

UPS Accessorial Charges

UPS Collect on Delivery Service

UPS offer UPS Collect on Delivery Service for domestic and European destinations.

Service	Description	Features	Fee
UPS Collect on Delivery (COD)*	UPS will attempt to collect cheque or cash payment for your shipment at the time of delivery.	Where cash is collected, the maximum amount is the local currency equivalent of USD 5,000 per receiver per day. Where a cheque is collected, the maximum amount is the local currency equivalent of USD 50,000 per receiver per day. UPS accepts COD shipments for domestic deliveries and for deliveries within the EU, Liechtenstein, Norway and Switzerland. The payment collected is normally remitted to you within a week after delivery of your goods. Not all postal codes in a given country have COD service available. To confirm if your destination is in a COD area, please contact our Customer Service team on 0844 264 8000.	For each COD shipment, 1% of the amount collected or a minimum of £5.26 in addition to the shipping costs.

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Returns

UPS Returns® Your goods can come back as easily as they go. Whether you need a shipment returned from a nearby city within Europe or from across the globe, UPS Returns can simplify the process by meeting a complete range of reverse logistics needs.

Service	Description	Fee
UPS Returns Plus		
UPS 1 Attempt Returns Plus¹	Allows you to request a collection for the prompt return of a package. A UPS driver will make one attempt to collect the return package. If unable to collect the package, our driver will leave the label for your customer. The customer will then apply the label to the package and take it to a UPS location or contact ILG to arrange a collection. For service availability please see notes below.	£1.41 per package (or per pallet for WW Express Freight) in addition to the relevant receiving shipping costs.
UPS 3 Attempts Returns Plus	Allows you to request a collection for the prompt return of a package. The UPS driver will attempt to collect your package for three consecutive business days. If, by the third attempt, the driver is still unsuccessful in collecting the shipment, the label will be returned to UPS and you will have to reprocess the service request. For service availability please see notes below.	£4.00 per package in addition to the relevant receiving shipping costs.
UPS Returns		
UPS Prints and Posts Return Label	UPS prints and posts return labels to your customer. This is suitable for a variety of circumstances such as product recalls. Once applied, your customer can arrange a collection with ILG. For service availability please see notes below.	No charge
UPS Print Return Label	Enables you to generate a label and include it in an outbound shipment to over 135 countries worldwide. You may also distribute the labels separately after your shipment has been sent. Customers then simply apply the label to their package and either bring the package to a UPS-authorised collection point or arrange a collection with ILG.	No charge
UPS Electronic Return Label	Allows you to email a return label to customers in over 135 countries. Your customer can then print the return label and a receipt before either bringing the package to a UPS-authorised collection point or arranging collection with ILG.	No charge

Please note

For domestic return shipments, the entire return process can be handled with just the return label.

There is no contract with the returning party.

Shipments to or from countries outside the UK 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 1 Attempt and UPS 3 Attempts Returns Plus are available for collection in the EU plus the following countries: Canada, Liechtenstein, Mexico, Norway, Puerto Rico, Russia, Switzerland, United States.

Transportation charges for return packages are billed after entering the UPS system. UPS Prints and Posts Return Label, UPS 1 Attempt Returns Plus and UPS 3 Attempts Returns Plus, UPS Returns Exchange and UPS Returns Pack and Collect accessorial fees are billed at the time of request. UPS Print Return Label, UPS Electronic Return Label and Import Control fees are billed after the corresponding package enters the UPS system.

All UPS Returns are subject to ILG's Terms and Conditions of Carriage.

When an on-call collection is requested in Belgium, France, Germany, Italy, the Netherlands, Poland, Spain, or the United Kingdom, for a return with UPS Print Return Label, UPS Electronic Return Label or UPS Prints and Posts Return Label, fees may apply. On-call collection fees are billed to the requestor at the time of request or can be paid in cash upon collection of the return.

Please refer to the "Additional Services and Charges" section for further details.

¹ A charge for the schedule a collection service may apply.

