



UK and International services

Tariff September 2011



technology delivering

No one delivers better value throughout the UK and the rest of the world

As the UK's foremost time-critical carrier, DPD offers businesses an exceptional range of flexible, value-for-money delivery services both nationally and internationally. Our extensive UK and European network provides an unrivalled service to Europe and beyond by ground and air, and delivers an outstanding International Air Express service to the rest of the world.

UK services

A comprehensive range of time-critical, value-for-money services for parcels, documents and freight that meet all your distribution needs.

In addition, a one hour delivery window will be provided to receivers on all UK services.

- **DPD 10:00**
- **DPD 12:00**
- **DPD NEXT DAY**
- **DPD TWO DAY**
- **saturday**
- **offshore**
- **swap it**
- **desk-to-desk**
- **contractpak**
- **timed delivery**
- **homecall** our secure, reliable and cost-effective home delivery service
- **reverse it** the smarter returns service

International services

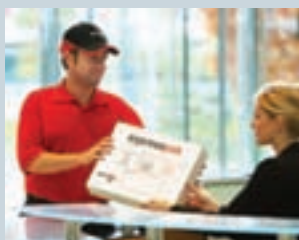
For fast and reliable export services from the UK.

- **DPD CLASSIC**
- **DPD EXPRESS**
- **International Mail**

Logistics

Our logistics division specialises in adding value to customers' supply chains. By providing a tailored logistics service, the operation allows you to achieve seamlessly efficient transfers from your production units to your customers.

- **National Logistics Centre**
- **Inventory management**
- **Dedicated vehicle operations**
- **National distribution**
- **Warehousing, pick and pack**



We'll deliver improved efficiency through our UK tariff

Whether you're sending documents, parcels or freight within the UK or offshore, our range of reliable, time-critical delivery services is designed to meet your business needs.

England & Wales	DPD 10:00	DPD 12:00	DPD NEXT DAY	DPD TWO DAY	saturday surcharge
expresspak Up to 5kg per item	£27.05 per parcel	£19.40 per parcel	£17.00 per parcel	N/A	£18.00 per parcel on all services
standard parcels 1-30kg per item	£35.00 per parcel (inclusive of first 5kg) + £0.85 per kg, Minimum £20.50 charge per parcel.	£24.50 per parcel (inclusive of first 5kg) + £0.75 per kg, Minimum £13.65 charge per parcel.	£19.75 per parcel (inclusive of first 5kg) + £0.65 per kg, Minimum £8.55 charge per parcel.	£15.40 per parcel (inclusive of first 5kg) + £0.45 per kg, Minimum £7.35 charge per parcel.	£18.00 per parcel on all services
freight parcels 31-99kg per item	£50.15 per parcel (inclusive of first 5kg) + £0.85 per kg, Minimum £39.75 charge per parcel.	£41.40 per parcel (inclusive of first 5kg) + £0.75 per kg, Minimum £34.05 charge per parcel.	£27.65 per parcel (inclusive of first 5kg) + £0.60 per kg, Minimum £22.75 charge per parcel.	£25.15 per parcel (inclusive of first 5kg) + £0.45 per kg, Minimum £20.50 charge per parcel.	£18.00 per parcel on all services
freight pallets 100-999kg per pallet	£152.65 per pallet (inclusive of first 250kg) + £0.15 per kg.	£135.80 per pallet (inclusive of first 250kg) + £0.15 per kg.	£96.90 per pallet (inclusive of first 250kg) + £0.10 per kg.	£83.05 per pallet (inclusive of first 250kg) + £0.10 per kg.	£41.85 per pallet on all services

Scotland surcharge: £1.00 per standard parcel and £3.15 per pallet. For **saturday** service, a minimum parcel rate will apply.

NB. Offshore items may be consigned by air and therefore must comply with air regulations.

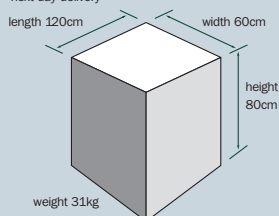
Offshore	DPD 10:00	DPD 12:00	DPD NEXT DAY	DPD TWO DAY
expresspak Up to 5kg per item	POA	£37.60 per parcel	£31.40 per parcel	N/A
standard parcels 1-30kg per item	POA	£70.00 per parcel (inclusive of first 5kg) + £1.55 per kg, Minimum £28.40 charge per parcel.	£44.00 per parcel (inclusive of first 5kg) + £1.55 per kg, Minimum £22.75 charge per parcel.	£33.90 per parcel (inclusive of first 5kg) + £0.90 per kg, Minimum £17.00 charge per parcel.
freight parcels 31-99kg per item	POA	£86.50 per parcel (inclusive of first 5kg) + £1.70 per kg, Minimum £73.80 charge per parcel.	£58.90 per parcel (inclusive of first 5kg) + £1.70 per kg, Minimum £39.75 charge per parcel.	£50.15 per parcel (inclusive of first 5kg) + £1.00 per kg, Minimum £34.05 charge per parcel.
freight pallets 100-999kg per pallet	POA	POA	POA	£179.00 per pallet (inclusive of first 250kg) +£1.10 per kg.

