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Although correct as at 7th April 2008, Parcelforce Worldwide compensation, destinations and other conditions are subject to revision from time to time, and services may be added or deleted. At the time of going to print, most services provided by Parcelforce Worldwide were exempt from VAT; should this situation change, VAT at the appropriate rate shall be added to the prices included in this document and be payable by the customer.

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PW 965708 EL



Conditions of Carriage

General conditions for our
UK and international services
effective from 7th April 2008



www.parcelforce.com

Our Conditions of Carriage for your Reference

The information in this booklet outlines Parcelforce Worldwide's Conditions of Carriage. Please keep it in a safe place in case you need to refer to it in future.

If you have any questions about the terms and conditions detailed over the following pages, please call a sales advisor on 08708 50 11 50.

Parcelforce Worldwide Terms & Conditions of Carriage

Parcelforce Worldwide agrees to provide the Customer with the Services (as available) as selected by the Customer on the following terms and conditions.

1. Definitions

In this Agreement the following expressions shall have the following meanings:

- 1.1 **"Agreement"** means the Trading Agreement, these Conditions of Carriage, the Guide, as amended from time to time, and the Annex hereto if any. These Conditions of Carriage form part of the Guide.
- 1.2 **"Antique"** means an object which is over 100 years old.
- 1.3 **"Collectable"** means something which has appreciated in value either due to its scarcity or due to it being no longer in production.
- 1.4 **"Consignment"** means any one or more Parcel(s) or Pallet(s) sent at one time in one load to one address.
- 1.5 **"Customer"** means the person or organisation (incorporated or unincorporated), identified as such in the Trading Agreement.
- 1.6 **"Customer Contact Card"** means a card left at the delivery address specified on despatch documentation or Parcel relating to a delivery in the event that the delivery has been attempted to that specified address but no one is available to accept delivery.
- 1.7 **"Dangerous Goods"** means:
 - (i) those items specified as prohibited or restricted in the Guide; and
 - (ii) those items defined as dangerous or hazardous by the regulatory bodies and by legislation, regulations and guidelines governing transportation by road, rail, sea or air.
- 1.8 **"Despatch"** means the time when the Customer hands a Consignment to a representative or agent of Parcelforce Worldwide for delivery by Parcelforce Worldwide under any of the Services.
- 1.9 **"the Guide"** means the documents produced by Parcelforce Worldwide entitled "Your guide to our services across the UK and Worldwide" and the "Parcelforce Worldwide Price Guide", as amended from time to time. It also refers to www.parcelforce.com which contains all our product and pricing information.
- 1.10 **"International Deliveries"** means any deliveries which are not deliveries to an address in the UK. Parcelforce Worldwide deliveries to the Channel Islands are classified as International Deliveries.

- 1.11 **"Pallet"** means a pallet (including the items thereon) conveyed under UK Guaranteed Pallets, International Pallets or International Breakbulk unless otherwise specified in an Annex to the Trading Agreement. For International Breakbulk a boxed Consignment of Parcels sent as one load will also constitute a Pallet.
- 1.12 **"Parcel"** means a package sent under any of the Services other than UK Guaranteed Pallets or International Pallets.
- 1.13 **"Parcelforce Worldwide International Services"**, means each of International Datapost, Ireland 24, Euro 48, International Scheduled, Echo Pack, International Breakbulk and International Pallets.
- 1.14 **"Parcelforce Worldwide Timed Services"** includes but is not limited to Parcelforce by 9.00am, by 10.00am and by 12 noon.
- 1.15 **"Parcelforce Worldwide"** and **"Parcelforce"** means Royal Mail Group Ltd trading as either Parcelforce Worldwide or Parcelforce respectively, and its appointed sub-contractors.
- 1.16 **"Reseller"** means a 3rd party designated as such by Royal Mail Group Ltd from time to time.
- 1.17 **"Royal Mail Group Ltd"** means Royal Mail Group Ltd a company registered in England No. 4138203 and whose registered office is at 148 Old Street, London EC1V 9HQ.
- 1.18 **"Services"** means any services offered to the Customer by Parcelforce Worldwide. Details of these Services can be found in the Guide and are subject to any Specific Service Features set out in this Agreement and any re-specification under Clause 11.
- 1.19 **"Surcharge Zone"** means any area where a charge is levied by any local, regional or mayoral authority, (or similar authority) on vehicles, (or certain types of vehicles) that operate in, enter or leave that area.
- 1.20 **"Term"** has the meaning given to it in Clause 4.1.
- 1.21 **"Trading Agreement"** means the agreement between the Customer and Parcelforce Worldwide which sets out details of the charges, collections and payment terms, and which forms part of the Agreement as defined above.
- 1.22 **"UK"** means England, Scotland, Wales, Northern Ireland, the Isle of Man and the Isles of Scilly.
- 1.23 **"Volume Profile"** means the information provided by the customer on the number of Parcels expected to be despatched by month and year on each Parcelforce Worldwide service they intend to use.
- 1.24 **"Working Days"** means any day other than a Saturday (save for a Saturday on which Parcelforce Worldwide has agreed to make a delivery), Sunday, Bank and Public Holiday, Good Friday, Christmas Day and Boxing Day or any other day on which the Parcelforce Worldwide network is closed. So far as International Deliveries are concerned, it also means only the working days in the country of destination or any intermediate country.

