



# UPS® Service and Tariff Guide 2008

*Effective from 31 December 2007*

*For customers located in Malta*

**RATES IN EUR**

Service 服務

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Welcome to your guide to UPS services for 2008. UPS is the world's largest package delivery company and a global leader in supply chain solutions, offering an extensive range of options for synchronising the movement of goods, information and funds. UPS serves more than 200 countries and territories around the world.

We offer the industry's widest range of time-definite and scheduled delivery services supported by technology solutions to make your work easier.

This publication is a step-by-step guide to help you send or receive documents and packages by UPS.

Call UPS on 21803669 to arrange a collection.

ups.com

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Use this section for the following:

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## www.ups.com – Online shipping at your fingertips

If you prefer to manage your shipments online, visit the Malta home page at [www.ups.com](http://www.ups.com) where you will find help with all aspects of shipping, tracking and tracing. Here's a brief taste of what's available:

#### UPS Services

Use the quick link: 'UPS Service Guide' on the Malta homepage at [www.ups.com](http://www.ups.com) for an overview of UPS shipping services.

#### Shipping – Harness the ease of the Internet to speed up your shipment processing

The Shipping section contains all the information you need to ship. You'll be able to:

- Calculate time and cost

#### Tracking – Track all your shipments at [www.ups.com](http://www.ups.com).

Amongst the options you have, you can choose from the following tracking methods:

- Reference number
- Tracking number
- E-mail tracking
- Quantum View proactive visibility services

#### Support – Systematically find all the information you need

We've put links to all vital information in one comprehensive page.

You'll find:

- Customer support
- Downloadable Service and Tariff Guides, rate and zone charts
- Virtually everything you need to know about shipping with UPS

#### Business Solutions – Find the UPS solution designed for you

- Regardless of your size or business UPS has the business solution to fit your company and your needs.

**UPS service options**

UPS offers the most comprehensive range of services enabling you to make balanced choices between speed and economy wherever you're shipping – within Europe or worldwide.

In addition, when you ship with UPS, you can expect, at no additional cost:

- Excellent service reliability
- Money-back guarantee\* for Express services
- Collection at your address
- Three delivery attempts
- Online shipment preparation options
- Easy tracking options and proof of delivery
- A delivery company respected and recognised by your customers worldwide.

A fully integrated delivery service managed by one company, UPS.

\* Restrictions apply. Money-back guarantee will cover a refund upon request of your shipping costs if we do not attempt delivery by the applicable time. For full details of our money-back guarantee, please see page 26 of this guide and refer to our Terms and Conditions of Carriage.

## Section 1: UPS services and service availability

### Find out where you can send to or receive from using the zone tables

The zone tables on pages 6-8 are used to determine whether the service option of your choice is available to and from your destination and origin and to identify the shipment's zone number. The zone numbers are also used when calculating the cost of your shipment\*.

### Sending or receiving


Use the **sending** zone columns for all outbound international shipments for any billing option except when shipping charges are billed to the receiver or a third party in the receiving country.

Use the **receiving** zone columns for all inbound international shipments when the receiver or a third party in the receiving country is paying for the shipment.

To use this section, follow these three steps:

- 1 Find the location you are sending to or receiving from.
- 2 Check whether there is a zone number shown in the sending or receiving column under your preferred service option – if so then that service is generally available.
- 3 Make a note of the zone number for later reference when calculating the cost (see pages 9 to 14).

### Extended areas

Where you see this symbol  in the zone table, an extended area charge may apply to your shipment.

For domestic and international shipments the charge is EUR 0,38 per kg or a minimum of EUR 18,00 whichever is the greater.

Tables showing all extended areas are viewable in the 'Calculate Time and Cost' section at [www.ups.com](http://www.ups.com)

### Important

Extended area locations are subject to change.

\* For more information about billing please see page 23

### Time saving tip

Use the 'Calculate Time and Cost' tool on the Malta home page at [www.ups.com](http://www.ups.com) – this will give you all service options available from your chosen origin postcode to your destination, in seconds.

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## Core UPS service options

### Exports

UPS can help you send your goods within Europe or worldwide, using a wide range of service options to suit your shipping needs. Pick the best service that helps you balance speed with economy and be safe in the knowledge that your shipments are in good hands.

### Imports

UPS can help you manage the importing or receiving of shipments as easily as exporting. We can collect your shipments from around the world, giving you the same service options you enjoy for exporting. You control the shipping costs and schedule, with the same quality assurance whether sending or receiving shipments.

Please refer to Section 4 for full details of UPS's additional services and charges on page 15.

### \* Money Back Guarantee

Restrictions apply. Money-back guarantee will cover a refund upon request of your shipping costs if we do not attempt delivery by the applicable time. For full details of our money-back guarantee, please see page 26 of this guide and refer to our Terms and Conditions of Carriage.

Service	Description	Features	Import
<b>UPS Express Plus™</b> for next day delivery within Europe and second day to North America by the start of the business day for very urgent shipments	<ul style="list-style-type: none"> <li>• Most business areas in Europe by 9.00am.</li> <li>• 60% of all businesses in the USA and to major business areas in Canada by 8.00/8.30am on the second business day.</li> <li>• 70% of all businesses in the USA and to major business areas in Canada by 9.00am on the second business day.</li> <li>• Most business areas in Asia by 9.00am on the second business day.</li> </ul>	Money-back guarantee*	
<b>UPS Express™</b> for next morning delivery across the EU and fast delivery across the world	<ul style="list-style-type: none"> <li>• Over 70% of all business addresses in the EU, Liechtenstein, Norway and Switzerland as early as 10.30am or by 12.00 noon, latest.</li> <li>• Over 75% of all businesses in the USA and major business areas of Canada by 10.30am on the second business day.</li> <li>• To 90% of all businesses in the USA and major business areas of Canada by 12.00 noon on the second business day.</li> <li>• To select areas in Asia as early as 10.30am or by 12.00 noon, latest, in 2 to 3 business days.</li> </ul>	Money-back guarantee*	
<b>UPS Express Saver<sup>SM</sup></b> for next day delivery across Europe and fast, economical delivery to North America, Asia and Africa	<ul style="list-style-type: none"> <li>• Virtually all business areas in the EU, Liechtenstein, Norway and Switzerland the next business day.</li> <li>• To all businesses in the USA and major business areas of Canada by the end of the second business day.</li> <li>• Across Asia by the end of the day in 2 to 3 business days.</li> </ul>	<p>An economical alternative to UPS Express which provides money-back guaranteed delivery.</p> <p>This is a worldwide service available to over 200 countries and territories.</p> <p>UPS Express Saver is sometimes also referred to as UPS Saver</p>	<p><b>Available for imports</b> to virtually all areas in Malta during the next business day from all locations in Europe (EU and non-EU) including Albania, Belarus, Bosnia, Croatia, Iceland, Macedonia, Moldova, Montenegro, Russia, Serbia, Turkey and Ukraine.</p> <p>Fast, economical delivery from across the world.</p>



Destination	IATA Code	Sending Zones			Receiving Zones	Destination	IATA Code	Sending Zones			Receiving Zones
	IATA Code	Express Plus	Express	Express Saver	Express Saver		IATA Code	Express Plus	Express	Express Saver	Express Saver
<b>I</b>						Morocco	MA			7	7
Iceland	IS			4	4	Mozambique	MZ			8	
India	IN	+	6	6	6	<b>N</b>					
Indonesia	ID	+	6	6	6	Namibia	NA			8	8
Iraq	IQ			6		Nepal	NP	+		7	7
Ireland, Republic of EU	IE		2	2	2	Netherlands Antilles	AN			8	8
Israel	IL			4	4	Netherlands, The EU (Holland)	NL	+	2	2	2
Italy EU	IT	+	2	2	2	Nevis (St. Kitts)	KN			8	8
Ivory Coast (Côte d'Ivoire)	CI			8	8	New Caledonia	NC			8	8
<b>J</b>						New Zealand	NZ	+		7	7
Jamaica	JM	+		8	8	Nicaragua	NI			8	8
Japan	JP	+	6	6	6	Niger	NE			8	8
Jordan	JO			6	6	Nigeria	NG			7	7
<b>K</b>						Northern Ireland EU	GB			1	1
Kazakhstan	KZ	+		6	6	Northern Mariana Islands	MP	+		8	8
Kenya	KE			7	7	Norway	NO	+	4	4	4
Kiribati	KI			8		<b>O</b>					
Korea, South	KR			6	6	Oman	OM			6	6
Kosovo	RS			6	6	<b>P</b>					
Kosrae (Micronesia, Federated States of)	FM			8		Pakistan	PK	+		6	6
Kuwait	KW			6	6	Palau	PW			8	
Kyrgyzstan	KG			6	6	Panama	PA	+		8	8
<b>L</b>						Papua New Guinea	PG			8	
Laos	LA			7	7	Paraguay	PY			8	8
Latvia EU	LV		3	3	3	Peru	PE	+		8	8
Lebanon	LB			6	6	Philippines	PH	+	6	6	6
Lesotho	LS			7		Poland EU	PL	+	3	3	3
Liberia	LR			8	8	Ponape (Micronesia, Federated States of)	FM			8	
Libya	LY			4	4	Portugal EU (Excluding Azores and Madeira)	PT	+	2	2	2
Liechtenstein	LI		4	4	4	Puerto Rico	PR	+	5	5	5
Lithuania EU	LT		3	3	3	<b>Q</b>					
Luxembourg EU	LU		2	2	2	Qatar	QA			6	6
<b>M</b>						<b>R</b>					
Macau	MO			7	7	Reunion	RE			8	8
Macedonia (FYROM)	MK			4	4	Romania EU	RO		3	3	3
Madagascar	MG			8	8	Rota (Northern Mariana Islands)	MP	+		8	8
Madeira (Island of) EU	PT			3	3	Russia	RU	+	↓	↓	↓
Malawi	MW			8	8	For areas below					
Malaysia	MY	+	6	6	6	101000 - 678991, 683000 - 686940			4	4	4
Maldives	MV			8		694630 - 694916			4	4	4
Mali	ML			8	8	680000 - 682990, 690000 - 692930			6	6	6
Marshall Islands	MH			8		693000 - 694620			6	6	6
Martinique	MQ			8	8	Rwanda	RW			8	
Mauritania	MR			8	8						
Mauritius	MU			8	8						
Mayotte	YT			8	8						
Melilla	ES		4								
Mexico	MX	+	5	5	5						
Micronesia (Federated States of)	FM			8							
Moldova (Moldavia)	MD	+		6	6						
Monaco EU	MC		2	2	2						
Mongolia	MN			6	6						
Montenegro	ME			6	6						
Montserrat	MS			8	8						

Use these tables to ensure that the service option of your choice is available and to identify the zone number for your shipment. Zones are used to calculate the cost of your shipment.

⊕ extended area charge may apply for certain areas.

↓ check rows below for appropriate zone number.

To determine if a service option is available from your chosen origin postal code to your destination, visit the 'Calculate Time and Cost' tool on the Malta home page at [www.ups.com](http://www.ups.com) or call your local UPS office.

If a specific service is not indicated by you, the shipment will automatically be sent and billed UPS Express where available.