POA: Price on application. For **desk-to-desk, swap it and homecall** services, please call **0845 9 505 505**

Offshore service guide	DPD 12:00	DPD NEXT DAY	DPD TWO DAY
Belfast	✓	✓	✓
Channel Islands	✗	✓	✓
Channel Islands – St. Helier	✓	✓	✓
Isle of Man	✗	✗	✓
Northern Ireland	✗	✓	✓
Scilly Isles	✗	✗	✓
Scottish Highlands & Islands	✗	✗	✓

For offshore deliveries

Maximum parcel dimensions and weight to ensure next day delivery



We'll always take extra care of your European consignments

DPD CLASSIC offers one of the fastest, most reliable delivery services in Europe. With approximately 500 depots spread throughout Europe and beyond, the network handles up to 2 million parcels every day.

Full international tracking available.



Notes for DPD service

1. When the volume of goods exceeds 4.0 cubic metres per tonne, the company charges are based on whichever is the greatest, volume or weight.
2. The sender is liable for all non-paid duty and VAT by the receiver when delivery has been made. An additional administration charge of £10.00 or 2% of the value, whichever is the greater, will apply. The sender will also be liable for all costs relating to any goods returned due to non-payment of duty and VAT.
3. Some rural areas may be outside the delivery times shown.
4. Delivery times shown exclude the day of collection.
5. Tariff applies to mainland destinations only.

For additional notes on our international services see page 13.

DPD will be introducing new services, throughout the year. Call 0845 9 505 505 for more details.

Extended liability

Extended liability is easy to calculate using the simple steps below:

Step 1. Round up the liability or replacement value of your shipment to the nearest pound, e.g. £139.27 = £140

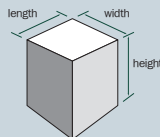
Step 2. If the value is more than £700, the premium charged will be 1% of the value, e.g. if the value is £837, divide this figure by 100 = £8.37. Minimum charge £7.00 up to a maximum liability of £15,000

Parcel service

The charge may be based on either the volumetric or the actual weight, whichever is greater.

The volumetric weight of your parcel should be calculated as follows:

$$\frac{\text{length (cm)} \times \text{height (cm)} \times \text{width (cm)}}{\text{divided by } 4,000} \quad \text{e.g.} \quad \frac{60 \times 50 \times 40}{4,000} = \mathbf{30kg}$$



We'll always offer an exceptional service through our DPD CLASSIC tariff

Parcel service

Single items weighing up to **31.5kg**. Maximum dimensions **175cm length, 300cm girth**.

Country	Zone	Invoices Required	Consignment rate to include first 5kg	Additional kg thereafter	Customs Clearance Charge	Transit Time
Austria	2	N	£31.70	£2.35	n/a	3 days
Belgium	1	N	£25.70	£1.50	n/a	2 days
Bosnia-Herzegovina	5	Y	£41.00	£3.40	£25.00	4-6 days
Bulgaria	5	N	£41.00	£3.40	n/a	4-6 days
Croatia	5	Y	£41.00	£3.40	£25.00	4-6 days
Czech Republic	3	N	£36.60	£3.20	n/a	3-4 days
Denmark	2	N	£31.70	£2.35	n/a	3 days
Estonia	4	N	£41.00	£3.40	n/a	4-5 days
Finland	4	N	£41.00	£3.40	n/a	4-5 days
France (inc Monaco)	1	N	£25.70	£1.50	n/a	2 days
Germany	1	N	£25.70	£1.50	n/a	2 days
Greece (inc islands)	5	N	£41.00	£3.40	n/a	4-8 days
Hungary	4	N	£41.00	£3.40	n/a	4-5 days
Iceland	5	Y	£41.00	£3.40	£25.00	4-6 days
Italy	3	N	£36.60	£3.20	n/a	3-4 days
Latvia	5	N	£41.00	£3.40	n/a	4-6 days
Liechtenstein	2	Y	£31.70	£2.35	£25.00	3 days
Lithuania	5	N	£41.00	£3.40	n/a	4-6 days
Luxembourg	1	N	£25.70	£1.50	n/a	2 days
Montenegro	5	Y	£41.00	£3.40	£25.00	4-6 days
Netherlands	1	N	£25.70	£1.50	n/a	2 days
Norway	5	Y	£41.00	£3.40	£25.00	4-6 days
Poland	4	N	£41.00	£3.40	n/a	4-5 days
Portugal	4	N	£41.00	£3.40	n/a	4-5 days
Republic of Ireland	1	N	£25.70	£1.50	n/a	2 days
Romania	5	N	£41.00	£3.40	n/a	4-6 days
Serbia	5	Y	£41.00	£3.40	£25.00	4-6 days
Slovakia	3	N	£36.60	£3.20	n/a	3-4 days
Slovenia	4	N	£41.00	£3.40	n/a	4-5 days
Spain	3	N	£36.60	£3.20	n/a	3-4 days
Sweden	4	N	£41.00	£3.40	n/a	4-5 days
Switzerland	2	Y	£31.70	£2.35	£25.00	3 days

We'll transport larger items with our Heavyweight service

If you need to send larger items across Europe, our Heavyweight service offers competitive rates and exceptional delivery times. Our service is BIFA-regulated, with proof of delivery available on request.