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

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Optional Services

Service	Description	Fee
Declared Value for Carriage	UPS automatically protects every shipment against loss or damage, up to a certain value, as described in Liability. With Declared Value for Carriage, you may increase UPS's limit of liability for proven losses by declaring a higher value for carriage on the UPS shipping documentation. The value of the goods declared shall not in any event exceed USD 50,000 or its local currency equivalent per package.	1% of the value of the goods declared for carriage or a minimum of £9.20.
Book-ins*	Where customers wish, by pre-arrangement, to schedule a specific delivery time, a surcharge will be applied for storing each package or shipment until the time of delivery.	£4.61 per package, subject to a minimum charge of £13.73 per shipment per 24 hours will be billed to the shipper.
Signature Required	Normally, UPS requires the signature of the receiver for all deliveries. As an exception, deliveries in certain countries are allowed on "Driver release" (delivery in a location in the receiver's premises without the need for a signature) or on "Letter box release". Letter box release is a secured release by a service provider which will allow certain residential packages to be left in a safe letter box without a signature. Use Signature Required to prevent the use of "Driver Release" or "Letter Box Release" in applicable countries.	£1.50 per shipment will be charged.
Adult Signature Required	Use Adult Signature Required to prevent minors from accepting deliveries of goods for legal or other reasons. This may apply to alcoholic beverages, tobacco products (see "Shipping prohibited articles on a contractual basis with UPS" on Prohibited articles) or goods you prefer an adult to receive.	£4.30 per shipment will be charged.
Direct Delivery Only	Direct Delivery Only ensures a package is delivered to the address on the shipping label. Packages shipped with Direct Delivery Only may not be rerouted, redirected or delivered to an alternate address. Direct Delivery Only packages are eligible for Driver release or Letter box release at the labelled address. Direct Delivery Only is available for residential and commercial packages.	£2.80 per package will be charged.

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Service	Description	Fee
Residential Delivery Service	UPS provides delivery services to residential addresses as well as business addresses. A residential delivery is one made to a home, including a business operating out of a home, whereby the property or location is also used for private accommodation.	Not applicable for ILG customers.
Address Correction	If a mistake has been made in the address and the correct address is within the same destination country, UPS will make every reasonable effort to find the correct address and deliver the shipment.	Not applicable for ILG customers.
Special Handling of Undeliverable Shipments	For all shipments within the EU and for all domestic shipments, when UPS has taken measures to try to deliver the shipment but has been unsuccessful, UPS will automatically return the shipment by our UPS Standard service (where available). The return charges, which include transportation and fuel costs, will be charged to the shipper, except for undeliverable domestic shipments, in which case the payer of the original costs will be charged. For all shipments outside the EU, UPS will contact the shipper and process the shipment upon instructions. The shipping costs and a surcharge will be charged to the shipper for the processing of each such undeliverable shipment.	Applicable receiving shipping costs. £6.20 per undeliverable shipment will be charged in addition to the shipping costs.
Extended Area and Remote Area Collection and Delivery Service	UPS will apply a surcharge for any collections or deliveries to areas considered an extension of the normal UPS service area. Depending on the ease of accessibility, these locations served are classified as either an extended area or a remote area.	Not applicable for ILG customers.
Receiver/Third Party Refuses to Pay	This charge applies when the shipper selects the receiver or a third party to pay the shipping charges and the bill-to party refuses to pay.	£13.65 per shipment will be charged to the shipper in addition to the shipping charges and other amounts payable when non-payment occurs.
Missing or Invalid Account Number Fee	If the receiver or a third party is selected to pay the shipping charges and the bill-to account is incorrect or missing, UPS searches its records for the correct account number.	Whether or not the account number is found, £11.95 per shipment is billed back to the shipper as a processing fee.
Duty and Tax Forwarding Charge	For shipments outside the UK when the payer of duties and taxes is not located in the destination country.	Not applicable for ILG customers.