2. Collection, Delivery and Non Delivery

- 2.1 Parcelforce Worldwide shall provide the agreed Services (subject to availability) as specified in the Trading Agreement together with the acceptance facilities or collections as specified in the Trading Agreement. For the avoidance of doubt, the Customer acknowledges and agrees that if Parcelforce Worldwide is unable to make a collection through no fault of its own, it shall be entitled to charge the Customer in full, for the Services it was to have provided and also for any costs it may have incurred as a result of it not being able to make that collection.
- 2.2 Parcelforce Worldwide is not obliged to provide any plant or power at the point(s) of collection or delivery, or provide labour other than for the purpose of loading or unloading any Consignment to or from any Parcelforce Worldwide vehicle and Parcelforce Worldwide shall not be obliged to accept Consignments which require special loading equipment unless similar equipment is to be made available by the Customer at the Consignment's destination for unloading.
- 2.3 If Parcelforce Worldwide provides any service at the point(s) of collection or delivery beyond that specified in Clause 2.2 or assists with loading or unloading Consignments requiring special equipment (whether or not it is used) the Customer will indemnify Parcelforce Worldwide against all losses, claims and demands including those that arise as a consequence of Parcelforce Worldwide's negligence which would not have arisen if such service or assistance had not been given.
- 2.4 Parcelforce Worldwide will attempt to deliver the Consignment to the address specified on the despatch documentation or Parcel but not to an addressee in person. If there is no one present at the specified address then:
 - 2.4.1. the Customer acknowledges and agrees that Parcelforce Worldwide may at its discretion attempt to deliver the Consignment to a neighbouring address within a reasonable distance of the delivery address, or alternatively leave it for collection at a Post Office® branch selected by Parcelforce Worldwide.
 - 2.4.2. if Parcelforce Worldwide is able to deliver the Consignment to a neighbouring address, then a Customer Contact Card shall be left at the specified address; and
 - 2.4.3. the Customer agrees that delivery to such neighbouring address shall constitute delivery to the address specified as the delivery address in the despatch documentation or on the Parcel. Parcelforce Worldwide does not undertake to intercept a Consignment in transit before delivery has been attempted.
- 2.5 Save as provided in Clauses 16-17 on delivery of a Consignment, Parcelforce Worldwide will request the person who accepts delivery (not necessarily the addressee in person) to sign an acknowledgement receipt, which may include but not be limited to signature by electronic means. Copies of such a receipt shall be available for a period of six months from the date of delivery, subject to payment of the charge as then published.
- 2.6 Where the addressee or sender requires booking in for delivery or collection, the following shall apply:
 - 2.6.1. Parcelforce Worldwide will be entitled to raise an additional charge per Consignment as specified in the Guide.
 - 2.6.2. Where the period of delay is expected to exceed one hour, the relevant surcharge may be levied and the Consignment returned to Parcelforce Worldwide's premises to await the Customer's instructions;
 - 2.6.3. Where the Customer has pre-arranged a booking-in time for a Consignment, Parcelforce Worldwide shall not be liable if it is not able to adhere to it. Parcelforce Worldwide will, where possible, attempt to deliver at the pre-arranged time and in

such cases may require the Customer to pay an additional charge as specified in the Guide. For the avoidance of doubt, Parcelforce Worldwide shall be entitled to vary any of the above charges from time to time in accordance with Clause 8.6.

- 2.7 Where the addressee wishes to inspect or refuses to accept delivery of all or part of a Consignment, Parcelforce Worldwide shall have the right to return the whole Consignment to Parcelforce Worldwide's premises and await the Customer's instructions.
- 2.8 Parcelforce Worldwide does not accept Consignments addressed to Post Office® boxes within the UK. Parcelforce Worldwide will only accept Consignments to post office boxes (or local equivalent) or local post offices where the post office is situated in a country, which is designated in the Guide as being a country where such Consignments are accepted.
- 2.9 If the first delivery attempt is unsuccessful, Parcelforce Worldwide will leave a Customer Contact Card at the delivery address advising the addressee where the Consignment has been taken and how to collect it. The addressee or Customer must, within a reasonable period, either collect the Consignment from the location specified on the Customer Contact Card or contact Parcelforce Worldwide to arrange redelivery or redirection of the Consignment (in which case the Customer hereby consents to Parcelforce Worldwide performing such action). Subject to payment of any applicable charges which are notified, Parcelforce Worldwide will perform such additional service on the terms and conditions set out in this Agreement.
- 2.10 If the Consignment is not collected or the addressee has not contacted Parcelforce Worldwide within a reasonable period, the Consignment may be returned to the sender and Parcelforce Worldwide shall have the right to raise a charge as specified in the Guide. If Parcelforce Worldwide holds in storage an undelivered Consignment for collection or delivery beyond 3 working days then it shall have the right to raise storage charges for the period during which the Consignment is held. Storage charges will apply per Consignment per day.
- 2.11 If an undelivered Consignment is held by Parcelforce Worldwide other than under Clauses 2.9 or 2.10 and is not claimed within a reasonable time of Parcelforce Worldwide leaving notification of the attempted delivery by Parcelforce Worldwide at the delivery address if practicable and/or of notifying the posting Customer then Parcelforce Worldwide shall have the right to deal with the Consignment as it sees fit.
- 2.12 Parcelforce Worldwide shall have no liability for loss, damage or delay to a Consignment, occurring when Parcelforce Worldwide delivers in accordance with instructions from, or purporting to be from the addressee.
- 2.13 Where the Customer has requested a collection of a Consignment, and no Consignment is available for collection when Parcelforce Worldwide attempt to collect, Parcelforce Worldwide shall have the right to raise a charge as specified in the Guide.
- 2.14 Where the Customer has requested a collection of a Consignment and that collection request is cancelled on the same day that the collection is due, Parcelforce Worldwide shall have the right to raise a charge as specified in the Guide.
- 2.15 Where the Customer requests a collection from somewhere other than their normal or recognised collection address, a surcharge shall be charged in addition to the normal consignment charge. In this event, if the delivery address is the customer's normal or recognised collection address, the remote collection surcharge will be applied, whilst if it is another different address, the third party collections surcharge will be applied.

3. Property Supplied by Parcelforce Worldwide

- 3.1 All property supplied by Parcelforce Worldwide to the Customer shall remain the property of Parcelforce Worldwide and shall be returned to Parcelforce Worldwide upon termination of this Agreement or earlier if so requested by Parcelforce Worldwide. The Customer shall keep the property in safe custody and good condition (fair wear and tear excepted). In the event of loss, destruction or damage of any Parcelforce Worldwide property the Customer shall pay to Parcelforce Worldwide:
- 3.1.1. (at Parcelforce Worldwide's option) either the cost of the replacement or the cost of repair as certified by Parcelforce Worldwide; and
- 3.1.2. any administrative costs and/or other costs incurred by Parcelforce Worldwide as a result of such loss, destruction or damage.
- 3.2 The Customer shall not use the property referred to in Clause 3.1 for any purpose other than the carrying out of its obligations under this Agreement nor allow any other party to use, take possession of, or have any rights over such property. Parcelforce Worldwide may inspect such property at any time and, in the case of misuse by the Customer, or any other party, may repossess such property forthwith.