Notes for DPD service

1. When the volume of goods exceeds 3.0 cubic metres per tonne, the company charges are based on whichever is the greatest, volume or weight.
2. The sender is liable for all non-paid duty and VAT by the receiver when delivery has been made. An additional administration charge of £10.00 or 2% of the value, whichever is the greater, will apply. The sender will also be liable for all costs relating to any goods returned due to non-payment of duty and VAT.
3. Some rural areas may be outside the delivery times shown.
4. Delivery times shown exclude the day of collection.
5. Tariff applies to mainland destinations only.

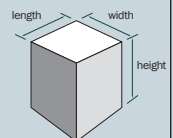
For additional notes on our international services, see page 13.

DPD will be introducing new Heavyweight services throughout the year. Call 0845 9 505 505 for more details.

Heavyweight consignments

The charge will be based on either the volumetric or the actual weight, whichever is greater. The volumetric weight of your parcel should be calculated as follows:

$$\frac{\text{length (cm)} \times \text{height (cm)} \times \text{width (cm)}}{\text{divided by } 3,000} \quad \text{e.g.} \quad \frac{120 \times 80 \times 60}{3,000} = \mathbf{192\text{kg}}$$



Heavyweight consignments

Heavyweight service

Single items in excess of **31.5kg**. Maximum weight **300kg** and **175cm** length.

Country	Zone	Invoices Required	Consignment rate to include first 31.5kg	Additional kg thereafter	Customs Clearance Charge	Transit Time
Austria	2	N	£103.00	£0.89	n/a	4 days
Belgium	1	N	£78.63	£0.78	n/a	3 days
Bulgaria	5	N	POA	POA	POA	7-8 days
Denmark	2	N	£103.00	£0.89	n/a	4 days
Finland	4	N	£107.00	£3.57	n/a	5-6 days
France (inc Monaco)	1	N	£78.63	£0.78	n/a	3 days
Germany	1	N	£78.63	£0.78	n/a	3 days
Italy	3	N	£84.00	£0.97	n/a	4-5 days
Luxembourg	1	N	£78.63	£0.78	n/a	3 days
Netherlands	1	N	£78.63	£0.78	n/a	3 days
Norway	4	Y	£107.00	£3.57	£25.00	5-6 days
Poland	4	N	£107.00	£3.57	n/a	5-6 days
Portugal	4	N	£107.00	£3.57	n/a	5-6 days
Spain	3	N	£84.00	£0.97	n/a	4-5 days
Sweden	4	N	£107.00	£3.57	n/a	5-6 days
Switzerland	2	Y	£103.00	£0.89	£25.00	4 days



Our world revolves around you with our DPD EXPRESS service

To improve your business connections around the world, our DPD EXPRESS service provides unrivalled worldwide coverage to more than 200 countries.

Calculate the cost of your shipment

Our tariff has nine convenient zones. European Union countries are covered by Zones 1–4 and the rest of the world is covered by Zones 5–9. To calculate the cost of your consignment, refer to the zone guide and scheduled transit times, and follow these simple steps.

European Union destinations

Find your destination and the appropriate zone and select the weight in the column indicated.

Worldwide destinations

1. Select document or parcel. Refer to the commodity guide on our website for details.
2. Transfer your destination into the appropriate zone and select the weight in the tariff column.

This service covers single items up to 31.5kg.

For shipments over 31.5kg, please call **0845 9 505 505**.

All parcels will be subject to volumetric conversion and the shipment charge will be based on either the volumetric or actual weight, whichever is greater. The volumetric weight of your parcel should be calculated as follows:

$$\frac{\text{length (cm)} \times \text{height (cm)} \times \text{width (cm)}}{\text{divided by } 5,000}$$

e.g. $\frac{70 \times 50 \times 40}{5,000} = 28\text{kg}$

Maximum weight per item **31.5kg**.

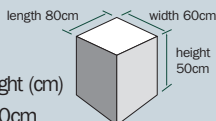
Maximum dimensions per item **175cm** length, **330cm** girth.