## Find where you intend to ship to or from on the zone tables

Destination	IATA Code	Sending Zones			Receiving Zones	Destination	IATA Code	Sending Zones			Receiving Zones	
	IATA Code	Express Plus	Express	Express Saver	Express Saver		IATA Code	Express Plus	Express	Express Saver	Express Saver	
<b>S</b>						<b>U</b>						
Saba (Netherlands Antilles)	AN			8	8	Uganda	UG			8	8	
Saipan (Northern Mariana Islands)	MP			8	8	Ukraine	UA	☒		6	6	
San Marino	SM	☒		4	4	Union Island (St. Vincent and the Grenadines)	VC			8	8	
Saudi Arabia	SA			6	6	United Arab Emirates	AE			6	6	
Scotland EU	GB	☒	1	1	1	United Kingdom EU	GB	☒	↕	↕	1	1
Senegal	SN			7	7	England EU	GB	☒	1	1	1	1
Serbia	RS			6	6	Northern Ireland EU	GB			1	1	
Seychelles	SC			8	8	Scotland EU	GB	☒		1	1	1
Sierra Leone	SL			8	8	Wales EU	GB			1	1	1
Singapore	SG	☒	6	6	6	United States	US		5	5	5	5
Slovak Republic EU	SK			3	3	Uruguay	UY			8	8	
Slovenia EU	SI			3	3	Uzbekistan	UZ			6	6	
Solomon Islands	SB			8		<b>V</b>						
South Africa	ZA			7	7	Vanuatu	VU			8		
Spain EU (Excluding Canary Islands, Ceuta and Melilla)	ES	☒	2	2	2	Venezuela	VE	☒		8	8	
Sri Lanka	LK	☒		7	7	Vietnam	VN	☒		7	7	
St. Barthelemy	GP			8	8	Virgin Gorda (British Virgin Islands)	VG			8	8	
St. Christopher (St. Kitts)	KN			8	8	Virgin Islands (US)	VI			8	8	
St. Croix (US Virgin Islands)	VI			8	8	<b>W</b>						
St. Eustatius (Netherlands Antilles)	AN			8	8	Wales EU	GB		1	1	1	
St. John (US Virgin Islands)	VI			8	8	Wallis and Futuna Islands	WF			8		
St. Kitts (St. Christopher)	KN			8	8	West Bank (Gaza)	PS			4	4	
St. Lucia	LC			8	8	Western Samoa	WS			8	8	
St. Maarten (Netherlands Antilles)	AN			8	8	<b>Y</b>						
St. Martin (Guadeloupe)	GP			8	8	Yap (Micronesia, Federated States of)	FM			8		
St. Thomas (US Virgin Islands)	VI			8	8	Yemen, Republic of	YE			6	6	
St. Vincent and the Grenadines	VC			8	8	<b>Z</b>						
Surinam	SR			8	8	Zambia	ZM			8	8	
Swaziland	SZ			7		Zimbabwe	ZW			8	8	
Sweden EU	SE	☒	2	2	2							
Switzerland (Express Plus available for UPS Express Envelopes and Documents only)	CH	☒	4	4	4							
Syria	SY			6	6							
<b>T</b>												
Tahiti	PF			8	8							
Taiwan	TW	☒	6	6	6							
Tajikistan	TJ	☒		6	6							
Tanzania	TZ			8	8							
Thailand	TH	☒	6	6	6							
Tinian (Northern Mariana Islands)	MP	☒		8	8							
Togo	TG			8	8							
Tonga	TO			8								
Tortola (British Virgin Islands)	VG			8	8							
Trinidad and Tobago	TT	☒		8	8							
Truk (Micronesia, Federated States of)	FM			8								
Tunisia	TN			7	7							
Turkey	TR		4	4	4							
Turkmenistan	TM			6	6							
Turks and Caicos Islands	TC			8	8							
Tuvalu	TV			8								

Use these tables to ensure that the service option of your choice is available and to identify the zone number for your shipment. Zones are used to calculate the cost of your shipment.

☒ extended area charge may apply for certain areas.

↕ check rows below for appropriate zone number.

To determine if a service option is available from your chosen origin postal code to your destination, visit the 'Calculate Time and Cost' tool on the Malta home page at [www.ups.com](http://www.ups.com) or call your local UPS office.

If a specific service is not indicated by you, the shipment will automatically be sent and billed UPS Express where available.

## Section 2: Rates for sending shipments

**The rate for sending a UPS shipment is determined by its service level, destination zone, weight and any additional charges.**

To find the price for your shipment, simply follow the six steps outlined below:

- 1 Make sure that you are in the correct section. The sending rates in this section apply for any outbound international shipments for any billing option except when shipping charges are billed to the receiver or a third party in the receiving country.
- 2 Determine the chargeable weight.
- 3 Turn to the service option of your choice (UPS Express Plus, Express or Express Saver).
- 4 Look up the chart that applies to your shipment type (UPS Express Envelopes, Documents or Packages).

5 Look up the rate that applies to the chargeable weight and zone for your shipment.

6 Note any additional costs there may be, including additional charges for optional services.

(If you want to receive a package where the receiver or a third party in the receiving country is billed, please refer to the receiving rates on page 13.)

### Time saving tip

You can also find the total cost of your shipment via the UPS 'Calculate Time and Cost' tool accessible on the Malta home page at [www.ups.com](http://www.ups.com)

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## UPS Express Plus

FOR NEXT DAY DELIVERY WITHIN EUROPE AND SECOND DAY TO NORTH AMERICA BY THE START OF THE BUSINESS DAY  
FOR VERY URGENT SHIPMENTS

These rates are for outbound international shipments for any billing option except when shipping charges are billed to the receiver or a third party in the receiving country.

### Zone

To determine the zone number, see page 6.

### Chargeable weight

Rates are based on the total actual weight or the total dimensional weight of all packages in the shipment, whichever is the greater.

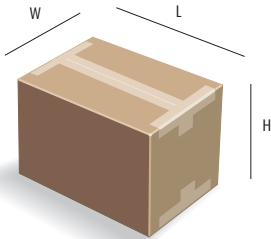
How to determine dimensional weight

$$\frac{L \times W \times H}{6000} = \text{Dimensional weight}$$

L = length in cm

W = width in cm

H = height in cm



### Additional charges

These rates are exclusive of any additional charges, such as charges for extended area delivery or any optional services. Please see page 15 for more details.

### Tax

These rates are exclusive of tax. Where applicable, VAT will be charged at the standard rate.

### UPS 10kg and 25kg Boxes

The **UPS 10kg and 25kg Box** can be obtained by calling your local UPS office. Our representative can assist you with the completion of the UPS Waybill and any required export documentation. A commercial invoice is required. The information on the invoice will be used to determine any duty and/or tax charged by the destination country.

### Arrange a collection

Please call UPS on 21803669.

### Notes

- <sup>1</sup> For correspondence and documents only. There is no limit on weight or number of pages you may enclose in a **UPS Express Envelope**.
- Any fraction of a kilogram over the weight shown takes the next highest rate.
- \* The **maximum weight** for an individual package is 31.5kg.
- To determine the rate for a shipment with multiple packages weighing in total more than 70kg, multiply the total weight (rounded up to the next whole kg) by the appropriate price per kg shown. The amount billed will be the result of the calculation, or the minimum rate shown, whichever is the greater.

### UPS Express Envelopes<sup>1</sup>

	zone 1	zone 2	zone 3	zone 4	zone 5	zone 6
EUR	115.25	122.50	125.20	123.55	122.95	147.45

### Documents up to 2.5kg other than UPS Express Envelopes

weight	zone 1	zone 2	zone 3	zone 4	zone 5	zone 6
0.5 kg	142.30	151.10	153.20	148.50	142.65	168.20
1.0 kg	155.10	163.05	165.50	161.30	153.30	191.40
1.5 kg	163.75	175.00	177.80	172.30	164.00	214.60
2.0 kg	172.40	186.95	190.10	183.30	174.65	237.80
2.5 kg	181.10	198.90	202.45	194.35	185.30	261.05

### Documents over 2.5kg, Packages and UPS 10kg and 25kg boxes

EUR	zone 1	zone 2	zone 3	zone 4	zone 5	zone 6
weight						
0.5 kg	142.30	151.10	153.20	156.95	150.50	176.05
1.0 kg	155.10	163.05	165.50	170.55	161.15	199.25
1.5 kg	163.75	175.00	177.80	182.05	171.85	222.45
2.0 kg	172.40	186.95	190.10	193.50	182.50	245.65
2.5 kg	181.10	198.90	202.45	205.00	193.15	268.90
3.0 kg	189.20	209.45	212.60	216.50	203.85	291.85
3.5 kg	197.25	220.00	222.80	227.95	214.50	314.80
4.0 kg	205.35	230.55	233.00	239.45	225.15	337.80
4.5 kg	213.45	241.10	243.20	250.95	235.85	360.75
5.0 kg	221.55	251.65	253.40	262.45	246.50	383.75
5.5 kg	227.40	259.40	262.10	271.35	254.35	398.85
6.0 kg	233.25	267.10	270.75	280.25	262.20	413.95
6.5 kg	239.10	274.85	279.45	289.15	270.05	429.10
7.0 kg	244.95	282.60	288.10	298.05	277.90	444.20
7.5 kg	250.85	290.35	296.75	306.95	285.75	459.35
8.0 kg	256.70	298.05	305.45	315.85	293.60	474.45
8.5 kg	262.55	305.80	314.10	324.80	301.45	489.55
9.0 kg	268.40	313.55	322.80	333.70	309.30	504.70
9.5 kg	274.25	321.25	331.45	342.60	317.15	519.80
10 kg	280.15	329.00	340.15	351.50	325.00	534.90
11 kg	291.25	343.75	357.70	369.45	341.20	564.35
12 kg	302.40	358.55	375.30	387.35	357.35	593.75
13 kg	313.55	373.30	392.90	405.30	373.55	623.15
14 kg	324.65	388.05	410.45	423.25	389.70	652.60
15 kg	335.80	402.85	428.05	441.15	405.90	682.00
16 kg	346.95	417.60	445.60	459.10	422.05	711.40
17 kg	358.05	432.35	463.20	477.00	438.25	740.85
18 kg	369.20	447.15	480.80	494.95	454.40	770.25
19 kg	380.35	461.90	498.35	512.90	470.60	799.70
20 kg	391.45	476.65	515.95	530.80	486.75	829.10
21 kg	402.25	491.45	533.50	548.40	502.95	858.50
22 kg	413.05	506.20	551.10	566.00	519.10	887.95
23 kg	423.80	520.95	568.70	583.55	535.25	917.35
24 kg	434.60	535.75	586.25	601.15	551.45	946.75
25 kg	445.40	550.50	603.85	618.70	567.60	976.20
26 kg	456.15	565.30	621.40	636.30	583.80	1,005.60
27 kg	466.95	580.05	639.00	653.90	599.95	1,035.00
28 kg	477.75	594.80	656.60	671.45	616.15	1,064.45
29 kg	488.50	609.60	674.15	689.05	632.30	1,093.85
30 kg	499.30	624.35	691.75	706.60	648.50	1,123.25
31 kg	510.10	639.10	709.30	725.50	667.00	1,152.95
32 kg*	520.85	653.90	726.90	744.35	685.50	1,192.65
33 kg*	531.65	668.65	744.50	763.25	704.05	1,227.35
34 kg*	542.40	683.40	762.05	782.10	722.55	1,262.05
35 kg*	553.20	698.20	779.65	800.95	741.10	1,296.70
40 kg*	611.80	771.30	870.10	904.20	833.10	1,468.75
45 kg*	670.40	844.45	960.60	1,007.45	925.10	1,640.80
50 kg*	729.00	917.60	1,051.05	1,110.75	1,017.10	1,812.85
55 kg*	787.60	990.70	1,141.55	1,214.00	1,109.10	1,984.90
60 kg*	846.20	1,063.85	1,232.05	1,317.25	1,201.10	2,156.95
65 kg*	904.80	1,137.00	1,322.50	1,420.50	1,293.10	2,329.00
70 kg*	963.40	1,210.10	1,413.00	1,523.75	1,385.10	2,501.05

### Over 70 kg\*

Price per kg	13.76	17.28	20.18	21.76	19.78	35.72
Min rate	963.40	1,210.10	1,413.00	1,523.75	1,385.10	2,501.05

### UPS 10 kg box (dimensions 41 x 32 x 26 cm)

Up to 10kg	233.25	267.10	270.75	280.25	262.20	413.95
Add per kg over 10kg (maximum weight 15kg)	11.10	14.75	17.55	17.95	16.20	29.45

### UPS 25 kg box (dimensions 48 x 45 x 35 cm)

Up to 25kg	346.95	417.60	445.60	459.10	422.05	711.40
Add per kg over 25kg (maximum weight 30kg)	10.75	14.80	17.60	18.85	18.50	34.70