4. Term and Termination

- 4.1 The Term of this Agreement shall (subject to the earlier termination provisions under this Agreement) commence on the Start Date specified in the Trading Agreement and continue in force, either;
- 4.1.1. until the contract end date as specified in the Trading Agreement, after which this Agreement will automatically expire; or
- 4.1.2. where no Termination Date is specified in the Trading Agreement, indefinitely thereafter until terminated by Parcelforce Worldwide under clause 4.2 or by the Customer giving not less than 1 month's written notice of expiry.
- 4.2 Parcelforce Worldwide may terminate this Agreement by giving not less than fourteen days' notice in writing to the Customer.
- 4.3 Parcelforce Worldwide may terminate this Agreement forthwith by notice in writing if any charges remain unpaid after the due date or the Customer being an individual (or where the Customer is a firm or any partner in that firm) becomes bankrupt or is the subject of an order made under Section 252 of the Insolvency Act 1986 in relation to a voluntary arrangement or makes any conveyance or assignment for the benefit of creditors or purports to do so or the Customer being a company has a receiver including an administrative receiver or manager appointed of the whole or any part of its assets, or if an order is made or a resolution passed for winding up the Customer, or if circumstances arise which entitle the Court or a creditor to appoint a receiver or manager, or which entitle the Court to make a winding up order; or the Customer commits any material breach of this Agreement.
- 4.4 Upon termination of this Agreement or earlier request by Parcelforce Worldwide, the Customer shall return all unused despatch documentation to Parcelforce Worldwide and any property referred to in Clause 3.1 in accordance with the terms specified in Clause 3.1.
- 4.5 Parcelforce Worldwide operates a standard charging policy for resellers. If a customer is found to be reselling Parcelforce Worldwide services without specific permission, Parcelforce Worldwide reserves the right to suspend or terminate the account without giving notice of any sort.
- 4.6 Should Parcelforce Worldwide make any changes to the Customer contract (including prices), Parcelforce Worldwide will give 14 days notice of the relevant change and the Customer will receive any relevant annexes with the updated information.

The Customer will not need to sign an updated trading agreement unless the Customer's company details have changed.

- 4.7 Parcelforce Worldwide account facilities are offered on the basis of a credit check and the imposition of a credit limit. If this credit limit is exceeded, Parcelforce Worldwide reserves the right to suspend the account without giving notice of any sort until payment is received to bring your account within the credit limit.

5. Prohibited, Dangerous and Restricted Goods

- 5.1 The Customer shall ascertain if the contents of any Parcel or Pallet is dangerous, prohibited or subject to restrictions by referring in the first instance to the Guide and shall comply with all requirements specified therein. Parcelforce Worldwide may add or delete items from the definition of Dangerous Goods without notice to the Customer, but will endeavour to make the details of any such additions or deletions available on its website www.parcelforce.com. For International Deliveries this also includes any goods prohibited or restricted by the country of destination.
- 5.2 The Customer shall not send Dangerous Goods by any Service and the Customer must properly pack and duly label any Parcel or Pallet which is subject to restrictions in accordance with the Guide and all legislation, regulations and guidelines governing its transportation by road, sea, rail or air. If Dangerous Goods are sent by the Customer, then:
- 5.2.1 Parcelforce Worldwide may deal with such goods as it sees fit and shall be entitled to charge the Customer with the cost of disposal and all other reasonable costs incurred by Parcelforce Worldwide.
- 5.2.2 if such goods have caused injury or damage the Customer may be liable to prosecution; and
- 5.2.3 the Customer shall indemnify and keep indemnified Parcelforce Worldwide and its employees, sub-contractors and agents against all loss, damage or injury howsoever arising out of the carriage of Dangerous Goods, whether declared as such or not, and restricted goods not properly packed and duly labelled.
- 5.3 All types of ammunition are prohibited from being sent using any of the Services. Section 1 and 2 arms and firearms may be permitted for Zone 1 to Zone 1 collections and deliveries for account Customers only, subject to prior written agreement being provided by Parcelforce Worldwide to the Customer, such agreement to be given at Parcelforce Worldwide's absolute discretion. Zone 1 to Zone 1 Collections and deliveries of Section 1 and 2 arms and firearms will only be accepted where it can be shown to Parcelforce Worldwide's satisfaction that both the Customer and the addressee are registered firearm dealers. All types of firearms and air rifles – including air rifle pellets, are prohibited from import and export to and from the UK.
- 5.4 Parcelforce Worldwide will deal with any Consignment or Parcel that it considers hazardous or may present a danger (for example Dangerous Goods, suspicious packages or any item that constitutes a health and safety risk), as it sees fit.

6. Maximum Sizes and Weights

- 6.1 The Customer shall comply with the following terms relating to maximum size limits:
- 6.1.1. UK deliveries (Zones 1-3). The size of each Parcel must not exceed 3 metres length and girth (measured around its thickest part) combined and 1.5 metres for the greatest dimension. The size of each Pallet shall not exceed 1 metre x 1.2 metres x 2 metres (high) including the base. Any Parcel or Pallet with dimensions greater than these will either be refused or subject to additional surcharges.

6.1.2. International Deliveries (Zones 4-12). Every Parcel must comply with the size limits in the country of destination as specified in the Guide. The size of each Pallet shall not exceed 1 metre x 1.2 metres x 2 metres (high) including the base. Any Pallet with dimensions greater than these will either be refused or subject to additional surcharges. The size of each International Breakbulk Pallet must not exceed 1 metre x 1.2 metres x 2 metres (high) including the base except that where a boxed Consignment of Parcels is sent as a Pallet it must not exceed 1.5 metres in length and 3.0 metres in length and girth combined.

- 6.2 The Customer shall comply with the following terms relating to maximum weight limits:

6.2.1. UK deliveries (Zones 1-3). There is no limit to the weight of a multi-Parcel Consignment, but individual Parcels must not exceed 30kg. There is no limit to the weight of a multi-Pallet Consignment, but individual Pallets must not exceed 1 tonne.

6.2.2. International Deliveries (Zones 4-12). Every Parcel must comply with the weight limits in the country of destination as specified in the Guide. The weight limits for International Pallets and Euro 48 Pallets vary depending upon destination and service availability. The weight limit for International Breakbulk Pallets and Parcels thereon are specified in the Guide.