International girth

300cm maximum girth

length (cm) + 2 x width (cm) + 2 x height (cm)

e.g. 80 + 60 + 60 + 50 + 50 = 300cm



EU Documents and Parcels

Total consignment weight in kg	Zone 1 £	Zone 2 £	Zone 3 £	Zone 4 £
Up to 0.5kg	37.10	39.45	42.40	43.80
1.0	38.85	42.05	46.40	47.95
1.5	40.60	44.65	50.40	52.10
2.0	42.35	47.25	54.40	56.25
2.5	44.10	49.85	58.40	60.40
3.0	45.85	52.45	62.40	64.55
3.5	47.60	55.05	66.40	68.70
4.0	49.35	57.65	70.40	72.85
4.5	51.10	60.25	74.40	77.00
5.0	52.85	62.85	78.40	81.15
5.5	54.60	65.45	82.40	85.30
6.0	56.35	68.05	86.40	89.45
6.5	58.10	70.65	90.40	93.60
7.0	59.85	73.25	94.40	97.75
7.5	61.60	75.85	98.40	101.90
8.0	63.35	78.45	102.40	106.05
8.5	65.10	81.05	106.40	110.20
9.0	66.85	83.65	110.40	114.35
9.5	68.60	86.25	114.40	118.50
10.0	70.35	88.85	118.40	122.65
10.5	72.10	91.45	122.40	126.80
11.0	73.85	94.05	126.40	130.95
11.5	75.60	96.65	130.40	135.10
12.0	77.35	99.25	134.40	139.25
12.5	79.10	101.85	138.40	143.40
13.0	80.85	104.45	142.40	147.55
13.5	82.60	107.05	146.40	151.70
14.0	84.35	109.65	150.40	155.85
14.5	86.10	112.25	154.40	160.00
15.0	87.85	114.85	158.40	164.15
15.5	89.60	117.45	162.40	168.30
16.0	91.35	120.05	166.40	172.45
16.5	93.10	122.65	170.40	176.60
17.0	94.85	125.25	174.40	180.75
17.5	96.60	127.85	178.40	184.90
18.0	98.35	130.45	182.40	189.05
18.5	100.10	133.05	186.40	193.20
19.0	101.85	135.65	190.40	197.35
19.5	103.60	138.25	194.40	201.50
20.0	105.35	140.85	198.40	205.65
20.5	107.10	143.45	202.40	209.80
21.0	108.85	146.05	206.40	213.95
21.5	110.60	148.65	210.40	218.10
22.0	112.35	151.25	214.40	222.25
22.5	114.10	153.85	218.40	226.40
23.0	115.85	156.45	222.40	230.55
23.5	117.60	159.05	226.40	234.70
24.0	119.35	161.65	230.40	238.85
24.5	121.10	164.25	234.40	243.00
25.0	122.85	166.85	238.40	247.15
25.5	124.60	169.45	242.40	251.30
26.0	126.35	172.05	246.40	255.45
26.5	128.10	174.65	250.40	259.60
27.0	129.85	177.25	254.40	263.75
27.5	131.60	179.85	258.40	267.90
28.0	133.35	182.45	262.40	272.05
28.5	135.10	185.05	266.40	276.20
29.0	136.85	187.65	270.40	280.35
29.5	138.60	190.25	274.40	284.50
30.0	140.35	192.85	278.40	288.65

For each additional 0.5kg, add:	1.75	2.60	4.00	4.15
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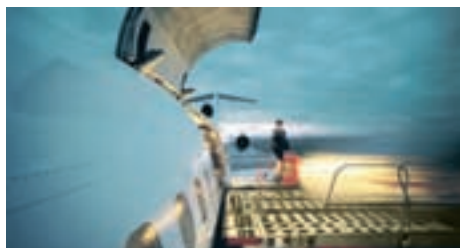
We'll give you our global expertise

call 0845 9 505 505

Worldwide Express Documents

Total consignment weight in kg	Zone 5 £	Zone 6 £	Zone 7 £	Zone 8 £	Zone 9 £
Up to 0.5kg	40.30	43.60	45.10	46.75	54.00
1.0	43.05	48.15	51.30	54.25	63.65
1.5	45.80	52.70	57.50	61.75	73.30
2.0	48.55	57.25	63.70	69.25	82.95
2.5	51.30	61.80	69.90	76.75	92.60
3.0	54.05	66.35	76.10	84.25	102.25
3.5	56.80	70.90	82.30	91.75	111.90
4.0	59.55	75.45	88.50	99.25	121.55
4.5	62.30	80.00	94.70	106.75	131.20
5.0	65.05	84.55	100.90	114.25	140.85

Thereafter each additional 0.5kg add	2.75	4.55	6.20	7.50	9.65
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Notes

1. All prices are door to door. **2.** All rates are per consignment in UK £ sterling and exclude VAT. Note: VAT is applicable to all EU destinations. **3.** For parcels, price includes transit liability of £100 per consignment. **4.** For documents, price includes transit liability of up to £20 per envelope for loss or damage. **5.** When the volume of goods exceeds 5.0 cubic metres per tonne, the company reserves the right to charge by volume. **6.** Rates quoted include routine Customs clearance for informal entries. For complex Customs procedures requiring formal entries, and/or use of receiving country's deferment account, a charge may be made to the consignee. This will depend on the country, destination and/or commodity. **7. We are unable to deliver to PO Box/BFPO numbers.** **8.** All consignments are carried under the Terms and Conditions of Carriage of DPD, a copy of which is available on request. **9.** The sender is liable for all non-paid duty and VAT by the receiver when delivery has been made. An additional administration charge of £10.00 or 2% of the invoice value, whichever is the greater, will apply. The sender will also be liable for all costs relating to any goods returned due to non-payment of duty and VAT.