# UPS Express

FOR NEXT MORNING DELIVERY ACROSS THE EU AND FAST DELIVERY ACROSS THE WORLD

UPS Express Envelopes <sup>1</sup>							
	zone 1	zone 2	zone 3	zone 4	zone 5	zone 6	zone 8
EUR	75.85	83.10	85.80	84.15	83.55	108.05	117.30
Documents up to 2.5kg other than UPS Express Envelopes							
weight							
0.5 kg	102.90	111.70	113.80	109.10	103.25	128.80	137.25
1.0 kg	115.70	123.65	126.10	121.90	113.90	152.00	161.95
1.5 kg	124.35	135.60	138.40	132.90	124.60	175.20	186.70
2.0 kg	133.00	147.55	150.70	143.90	135.25	198.40	211.45
2.5 kg	141.70	159.50	163.05	154.95	145.90	221.65	236.15
Documents over 2.5kg, Packages and UPS 10kg and 25kg boxes							
EUR	zone 1	zone 2	zone 3	zone 4	zone 5	zone 6	zone 8
weight							
0.5 kg	102.90	111.70	113.80	117.55	111.10	136.65	146.15
1.0 kg	115.70	123.65	126.10	131.15	121.75	159.85	170.90
1.5 kg	124.35	135.60	138.40	142.65	132.45	183.05	195.60
2.0 kg	133.00	147.55	150.70	154.10	143.10	206.25	220.35
2.5 kg	141.70	159.50	163.05	165.60	153.75	229.50	245.05
3.0 kg	149.80	170.05	173.20	177.10	164.45	252.45	268.75
3.5 kg	157.85	180.60	183.40	188.55	175.10	275.40	292.40
4.0 kg	165.95	191.15	193.60	200.05	185.75	298.40	316.10
4.5 kg	174.05	201.70	203.80	211.55	196.45	321.35	339.75
5.0 kg	182.15	212.25	214.00	223.05	207.10	344.35	363.45
5.5 kg	188.00	220.00	222.70	231.95	214.95	359.45	382.65
6.0 kg	193.85	227.70	231.35	240.85	222.80	374.55	401.90
6.5 kg	199.70	235.45	240.05	249.75	230.65	389.70	421.10
7.0 kg	205.55	243.20	248.70	258.65	238.50	404.80	440.30
7.5 kg	211.45	250.95	257.35	267.55	246.35	419.95	459.55
8.0 kg	217.30	258.65	266.05	276.45	254.20	435.05	478.75
8.5 kg	223.15	266.40	274.70	285.40	262.05	450.15	498.00
9.0 kg	229.00	274.15	283.40	294.30	269.90	465.30	517.20
9.5 kg	234.85	281.85	292.05	303.20	277.75	480.40	536.40
10 kg	240.75	289.60	300.75	312.10	285.60	495.50	555.65
11 kg	251.85	304.35	318.30	330.05	301.80	524.95	593.85
12 kg	263.00	319.15	335.90	347.95	317.95	554.35	632.05
13 kg	274.15	333.90	353.50	365.90	334.15	583.75	670.25
14 kg	285.25	348.65	371.05	383.85	350.30	613.20	708.45
15 kg	296.40	363.45	388.65	401.75	366.50	642.60	746.70
16 kg	307.55	378.20	406.20	419.70	382.65	672.00	784.90
17 kg	318.65	392.95	423.80	437.60	398.85	701.45	823.10
18 kg	329.80	407.75	441.40	455.55	415.00	730.85	861.30
19 kg	340.95	422.50	458.95	473.50	431.20	760.30	899.50
20 kg	352.05	437.25	476.55	491.40	447.35	789.70	937.70
21 kg	362.85	452.05	494.10	509.00	463.55	819.10	975.80
22 kg	373.65	466.80	511.70	526.60	479.70	848.55	1,013.90
23 kg	384.40	481.55	529.30	544.15	495.85	877.95	1,052.00
24 kg	395.20	496.35	546.85	561.75	512.05	907.35	1,090.10
25 kg	406.00	511.10	564.45	579.30	528.20	936.80	1,128.15
26 kg	416.75	525.90	582.00	596.90	544.40	966.20	1,166.25
27 kg	427.55	540.65	599.60	614.50	560.55	995.60	1,204.35
28 kg	438.35	555.40	617.20	632.05	576.75	1,025.05	1,242.45
29 kg	449.10	570.20	634.75	649.65	592.90	1,054.45	1,280.55
30 kg	459.90	584.95	652.35	667.20	609.10	1,083.85	1,318.60
31 kg	470.70	599.70	669.90	686.10	627.60	1,118.55	1,356.70
32 kg*	481.45	614.50	687.50	704.95	646.10	1,153.25	1,394.80
33 kg*	492.25	629.25	705.10	723.85	664.65	1,187.95	1,432.90
34 kg*	503.00	644.00	722.65	742.70	683.15	1,222.65	1,471.00
35 kg*	513.80	658.80	740.25	761.55	701.70	1,257.30	1,509.05
40 kg*	572.40	731.90	830.70	864.80	793.70	1,429.35	1,718.25
45 kg*	631.00	805.05	921.20	968.05	885.70	1,601.40	1,927.45
50 kg*	689.60	878.20	1,011.65	1,071.35	977.70	1,773.45	2,136.65
55 kg*	748.20	951.30	1,102.15	1,174.60	1,069.70	1,945.50	2,345.90
60 kg*	806.80	1,024.45	1,192.65	1,277.85	1,161.70	2,117.55	2,555.10
65 kg*	865.40	1,097.60	1,283.10	1,381.10	1,253.70	2,289.60	2,764.30
70 kg*	924.00	1,170.70	1,373.60	1,484.35	1,345.70	2,461.65	2,973.50
Over 70 kg*							
Price per kg	13.20	16.72	19.62	21.20	19.22	35.16	42.47
Min rate	924.00	1,170.70	1,373.60	1,484.35	1,345.70	2,461.65	2,973.50
UPS 10 kg box (dimensions 41 x 32 x 26 cm)							
Up to 10kg	193.85	227.70	231.35	240.85	222.80	374.55	401.90
Add per kg over 10kg (maximum weight 15kg)	11.10	14.75	17.55	17.95	16.20	29.45	38.20
UPS 25 kg box (dimensions 48 x 45 x 35 cm)							
Up to 25kg	307.55	378.20	406.20	419.70	382.65	672.00	784.90
Add per kg over 25kg (maximum weight 30kg)	10.75	14.80	17.60	18.85	18.50	34.70	38.10

## UPS Express Saver

FOR NEXT DAY DELIVERY ACROSS EUROPE AND FAST, ECONOMICAL DELIVERY TO NORTH AMERICA, ASIA AND AFRICA

These rates are for outbound international shipments for any billing option except when shipping charges are billed to the receiver or a third party in the receiving country.

### Zone

To determine the zone number, see page 6.

### Chargeable weight

Rates are based on the total actual weight or the total dimensional weight of all packages in the shipment, whichever is the greater.

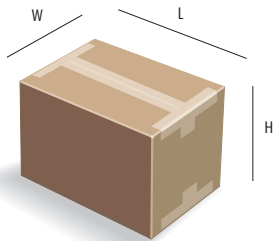
How to determine dimensional weight

$$\frac{L \times W \times H}{6000} = \text{Dimensional weight}$$

L = length in cm

W = width in cm

H = height in cm



### Additional charges

These rates are exclusive of any additional charges, such as charges for extended area delivery or any optional services. Please see page 15 for more details.

### Tax

These rates are exclusive of tax. Where applicable, VAT will be charged at the standard rate.

### UPS 10kg and 25kg Boxes

The **UPS 10kg and 25kg Box** can be obtained by calling your local UPS office. Our representative can assist you with the completion of the UPS Waybill and any required export documentation. A commercial invoice is required. The information on the invoice will be used to determine any duty and/or tax charged by the destination country.

### Arrange a collection

Please call UPS on 21803669.

### Notes

- <sup>1</sup> For correspondence and documents only. There is no limit on weight or number of pages you may enclose in a **UPS Express Envelope**.
- Any fraction of a kilogram over the weight shown takes the next highest rate.
- \* The **maximum weight** for an individual package is 31.5kg.
- To determine the rate for a shipment with multiple packages weighing in total more than 70kg, multiply the total weight (rounded up to the next whole kg) by the appropriate price per kg shown. The amount billed will be the result of the calculation, or the minimum rate shown, whichever is the greater.

### UPS Express Envelopes<sup>1</sup>

	zone 1	zone 2	zone 3	zone 4	zone 5	zone 6	zone 7	zone 8
EUR	32.00	38.70	41.70	39.95	41.70	64.80	70.20	74.40

### Documents up to 2.5kg other than UPS Express Envelopes

weight	zone 1	zone 2	zone 3	zone 4	zone 5	zone 6	zone 7	zone 8
0.5 kg	57.10	64.80	67.50	62.70	61.05	84.85	88.85	93.75
1.0 kg	68.80	76.40	79.35	74.65	71.60	107.10	111.80	117.65
1.5 kg	76.75	86.50	89.30	84.50	82.15	129.40	134.80	141.60
2.0 kg	84.75	96.55	99.25	94.35	92.70	151.65	157.75	165.50
2.5 kg	92.70	106.65	109.25	104.20	103.25	173.90	180.70	189.40