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Service	Description	Fee
Additional Handling Charge^{1*}	When additional handling is required, the Additional Handling Charge applies for the following: - Any article that is encased in an outside shipping container made of metal or wood - Any cylindrical item, such as a barrel, drum, pail, or tyre, that is not fully encased in a corrugated cardboard shipping container - Any package with the longest side exceeding 100cm or its second-longest side exceeding 76cm - Any package with an actual weight greater than 25kg - Each package in a shipment where the average weight per package is greater than 25kg and the weight for each package is not specified on the source document or the UPS automated shipping system used. UPS also reserves the right to assess the Additional Handling Charge for any package that, in UPS's sole discretion, requires special handling. The Additional Handling Charge will not be assessed when a Large Package Surcharge is applied.	£5.23 per package will be billed in addition to the shipping costs.
Weekly Service Charge	A UPS driver will visit you once a workday to collect your shipments. A weekly service charge will apply.	No charge
On-call Collection	You can have your shipment picked up from your home or office by scheduling a collection service online at ups.com or by calling 03457 877 877. UPS will pick up all packages with a single collection service request. A collection service may be scheduled for the same day or a future day. On-call collection service charge applies for Electronic Return Label, Print Return Label, and regular or alternate address pickup. Cash payments are available for on-call collection service. Charges differ based on the collection service request type: - Same Day by Phone - Same Day on the Web - Future Day by Phone - Future Day on the Web This charge does not apply to: - A daily customer's established collection hours (see daily collection) - Return package collections included in the UPS 1 Attempt and UPS 3 Attempts Returns Plus services. - Collections containing international shipments to destinations outside the European Union within the pickup stop.	Same Day by Phone £1.16 per stop will be billed in addition to the shipping costs. Same Day on the Web £0.93 per stop will be billed in addition to the shipping costs. Future Day by Phone no charge per stop will be billed in addition to the shipping costs. Future Day on the Web no charge per stop will be billed in addition to the shipping costs.
Large Package Surcharge^{1*}	A package is considered a "Large Package" when its length plus girth [girth = (2 x width) + (2 x height)] combined exceeds 300cm, but does not exceed the maximum UPS size of 400cm. Large Packages are subject to a minimum billable weight of 40kg in addition to the Large Package Surcharge.	£28.28 per package will be billed in addition to the shipping costs.

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Over Maximum Limits*	Packages with an actual weight of more than 70kg, or that exceed 270cm in length, or exceed a total of 400cm in length and girth combined [girth = (2 x width) + (2 x height)], are not accepted for transportation. If found in the UPS small package system, they are subject to an additional charge. Packages exceeding 400cm in length and girth combined are also subject to the Large Package Surcharge.	£455.45 per package will be billed in addition to the shipping costs.
Oversize Pallet Charge¹	Depending on origin and destination, this surcharge may apply to certain UPS Worldwide Express Freight shipments. To determine if a particular origin or destination has an oversize pallet limit, please visit www.ups.com .	£455.45 per pallet will be billed in addition to the shipping costs.

Please note

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

* Not applicable for UPS Worldwide Express Freight.

¹ Due to the extra handling required on our part and consequent potential delays in processing these shipments, UPS does not provide a money-back guarantee for them. Therefore UPS will not refund the shipping charges if shipments, subject to either the Additional Handling Charge, Large Package Surcharge or Oversize Pallet Charge.

UPS Worldwide Express Freight® collection or drop-off can be scheduled by calling ILG on 0844 264 8000.

UPS Worldwide Express Freight collections cannot be combined with UPS Standard or Express small package collections.

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Customs Services

Routine customs clearance services are provided free of charge; non-routine customs clearance services are listed below.