Worldwide Express Parcels

Total consignment weight in kg	Zone 5 £	Zone 6 £	Zone 7 £	Zone 8 £	Zone 9 £
Up to 0.5kg	46.40	53.35	61.40	60.15	68.00
1.0	49.05	57.70	67.40	67.05	77.00
1.5	51.70	62.05	73.40	73.95	86.00
2.0	54.35	66.40	79.40	80.85	95.00
2.5	57.00	70.75	85.40	87.75	104.00
3.0	59.65	75.10	91.40	94.65	113.00
3.5	62.30	79.45	97.40	101.55	122.00
4.0	64.95	83.80	103.40	108.45	131.00
4.5	67.60	88.15	109.40	115.35	140.00
5.0	70.25	92.50	115.40	122.25	149.00
5.5	72.90	96.85	121.40	129.15	158.00
6.0	75.55	101.20	127.40	136.05	167.00
6.5	78.20	105.55	133.40	142.95	176.00
7.0	80.85	109.90	139.40	149.85	185.00
7.5	83.50	114.25	145.40	156.75	194.00
8.0	86.15	118.60	151.40	163.65	203.00
8.5	88.80	122.95	157.40	170.55	212.00
9.0	91.45	127.30	163.40	177.45	221.00
9.5	94.10	131.65	169.40	184.35	230.00
10.0	96.75	136.00	175.40	191.25	239.00
10.5	99.40	140.35	181.40	198.15	248.00
11.0	102.05	144.70	187.40	205.05	257.00
11.5	104.70	149.05	193.40	211.95	266.00
12.0	107.35	153.40	199.40	218.85	275.00
12.5	110.00	157.75	205.40	225.75	284.00
13.0	112.65	162.10	211.40	232.65	293.00
13.5	115.30	166.45	217.40	239.55	302.00
14.0	117.95	170.80	223.40	246.45	311.00
14.5	120.60	175.15	229.40	253.35	320.00
15.0	123.25	179.50	235.40	260.25	329.00
15.5	125.90	183.85	241.40	267.15	338.00
16.0	128.55	188.20	247.40	274.05	347.00
16.5	131.20	192.55	253.40	280.95	356.00
17.0	133.85	196.90	259.40	287.85	365.00
17.5	136.50	201.25	265.40	294.75	374.00
18.0	139.15	205.60	271.40	301.65	383.00
18.5	141.80	209.95	277.40	308.55	392.00
19.0	144.45	214.30	283.40	315.45	401.00
19.5	147.10	218.65	289.40	322.35	410.00
20.0	149.75	223.00	295.40	329.25	419.00
20.5	152.40	227.35	301.40	336.15	428.00
21.0	155.05	231.70	307.40	343.05	437.00
21.5	157.70	236.05	313.40	349.95	446.00
22.0	160.35	240.40	319.40	356.85	455.00
22.5	163.00	244.75	325.40	363.75	464.00
23.0	165.65	249.10	331.40	370.65	473.00
23.5	168.30	253.45	337.40	377.55	482.00
24.0	170.95	257.80	343.40	384.45	491.00
24.5	173.60	262.15	349.40	391.35	500.00
25.0	176.25	266.50	355.40	398.25	509.00
25.5	178.90	270.85	361.40	405.15	518.00
26.0	181.55	275.20	367.40	412.05	527.00
26.5	184.20	279.55	373.40	418.95	536.00
27.0	186.85	283.90	379.40	425.85	545.00
27.5	189.50	288.25	385.40	432.75	554.00
28.0	192.15	292.60	391.40	439.65	563.00
28.5	194.80	296.95	397.40	446.55	572.00
29.0	197.45	301.30	403.40	453.45	581.00
29.5	200.10	305.65	409.40	460.35	590.00
30.0	202.75	310.00	415.40	467.25	599.00

For each additional 0.5kg, add:	2.65	4.35	6.00	6.90	9.00
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Extended liability

Extended liability is easy to calculate using the simple steps below:

Step 1.
Round up the liability or replacement value of your shipment to the nearest pound, e.g. £139.27 = £140

Step 2.
If the value is more than £700, the premium charged will be 1% of the value, e.g. if the value is £837, divide this figure by 100 = £8.37
Minimum charge £7.00 up to a maximum liability of £15,000