### Documents over 2.5kg, Packages and UPS 10kg and 25kg boxes

EUR	zone 1	zone 2	zone 3	zone 4	zone 5	zone 6	zone 7	zone 8
weight								
0.5 kg	57.10	64.80	67.50	70.55	68.55	92.25	96.45	102.45
1.0 kg	68.80	76.40	79.35	82.85	79.10	114.50	119.45	125.85
1.5 kg	76.75	86.50	89.30	93.40	89.65	136.75	142.40	149.30
2.0 kg	84.75	96.55	99.25	103.95	100.20	159.05	165.35	172.75
2.5 kg	92.70	106.65	109.25	114.50	110.75	181.30	188.35	196.20
3.0 kg	100.10	116.85	119.20	125.05	121.30	203.60	210.75	219.65
3.5 kg	107.45	127.05	129.15	135.60	131.85	225.85	233.10	243.05
4.0 kg	114.85	137.25	139.10	146.15	142.40	248.10	255.50	266.50
4.5 kg	122.25	147.45	149.10	156.70	152.95	270.40	277.90	289.95
5.0 kg	129.60	157.65	159.05	167.25	163.50	292.65	300.25	313.40
5.5 kg	135.00	164.55	166.65	175.55	171.10	306.95	316.65	331.80
6.0 kg	140.40	171.45	174.30	183.90	178.75	321.25	333.10	350.20
6.5 kg	145.80	178.40	181.90	192.20	186.35	335.55	349.50	368.60
7.0 kg	151.20	185.30	189.50	200.55	193.95	349.85	365.90	387.00
7.5 kg	156.60	192.20	197.15	208.85	201.60	364.15	382.30	405.40
8.0 kg	161.95	199.10	204.75	217.15	209.20	378.45	398.70	423.80
8.5 kg	167.35	206.05	212.35	225.50	216.80	392.75	415.10	442.20
9.0 kg	172.75	212.95	220.00	233.80	224.45	407.05	431.55	460.60
9.5 kg	178.15	219.85	227.60	242.15	232.05	421.35	447.95	479.00
10 kg	183.55	226.80	235.20	250.45	239.65	435.65	464.35	497.40
11 kg	193.85	240.50	251.15	266.75	255.50	464.10	497.65	534.55
12 kg	204.15	254.20	267.10	283.05	271.30	492.60	530.90	571.70
13 kg	214.50	267.90	283.05	299.35	287.15	521.05	564.20	608.85
14 kg	224.80	281.65	299.00	315.60	302.95	549.55	597.50	646.00
15 kg	235.10	295.35	314.90	331.90	318.80	578.05	630.75	683.15
16 kg	245.40	309.05	330.85	348.20	334.60	606.50	664.05	720.30
17 kg	255.75	322.75	346.80	364.50	350.45	635.00	697.35	757.45
18 kg	266.05	336.50	362.75	380.80	366.25	663.45	730.60	794.60
19 kg	276.35	350.20	378.65	397.05	382.05	691.95	763.90	831.75
20 kg	286.65	363.90	394.60	413.35	397.90	720.45	797.20	868.90
21 kg	296.15	377.15	410.55	429.65	413.70	748.30	829.55	905.95
22 kg	305.65	390.40	426.50	445.95	429.55	776.20	861.90	943.00
23 kg	315.15	403.65	442.45	462.25	445.35	804.10	894.25	980.05
24 kg	324.65	416.90	458.35	478.55	461.20	832.00	926.60	1,017.05
25 kg	334.15	430.10	474.30	494.80	477.00	859.90	958.95	1,054.10
26 kg	343.65	443.35	490.25	511.10	492.85	887.80	991.30	1,091.15
27 kg	353.10	456.60	506.20	527.40	508.65	915.70	1,023.60	1,128.15
28 kg	362.60	469.85	522.15	543.70	524.45	943.60	1,055.95	1,165.20
29 kg	372.10	483.10	538.05	560.00	540.30	971.45	1,088.30	1,202.25
30 kg	381.60	496.35	554.00	576.25	556.10	999.35	1,120.65	1,239.25
31 kg	391.55	509.60	569.95	593.60	573.95	1,032.20	1,157.80	1,276.30
32 kg*	401.55	522.85	585.90	610.95	591.75	1,065.00	1,194.95	1,313.35
33 kg*	411.50	536.05	601.80	628.30	609.55	1,097.80	1,232.10	1,350.40
34 kg*	421.45	549.30	617.75	645.65	627.35	1,130.65	1,269.30	1,387.40
35 kg*	431.40	562.55	633.70	663.00	645.20	1,163.45	1,306.45	1,424.45
40 kg*	480.30	629.70	713.85	757.70	734.25	1,328.35	1,492.90	1,627.55
45 kg*	529.15	696.85	794.05	852.40	823.35	1,493.25	1,679.35	1,830.65
50 kg*	578.05	764.05	874.20	947.10	912.40	1,658.15	1,865.80	2,033.75
55 kg*	626.90	831.20	954.35	1,041.80	1,001.45	1,823.05	2,052.30	2,236.90
60 kg*	675.80	898.35	1,034.50	1,136.50	1,090.55	1,987.95	2,238.75	2,440.00
65 kg*	724.65	965.50	1,114.70	1,231.20	1,179.60	2,152.85	2,425.20	2,643.10
70 kg*	773.50	1,032.65	1,194.85	1,325.90	1,268.70	2,317.75	2,611.70	2,846.20

### Over 70 kg\*

Price per kg	11.05	14.75	17.06	18.94	18.12	33.11	37.31	40.66
Min rate	773.50	1,032.65	1,194.85	1,325.90	1,268.70	2,317.75	2,611.70	2,846.20

### UPS 10 kg box (dimensions 41 x 32 x 26 cm)

Up to 10kg	140.40	171.45	174.30	183.90	178.75	321.25	333.10	350.20
Add per kg over 10kg (maximum weight 15kg)	10.30	13.70	15.95	16.30	15.85	28.45	33.30	37.15

### UPS 25 kg box (dimensions 48 x 45 x 35 cm)

Up to 25kg	245.40	309.05	330.85	348.20	334.60	606.50	664.05	720.30
Add per kg over 25kg (maximum weight 30kg)	10.00	13.25	15.95	17.35	8.90	16.40	18.60	18.50

## Section 3: Rates for receiving shipments

### Total control of imports

Receiving shipments can be as important as managing your exports. UPS can collect your shipments around the world, giving you the same service options you enjoy for exporting. We also give you rates in EUR, fixed in advance, to avoid the effects of currency fluctuations.

So when you are receiving a shipment you can control your shipping cost, schedule the delivery time and choose your service option with the same level of quality assurance that you have when you are sending shipments.

### The rate for receiving a UPS shipment is determined by its service level, origin zone, weight and any additional charges.

To find the price for your shipment, simply follow the six steps outlined below:

- 1 Make sure that you are in the correct section. The receiving rates in this section apply for inbound international shipments only when shipping charges are billed to the receiver or a third party in the receiving country.
- 2 Determine the chargeable weight.
- 3 Turn to the service option (UPS Express Saver).
- 4 Look up the chart that applies to your shipment type (UPS Express Envelopes, Documents or Packages).
- 5 Look up the rate that applies to the chargeable weight and zone for your shipment.

- 6 Note any additional costs there may be, including additional charges for optional services.

(If you want to send a package where anyone other than the receiver or a third party in the receiving country is billed please refer to the sending rates on page 9).

### Important

Please ensure that the shipper records your UPS account number on the UPS shipping documents.

### Inbound Routing Form

To let all your suppliers know you have selected UPS as your international carrier for imports, simply complete an Inbound Routing Form for each supplier and forward them to your UPS representative.

For additional copies contact the UPS Customer Service Centre on 21803669.

### Time saving tip

You can also look up receiving rates in the 'Support' section on the Malta home page at [www.ups.com](http://www.ups.com)

服務  
Service

Service

# UPS Express Saver

NEXT DAY DELIVERY FROM EUROPE (EU AND NON-EU) AND FAST, ECONOMIC DELIVERY FROM ACROSS THE WORLD

These rates are for inbound international shipments where the receiver of the goods or a third party in the receiving country is paying for the shipment.

### Zone

To determine the zone number, see page 6.

### Chargeable weight

Rates are based on the total actual weight or the total dimensional weight of all packages in the shipment, whichever is the greater.

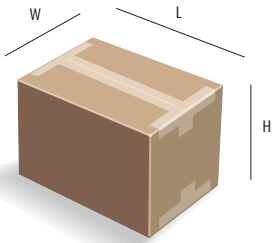
How to determine dimensional weight

$$\frac{L \times W \times H}{6000} = \text{Dimensional weight}$$

L = length in cm

W = width in cm

H = height in cm



### Additional charges

These rates are exclusive of any additional charges, such as charges for extended area delivery or any optional services. Please see page 15 for more details.

### Tax

These rates are exclusive of tax. Where applicable, VAT will be charged at the standard rate.

### Notes

- <sup>1</sup> For correspondence and documents only. There is no limit on weight or number of pages you may enclose in a **UPS Express Envelope**.
- Any fraction of a kilogram over the weight shown takes the next highest rate.
- \* The **maximum weight** for an individual package is 31.5kg.
- To determine the rate for a shipment with multiple packages weighing in total more than 70kg, multiply the total weight (rounded up to the next whole kg) by the appropriate price per kg shown. The amount billed will be the result of the calculation, or the minimum rate shown, whichever is the greater.

UPS Express Envelopes <sup>1</sup>								
	zone 1	zone 2	zone 3	zone 4	zone 5	zone 6	zone 7	zone 8
<b>EUR</b>	37.05	44.75	47.70	45.95	48.30	75.95	80.65	85.55
Documents up to 2.5kg other than UPS Express Envelopes								
weight								
0.5 kg	65.65	75.00	77.70	72.20	70.30	99.40	102.30	107.70
1.0 kg	79.25	88.60	91.55	85.80	82.40	125.50	128.80	135.35
1.5 kg	88.15	100.10	103.15	97.15	94.45	151.65	155.30	163.05
2.0 kg	97.05	111.55	114.75	108.55	106.55	177.80	181.80	190.70
2.5 kg	105.95	123.05	126.35	119.90	118.60	203.95	208.25	218.35
Documents over 2.5kg and Packages								
	zone 1	zone 2	zone 3	zone 4	zone 5	zone 6	zone 7	zone 8
<b>EUR</b>								
weight								
0.5 kg	65.65	75.00	77.70	81.20	79.35	108.20	111.00	117.90
1.0 kg	79.25	88.60	91.55	95.40	91.40	134.20	137.35	145.55
1.5 kg	88.15	100.10	103.15	107.60	103.50	160.20	163.75	173.20
2.0 kg	97.05	111.55	114.75	119.80	115.55	186.25	190.10	200.90
2.5 kg	105.95	123.05	126.35	131.95	127.65	212.25	216.45	228.55
3.0 kg	114.50	134.55	137.85	144.15	139.70	238.25	242.25	254.90
3.5 kg	123.05	146.05	149.30	156.35	151.75	264.30	268.05	281.30
4.0 kg	131.60	157.50	160.80	168.55	163.85	290.30	293.80	307.65
4.5 kg	140.15	169.00	172.30	180.70	175.90	316.30	319.60	334.00
5.0 kg	148.75	180.50	183.75	192.90	188.00	342.35	345.40	360.40
5.5 kg	154.95	188.45	192.55	202.40	197.15	359.35	364.25	381.60
6.0 kg	161.15	196.45	201.35	211.90	206.25	376.35	383.15	402.80
6.5 kg	167.35	204.40	210.15	221.40	215.40	393.30	402.00	424.05
7.0 kg	173.55	212.35	218.95	230.90	224.55	410.30	420.85	445.25
7.5 kg	179.80	220.35	227.70	240.40	233.70	427.30	439.75	466.45
8.0 kg	186.00	228.30	236.50	249.85	242.85	444.30	458.60	487.65
8.5 kg	192.20	236.30	245.30	259.35	252.00	461.30	477.45	508.90
9.0 kg	198.40	244.25	254.10	268.85	261.10	478.30	496.35	530.10
9.5 kg	204.65	252.20	262.90	278.35	270.25	495.30	515.20	551.30
10 kg	210.85	260.20	271.65	287.85	279.40	512.30	534.10	572.50
11 kg	222.80	275.90	290.30	306.60	297.45	545.70	572.50	615.20
12 kg	234.75	291.60	308.95	325.35	315.50	579.10	610.95	657.85
13 kg	246.70	307.30	327.55	344.10	333.55	612.50	649.40	700.50
14 kg	258.65	323.00	346.20	362.85	351.60	645.90	687.85	743.15
15 kg	270.60	338.70	364.85	381.60	369.65	679.30	726.30	785.85
16 kg	282.55	354.40	383.50	400.35	387.70	712.70	764.75	828.50
17 kg	294.50	370.10	402.10	419.10	405.75	746.10	803.15	871.15
18 kg	306.50	385.80	420.75	437.85	423.80	779.50	841.60	913.80
19 kg	318.45	401.55	439.40	456.60	441.85	812.90	880.05	956.45
20 kg	330.40	417.25	458.00	475.35	459.90	846.30	918.50	999.15
21 kg	341.40	432.70	476.40	494.00	478.05	879.60	956.70	1,041.90
22 kg	352.40	448.15	494.80	512.65	496.20	912.85	994.90	1,084.70
23 kg	363.45	463.65	513.20	531.25	514.40	946.15	1,033.10	1,127.45
24 kg	374.45	479.10	531.60	549.90	532.55	979.45	1,071.35	1,170.25
25 kg	385.45	494.60	550.00	568.55	550.70	1,012.75	1,109.55	1,213.00
26 kg	396.50	510.05	568.40	587.15	568.90	1,046.00	1,147.75	1,255.80
27 kg	407.50	525.50	586.80	605.80	587.05	1,079.30	1,185.95	1,298.60
28 kg	418.50	541.00	605.20	624.45	605.20	1,112.60	1,224.15	1,341.35
29 kg	429.55	556.45	623.60	643.10	623.40	1,145.85	1,262.35	1,384.15
30 kg	440.55	571.95	642.00	661.70	641.55	1,179.15	1,300.55	1,426.90
31 kg	451.55	587.40	660.40	681.75	662.05	1,218.30	1,343.10	1,469.70
32 kg*	462.60	602.90	678.80	701.80	682.55	1,257.55	1,385.65	1,512.45
33 kg*	473.60	618.35	697.20	721.85	703.10	1,296.70	1,428.20	1,555.25
34 kg*	484.60	633.80	715.60	741.90	723.60	1,335.85	1,470.75	1,598.00
35 kg*	495.65	649.30	734.00	761.90	744.10	1,375.00	1,513.30	1,640.80
40 kg*	559.40	726.40	825.45	870.90	847.70	1,568.70	1,727.90	1,874.60
45 kg*	616.45	803.50	916.85	979.90	951.30	1,762.45	1,942.45	2,108.45
50 kg*	673.55	880.65	1,008.25	1,088.90	1,054.90	1,956.20	2,157.05	2,342.25
55 kg*	730.60	957.75	1,099.70	1,197.90	1,158.50	2,149.90	2,371.65	2,576.05
60 kg*	787.70	1,034.90	1,191.10	1,306.90	1,262.15	2,343.65	2,586.25	2,809.85
65 kg*	844.80	1,112.00	1,282.50	1,415.90	1,365.75	2,537.40	2,800.85	3,043.70
70 kg*	901.85	1,189.10	1,373.95	1,524.90	1,469.35	2,731.10	3,015.45	3,277.50
Over 70 kg*								
Price per kg	12.88	16.98	19.62	21.78	20.99	39.01	43.07	46.82
Min rate	901.85	1,189.10	1,373.95	1,524.90	1,469.35	2,731.10	3,015.45	3,277.50