- 6.3 If any Parcel or Pallet exceeds the maximum sizes or weights as specified in Clauses 6.1 and 6.2 above, and Parcelforce Worldwide has accepted such Parcel or Pallet and is able to process it through the Parcelforce Worldwide network, then Parcelforce Worldwide may raise an additional surcharge as specified in the Guide.
- 6.4 Where a Parcel or Pallet exceeds the maximum sizes or weights as set out in Clauses 6.1 and 6.2 above, and Parcelforce Worldwide is unable to process it through the Parcelforce Worldwide network, then Parcelforce Worldwide reserves the right to either return the Parcel or Pallet to the Customer or transfer it to a third party who specialises in the distribution of heavy and large items. Where a Parcel or Pallet is transferred to a third party under this Clause, then Parcelforce Worldwide reserves the right to raise a charge for this service as advertised by Parcelforce Worldwide from time to time.

7. Addressing, Packaging and Documentation

- 7.1 The Customer shall ensure that each Parcel or Pallet is adequately packaged and shall label each Parcel or Pallet with the full postal address, including the postcode (or local equivalent) of both the addressee and the Customer and each Consignment must be accompanied at Despatch by fully completed despatch documentation in the form specified or provided by Parcelforce Worldwide for the Service used, which may include service indicators and barcoded labels (such labels when used shall enable Parcelforce Worldwide to identify the Customer and raise the appropriate charges). Barcode content and quality and the use of unique numbers identifying Parcels shall be as specified by Parcelforce Worldwide. Sender's and recipients telephone numbers must be included in the full address information. A PO Box address shall not constitute a full postal address. If the Customer's or the addressee's address (including telephone number) on the label are either incorrect or incomplete Parcelforce Worldwide shall have the right to raise a charge as specified in the Guide and the Customer shall not be entitled to compensation for any delay in delivery. All International items must bear a contact telephone number for the recipient clearly legible on the external packaging. All international items must bear a contact telephone number for the recipient.

7.2 It is the Customer's responsibility to ensure that all barcoded labels are machine readable and not in any way obliterated or defaced. Parcelforce Worldwide is not responsible for any delay, loss, damage or destruction of an item that is attributable to the Customer not having complied with this Clause 7 and compensation will not be payable.

7.3 Barcoded labels and address labels must not be obscured by strapping. All labels must be clearly visible and affixed to the top of the Parcel, not the base. If the Parcel is cylindrical then the label must be affixed with the barcode running along the length of the tube. Barcoded labels must be placed to the right of the address labels.

7.4 Packaging material must be of such consistency that will allow the label to adhere to the Parcel through its life cycle. If the Parcel wrapping has any written material on it then an area should be left blank for application of the barcoded label.

7.5 The Customer shall retain any Customer copies of despatch documentation for their records and these may be required by Parcelforce Worldwide from time to time. The Customer shall give the remainder to Parcelforce Worldwide's agent or representative at the time of Despatch. The Customer acknowledges that in some cases Parcelforce Worldwide does not keep manuscript records of Consignments despatched by the Customer.

7.6 Electronic information relevant to the carriage of Parcels ("pre-advised Parcel information") is required to be sent to Parcelforce Worldwide for all Parcels. This information must be received by Parcelforce Worldwide in a format specified by Parcelforce Worldwide before the Parcels it relates to are either collected by or handed to Parcelforce Worldwide. That information must match the labelling on Parcels with the full address of the addressee including postcode and telephone number, and unique barcode Parcel identifier which must be applied to all the Parcels to be collected and no others. Parcelforce Worldwide shall have the right to raise a surcharge as specified in the Guide where it agrees to accept Parcels without pre-advised Parcel information.

7.7 Where Parcelforce Worldwide has not received pre-advised Parcel information in accordance with Clause 7.6, or received pre-advised Parcel information without the Parcel being despatched, Parcelforce Worldwide may require the customer to pay in addition to the other charges referred to in Clause 8, a surcharge. Parcelforce Worldwide shall not be liable to pay any refund or compensation in respect of a Consignment which is lost or delayed where Parcelforce Worldwide has not received such pre-advised Parcel information.

7.8 For International Deliveries the Customer shall prepare and attach all documentation as required by HM Customs and Excise or as required by any overseas customs authority. The Customer recognises that failure to fully complete and sign the customs declaration (where applicable) may result in clearance delays. Parcelforce Worldwide may levy a charge if it has to retain the Customer's parcel whilst in customs process.

7.9 The Customer recognises the right of international customs authorities to inspect Parcels and Pallets and documentation, and for customs to instruct Parcelforce Worldwide or its agents worldwide to open any Parcel or Pallet for examination. The Customer authorises Parcelforce Worldwide or its agents to complete any necessary documentation for the purpose of customs clearance either in the UK or abroad, but also notes and accepts that Parcelforce Worldwide is not legally permitted to complete and/or sign individual customs declarations.

8. Charges

- 8.1 The Customer shall pay to Parcelforce Worldwide the charges specified in the Trading Agreement and in the manner set out or referred to in this Agreement (or elsewhere) together with any supplements or surcharges referred to therein or specified in the Guide or any Annex. If Parcelforce Worldwide provides any Services which are not specified in the Trading Agreement, then the charges for such Services shall be as specified in the Guide.
- 8.2 Any claim or counterclaim (including any claim for compensation) by the Customer shall not entitle the Customer to defer, withhold or deduct payment of monies or settlement of liabilities incurred to Parcelforce Worldwide.
- 8.3 Parcelforce Worldwide reserves the right to vary its Parcel or Pallet charges (up or down) for each period that it invoices a Customer, based on any variance between the number of Parcels or Pallets despatched by the Customer during the period in question and the Volume Profile for that same period as provided by the Customer, upon which the charges referred to in the Trading Agreement are based. The Trading Agreement will, without limitation detail the following:
- the Volume Profile as provided by the Customer for the Services;
 - the volume bandings;
 - the charges that will apply if the volume of Parcels or Pallets despatched by the Customer for an invoicing period is within the agreed volume banding; and,
 - the charges that will apply if the volume of Parcels or Pallets despatched by the Customer for an invoicing period falls outside the agreed volume banding.
- 8.4 Parcelforce Worldwide may carry out checks, (including examining Parcels and Pallets), to verify any information recorded in the Trading Agreement and if Parcelforce Worldwide considers that:
- 8.4.1. any details specified in the Trading Agreement have altered sufficiently to warrant an increase in the charges; or
- 8.4.2. in the case of International Breakbulk, the Customer on more than one occasion has declared an incorrect number of Parcels on the despatch documentation; or
- 8.4.3. the Customer has persistently despatched Parcels which do not meet the agreed periodic volume, or the average number of Parcels per Consignment, or the average weight criteria or other criteria set out in the Trading Agreement.
- Then notwithstanding anything to the contrary in the Trading Agreement, or elsewhere, Parcelforce Worldwide may increase the charges upon giving written notice to the Customer in accordance with Clause 8.6.
- 8.5 Parcelforce Worldwide may from time to time carry out checks to verify any information recorded on the despatch documentation and reserves the right to charge the Customer any additional charges found to be due.
- 8.6 Parcelforce Worldwide may revise any of the charges set out in the Trading Agreement or introduce or revise surcharges from time to time by giving the Customer not less than fourteen days notice of such changes in writing, overriding any provision as set out in this Agreement.
- In particular, but without limiting the foregoing revisions and surcharges may be made or imposed as a result of an increase in costs outside Parcelforce Worldwide's reasonable control, such as cost of fuel.
- 8.7 If a Consignment, or any part thereof has been delivered to an address, but there are customs charges and/or duties outstanding, and if they are subsequently discharged by