European Union destinations

Worldwide destinations

Destination
Code
Zone
Transit Time

AUSTRIA	AT	3	2
BELGIUM	BE	1	2
BULGARIA	BG	7	4-5
CYPRUS*	CY	4	2-3
CZECH REPUBLIC	CZ	4	2-3
DENMARK	DK	3	2
ESTONIA	EE	4	3-5
FINLAND	FI	3	2
FRANCE	FR	2	2
GERMANY	DE	2	2
GREECE	GR	3	2
HUNGARY	HU	4	3-5
ITALY	IT	3	2
LATVIA	LV	4	2-4
LITHUANIA	LT	4	2-4
LUXEMBOURG	LU	1	2
MALTA	MT	4	3-5
MONACO	MO	2	2
NETHERLANDS	NL	1	2
POLAND	PL	4	2-5
PORTUGAL	PT	3	4-5
ROMANIA	RO	7	3-5
SLOVAKIA	SK	4	3-5
SLOVENIA	SI	4	3-5
SPAIN	ES	3	3-5
SWEDEN	SE	3	2-5

*Some areas of Cyprus are not part of the EU.
Paperwork may be required.

Destination
Code
Zone
Transit Time

ALBANIA	AL	9	3-6
ALGERIA	DZ	9	2-4
AMERICAN SAMOA	AS	9	4-5
ANDORRA	AD	9	1-2
ANGOLA	AO	9	5-7
ANGUILLA	AI	8	3-4
ANTIGUA	AG	8	2-3
ARGENTINA	AR	8	3-4
ARMENIA	AM	9	4-7
ARUBA	AW	8	3
AUSTRALIA	AU	7	3-4
AZERBAIJAN	AZ	9	4-7
AZORES	AC	9	2-3
BAHAMAS	BS	8	3
BAHRAIN	BH	7	3-4
BANGLADESH	BD	8	4-6
BARBADOS	BB	8	3
BELARUS	BY	9	4-6
BELIZE	BZ	8	3-4
BENIN	BJ	9	3-4
BOLIVIA	BO	8	4-7
BONAIRE	AN	8	2-3
BOSNIA	BA	9	4-5
BOTSWANA	BW	9	5
BRAZIL	BR	8	3-4
BRUNEI	BN	7	4
BURKINA FASO	BF	9	2-4
BURUNDI	BI	9	3-5
CAMBODIA	KH	8	4
CAMEROON	CM	9	2-4
CANADA	CA	7	2-3
CANARY ISLANDS	IC	9	3-4
CAPE VERDE	CV	8	4-5
CAYMAN ISLANDS	KY	8	3
CENTRAL AFRICA	CF	9	3-5
CHAD	TD	9	3-5
CHILE	CL	8	3-4
CHINA (PEOPLE'S REPUBLIC)	CN	9	3-5

Destination
Code
Zone
Transit Time

COLOMBIA	CO	8	3-4
COMOROS	KM	9	4-6
CONGO	CG	9	3-6
COSTA RICA	CR	8	3-5
CROATIA	HR	7	4-5
CUBA	CU	9	3-6
CURACAO	AN	8	2-3
DJIBOUTI	DJ	9	4-6
DOMINICA	DM	8	4-5
DOMINICAN REPUBLIC	DO	8	3-5
ECUADOR	EC	8	4-6
EGYPT	EG	8	2-3
EL SALVADOR	SV	8	3-4
ETHIOPIA	ET	9	4-6
FAROE ISLANDS	FO	3	2-4
FIJI	FJ	8	5-6
FRENCH GUIANA	GF	8	1-2
GABON	GA	9	2-4
GAMBIA	GM	9	5-7
GEORGIA	GE	9	4-6
GHANA	GH	9	3-4
GIBRALTAR	GI	9	3-4
GREENLAND	GL	7	3-4
GRENADA	GD	8	2-3
GUADELOUPE	GP	8	1-2
GUAM	GU	9	3-4
GUATEMALA	GT	8	3-4
GUINEA	GN	9	3-6
GUYANA	GY	8	3-5
HAITI	HT	8	4-5
HONDURAS	HN	8	3-4
HONG KONG	HK	6	2-3
ICELAND	IS	7	2-3
INDIA	IN	7	3-4
INDONESIA	ID	7	2-4
IRAN	IR	9	4-6
ISRAEL	IL	7	3-4
IVORY COAST	CI	9	2-4
JAMAICA	JM	8	3-4