## Section 4: Additional services and charges

In this section you will find information about the optional and additional services available from UPS. These include:

- UPS Online Shipping Solution page 16
- UPS Visibility services page 17
- UPS Cashflow service page 18
- UPS Returns page 19
- UPS World Ease page 20

To calculate the total shipping cost for sending or receiving a shipment, follow the three simple steps outlined below:

- 1 Calculate the shipping charge for sending or receiving a shipment (see pages 9 and 14).
- 2 In this section, look up the charge for any optional or additional service that might apply to your shipment.
- 3 Add the two amounts together to find the total cost for your shipment (excluding customs or excise duties and taxes).

**Unless otherwise indicated, charges for additional services will be billed to the payor and apply to all UPS service options.**

The rates and additional charges detailed in this publication are effective 31 December 2007.

Some charges are per package and some are per shipment. All packages covered under one waybill shall be considered a single shipment.

The latest information can be found on the UPS website [www.ups.com](http://www.ups.com) or may be confirmed by contacting the UPS Customer Service Centre on 21803669.

### Time saving tip

Information in this Service and Tariff Guide can be found on the Malta home page at [www.ups.com](http://www.ups.com)

### Changes to rates and additional charges

In order to respond to evolving costs and taxes and ensure a competitive service, UPS reserves the right to amend or introduce rates and charges. A minimum of 10 days notice will be provided.

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## How can UPS help me ship and track my shipments?

### UPS online shipping solutions

Keep your business moving as smoothly as your shipments. Improve the speed and efficiency of how you do business with innovative tools powered by UPS's information-rich technology

Every month thousands of customers are switching to our electronic services to prepare, send and track shipments; for very good reasons: they automate the shipment processing activity, reduce paperwork, costs, time and

produce labels with barcode details for reliable sorting and handling through our operations.

Service	Description	Features	Fee
UPS WorldShip™	An efficient way of shipping and tracking your packages or freight that meets modern communication requirements and simplifies shipment processing.	<ul style="list-style-type: none"> <li>Available for both standalone PCs and LAN environments, UPS WorldShip generates all the required shipping documentation, automatically uploads the information to UPS and provides many other time-saving features.</li> </ul>	Free of charge.

**UPS Waybill** – If, for some reason, you are unable to use our online shipping solutions you must manually complete a UPS Waybill for every shipment. Please note that certain optional services will not be available for selection on a manual UPS Waybill.

#### Time saving tip

Please refer to the 'Business Solutions' tab of the UPS website, [www.ups.com](http://www.ups.com) to order UPS WorldShip or call the UPS Customer Service Centre on 21803669.

#### Important

Please ensure the information on the UPS shipping document is complete and accurate. It must be consistent with your export documentation for all shipments outside Malta. Please ensure you indicate the service you require. If no service is selected the default service will be UPS Express where available.

## UPS visibility services

Convenient ways to track your packages online or on the move

**UPS has the most comprehensive set of tracking, tracing and proof of delivery services in the industry – provided free of charge.** Once you ship, you don't need to feel out of contact, you can track your shipment in a variety of different ways.

As soon as your shipment reaches its destination you can be the first to know, sometimes even before your customer has collected the package from their mailroom. Total reassurance and enhanced customer service at the click of a mouse.

Service	Description	Fee
Track online at <a href="http://www.ups.com">www.ups.com</a>	Track packages via our website at <a href="http://www.ups.com">www.ups.com</a> . There's no need to download additional software or master new systems.	Free of charge.
Reference number tracking at <a href="http://www.ups.com">www.ups.com</a>	Track packages using your own internal or customer reference codes. Simply add the detail into the reference field on your UPS shipping system and track using this reference or the unique UPS tracking number.  When using <b>UPS Worldship</b> , described on page 16, these reference codes can enable you to allocate costs easier to the correct departments or clients.	Free of charge.
Proof of delivery (POD)	Ideal for customers without internet access. Upon request, UPS will provide proof of delivery of your shipment via fax or post.	EUR 5,00 billed to the requestor for each letter or fax.

Take advantage of the **Quantum View™** family to centrally track and manage your company's shipments.

Service	Description	Fee
Quantum View Notify™	For your outbound shipments choose from three Service Options: <ul style="list-style-type: none"> <li>• <b>Ship Notification:</b> Informs receiver of shipment's tracking number.</li> <li>• <b>Delivery Notification</b> provides delivery details and manifest information.</li> <li>• <b>Exception Notification:</b> Proactively informs you of rescheduled delivery dates in the event of delays.</li> </ul>	Free of charge.

### More information

Want to know more about our privacy policy? Please visit [www.ups.com](http://www.ups.com)

### Note

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

## How can UPS help improve my cashflow?

### UPS Cashflow Service

UPS offers an optional service to customers to help improve cashflow:

**UPS Collect on Delivery** – for European destinations

Service	Description	Fee
UPS Collect on Delivery (COD)	<p>UPS will collect cheque or cash payment for your goods from your customers on delivery. You can deal with new or unknown customers and expand into new European markets with total confidence, knowing that you will be paid for your goods quickly. If you are selling over the web, UPS COD is ideal for your customers who are wary of paying over the internet. UPS accepts COD shipments for delivery within the EU, Liechtenstein, Norway and Switzerland. The payment collected is normally remitted to you within a week after delivery of your goods. The UPS COD service is available to customers using UPS WorldShip communicating version, or host-to-host EDI systems.</p> <p>Where cash is collected, the maximum amount shall be the local currency equivalent of USD 5,000 per receiver per day. Some exceptions apply. Where a cheque is collected, the maximum amount is the local currency equivalent of USD 50,000.</p>	<p>For each COD shipment, 1% of the amount collected or a minimum of EUR 15,00 in addition to the shipping costs.</p>

#### Note

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

## How can UPS help return my goods?

### UPS Returns

Your goods can come back as easily as they go. Whether you need to return a shipment to a nearby city, within Europe or across the globe, UPS Returns can make a significant difference by meeting a complete range of reverse logistics needs and simplifying the process

Service	Description	Fee
<b>UPS Returns Plus</b>		
<b>UPS 1 Attempt Returns Plus™</b>	Allows you to request a collection for the prompt return of a package from 34 countries worldwide. The UPS driver will take the return label to your customer's collection address. With UPS 1 Attempt Returns Plus, if the driver cannot collect the package on the first attempt, the label will be left for your customer to simply apply to their package and arrange collection with UPS. For service availability please see notes below.	UPS 1 Attempt Returns Plus: EUR 4,50 per package in addition to the relevant receiving shipping costs.
<b>UPS 3 Attempts Returns Plus™</b>	Allows you to request a collection for the prompt return of a package from 34 countries worldwide. The UPS driver will take the return label to your customer's collection address. If the package cannot be picked up on the first attempt, we will attempt to pick up the package on each of the next two business days. If the package cannot be picked up after the third attempt, the UPS driver will take the label back. For service availability please see notes below.	UPS 3 Attempts Returns Plus: EUR 6,05 per package in addition to the relevant receiving shipping costs.
<b>UPS Returns</b>		
<b>UPS Prints and Posts Return Label</b>	UPS prints and posts the labels for you in 45 countries worldwide. This is suitable for a variety of circumstances such as product recalls. Once applied, your customer can arrange collection with UPS. For service availability please see notes below.	EUR 3,25 per package in addition to the relevant receiving shipping costs.
<b>UPS Print Return Label</b>	Enables you to generate a label and include it in an outbound shipment to over 100 countries worldwide. You may also distribute the labels separately after your shipment has been sent. Your customer then simply applies the label to their package and arranges collection with UPS. For service availability, please call UPS on 21803669 or visit <a href="http://www.ups.com">www.ups.com</a> .	Free of charge aside from relevant receiving shipping costs.
<b>UPS Electronic Return Label</b>	Allows you to e-mail a return label to customers in over 100 countries who have items for return. Your customer can then print the return label and a receipt before arranging collection with UPS. For service availability, please call UPS on 21803669 or visit <a href="http://www.ups.com">www.ups.com</a> .	EUR 1,15 per package in addition to the relevant receiving shipping costs.
<b>UPS Authorised Return Service<sup>SM</sup></b>	A contractual service designed for high volume shippers who return products with a similar size, weight or value, such as printer cartridges. It enables you to order pre-printed return labels from UPS so that you can either include these in your forward shipments or mail separately. Your customer then simply applies the label to the package and arranges a collection with UPS.	A contractual service.

#### Notes

- UPS shipping systems will allow you to produce a commercial invoice along with the label for international returns
- Shipments to or from countries outside the EU require both a return label and a commercial invoice in order for the shipment to pass smoothly through Customs. Regulations and requirements for documentation for individual commodities vary from country to country. It is essential to review commodity-specific documentation stipulations for both the country of origin and the country of destination. Depending on the commodity and its use, special licensing and notations for accompanying documentation may be required
- If the international shipment is returned to a different country than where the requesting party resides, a customer contract will be required.
- UPS Returns Plus Service is available for collection in the EU plus the following countries:
  - Canada
  - Liechtenstein
  - Mexico
  - Norway
  - Puerto Rico
  - Switzerland
  - United States
- UPS Prints and Posts Return Label is available for retrieving goods within the EU plus the following countries:
  - Australia
  - Brazil
  - Canada
  - China
  - Hong Kong
  - India
  - Japan
  - Liechtenstein
  - Malaysia
  - Mexico
  - Norway
  - Philippines
  - Puerto Rico
  - Singapore
  - South Korea
  - Switzerland
  - Thailand
  - United States

## What optional services are available from UPS?

Service	Description	Fee
<b>Declared value charge for carriage</b>	UPS's liability is limited as summarised on pages 26-27. 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 the "Terms and Conditions" on page 28 for more information.	1% of the value of the goods declared for carriage or a minimum of EUR 4,50 will be charged for this service.
<b>Saturday delivery</b>	UPS operates a scheduled Saturday delivery service for UPS Express shipments to selected destinations. This service comes with all the features you would expect from UPS, including full electronic tracking and proof of delivery. Please contact your UPS Customer Service Centre on 21803669 for destinations served.	EUR 20,00 per delivery will be charged, in addition to shipping costs.
<b>Signature Required</b>	Normally, UPS requires the signature of the receiver for all deliveries. As an exception, deliveries in the United States are allowed on "Driver Release" (delivery in a pre-determined location in the receiver's premises without the need for a delivery signature). Use "Signature Required" to prevent the use of "Driver Release" in the United States.	Free of charge.
<b>Adult Signature Required</b>	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 page 24) or goods you would prefer an adult to receive. This service is only available through WorldShip.	EUR 2,60 per shipment will be charged.