Parcelforce Worldwide, the Customer shall on demand reimburse Parcelforce Worldwide with the amount paid together with any incidental expenses and clearance costs incurred, together with Parcelforce Worldwide handling charges.

- 8.8 If an addressee refuses to pay any customs charges and duties due in respect of a Consignment and as a result, it or a part of it is not delivered, Parcelforce Worldwide shall not incur any liability and the Consignment (or relevant part) will only be returned to the Sender if those charges plus return postage are paid by the Customer. Parcelforce Worldwide will contact the Customer to advise of the charges and to obtain agreement to pay. If such agreement is forthcoming, the Customer shall make payment at or to the local Parcelforce Worldwide depot, thereafter the Consignment (or relevant part) will be returned to the Customer. Where the Customer refuses to pay the charges, the Consignment (or relevant part) will be disposed of by Parcelforce Worldwide.
- 8.9 Unless expressly stated otherwise in this Agreement, all charges and other amounts specified in this Agreement as payable by the Customer are exclusive of VAT. The Customer shall pay any VAT due on such charges or amounts at the appropriate rate in accordance with the provisions set out for payment in the Trading Agreement or as advised to the Customer giving not less than fourteen days notice of such change in writing.
- 8.10 If a Consignment is to be collected or delivered within a Surcharge Zone, Parcelforce Worldwide shall have the right to raise a surcharge as specified in the Guide.
- 8.11 Parcelforce Worldwide reserves the right to charge for all or any Parcelforce International Services on a volumetric basis as stated in the Guide or on Parcelforce Worldwide's website www.parcelforce.com
- 8.12 Parcelforce Worldwide operates a standard charging policy for resellers. If a customer is found to be reselling Parcelforce Worldwide services without specific permission, Parcelforce Worldwide reserves the right to alter the charges in line with the policy without giving notice of any sort.
- 8.13 All charges paid for the purchase of Parcelforce Worldwide Courier Packs are non-refundable in all cases.

9. Payment

- 9.1 All charges due to Parcelforce Worldwide shall be invoiced to the Customer at the agreed frequency as set out in the Trading Agreement. In the event that there is any dispute on an invoice, Parcelforce Worldwide may require the Customer to provide to Parcelforce Worldwide any unused Despatch documentation in order that the matter can be dealt with promptly.
- 9.2 Where the Customer pays by direct debit the Customer shall pay within 30 days of the date of the relevant invoice or 30 days from date of the relevant invoice for all other methods of payment, or as specified in the Trading Agreement.
- 9.3 Parcelforce Worldwide shall be entitled to charge interest at statutory rate of interest for late payment prescribed by section 1 of the Late Payment of Commercial Debts (Interest) Act 1998 calculated on a daily basis, on all overdue sums. In addition to charging interest, where charges are outstanding beyond an agreed credit period, Parcelforce Worldwide shall be entitled to sell any undelivered Consignment or part thereof and apply the proceeds toward any such charges and the expenses of the sale.

10. Service Standards

- 10.1 The Service standards for each of the Services shall be as set out in the Guide (or in any other publication issued by Parcelforce Worldwide setting out Service standards) and shall apply subject to Clause 11.
- 10.2 For the purposes of calculating service standards:
- 10.2.1. only Working Days will be counted. These may vary country by country, (including countries within the UK);
- 10.2.2. where Parcelforce Worldwide attempts to deliver a Consignment to the address shown on the Consignment despatch documentation or on the Parcel and for whatever reason delivery cannot be achieved (including unreasonable delay in acceptance at that address) then delivery shall be deemed to have taken place at the time when the Consignment was first presented to that address to attempt delivery or when Parcelforce Worldwide joins a queuing or booking-in system operated at that address;
- 10.2.3. Subject to 10.2.2 above, where Parcelforce Worldwide has agreed to hold a Consignment for collection or pending further instructions then attempted delivery shall be deemed to have taken place at the earliest time when the Consignment is made available for collection by the addressee or the time the direction is given.
- 10.3 Consignments will only be despatched or delivered on Working Days. If a Consignment is despatched on a non-Working Day, or after the latest acceptance time on a Working Day, it will be deemed to have been despatched on the next Working Day.

11. Re-Specification of Services

- 11.1 Parcelforce Worldwide reserves the right to withdraw, suspend and/or re-specify any Service (including compensation arrangements) from time to time.
- 11.2 The delay compensation arrangements for Parcelforce 24 and Parcelforce 48 Services despatched to residential addresses will be suspended between 8th and 24th December. However provided that the last date for despatches are observed, deliveries will be made by 24th December and in the unlikely event that there is a delay beyond that date, compensation arrangements equivalent to Parcelforce 24 and Parcelforce 48 will apply.

12. Specific Service Features – Parcelforce Timed Services, Parcelforce 24 and Parcelforce 48

- 12.1 Saturday deliveries may be made on request by completing/ affixing the appropriate documentation and shall be subject to the payment of a supplement, as outlined in the Guide.
- 12.2 When a Saturday delivery has been specified, but does not occur, the supplement shall be refunded in full. The Saturday would then be treated as a non working day.

