€3,54 per shipment
Duty and Tax Forwarding Charge	This charge is for shipments outside the EU, when the payer of duties and taxes is not located in the destination country. It is billed to the party who pays the transportation charges.	€19,62 per shipment
Sending and Receiving Shipments		
Extended Area Collection and Delivery Service	UPS provides a collection or delivery service in extended, as well as urban, areas. An additional charge applies for each shipment that is collected or delivered in an extended area.	€0,58/€26,33 (per kg/minimum, whichever is greater)
Remote Area Collection and Delivery Service	This surcharge is applied for delivery to or collection from an area beyond UPS extended areas, which are less accessible for collections and deliveries (domestic and international services).	€0,58/€26,33 (per kg/minimum, whichever is greater)
Additional Handling Service	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 package with an actual weight greater than 66 pounds (30 kg) Each package in a shipment where the average weight per package is greater than 66 pounds (30 kg) and the weight for each package is not specified on the source document or the UPS automated shipping system used UPS also reserves the right to assess the Additional Handling Charge for any package that, in UPS's sole discretion, requires special handling. 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.	€10,20 per package

Additional Charge	Description	Fee
All other core services		
Residential Delivery	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.	€3,20 per shipment
Freight		
Residential Delivery	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.	€106,05 per shipment
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 +40 21 2338877 for service availability or visit www.ups.com . This service is also available for returns.	€204,36 per shipment
Oversize Pallet Charge	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/worldwideexpressfreight .	€109,25 per pallet
Brokerage Services - Import		
Entry Fee	UPS will charge a fee for every Import shipment requiring a customs formal entry.	€12,50 per shipment
Disbursements (fee of % of the advanced amount)	UPS customs brokers are experienced with complex commercial shipments. Electronic transmissions of shipment data helps speed customs clearance. UPS may prepay duties, taxes and other government charges on behalf of the payer. Disbursement charges are noted in the Additional Charges Table.	2,5% of the amount paid in advance and / or EUR 5,00 minimum, whichever is higher
Warehouse Storage	In the event an export shipment is not able to be cleared within the period of time that is usual for customs clearance, a storage fee will be charged, unless a delay is due to the fault of UPS.	€2,50/per Pkg/day (after 3 work days)
Report Fee	UPS will charge a report fee for every report or data set sent to the customer upon customer's request.	€48,00 per hour
Admin Fee	UPS will charge an admin fee for every extraordinary brokerage task performed upon customer's request.	€24,00 per task
Posting SAD Fee	UPS will charge a fee for every SAD document sent to the customer upon customer's request.	€5,20 per task
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.	€3,00 per shipment
Brokerage Services - Export		
Non-routine Formal Entry	Where a shipment being exported requires special customs entry processing such as Temporary Export, Re-exportation of previously imported goods or Return shipments, UPS can perform such special processing for an additional fee.	€5,00 per shipment
Warehouse Storage	In the event an export shipment is not able to be cleared within the period of time that is usual for customs clearance, a storage fee will be charged, unless a delay is due to the fault of UPS.	€2,50/per Pkg/day (after 3 work days)

Additional Charge	Description	Fee
Brokerage Services - Export (continued)		
Additional Handling Fees	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 package with an actual weight greater than 66 pounds (30 kg) • Each package in a shipment where the average weight per package is greater than 66 pounds (30 kg) and the weight for each package is not specified on the source document or the UPS automated shipping system used UPS also reserves the right to assess the Additional Handling Charge for any package that, in UPS's sole discretion, requires special handling. 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.	€10,00 per shipment
Report Fee	UPS will charge a report fee for every report or data set sent to the customer upon customer's request.	€48,00 per hour
Admin Fee	UPS will charge an admin fee for every extraordinary brokerage task performed upon customer's request.	€24,00 per task
Posting SAD Fee	UPS will charge a fee for every SAD document sent to the customer upon customer's request.	€5,00 per task
DELIVERY SERVICES		
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.	€1,89 per package
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."	€69,45 per shipment (for non-WW Express Freight shipments) €204,36 per shipment (for WW Express Freight® shipments) Free of charge to countries where Saturday is a business day
NOTIFICATIONS		
Proof of Delivery	Ideal for customers without internet access. Upon request, UPS will provide proof of delivery of your shipment via fax or post.	View online: Free of charge Receive by fax or mail: €6,22 per transmission
PAYMENT COLLECTION/FIXED RATE PRICING		
Collect on Delivery (C.O.D.)	UPS will attempt to collect cheque or cash payment for your shipment at the time of delivery.	1% of the value of the goods or a minimum of €23,04
DECLARED VALUE FOR CARRIAGE		
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 €10,50 Freight collect shipment charges are billed to the consignee
RETURNS		
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.	UPS Print Return Label: €1,24 per package UPS Prints and Posts Return Label: €4,65 per package UPS Electronic Return Label: €1,62 per package UPS Authorized Return Service: Based on terms of contract