We'll give you our global expertise

call 0845 9 505 505

Destination	Code	Zone	Transit Time	Destination	Code	Zone	Transit Time	Destination	Code	Zone	Transit Time
JAPAN	JP	7	2-3	PAPUA NEW GUINEA	PG	8	9-10	UGANDA	UG	9	3-5
JORDAN	JO	8	2-3	PARAGUAY	PY	8	3-5	UKRAINE	UA	8	3-5
KAZAKHSTAN	KZ	9	4-6	PERU	PE	8	4-6	UNITED ARAB EMIRATES	AE	7	2-4
KENYA	KE	9	3	PHILLIPINES	PH	7	2-3	URUGUAY	UY	8	3-4
KUWAIT	KW	8	2-4	PUERTO RICO	PR	8	2-3	USA	US	5	2-3
KYRGYZSTAN	KG	9	5-7	QATAR	QA	8	2-4	UZBEKISTAN	UZ	9	4-6
LAOS	LA	9	4-5	REUNION ISLAND	RE	9	2	VANUATU	VU	9	5-8
LEBANON	LB	9	3-4	RUSSIA	RU	7	3-8	VATICAN CITY	VA	3	2-4
LESOTHO	LS	9	5	RWANDA	RW	9	4-6	VENEZUELA	VE	8	3-4
LIBERIA	LR	9	8	SABA	AN	9	2-3	VIETNAM	VN	9	3-5
LIBYA	LY	9	3-5	SAUDI ARABIA	SA	9	2-4	YEMEN	YE	9	3-4
LIECHTENSTEIN	LI	7	1-2	SENEGAL	SN	9	3-5	ZAMBIA	ZM	9	3-5
MACAU	MO	8	4	SERBIA	SX	9	4-6	ZIMBABWE	ZW	9	3-5
MACEDONIA	MK	9	4-6	SEYCHELLES	SC	9	4-5				
MADAGASCAR	MG	9	4-6	SINGAPORE	SG	6	2-3				
MADEIRA	ME	7	2-4	SOUTH AFRICA	ZA	7	3-4				
MALAWI	MW	9	5-6	SOUTH KOREA	KR	8	2-3				
MALAYSIA	MY	7	2-4	SRI LANKA	LK	8	3-4				
MALDIVES	MV	9	4-6	ST. BARTHELEMY	GP	8	2-4				
MALI	ML	9	3-5	ST. LUCIA	LC	8	3				
MARTINIQUE	MQ	8	1-2	ST. KITTS	KN	8	2-3				
MAURITANIA	MR	9	3-4	ST. MAARTEN	AN	8	2-3				
MAURITIUS	MU	9	2-4	ST. VINCENT	VC	8	2-3				
MEXICO	MX	8	3-5	SUDAN	SD	9	3-6				
MOLDOVA	MD	9	4-5	SURINAME	SR	9	4-6				
MONTENEGRO	MB	9	4-6	SWAZILAND	SZ	9	5				
MOROCCO	MA	9	2-3	SWITZERLAND	CH	6	1-2				
MOZAMBIQUE	MZ	9	4-7	SYRIA	SY	8	4-5				
NAMIBIA	NA	9	3-5	TAHITI	PF	9	3-5				
NEPAL	NP	9	5-6	TAIWAN	TW	8	2-3				
NEW ZEALAND	NZ	8	3-4	TANZANIA	TZ	9	3-4				
NICARAGUA	NI	8	3-5	THAILAND	TH	7	2-3				
NIGER	NE	9	3-5	TOGO	TG	9	3-4				
NIGERIA	NG	8	4-5	TRINIDAD & TOBAGO	TT	8	2-3				
NORWAY	NO	6	1	TUNISIA	TN	9	2-4				
OMAN	OM	8	2-3	TURKEY	TR	8	2-3				
PAKISTAN	PK	8	2-4	TURKMENISTAN	TM	9	5-7				
PALESTINE	PS	9	4-5	TURKS & CAICOS ISLANDS	TC	8	2-3				
PANAMA	PA	8	3-4								

These transit times are for major cities, other destinations may require additional time in transit.

swap it

A speedy one-for-one exchange service that enables customers to receive replacement components at the same time as returning old equipment for repairs or maintenance.

As well as DPD NEXT DAY, DPD 10:00 or DPD 12:00 service options, customers can take advantage of online tracking using the same reference for both outbound and inbound transactions.

- **One-for-one exchange service**
- **DPD NEXT DAY, DPD 10:00 and DPD 12:00 service options**
- **Added security with a range of strong, secure packaging**
- **Online tracking at www.dpd.co.uk**
- **Customer provided with swap it-specific receipt**



reverse it

Our simple and convenient **reverse it** service is designed to take the hassle out of returning items. **Reverse it** combines both the delivery and collection in one, saving time, effort and resource. Recall and relocate stock at your convenience and track it on line.

With reverse it, you are in complete control of your returns:

- Recall stock when you want
- Track it all online
- Automatic collections; no need to call or book online
- Pre-supplied labels for returns
- Hassle-free movement of stock between site and store
- Simple to move goods back to return addresses



Investing in technology

It's always been more difficult to deliver to home addresses than business premises. That's why we've developed a unique interactive service that advises your customers when their packages will arrive with a one hour delivery window. If it's not convenient, it gives them the option to reorganise a delivery, ensuring first-time delivery success.



One hour delivery time slot

DPD's latest innovation is able to ensure the best possible first time delivery success.