## What other UPS services are available?

### UPS World Ease™

#### UPS World Ease

UPS World Ease enables you to group several shipments destined for one country into one 'master' shipment to enable consolidated customs clearance, using a single importer of record. Available on a contractual basis for exports to 50 countries in North America, Europe (outside the EU), South America, the Middle East, the Far East and Africa to customers using UPS WorldShip or a host-to-host system.

UPS World Ease provides:

- Defined time-in-transit
- Improved tracking visibility throughout the shipment
- No unexpected charges - defined billing
- Full integration with your in-house systems
- Pre-determined Port of Entry.

Visit [www.ups.com](http://www.ups.com) for full details or contact your UPS representative.

#### Note

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

## What additional costs might apply to your shipment?

Charge	Description	Fee
<b>Fuel surcharge</b>	<p>In the event of a change in the price of fuel, UPS may add or modify a surcharge on rates of such an amount as it may reasonably consider reflects the consequential increase in its direct operating cost.</p> <p><b>Express Services Fuel Surcharge</b> UPS uses an index-based surcharge based on the Rotterdam Jet Fuel Prices reported by the U.S. Department of Energy for the month that is two months prior to the adjustment.</p> <p>This charge applies to transport charges and the following additional services:</p> <ul style="list-style-type: none"> <li>• Saturday delivery</li> <li>• Extended area delivery and collection</li> </ul>	This surcharge is reviewed monthly. The latest details concerning any fuel surcharge applicable are set out on <a href="http://www.ups.com">www.ups.com</a> .
<b>Extended area collection and delivery service</b>	<p>UPS provides a collection and delivery service in extended (remote) areas as well as urban areas. An additional charge applies for each shipment that is collected and/or delivered in an extended area.</p> <p>For information about whether a specific location is in an extended area, please refer to <a href="http://www.ups.com">www.ups.com</a>. Go to 'Support', click on 'Calculate Time and Cost' and then 'Zone and Rate Charts'.</p>	For international shipments a charge of EUR 0,38 per kg or a minimum of EUR 18,00 per shipment whichever is the greater will be made in addition to the shipping charges.
<b>Receiver/third party refuses to pay</b>	This charge applies when the shipper selects the receiver or third party to pay the shipping charges and the bill-to party refuses to pay.	EUR 10,65 per shipment will be charged to the shipper, in addition to the shipping charges and other amounts payable when non-payment occurs.
<b>Address correction</b>	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.	EUR 7,00 per shipment will be billed to the shipper in addition to the shipping costs.
<b>Missing or invalid account number fee</b>	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 EUR 10,65 per shipment is billed back to the shipper as a processing fee.
<b>Late payment</b>	We will send you an invoice for the services we have provided. The invoice will stipulate a date for payment. If we do not receive payment on or before that date, we reserve the right to charge you interest. The rate of interest (determined by prevailing rates) is indicated on the invoice.	
<b>Additional handling service</b>	<p>This service is designed to accommodate customers with irregular packages that require extra manual handling in UPS operations.</p> <p>Irregular packages include:</p> <ul style="list-style-type: none"> <li>• Any article including tyres that is not fully encased in an outside shipping container</li> <li>• Any article that is encased in an outside shipping container made of metal or wood</li> <li>• Cans or pails that are not fully encased in a shipping container made of corrugated cardboard</li> <li>• Any package that exceeds 150cm in length</li> <li>• Any article that is enclosed in a plastic wrapping or bag, excluding the UPS Express Pak</li> <li>• Any article that is encased in a cylindrical container.</li> </ul>	EUR 3,05 per package will be billed, in addition to the shipping costs.
<b>Special handling of undeliverable shipments</b>	<p>For all shipments to the EU, if UPS has taken measures to try to deliver the shipment but has been unsuccessful, the shipment will be automatically returned via UPS Standard Service (where available).</p> <p>For all shipments where the receiver is to pay the shipping charges and all shipments outside the EU, UPS will contact the shipper and process the shipment accordingly.</p>	<p>Free of charge.</p> <p>EUR 4,75 per undeliverable shipment will be charged in addition to the transport costs.</p>
<b>Currency conversion</b>	Charges to a payor's account in a foreign currency will be converted to the payor's currency using a weekly exchange rate secured through Major Money Centre Banks.	In addition, an exchange fee equal to 0.75% of the amount converted will apply.
<b>Duty and Tax forwarding charge</b>	For shipments outside the EU when the payor of duties and taxes is not located in the destination country.	<p>Billed to the party who pays the shipping charges.</p> <p>EUR 16,00</p>

### Note

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

## Section 5: UPS reference information, including UPS Terms and Conditions of Carriage

This section contains information on:

- Billing options
- Prohibited articles and service restrictions
- Money-back guarantee
- Liability
- Terms and Conditions of Carriage

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## What billing is possible?

UPS has a number of different billing options so that each business can choose the option that suits them best. Please consult our at-a-glance guide to billing options below to see what works best for you

What	Who pays	Coverage	Comments
Shipping charges	Shipper	All destinations.	<ul style="list-style-type: none"> <li>• Sending rates will apply.</li> </ul>
	Receiver	All origins.	<ul style="list-style-type: none"> <li>• Receiving rates of the destination country will apply.</li> <li>• For all shipments, the shipper or the receiver requires a valid account number.</li> <li>• If no valid receiver account number is provided, UPS will search for the account number. The Missing or Invalid Account Number Fee will be applied whether or not the account is found.</li> </ul>
	Third Party located in <ul style="list-style-type: none"> <li>• Shipper Country</li> <li>• Receiver Country</li> <li>• Third Country</li> </ul>	All origins and destinations.	<ul style="list-style-type: none"> <li>• Sending rates will apply unless the third party is located in the receiver country.</li> <li>• A valid UPS account number is required.</li> <li>• For shipments within the EU, the third party must be located in the EU. In addition, the third party must have a valid VAT ID unless located in the shipper country.</li> </ul>
Duties and Taxes	Shipper	Available for shipments outside the EU or goods not in free circulation within the EU.	<ul style="list-style-type: none"> <li>• A valid UPS account number is required.</li> <li>• Not applicable to letter and documents shipments (no commercial value).</li> </ul>
	Receiver	Available for shipments outside the EU or goods not in free circulation within the EU.	<ul style="list-style-type: none"> <li>• Not applicable to letter and documents shipments (no commercial value).</li> </ul>
	Third Party located in <ul style="list-style-type: none"> <li>• Shipper Country</li> <li>• Receiver Country</li> <li>• Third Country</li> </ul>	Available for shipments outside the EU or goods not in free circulation within the EU.	<ul style="list-style-type: none"> <li>• A valid UPS account number is required.</li> <li>• Not applicable to letter and documents shipments (no commercial value).</li> </ul>

### General information

UPS reserves the right to withhold delivery against payment in appropriate circumstances.

Invoice validity period: All invoices shall be deemed to be accepted as issued, unless requests for invoice adjustments are received in writing by UPS within 90 days from the invoice date.

Please contact the UPS Customer Service Centre on 21803669 for the billing options available for your shipment location.

## Prohibited articles and service restrictions

### Prohibited articles

The following articles are prohibited from shipment to all countries served by UPS (except by specific contract):

- Alcoholic beverages
- Animal skins (non-domesticated)
- Articles of exceptional value (e.g. works of art, antiques, precious stones, gold and silver)
- Dangerous goods/Hazardous materials (following IATA regulations for Express and Expedited and following ADR regulations for Standard)
- Firearms
- Furs
- Ivory and ivory products
- Jewellery and watches (other than costume jewellery and costume watches) exceeding USD 500 or local currency equivalent per package<sup>1</sup>
- Live animals
- Money, negotiable items and pre-paid cards
- Perishable goods
- Personal effects (except: to the USA from all locations)
- Plants
- Pornographic materials
- Seeds
- Tobacco and tobacco products
- Unaccompanied baggage

Personal effects in general include items owned by the shipper, intended for his or her personal use and owned for at least 6 months. The exact definition of personal effects (which is based in applicable customs rules) varies from country to country. Please consult [www.ups.com](http://www.ups.com) for more information.

Unaccompanied baggage means suitcases, carry bags, backpacks, brief cases and other similar luggage items, regardless of content (except that they may be shipped if empty, unlocked and properly packaged in accordance with UPS guidelines).

Also prohibited are: goods moving under ATA Carnet and all temporary exports and imports; goods moving under FCR, FCT and CAD (Cash Against Document); shipments with inherent vice, which by their nature are likely to soil, impair or damage persons, merchandise or equipment; goods, the carriage of which is prohibited by law in the country of origin, transit or destination (e.g. ivory and ivory products), goods which attract excise duty (e.g. spirits) or which require special facilities, safety precautions or permits. Under applicable law, certain goods may be transported only under prescribed conditions and certain goods are prohibited from transportation by air (e.g. liquids in glass containers).

It is the shipper's responsibility to comply with current government regulations or laws applicable in each country. Shipments are subject to inspection and possible delay by customs or representatives of other government authorities.

We reserve the right to refuse or suspend transportation of any package which does not set out contact details for shipper and receiver and of goods which, in our opinion, are not practicable for transportation or are not adequately described, classified or packed and labelled in a manner suitable for transportation and accompanied by necessary documentation.

We will not transport any goods which are prohibited by law or regulation of any federal, state or local government in the origin or destination countries or which may breach any applicable export, import or other laws or endanger the safety of our employees, agents and subcontractors or the means of transportation or, which in our opinion, soil, taint or otherwise damage other goods or equipment or which are economically or operationally impractical to transport.

<sup>1</sup> Costume jewellery and costume watches: jewellery and watches for which the retail price is lower than USD 150 per item and which do not contain precious metal(s) and/or stone(s)

### Dangerous Goods

UPS adheres to the air transportation regulations outlined by the International Air Transport Association (IATA) and to the road transportation regulations outlined by the UN ADR and does not accept Dangerous Goods in its system – nationally or internationally. Local national regulations also apply for road transport.

Businesses which ship Dangerous Goods without appropriate labelling, documentation and packaging can face significant financial and legal penalties.

It is also important to remember the following when shipping with UPS:

- 1 If you are reusing packaging or cartons, please ensure that all old labelling is removed. Any Dangerous Goods labels on a package will cause the shipment to be held and inspected, causing service delays and inconvenience to you and your customer.
- 2 If you are shipping goods that could be potentially seen as Dangerous Goods but are not – because of their unusual name, appearance etc, it is advantageous to clearly declare on the shipping documentation that the goods are 'not classified as Dangerous Goods'. This will ensure the shipment is not delayed unnecessarily. Any misdeclaration may lead to significant penalties for the shipper.

### Service restrictions

UPS does not deliver to P.O. Box numbers.

The maximum value or declared value per package is USD 50,000 or local currency equivalent.

The maximum value or declared value per package of jewellery and watches (other than costume jewellery and costume watches<sup>1</sup>) is USD 500 or local currency equivalent.

Contact your UPS Customer Service Centre on 21803669 for the local currency equivalent.

COD service is provided within the EU, Liechtenstein, Norway and Switzerland. The maximum COD amount that can be collected is USD 50,000 or local currency equivalent per package for cheque transactions.

The maximum amount of cash UPS will accept from a single consignee for a single shipper is USD 5,000 or local currency equivalent per day (maximum EUR 750 in France).

The maximum value or declared value per package for a UPS 1 Attempt Returns Plus shipment is USD 1,000 and for a UPS 3 Attempts Returns Plus shipment USD 50,000 or local currency equivalent.

### Weight and size limits

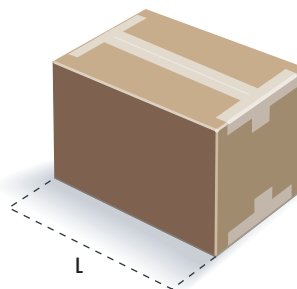
There is no limit to the total shipment weight or number of packages in a multiple-package shipment.

The maximum weight (actual and dimensional weight) per package is 31.5kg\*.

The maximum length per package is 270cm.