Additional Charge	Description	Fee
RETURNS (continued)		
UPS 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.	UPS 1 Attempt Returns Plus: €6,38 per package UPS 3 Attempts Returns Plus: €8,49 per package
UPS Returns® Pack and Collect	A customisable service that gives you complete control over a return. Schedule the returns collection at a designated location and time frame. A UPS driver will then arrive with UPS-provided packaging and collect the item to be returned. You even have the choice of one or three collection attempts, depending on your needs.	For one collection attempt: <ul style="list-style-type: none"> • €12,98 per package for collections with a small, UPS-provided box (box type #2) • €15,68 per package for collections with a medium, UPS-provided box (box type #3) • €17,73 per package for collections with a large, UPS-provided box (box type #1) For three collection attempts: <ul style="list-style-type: none"> • €15,68 per package for collections with a small, UPS-provided box (box type #2) • €18,44 per package for collections with a medium, UPS-provided box (box type #3) • €20,38 per package for collections with a large, UPS-provided box (box type #1) Note: This service is contract only
UPS Returns® Exchange	A special service, in which a UPS driver delivers a replacement item and, during the same delivery, collects a similar item to be returned. The packaging for the replacement item is reused for the collected item, ensuring the returns process is quick and efficient. This contractual service is ideal for warranty replacements and product exchanges.	€14,38 per package (contract only)
IMPORT		
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.	Print Label: €1,24 per package Electronic Label: €1,62 per package Prints and Posts Label: €4,65 per package 1 UPS Collection Attempt: €6,38 per package 3 UPS Collection Attempts: €8,49 per package Commercial Invoice Removal: €17,75 per shipment
SHIPMENT/CLEARANCE CONSOLIDATION		
UPS World Ease	With World Ease you can group several shipments that are of either the same or different service levels and that are destined for one country into one 'master' shipment for consolidated customs clearance, using a single importer of record. Available on a contractual basis for exports to more than 65 countries across the world for customers using WorldShip or a host-to-host system. World Ease is not available for shipments between EU member states.	Based on terms of contract

Value Added Service	Description	Fee
Delivery Services		
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.	€ 1,89 per package
UPS On-Call Collection	<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 XXXXXXXX. 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 to destinations outside the European Union within the pickup stop. 	<p>Charges differ based on the collection service request type (plus shipping costs):</p> <ul style="list-style-type: none"> • Pick-up order by phone for pickup the same day: 7,56 EUR/pickup • Electronic pick-up order for pickup on the same day: 6,72 EUR/pickup • Pick-up order by phone for pickup on one of the following working days: 4,20 EUR/pickup • Electronic pick-up order for collection on one of the following working days: 3,36 EUR/pickup
Saturday Delivery	<p>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.</p> <p>This service is not subject to UPS's money-back guarantee.</p>	<ul style="list-style-type: none"> • €20,70 per domestic delivery (for non-WW Express Freight shipments)* • €69,45 per international delivery (for non-WW Express Freight shipments)* • €204,36 per shipment (for WW Express Freight shipments) <p>Free of charge to countries where Saturday is a business day.</p>
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-Specific Collection (1 Day): €1,90 per week • Day-Specific Collection (2 Days): €3,80 per week • Day-Specific Collection (3 Days): €5,70 per week • Day-Specific Collection (4 Days): €7,60 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. 	€8,50 per week
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. 	€7,50 per week
Notifications		
Proof of Delivery	Ideal for customers without internet access. Upon request, UPS will provide proof of delivery of your shipment via fax or post.	<p>View online: Free of charge</p> <p>Receive by fax or mail: €6,22 per shipment</p>
Payment Collection/Fixed Rate Pricing		
Collect on Delivery (C.O.D.)	UPS will attempt to collect cheque or cash payment for your shipment at the time of delivery.	<p>National: 0.30% of the value of the goods or a minimum of €9,00</p> <p>International: 1% of the value of the goods or a minimum of €23,04</p>
Declared value for carriage		
Declared value for carriage/shipper	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 €10,50