As we give a specific one hour delivery window, your customer doesn't need to wait in all day for their parcel, improving your customer's delivery experience:

- **Your customer is given a one hour delivery window**
- **They are notified of this via text or email**
- **If not convenient they can use the text or email to change the delivery date**
- **All correspondence from DPD to your customer can include your brand name**

If you choose to notify your customer via email they can use the email to rearrange delivery. When they do so they will see a web page branded with your logo providing your customer with a seamless online experience.



Notes

Notes: DPD International services

1. All rates are in UK £ sterling and for pre-paid consignments from the UK.
2. Extended liability is available at a charge of 1% of the goods' value, minimum charge £7.00 up to a maximum cover of £15,000.
3. All consignments are carried under DPD Terms & Conditions of Carriage, a copy of which is available on request.
4. All rates are quoted excluding VAT, which will be applied where appropriate.
5. Transit times to certain destinations may be affected by delays in Customs clearance.

Notes: DPD UK services

1. All rates are exclusive of VAT.
2. When the volume of goods exceeds 6.0 cubic metres per tonne, the Company reserves the right to charge by volume.
3. Rates may be subject to surcharge, which will be advised to customers in advance.
4. All consignments are carried under DPD Terms & Conditions of Carriage, a copy of which is available on request.
5. **saturday** service is not available for Ireland, Channel Islands, Isle of Man, Highlands & Islands, Northern Ireland (except Belfast) and Scilly Isles.
6. Isle of Wight included in mainland UK tariff (**DPD 10:00** service not available).
7. **Deliveries requiring to be booked in** – In order to ensure an effective delivery is achieved in all cases, DPD reserves the right to charge £15 to cover the costs associated with consignments that require to be 'booked-in' at delivery.
8. **Proof of delivery** – DPD reserves the right to charge for this service. For Ireland deliveries, add one day's transit.
9. **Nothing to collect.** If through no fault of DPD, an attempted collection is unsuccessful, a charge of £8.00 will be imposed. This charge will only be levied upon receipt of a signed confirmation that a collection was attempted and the goods were not available for collection.
10. **Congestion charge.** In areas where congestion charges are in force, an additional charge per consignment will apply.

freight parcels can be defined as any parcels not palletised but weighing between 31-99kg. In addition, **freight parcels** may be defined as having dimensions in excess of 2.7m girth, 2.0m in length and a volume greater than 0.5m. They are essentially large or heavyweight parcels. Any single item that has a wooden base, i.e. skids, but has dimensions of less than 2' x 2' x 2' (or 61cm x 61cm x 61cm), or any item of a standard 1200mm x 1000mm and a height of 1400mm, regardless of weight, will be charged as a pallet.

pallets can be defined as having a maximum footprint size of 1200mm x 1000mm, a height of 1400mm, with a maximum weight of 1000kg on a two or four-way entry board. Pallets in excess of this size may be charged as two separate pallets.

expresspak is a premium box/satchel product for urgent documents and small parcels weighing up to 5kg.

Transit liability options

parcels: expresspak: freight parcels

Economy cover – Up to £100 per consignment for **DPD 10:00**, **DPD 12:00** and **saturday** services and up to £50 per parcel on all other services.

Extended cover – Available on all tariff services for an additional 60p for each £100 of cover required (minimum charge £5, maximum cover £10,000).

Standard cover – Up to £100 per item inclusive on all services.

pallets – The published tariff includes in-transit liability cover of £1,500 per metric tonne for pallets.

Scottish services

DPD 12:00 service available DD6, KA6, KA18, KA19, KA26, KA29, KA30, KY9, KY10, KY14-16, ML12, PH3-17, TD10-15 area postcodes only.

DPD NEXT DAY service available in AB10-25 area postcodes only.

DPD TWO DAY service available in AB31, AB33-38, AB44-56 & IV30-32 area postcodes only.

Scottish Highlands includes postcodes: FK17-99, G83, IV1-28, IV33-39, IV52-54, IV63, KW1-14, PA21-33, PA34-40, PH18-26, PH30, PH31-41, PH49-50, AB36-38, AB55-56 and all IV postcodes.

Scottish Islands includes postcodes: HS1-9, IV40-51, IV55-56, KA27-28, KW15-17, PA20, PA41-49, PA60-78, PH42-44, ZE1-3.

Northern Ireland services

The **DPD 12:00** service for Belfast is only available for postcodes BT1-17 (otherwise it is next day).

We also offer a **saturday** service for postcodes BT1-9.

For full terms and conditions
and more information on our services,
simply call **0845 9 505 505**
or visit our website at **www.dpd.co.uk**

For more information on DPD, call **0845 9 505 505**
visit our website at **www.dpd.co.uk**
or contact us via email: **sales.enquiries@dpd.co.uk**



DPD has achieved ISO9001:2008 and
ISO14001:2004 approval



DPD 894 (02/10)