The maximum size per package is 330cm in length and girth combined.

Length is the longest side of a package or object.



Girth is defined as  $(2 \times \text{Width}) + (2 \times \text{Height})$ .



<sup>1</sup> Costume jewellery and costume watches: jewellery and watches for which the retail price is lower than USD 150 per item and which do not contain precious metal(s) and/or stone(s)

\* The maximum weight per package may vary by destination. Please contact your UPS Customer Service Centre on 21803669 for details.

## UPS money-back guarantee

### Money-back guarantee

For certain services and selected destinations UPS offers a free money-back guarantee on the shipping charges. To find out if it applies to your shipment, go to 'Calculate Time and Cost' in either the Shipping or Support section at [www.ups.com](http://www.ups.com) and key in your shipping details. Alternatively, it can be obtained by contacting your local UPS Customer Service Centre on 21803669. Where the money-back guarantee operates, if we fail to attempt delivery within the applicable time period, we will, on request, refund or credit you (or any other person who paid for the carriage) with the shipping charges (or, in the case that only some of the packages in a multiple package shipment fail to meet the applicable time limit, the proportionate part of the shipping charges relating to those packages), net of any surcharges, VAT, duties, taxes or levies, provided that the following conditions are fulfilled:

- a) shipping documentation (including labels) must have been correctly completed and the relevant package must bear the paper labels produced by UPS online shipping solutions or otherwise in accordance with the UPS packaging guidelines;
- b) any other documentation required by the country of origin or destination or any country of transit must be fully and accurately completed and included with the package;
- c) if applicable, the package must bear a Saturday delivery routing label (for destinations to which this service is available);
- d) the shipment must have been tendered to UPS on or before the latest collection time specified by us for guaranteed delivery;
- e) you must have notified your request for claim to UPS in writing or by telephone within 15 days from the date of the scheduled delivery and advised us of the receiver's name and address, date of shipment, package weight and the UPS tracking number.

The guarantee does not apply when late delivery results from the package not complying with the restrictions and conditions set out in paragraph 3.1 of our Terms and Conditions of Carriage, from events beyond our control (as set out in paragraph 6 of our Terms and Conditions of Carriage) or due to any suspension of carriage or return of a package as provided for in paragraph 3.3 of our Terms and Conditions of Carriage or the exercise of any lien by UPS in accordance with our Terms and Conditions of Carriage.

For the avoidance of doubt, the liability of UPS under the money back guarantee is limited to the above and the guarantee does not otherwise constitute any form of undertaking or representation that the shipment will arrive by any particular time.

# Liability

## Liability for loss, damage or delay

The following is a summary for information purposes of certain relevant provisions of the UPS Terms and Conditions of Carriage. The full terms are set out on pages 28-29 and prevail in case of inconsistency with the present summary.

### International Carriage:

Where carriage is international, international conventions may apply: in particular the Warsaw or Montreal Convention in the case of carriage by air and the CMR Convention in the case of carriage by road. The national laws of some countries may also extend the rules of such conventions to purely domestic carriage.

Where they apply, the rules of the Warsaw, Montreal and CMR Conventions govern and in most cases will limit our liability for loss, damage or delay to a shipment.

- the Warsaw and Montreal Convention limit is usually 17 Special Drawing Rights<sup>1</sup> (SDR's) per kilogram of the goods affected
- the CMR Convention limit is 8.33 SDR's per kilogram (but restricted to the amount of the carriage charges in the case of delay).

### Other Carriage:

Where Convention rules do not apply, we will only pay compensation for loss, damage or delay of a package caused by our negligence and only up to a maximum of the local currency equivalent of USD 100 per shipment, subject (as in all cases) to proof of loss. See our terms and conditions for further information.

You may obtain the benefit of a greater limit of liability by declaring a higher value for carriage on the UPS shipping documentation and paying a corresponding additional charge. If you declare a higher value for carriage and pay the applicable charge, then UPS's liability shall be limited to proven damages not exceeding the sum so declared (see under 'Optional services').

The value of the goods concerned shall not in any event exceed USD 50,000 (USD 500 in the case of jewellery or watches other than costume jewellery or costume watches) or its local currency equivalent per package in a shipment, as UPS does not offer carriage for goods with values above these amounts.

Except when Convention rules or other mandatory laws apply and require otherwise, we will not pay compensation for purely economic losses (such as loss of profits, loss of business opportunities or loss of revenue resulting from loss of use), even if a value has been declared for carriage in respect of the relevant shipment. We will also not be liable for any damage to or loss of packaging.

**Any claim against UPS must be notified to us in writing as soon as possible and also within any specific time limit set out in our terms and conditions. In certain circumstances, Convention rules (if applicable) may permit a claim to be pursued against UPS outside these periods.**

In addition to the above, any legal proceedings in respect of a shipment must be commenced and served on us within eight months of delivery or (in the case of non-delivery) of the due date for delivery. If the Warsaw, Montreal or CMR Conventions apply, there are longer time limits for the commencement of legal proceedings: in summary, 2 years in the case of the Warsaw and Montreal Conventions and 1 year (3 years if there is wilful misconduct on UPS's part) in the case of the CMR Convention.

<sup>1</sup> A Special Drawing Right is a unit of account adopted by the International Monetary Fund. The current value of an SDR is regularly published in major financial newspapers.

# UPS Terms and Conditions of Carriage

This is the current version as at the date of publication of this Guide. The latest version, which shall always be the applicable one for new shipments, may be found at [www.ups.com](http://www.ups.com) or obtained from a UPS Office.

## 1. Introduction

- A. These terms and conditions ("terms") set out the basis on which UPS will transport packages, documents and envelopes ("packages"). These terms are supplemented by the current applicable UPS Service and Tariff Guides ("the Guides"). The Guides contain important details about the services of UPS which the shipper should read and which form part of the agreement between UPS and the shipper.
- B. The term "UPS" will mean and the shipper's contract will be with the UPS authorised service contractor, or the UPS entity if existing, in the country where the shipment is presented for carriage, who may be contacted c/o 5 Avenue Ariane, 1200 Brussels, Belgium (although this shall not be taken in itself as choosing domicile or conferring jurisdiction on any court). That company will also be the (first) carrier of the goods for the purposes of the Conventions referred to in paragraph C.
- C. Where carriage by air involves an ultimate destination or stop outside the country of origin the Warsaw Convention may apply. The Warsaw Convention governs and in most cases limits the liability of carriers in respect of loss of or damage or delay to cargo. (For the purpose of these terms the phrase "the Warsaw Convention" means (i) the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw on 12th October 1929 or (ii) that Convention as amended or supplemented by any protocol or supplementary convention or (iii) the Montreal Convention 1999, whichever is applicable.) Notwithstanding any clause to the contrary, international carriage by road may be subject to the provisions of the Convention on the Contract for the International Carriage of Goods by Road signed at Geneva on 19th May 1956 ("the CMR Convention").
- D. A shipment may be carried via any intermediate stopping places that UPS deems appropriate UPS may engage sub-contractors to perform services and contracts both on its own behalf and on behalf of its servants, agents and sub-contractors each of whom shall have the benefit of these terms.
- E. In these terms, "Waybill" shall mean a single UPS waybill/consignment note or the entries recorded against the same date, address and service level on a pick-up record. All packages covered under a Waybill shall be considered a single shipment.

## 2. Scope of Service

Unless any special services are agreed, the service to be provided by UPS is limited to the pick up, transportation, customs clearance where applicable and delivery of the shipment. The shipper acknowledges that shipments will be consolidated with those of other shippers for transport and that UPS may not monitor the inbound and outbound movement of individual shipments at all handling centres.

UPS is not a common carrier and reserves the right in its absolute discretion to refuse carriage to any package tendered to it for transportation.

## 3. Conditions of Carriage

This section sets out various restrictions and conditions which apply to the carriage of packages by UPS. It also explains what the consequences are of the shipper presenting packages for carriage which do not meet these requirements.

### 3.1 Service Restrictions and Conditions

Packages must comply with the restrictions in paragraphs (i) to (iv) below.

- (i) Packages must not weigh more than 31.5 kilograms (or 70 lbs) or 70 kilograms (or 150 lbs) (depending on the country where the shipment is presented to UPS for carriage and the country of destination, as specified in the Guides) or exceed 270 centimetres (or 108 inches) in length or a total of 330 centimetres (or 130 inches) in length and girth combined.
- (ii) The value of any package may not exceed the local currency equivalent of USD 50,000. In addition the value of any jewellery and watches, other than costume jewellery or costume watches, in a package shall not exceed the local currency equivalent of USD 500.
- (iii) Packages must not contain any of the prohibited articles listed in the Guides including (but not limited to) articles of unusual value (such as works of art, antiques, precious stones, stamps, unique items, gold or silver), money or negotiable instruments (such as cheques, bills of exchange, bonds, savings books, pre-paid credit cards, share certificates or other securities), firearms and dangerous goods.
- (iv) Packages must not contain goods which might endanger human or animal life or any means of transportation, or which might otherwise taint or damage other goods being transported by UPS, or the carriage, export or import of which is prohibited by applicable law.

The shipper shall be responsible for the accuracy and completeness of the particulars inserted in the Waybill and for ensuring that all packages set out adequate contact details for the shipper and receiver of the package and that they are so packed, marked and labelled, their contents so described and classified and are accompanied by such documentation as may (in each case) be necessary to make them suitable for transportation and to comply with the requirements of the Guides and applicable law. Unless a different service level is clearly selected on the Waybill or other applicable UPS shipping documentation, shipments will be carried under the Express service (where available to the selected destination) and all applicable charges will be calculated accordingly.

The shipper guarantees that all packages presented for carriage under these terms comply with the restrictions in paragraphs (i) to (iv) above and have been prepared in secure premises, by him (in the case of an individual shipper) or by reliable staff employed by him and have been protected against unauthorised interference during their preparation, storage and transportation to UPS. UPS relies on this guarantee in accepting any package for carriage hereunder. Any other packages are excluded from carriage.

- 3.2 Perishable and temperature sensitive goods will be transported provided that the shipper accepts that this is at its risk. UPS does not provide special handling for such packages.

### 3.3 Refusal and Suspension of Carriage

- (i) If it comes to the attention of UPS that any package does not meet any of the above restrictions or conditions or that any COD amount stated on a COD Waybill exceeds the limits specified in paragraph 8, UPS may refuse to transport the relevant package (or any shipment of which it is a part) and, if carriage is in progress, UPS may suspend carriage and hold the package or shipment to the shipper's order.
- (ii) UPS may also suspend carriage if it cannot effect delivery at the third attempt, if the receiver refuses to accept delivery, if it is unable to effect delivery because of an incorrect address (having used all reasonable means to find the correct address) or because the correct address is found to be in another country from that set out on the package or Waybill or if it cannot collect amounts due from the receiver on delivery.
- (iii) Where UPS is entitled to suspend carriage of a package or shipment, it is also entitled to return it to the shipper at its own discretion.

- 3.4 The shipper will be responsible for the reasonable costs and expenses of UPS (including storage), for such losses, taxes and customs duties as UPS may suffer and for all claims made against UPS because a package does not meet any of the restrictions, conditions or representations in paragraph 3.1 above or because of any refusal or suspension of carriage or return of a package or shipment by UPS which is allowed by this paragraph 3. In the case of the return of a package or shipment, the shipper will also be responsible for paying all applicable charges calculated in accordance with the prevailing commercial rates of UPS.

- 3.5 If the shipper tenders to UPS a package which fails to comply with any of the restrictions or conditions in paragraph 3.1 above without UPS' express written consent, UPS will not meet any loss howsoever arising which the shipper may suffer in connection with the carriage by UPS of such package (regardless of whether that failure to comply has caused or contributed to the loss and notwithstanding any negligence, except wilful misconduct, of UPS or any negligence, including wilful misconduct, of its employees, contractors or representatives) and, if UPS does suspend carriage for a reason allowed by these terms, the shipper shall not be entitled to any refund on the carriage charges it has paid. UPS may bring a claim in respect of such non-compliance.

