

Account surcharges and additional services

Effective from 20 December 2023



Great
British
Delivery
Worldwide



Account surcharges

Zonal surcharges

The UK is divided into three Zones.

Zone 1: England, Wales and parts of Scotland, excl. Highlands & Islands

Zone 2: Highlands & Islands of Scotland

Zone 3: Northern Ireland, Isle of Man & Isles of Scilly



There are also a small number of postcodes where extended delivery times exist or a service is not available. See parcelforce.com/countries

- A surcharge applies to deliveries to Zones 2 and 3 in the UK.
- You can calculate your zonal surcharge by multiplying your agreed contract price by 120% (delivery to Zone 2) and by 165% (delivery to Zone 3, except express48 to Northern Ireland which is 70%), subject to the following minimum surcharge.

Zone 2: All UK services	£7.75/consignment
Zone 3: express9, 10, AM, 24	£13.25/consignment
Zone 3: express48	£9.25/consignment

- 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.
- A surcharge of £16.00 or 125% (whichever is the greater) per consignment applies to express48^{large} and express24^{large} deliveries to Zones 2 and 3.

Account maintenance fee

Charge	Fee per month [◇]
Accounts with direct debit & electronic invoicing	£3.99
Accounts with direct debit mandate & paper invoicing	£4.99
All other accounts	£5.99

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

*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 £7.50 handling charge if cancelled on the same day that we are due to collect.

***These surcharges apply to the following services: expresscollect, express9, express10, expressAM, expressPM, express24 and express48.

Other surcharges

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

Core services surcharges	
Fuel surcharge	At advised % rate See parcelforce.com/fuel
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**	£7.50 per consignment
Return to sender (UK Services)	£6.75 per consignment
Return to sender (International Services)	£20.00 per parcel
Booking in slot required at delivery address	£10.00 per consignment
Oversized or overweight – All parcel services except express24 ^{large} and express48 ^{large}	£60.00 per parcel
Oversized or overweight on express24 ^{large} and express48 ^{large}	£100.00 per parcel
Age Verification	£2.50 per consignment
Storage surcharge after 3 days	£0.50 per consignment per day
Saturday delivery	£12.00 per consignment
Sunday delivery	Price on request
London congestion area	£0.75 per consignment
Remote collection	£6.85 per consignment
Third party shipments	£6.95 per consignment
Isle of Wight surcharge	£5.00 per consignment
Packaging repair	£10.00 per consignment
All items that require manual processing that are up to 1.1m length or where the 2nd largest dimension is 0.7m or below. Please refer to parcelforce.com/manual-handling for more information	£3.15 per item
For all items between 1.1m and up to 1.5m, or with a 2nd largest dimension greater than 0.7m***	£7.95 per item
Postal customs admin fee	€2 (€3 in ROI) [†]

global^{express} 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

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

[^]Invoiced in equivalent Sterling rate. The surcharge will apply to euro^{economy} and some specialist services, such as Euro48, International Datapost and our PO Box services, depending on destination. Please note the surcharge will not be applied to the following destinations: Albania, Andorra, Azores, Bosnia-Herzegovina, Corsica, Faroe Islands, Guernsey, Gibraltar, Jersey, Macedonia, Monaco, Montenegro and Serbia.

[^]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.

The prices in your trading agreement are the basic price for each service, excluding VAT. This guide sets out all our surcharges and additional services.

Additional services

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	420mm x 570mm	£0.25

Redelivery

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

Redelivery options	Charge (each)
Redelivery to the same address	Free of charge
Collect from a Parcelforce Worldwide depot	Free of charge
Requested redelivery to a local Post Office	£1.00
Redelivery to a different address	£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 is 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

Proof of delivery

- Proof of delivery for Zones 1 to 3, and named confirmation of delivery for Zones 4 to 12, is available online at [parcelforce.com](https://www.parcelforce.com)
- Written proof of delivery is available up to 6 months after the original despatch date at £5.50 per request.

Customs charges and clearance fees

Import into UK

If a parcel is received from outside the United Kingdom and addressed to you, you will be required to pay all of the relevant import duty, excise duty and VAT, along with any storage charges, and Parcelforce Worldwide clearance fees.

Export to the EU (Delivered Taxes Paid)

Customers exporting to the EU using our Delivered Taxes Paid (DTP) service will be required to pay all of the relevant import duty, excise duty and VAT, along with any storage charges and clearance fees.

Export to the EU (Delivered Duties Unpaid)

Customers exporting to the EU using our Delivered Duties Unpaid (DDU) service will be required to inform their end recipient that they will be responsible for paying all of the relevant import duty, excise duty and VAT, along with any storage charges and clearance fees.

UK Pallets

Zonal surcharges apply to both the collection and delivery of pallets despatched from or to the areas shown below. Charges are calculated by multiplying your 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%.

Pallet surcharges	
Option	Charge
Redirection	+ 100% 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
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
Collections/deliveries to and from Northern Ireland, Isle of Man, and the Isles of Scilly	150% of carriage charge
Collections/deliveries to and from the Scottish Highlands and Islands	200% of carriage charge
Nothing to collect/failed collection	£20.00 per pallet
Sameday ad hoc collection	£10.00 per booking
Collections and deliveries in KY postcode	+£15.00 per pallet

Air carrier supplements – additional charges for some international destinations

We have had to apply air carrier supplements to **some destinations** on our **globalpriority** and **globalvalue** services. Full details of these supplements including destinations impacted and when additional supplements commence and are subsequently removed, can be found on [parcelforce.com/business-parcels/aircarriersupplements](https://www.parcelforce.com/business-parcels/aircarriersupplements)

For more information visit parcelforce.com or call **03448 00 44 66***



*Calls may be monitored and recorded for training purposes. Local and mobile call rates apply. Call costs may vary depending on your service provider.

Although correct at the date this guide was updated, December 2023, 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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