Service	Description	Fee
Additional Tariff Lines/Complex Entries	When a customs entry has more than five tariff lines a surcharge will be charged per additional tariff line.	£6.15 per additional tariff line.
Government Agency Fee	Other Government Agencies work with customs on regulating and controlling commodities coming into the EU territory from other countries. Special documents must be submitted to these agencies for shipments that contain controlled commodities. These agencies include the Health Department and Department of Agriculture, among others.	£14.05 per shipment.
Non-routine Formal Entry	Some of the shipments being imported require special customs entries. This kind of entry will be subject to formal entry procedures. Live entries, temporary import entries, re-imports, provisory clearance and any other additional customs service (such as labelling, inventory etc.) are included in this category.	£28.55 per shipment.
Entry Fee	UPS will charge a fee for every import shipment subject to customs entry requirements.	£6.65 per shipment.
UK Border Fee	A fee will be implemented, effective 01/01/2021, on all shipments (excluding letters and documents) exported and imported between European Union Countries and Great Britain (England, Scotland and Wales), as well as shipments between Northern Ireland and Great Britain. This fee covers the incremental transportation and handling costs due to network adjustments. It does not cover any additional brokerage services.	Not applicable for ILG customers.
Warehouse Storage	A fee assessed when shipments remain in a UPS warehouse temporarily before being cleared by customs.	£16.20 per kg per day will be charged after the 3rd working day.
Report Fee	UPS will charge a fee for every report or data set sent to the customer upon customer's request.	£56.35 per hour.
Admin Fee	UPS will charge an admin fee for each extraordinary brokerage task performed upon customer's request.	£27.35 per task.
Posting SAD Fee	UPS will charge a fee for every SAD document sent to the customer, upon customer's request.	£5.90 per task.

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Customs Services (cont.)

Routine customs clearance services are provided free of charge; non-routine customs clearance services are listed below.

Service	Description	Fee
Disbursement Fee	Import shipments are subject to customs duties and taxes. In the event UPS prepays duties, taxes and other government charges on behalf of the payer, a fee will be charged based on the advanced amount.	£7.18 minimum or 3% of the advanced amount.
Post Entry Clearance Services	UPS can process through customs any request from importers to amend an entry, recoup the over payment of duty and/or tax, submit additional duties owed to customs and/or request any duty drawback.	£53.35 per shipment.
Customer Requested Contact	When implemented, UPS will always contact the importer for clearance instruction. Should UPS be unable to contact the importer, a written advice letter will be issued. If no response is received within 10 days, the shipment will be returned to the sender. If a shipment is non- excisable and does not require any other customs documentation, the importer can pre-advise UPS so that this process is not followed.	£3.60 per shipment. Please note that any applicable warehouse storage charges as per above will also be charged. Contact your Account Executive for further information.
Bonded Transfer UPS Guarantee	UPS can raise a transit procedure to allow a shipment to be transported in bond with a UPS guarantee.	£34.70 per shipment.
Bonded Transfer Handling Fee	When UPS receives shipments covered by a transit procedure, an amount will be charged for the administration to clear this document. The same applies when the import shipment travels on a transit procedure raised by a customer or other agent.	£16.50 per transit shipment.
Paper Surcharge	As of September 21st 2025, there will be a nominal surcharge per shipment applied to the shipper when the Commercial Invoice is only provided in the form of paper prior to being processed digitally by UPS.	Effective June 7th 2026, the Paper Commercial Invoice Surcharge will increase to €34.30 (or local currency equivalent) in countries where it's applicable, when only a paper commercial invoice is provided.

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Customs Services (cont.)

Routine customs clearance services are provided free of charge; non-routine customs clearance services are listed below.

Service	Description	Fee
International Processing Fee - USA	Effective 1st November 2025, an International Processing Fee per shipment will apply to all import shipments into the United States from all regions. This fee helps cover US Customs services for inbound shipments processed at high-volume carrier facilities, supporting the handling and processing of shipments at these locations. The IPF will be applicable to shipments on: - UPS Worldwide Express - UPS Worldwide Express Plus - UPS Worldwide Express Saver - UPS Worldwide Express NA1 (for DE and GB) - UPS Worldwide Expedited This fee will be quoted at the time of shipment processing, and the payer of the transportation charges is responsible for it.	£0.44 per shipment
U.S. Disbursement Fee	Import shipments to the USA are subject to customs duties and taxes. In the event UPS prepays duties, taxes and other government charges on behalf of the payer, a fee will be charged based on the advanced amount.	£7.18 minimum of 3% of the advanced amount

Please note

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