13. Specific Service Features – Parcelforce ServiceMaster™

- 13.1 **Service Standards and Storage**
- 13.1.1. Parcelforce Worldwide will endeavour to make Consignments available for collection by the Customer's representative by 8.00am on the next Working Day after Despatch (which shall include a Saturday provided that a Saturday delivery label is affixed to the Consignment) at the Parcelforce Worldwide depot indicated;

13.1.2. The Customer's representative shall be required to produce suitable identification in order to collect a Parcelforce ServiceMaster™ Consignment or any part thereof;

13.1.3. A Consignment will be held at the Parcelforce Worldwide depot for seven Working Days awaiting collection. After this time, if the Consignment has not been collected, the Consignment will be returned to the sender and further charges will be payable by the Customer as specified in the Guide;

13.1.4. Parcelforce Worldwide may, at any time, change the number and locations of its depots without prior notice to the Customer.

13.2 Parcelforce ServiceMaster™ Returns

13.2.1. The Customer's representative may return a Consignment to the Customer using Parcelforce Timed Services, Parcelforce 24 or Parcelforce 48 Services, without any payment being made at the time of Despatch, subject to the production of suitable identification. Consignments handed over on a Saturday will be treated as a Monday despatch;

13.2.2. All Parcelforce ServiceMaster™ Returns will be subject to the Conditions of Carriage (including charges) applicable to the Service selected;

13.2.3. Parcelforce Worldwide shall be entitled to rely on instructions given by a person requesting the Parcelforce ServiceMaster™ Returns Service for or on behalf of the Customer and the Customer shall pay the charge for the Service selected notwithstanding that such person did not have the authority to request such Service.

13.3 Parcelforce Worldwide shall not be liable to the Customer for any discrepancy between the contents of any consignment and the manifest, which accompanies it under these services.

14. Specific Service Features – Guaranteed Pallets

14.1 Documentation and Labelling

14.1.1. Saturday deliveries may be made on request by completing/affixing the appropriate documentation and shall be subject to the payment of a supplement as agreed between Parcelforce Worldwide and the Customer in advance of Despatch.

14.1.2. Each Pallet must be individually labelled in accordance with Clause 7.1, using a self-adhesive documents-enclosed envelope. A separate Consignment note must be provided for each Pallet despatched to a different address.

14.2 Delivery

Any delivery that requires the contents of a Pallet to be broken down or Parcelforce Worldwide to take each item off the Pallet prior to or at delivery, may be subject to additional charges.

15. Specific Service Features –

Parcelforce Worldwide International Services

15.1 Liability for Delay

For the avoidance of doubt, Parcelforce Worldwide shall not be liable for delay where:

- The consignment is held up in a customs clearance process.
- The customs documentation is incomplete or incorrect.
- The consignment is seized by a customs or governmental authority.
- The consignment requires collection by the recipient.
- The consignment is addressed to a PO Box on any UK, Euro 48, and any import services.
- In specific countries either a PO Box or Post Office branch is not a valid address.
- The consignment has not been packed correctly.
- The consignment contains prohibited or restricted goods.
- The consignment does not have a complete and accurate address, postcode and telephone number for the shipper and recipient or does not have all relevant despatch packs and labels on.
- Any computer system is affected directly or indirectly by any virus.
- It is indicated on the country specific information that the delivery guarantees do not apply.
- There is duty payable on the Consignment; or
- The item is sent on BFPO as no delivery speed is defined.

16. Specific Service Features –

International Pallets

16.1 Documentation and Labelling

The Customer shall ensure that all Pallets are correctly marked with the full delivery details and address including postcode (or local equivalent) and telephone numbers.

16.2 Delivery

Parcelforce Worldwide's representatives and agents will not obtain an acknowledgement receipt for Consignments despatched by this service, except where specifically agreed between the Customer and Parcelforce Worldwide in writing.

16.3 Compensation Limits

No compensation will be payable for loss of or damage to Consignments despatched by this Service and no compensation shall be payable for any delay in providing the Service.

17. Specific Services Features –

International Breakbulk

- 17.1 Parcelforce Worldwide's representatives and agents will only obtain an acknowledgement receipt for Consignments despatched by this Service if Parcelforce Worldwide has agreed that they will do so.
- 17.2 No compensation shall be payable for any delay in providing the Service.

18. Specific Service Features –

Convenient Delivery

- 18.1 This may be purchased by a Customer as an add-on to UK Services to provide for delivery to a nominated Post Office® branch, as set out below:
- Option 1 Delivery to a designated Post Office® branch.
 - Option 2 Delivery to a nominated Post Office® branch, at the request of an addressee in response to the receipt of a non-delivery card, requesting such delivery.

19. Specific Service Features –

Drop Boxes

- 19.1 This may be purchased by Customers as an add-on to UK Services. Customers must provide such details of the addressee's Drop Box system as is required by Parcelforce Worldwide and ensure such details appear on the address label. No signature against delivery will be obtained by Parcelforce Worldwide and Parcelforce Worldwide does not have any liability to the Customer for loss or delay where this Service is used.

20. Specific Service Features –

Same day Service

- 20.1 A waiting time of fifteen minutes during collections and deliveries is included in the price of the same day service. Additional surcharges shall be charged to the Customer for any waiting time in excess of 15 minutes as follows:
- 20.1.1. £15.00 per hour for a small van/motorcycle (charged to the nearest minute); or
- 20.1.2. £18.00 per hour for a short wheel base van (charged to the nearest minute); or
- 20.1.3. £20.00 per hour for a long wheel base van (charged to the nearest minute); or
- 20.1.4. £22.00 per hour for a extra long wheel base van (charged to the nearest minute).
- 20.2 Clause 23.1 shall not apply to the same day service, otherwise subject to the terms of this Agreement, Parcelforce Worldwide shall be liable to the Customer for loss of or damage to any Consignment up to a maximum of £2500 on this same day service. Enhanced compensation may be available upon request by the Customer.
- 20.3 A surcharge of 25% of the same day price will apply to collections and deliveries performed after 18:00 and before 08:00 Mondays to Fridays, excluding bank or public holidays. A surcharge of 40% of the same day price will apply to collections and deliveries performed during weekends, bank or public holidays. The same day prices exclude all airfreight charges, tolls, ferry and congestion charges, which will be charged to the Customer at cost.

21. Specific Service Features –

Intelligent Locker Box Delivery

21.1 Documentation and Labelling

The Customer shall ensure that all Parcels are correctly labelled with the Softlocker label detailing the ParcelXchange™ to which the Parcel is to be delivered.

21.2 Service Standards and Storage

21.2.1. Parcelforce Worldwide will endeavour to make Parcels available for collection by the Customer's representative from 8am on the next Working Day after Despatch.