- 3.6 If, having suspended carriage of a package or shipment in accordance with these provisions, UPS is unable within a reasonable time to obtain the shipper's instructions on disposition of the package or shipment, or to identify the shipper or any other person entitled to the goods (having if necessary opened the package), UPS shall be entitled to destroy or sell the package or shipment, at its absolute discretion. The proceeds of any such sale shall first be applied to any charges, costs or expenses (including interest) outstanding in respect of the package or shipment or otherwise from the shipper concerned. Any balance shall be held to the shipper's order.

- 3.7 UPS reserves the right, but is not obliged, to open and inspect or scan by means of x-ray any package tendered to it for transportation at any time.

## 4. Customs Clearance

- 4.1 Where a package requires customs clearance, it is the shipper's responsibility to provide complete and accurate documentation for the purpose but UPS will unless instructed otherwise act as the shipper's agent in obtaining customs clearance. Provided that, in the case of shipments whose points of despatch and destination are both within the same customs area, UPS will only perform customs clearance if instructed to do so. The shipper also agrees that UPS may be considered as being the receiver of the package for the sole purpose of appointing a customs broker to carry out any customs clearance.

- 4.2 If any duties, taxes, penalties, charges or expenses are imposed or incurred as a result of any action by the customs authorities or as a result of any failure by the shipper or the receiver to provide correct documentation or any permits or licences required in connection with carriage, the receiver will initially be charged by UPS with payment and, if UPS cannot collect payment from the receiver on request, it will be the shipper's responsibility to pay to UPS the amount in question.

## 5. Payment

- 5.1 The rates for carriage and other services are set out in the Guides and unless paid before shipment, all charges must be paid within 7 days of receipt of invoice or within such other period as the shipper may have agreed in writing with UPS. UPS may verify the actual and/or dimensional weight of packages and, if greater than the declared weight, invoice on such basis. Unless proved otherwise, an invoice shall be considered for this purpose to have been received three business days following the date of invoice.
- 5.2 If UPS is required to pay any taxes, duties or levies on behalf of the shipper, receiver or some other party, and UPS is unable to recover such amount on request from the relevant person, that amount will be payable by the shipper on demand. This also applies in cases where the receiver or, in the case of third party billing, the third party fails to pay any charges which they are due to pay.
- 5.3 Any sum payable to UPS which is overdue will bear interest at a rate of 2% above the interbank overnight lending rate applicable on the due date in the country where the package is presented to UPS for carriage from the due date to the date UPS receives payment whether before or after judgment. In addition, UPS reserves the right to charge a late payment administration fee up to a maximum of the local currency equivalent of 15 EUR per invoice.
- 5.4 If any sum is not paid by the shipper, receiver or some other party under these terms, UPS may hold any packages it is carrying until it receives payment in full or may sell such packages and use the proceeds to make good the debt to it in accordance with applicable local law. Any unpaid balance will remain payable.
- 5.5 UPS' rates for carriage set out in the Guide are calculated only for the carriage of packages which do not exceed in value the local currency equivalent of USD 50,000. In the event that UPS becomes aware that it has carried a package without UPS' express written consent, exceeds this value, then, in addition to the otherwise applicable rates and charges and any other remedies under these terms, an additional carriage charge equivalent to 5% of the value of the package in excess of USD 50,000 is applicable.

#### 6. Interruption of Service

If UPS is unable to start or continue with carriage of the shipper's package for a reason beyond its control, UPS will not be in breach of its agreement with the shipper but UPS will take all steps that are reasonably practicable in the circumstances to commence or continue the carriage. Examples of events beyond UPS' control are disruption to air or ground transportation due to bad weather, fire, flood, war, hostilities, civil disturbances, acts of government or other authorities (including without limitation, customs) and labour disputes or obligations affecting UPS or some other party.

#### 7. Money Back Guarantee

For certain services and destinations, UPS offers a money back guarantee on the shipping charges. Details of its applicability, terms and conditions and of the corresponding delivery and latest pick up time for the relevant service and destination are as set out in the Guides and on the UPS website ([www.ups.com](http://www.ups.com)) each as current at the time the goods are accepted for carriage and can also be confirmed by contacting the shipper's local UPS call centre. For the avoidance of doubt, the liability of UPS under the money back guarantee is limited to the above and the guarantee does not otherwise constitute any form of undertaking or representation that the shipment will arrive by any particular time.

#### 8. Collect on Delivery (COD)

For certain destinations as advised by the local UPS call centre, UPS offers a COD service on payment of an additional charge as set out in the Guides. If the shipper makes use of this service, subject to the provisions set out below (including those relating to currency conversion) UPS will collect on behalf of the shipper the COD amount stated on the Waybill.

COD amounts must be specified on the Waybill in either EUR or, if different, the currency of the country of destination. Where any of the COD amounts specified on the Waybill, collected from the receiver and/or paid to the shipper are in different currencies from each other, the conversion(s) will be made at such exchange rate(s) as UPS may reasonably determine.

UPS does not accept responsibility for any currency exchange risks.

8.1 Cash COD – Where UPS is instructed on the Waybill in accordance with applicable UPS guidelines to accept cash only, UPS will collect only cash, in the currency of the country of destination. Where cash is collected, the maximum amount collectible in that form on behalf of a shipper shall be the local currency equivalent of USD 5,000 per receiver per day. Notwithstanding the foregoing, for COD shipments to receivers located in France, the maximum amount collectible in cash on behalf of a shipper is EUR 750 per receiver per day. Further limitations may apply in certain countries from time to time; details of such limitations will be set out either in the Guides or at the UPS Website ([www.ups.com](http://www.ups.com)).

If the shipper specifies a COD amount that exceeds these limits, UPS will automatically be entitled to accept cheques for the whole or any part of that amount.

8.2 Cheque COD – If the Waybill does not clearly (and in accordance with applicable UPS guidelines) instruct UPS to accept only cash, UPS may accept payment either in cash (subject to the restrictions in section 8.1) or by any kind of cheque made out to the shipper that is recognised in the country of destination of the shipment. Where UPS accepts cheques the maximum amount collectible in any form shall not exceed the equivalent of USD 50,000 per package. Where UPS is permitted to accept a cheque, it may collect a cheque denominated in either EUR or, if different, the local currency of the country of destination.

8.3 Payment of Collected COD Amounts – Where UPS collects cash, UPS will pay to the shipper an equivalent amount in the local currency of the country where the shipment was presented to UPS for transportation. UPS may make such payments of COD amounts by either wire transfer to any bank account notified to UPS by the shipper or issuing a cheque in favour of the shipper.

Any cheques in favour of the shipper, issued either by UPS as set out above or by the receiver and collected by UPS pursuant to Section 8.2, may either be forwarded to the shipper by regular mail at the shipper's risk or handed over to the shipper or to any other person appearing to have authority to accept the cheque on the shipper's behalf.

8.4 In the event of non-receipt by the shipper of COD amounts, the shipper must notify UPS in writing within 45 days of the date of delivery of the package concerned.

8.5 The shipper will indemnify UPS for all losses, expenses or any claims made against UPS by the receiver or a third party, arising where UPS does not deliver a package because the receiver does not pay the COD amount in the appropriate form or refuses to accept the package.

8.6 The liability of UPS in respect of the amount to be collected shall not exceed either the applicable maximum amount collectible under these terms or the COD amount indicated on the Waybill, whichever is the lesser. Further, the COD amount shall not in any event exceed the value of the goods at their destination plus applicable carriage charges. For the avoidance of doubt, a COD amount does not constitute declaration of a value for the purpose of paragraph 9.4 or otherwise and therefore shall not affect the liability of UPS for any loss, damage or delay to the goods themselves.

UPS does not accept any responsibility for any dishonest or fraudulent acts on behalf of the receiver including, but not limited to, presenting a fraudulent cheque or one which is later dishonoured, or for cheques incorrectly completed by the receiver.

#### 9. Liability

9.1 Where the Warsaw or CMR Conventions or any national laws implementing or adopting these conventions apply (for convenience referred to as Convention Rules) or where (and to the extent that) other mandatory national law applies, the liability of UPS is governed by and will be limited according to the applicable rules.

9.2 Where Convention Rules or other mandatory national laws do not apply, UPS will only be liable for failure to act with reasonable care and skill and its liability shall be exclusively governed by these terms and (save in the case of personal injury or death) limited to proven damages of the local currency equivalent of USD 100 per shipment, unless a higher value has been declared by the shipper under paragraph 9.4 below.

9.3 If the claimant (or any person from whom he derives his right to claim) has caused or contributed to any loss, damage or delay to a shipment or package, any liability UPS may incur in respect thereof (limited as above) may be reduced or extinguished in accordance with the law applicable to such contributory negligence.

9.4 Subject to the provisions of paragraph 9.5, the shipper may obtain the benefit of a greater limit of liability than UPS provides under paragraph 9.2 above or than may be provided by Convention Rules or other mandatory national law. The shipper may do so by declaring a higher value on the Waybill and paying an additional charge as stated in the Guides. If the shipper declares a higher value for carriage and pays the applicable charge, then UPS's liability shall be limited to proven damages not exceeding the sum so declared. The value of the goods concerned shall not in any event exceed the limits specified in paragraph 3.1(ii).

9.5 Save where Convention Rules or other mandatory national laws require otherwise, UPS does not accept responsibility for purely economic losses, such as the costs of any alternative means of transport, loss of profits, loss of business opportunities or loss of revenue resulting from loss of use, arising from any loss of or damage or delay to a shipment or package, whether or not a value has been declared in respect of the relevant shipment under paragraph 9.4.

UPS shall not be liable for any damage to or loss of any packaging.

#### 10. Delivery

UPS may deliver a shipment to the receiver named on the waybill or to any other person appearing to have authority to accept delivery of the shipment on the receiver's behalf (such as persons at the same premises as the receiver or neighbours of the receiver). UPS may use an electronic device to obtain proof of delivery and the shipper agrees that it will not object to UPS relying on a printed copy of this as evidence merely on the grounds that the information concerned is obtained and stored in electronic form.

Save where Convention Rules or other mandatory national laws require otherwise, UPS accepts no responsibility in any circumstances to suspend carriage, redirect delivery (whether to a different receiver or address from that named on the Waybill) or return a package to its shipper and, in the event that it should attempt but fail to do so, shall have no liability for any losses thereby occasioned.

#### 11. Data Protection

The shipper agrees that UPS and other companies in the UPS group of companies worldwide, including companies in countries which may not have the same level of data protection as the country where the shipment is presented to UPS for carriage, may use any data provided by the shipper to UPS for management analysis and monitoring, the purchase and supply of customer materials, administration of customer accounts and the advertising of services and products provided by UPS companies. The shipper has certain rights under the law (exercisable by contacting UPS) to have access to, rectify, object to the use for direct marketing of, or delete personal data held by UPS about it.

#### 12. Claims Procedure

All claims against UPS must be notified in writing as soon as reasonably practicable and in any event within 14 days of receipt in the case of damage (including partial loss of a shipment) and in the case of delay within 21 days of the goods being placed at the disposal of the person entitled to delivery and in the case of loss within 60 days of the goods being consigned with UPS for carriage. In addition, UPS will have no liability in connection with any shipment unless legal proceedings are brought and written notice of them is given to it within eight months after delivery of the goods concerned or, in the case of non-delivery, within eight months from the scheduled date for delivery. This term shall not affect any rights the shipper may have under Convention Rules or other mandatory national laws.

#### 13. Entire Agreement & Severability

It is the intention of UPS that all the terms of the contract between it and the shipper are contained in this document and in the Guides. If the shipper wishes to rely on any variation to these terms, it must ensure that that is recorded in writing and signed by the shipper and on behalf of UPS before the shipment is accepted for carriage by UPS. If any part of these terms are not enforceable, this will not affect the enforceability of any other part.

#### 14. Governing Law

These terms shall be governed by the laws of the country where the shipment is presented to UPS for carriage.

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Service

Service

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