21.2.2. If the Customer's representative is not able to use the card and pin number issued to open the ParcelXchange™, they shall be required to produce suitable identification in order for it to be opened remotely.

21.2.3. All parcels must be collected from the ParcelXchange™ by the Customer's representative by 16.00 hours on the Working Day following Despatch.

21.2.4. Parcelforce Worldwide will endeavour to deliver returned Parcels on the next Working Day following collection from the ParcelXchange™.

21.3 Maximum Sizes and Weights

The Customer shall ensure that the size of Parcels does not exceed the dimensions of the ParcelXchange™ box they are being sent to and no Parcel must exceed 25kg.

21.4 Compensation Limits

Parcelforce Worldwide shall pay compensation to the Customer for loss of or damage to any Parcel up to a maximum of £50.00 subject to the other provisions of this Agreement. No compensation will be payable for any delay in providing the Service.

21.5 Returns

Any Parcels being returned by the Customers representative must have a label produced from the ParcelXchange™ affixed to it before it is placed in the ParcelXchange™ for collection by Parcelforce Worldwide. Any parcel being returned must be placed in the ParcelXchange™ by 22.00 hours to be collected on that Working Day.

21.6 Charges

The Charges for the Service are based upon either the weekly rental charge for a fixed ParcelXchange™ box or a daily charge for a dynamic ParcelXchange™ box. If a Parcel has not been collected by the Customer's representative by 16.00 hours on the next Working Day after deposit, a further daily charge may be incurred.

22. Notices

- 22.1 Any notice given under this Agreement shall be in writing and delivered by hand, by electronic mail or sent by first class post to the relevant address provided by each party or in the case of notices to the Customer, additional notice may also be sent to such other address as Parcelforce Worldwide has for the Customer. Any notice is deemed to have been served when delivered by hand, at the time of actual delivery; or when sent by first class post, at expiry of forty-eight hours after posting; or where sent by electronic mail on the day on which the communication is first received in the other party's electronic mailbox.

23. Liability for Delay

Loss or Damage

- 23.1 Parcelforce Worldwide shall pay compensation to the Customer for loss of or damage to any Consignment or delay in delivery of any Consignment up to the maximum for the Service selected by the Customer where provided for in the "Compensation Table" at Clause 28. Compensation for delay is given by way of a refund of whole or part of the charges. Enhanced compensation (which is offered for some Services) is available up to the amount set out in the Compensation Table for loss or damage to a Consignment only, not for delay and is only payable if the Customer has paid the additional fee as set out in the Guide. **Payment of all compensation is subject in particular to the provisions of this Clause 23 and the satisfaction of Clause 25 and all other relevant provisions of this Agreement.** Not all Services provide compensation.
- 23.2 "Delay in delivery" or 'late delivery' (or similar expressions) means delivery which is not in accordance with the delivery times for the particular Service as set out in the Guide, (subject to the other provisions of these Conditions of Carriage).
- 23.3 Save as referred to in Clause 23.1, 23.2, and 23.11, Parcelforce Worldwide shall not otherwise be liable to the Customer or any other person for any delay, or any loss of, or damage to any Consignment(s), nor for any loss or damage arising from delay in the collection, conveyance or delivery of any Consignment(s) howsoever any such loss, damage or delay was caused and whether by the negligence of Parcelforce Worldwide or its officers, employees, contractors, agents or otherwise.
- 23.4 Parcelforce Worldwide shall not be liable to pay compensation for loss of or damage to a Consignment:
- 23.4.1. due to latent or inherent defect, vice or natural deterioration of items; or
- 23.4.2. containing diamonds, precious stones, real fur, jewellery (other than imitation), articles made largely or wholly of gold or silver or other precious metals, watches, antiques, stamps, negotiable documents, bearer bonds, money or money's equivalent, ceramics, resin, fossils, stone, stoneware or glassware; or
- 23.4.3 tickets, or tickets which are exchangeable for goods and services (including without limitation, airline tickets or tickets for any mode of transportation).
- 23.5 Liability for loss or damage to musical instruments shall not exceed £150.
- 23.6 Any compensation payable for loss or damage under this Agreement shall be limited to the repair costs of the items damaged or, if lost or damaged beyond repair, their replacement cost (excluding VAT, unless the Customer is not registered for VAT) or (at Parcelforce Worldwide's option) repairing or replacing the items with an equivalent item, taking account of depreciation for wear and tear and shall not exceed Parcelforce Worldwide's stated limits of compensation as set out in Clause 20.2 or in the Compensation Table at Clause 28.
- 23.7 Any compensation payable under this Agreement for loss of or damage to any Collectable(s) shall be limited to the actual price paid for the Collectable(s) and shall not exceed Parcelforce Worldwide's stated limits of compensation as set out in Clause 20.2 or in the Compensation Table.
- 23.8 Parcelforce Worldwide shall not be liable to pay any compensation for loss or damage or refund for late delivery (where otherwise payable) in respect of any Parcel(s) or Pallet(s), if:

23.8.1. loss, damage or delay is caused due to the Customers' failure to properly pack any Parcel or Pallet in accordance with Parcelforce Worldwide packaging guidelines, or the absence, inadequacy or failure of any packaging, or:

23.8.2. the Customer sends Dangerous Goods or prohibited goods by any Service or the Customer fails to properly pack and duly label any Parcel or Pallet which is subject to restrictions in accordance with the Guide and/or legislation, regulations and guidelines governing its transportation by road, sea, rail or air; or

23.8.3. the Customer sends items in contravention of Clauses 5.3 or 5.4 or does not comply with Clause 5 or any other relevant provisions of these Conditions of Carriage; or

23.8.4. the Customer fails to label each Parcel or Pallet with the correct postal address, including the postcode and telephone number, of both the addressee and the sender or fails to ensure that each Parcel or Pallet is accompanied by correctly and fully completed despatch documentation in the form specified by Parcelforce Worldwide for the Service used in respect of each Consignment at the time of despatch including any appropriate Service indicators and labels as specified by Parcelforce Worldwide.

23.9 Parcelforce Worldwide shall not be liable to pay any refund for late delivery if:

23.9.1. UK, Import or Euro 48 Parcels are addressed to a PO Box address; or

23.9.2. Export Parcels are addressed to a PO Box or local post office where the postal delivery agent operates a held for collection process.

23.10 The Customer shall indemnify Parcelforce Worldwide against any loss, damage or claims suffered or incurred by Parcelforce Worldwide by virtue of any lack of authority by the Customer to Despatch any Consignment under this Agreement.

23.11 Parcelforce Worldwide shall not be liable in respect of any Consignment where the Customer or the owner of the Consignment or anyone acting on their behalf have been fraudulent or dishonest in any way in respect of that Consignment, nor shall Parcelforce Worldwide be liable in respect of any Consignment where any person misrepresents his authority to receive a Consignment on the addressee's or Customer's behalf.

23.12 Parcelforce Worldwide shall not be liable (whether for payment of compensation or refunds or otherwise) for any failure to perform, or delay in the performance of its obligations under this Agreement where such failure or delay is directly or indirectly caused by any interruption, failure or malfunction whatsoever of any of its computer systems caused by any computer viruses including, without limitation, routines, worms, logic or time bombs, disabling or disruptive codes or routines, expiration dates and software switches included in or introduced onto those computer systems (whether maliciously, recklessly or otherwise).

23.13 Any liability Royal Mail Group Ltd may have not otherwise specifically provided for in these Conditions of Carriage, whatsoever and howsoever arising, whether from contract, tort, (including negligence), breach of statutory duty or otherwise shall be limited as follows:

23.13.1. liability for death or personal injury, no limit;

23.13.2. liability for loss of, or damage to property, not being, or forming part of a Consignment, shall not exceed £1 million per event or series of connected events; and

23.13.3. liability arising from loss or damage to a Consignment (not otherwise provided for in these Conditions of Carriage) shall not exceed £2,500 and liability for delay, or arising from delay shall not exceed a refund of the charges paid in respect thereof.

23.14 Parcelforce Worldwide does not accept liability for any loss of contracts, business, profits, revenue, anticipated savings or any other such economic loss, or any indirect or consequential losses, whatsoever or howsoever arising, whether in contract, tort, (including negligence), breach of statutory duty or otherwise (except as may arise from death or personal injury).

23.15 Parcelforce Worldwide's liability for loss or damage to Consignments regardless of the number of Consignments arising out of one event or series of connected events shall not exceed £1 million.

24. Sensitive Documents and Data

24.1 The despatch of sensitive data and documents, with contents including but not limited to names, addresses, bank details, signatures and dates of birth is entirely at the sender's risk and no compensation cover is available for these items, unless agreed in writing by Parcelforce Worldwide. For your own benefit Parcelforce Worldwide suggest that data stored on electronic media, for example data disks, hard drives, magnetic tapes or pen drives are suitably encrypted.

25. Force Majeure

25.1 Parcelforce Worldwide shall not be liable (whether for the payment of compensation or refunds for late delivery or otherwise) for any failure to perform, or delay in the performance of its obligations under this Agreement where such failure or delay results from any circumstances outside its reasonable control including but not limited to any fire, flood, explosion, accident, adverse weather conditions, criminal act, traffic congestion, mechanical breakdown, obstruction of any public or private highway, riot, government act, act of war, terrorism, act of God, or from any industrial dispute or strike whatsoever.

26. Claims for Compensation

26.1 Parcelforce Worldwide will require the Customer to substantiate a claim by providing the Consignment, its contents and its packaging for inspection. Where a damage inspection is required the Customer is advised to keep a photograph of all internal and external packaging at the time of arrival for damage inspection. Parcelforce Worldwide may depreciate the value of items to reflect their current market value, and to take account of any depreciation for wear and tear. Premiums paid for enhanced compensation are non-refundable in all cases. Any claims which overstate the value of the item will be rejected although any compensation for delay will still be payable. Any valuation of any item in a foreign currency will be converted into British Sterling based on the exchange rate on the date of claim. Parcelforce Worldwide may make such investigations as it deems necessary to satisfy itself of the validity of any claim and the legitimacy of any auction website.

26.2 All claims must be received within 30 days of Despatch. Appeals must be made within 30 days of receipt of claim settlement letter, in writing to the address shown on the claim settlement letter. As part of our security operations we carry out rigorous checks on all Consignments, this may involve x ray screening, decompression, or in exceptional circumstances, the opening of parcel which fails any of the checks outlined above. All service guarantees may be suspended and related compensation claims refused if a Parcel is required to be opened after failing any of the checks outlined above.

27. Compensation Payment

27.1 Parcelforce Worldwide may make compensation payments to the Customer by credit, Parcelforce Worldwide reserves

the right to recover from the Customer monies paid in compensation to the Customer if items are subsequently delivered or recovered.

27.2 If any payments due to Parcelforce Worldwide are outstanding, then Parcelforce Worldwide shall have the right to withhold compensation until such time as the Customer has paid in full.

28. Compensation Table

28.1 In relation to refunds for late delivery, the refund payable is as set out in either sub-column A or sub-column B. Sub-columns A and B shall have the following meanings:

A = Percentage refund of charges paid for a Consignment if delivered on due day but not in accordance with the Service.

B = Percentage refund of such charges if delivered after the due day.

Service Options	Max compensation for loss or damage included in the price	Max enhanced compensation for loss or damage when enhanced compensation has been purchased	Refund for Late delivery	
			A	B
Parcelforce ServiceMaster™	£150 per Consignment	£2,500 per Consignment	#	#
Parcelforce by 9.00am	£150 per Consignment	£2,500 per Consignment	50%	100%
Parcelforce by 10.00am	£150 per Consignment	£2,500 per Consignment	50%	100%
Parcelforce by 12 noon	£150 per Consignment	£2,500 per Consignment	50%	100%
Parcelforce 24	£150 per Consignment	£2,500 per Consignment	n/a	100%
Ireland 24	£150 per Consignment	£2,500 per Consignment	n/a	100%
International Datapost	£150 per Consignment	£2,500 per Consignment	n/a	100%
Parcelforce 48	£150 per Consignment	£2,500 per Consignment	n/a	25%
Euro 48	£150 per Consignment	£2,500 per Consignment	n/a	25%
International Scheduled	£150 per Consignment	£2,500 per Consignment	n/a	25%

n/a not applicable.

Not available for this Service as Parcelforce Worldwide does not undertake to deliver (nor make available for collection where relevant) by a set time, or within a time window.

Service Options	Max compensation for loss or damage included in the price	Max enhanced compensation for loss or damage when enhanced compensation has been purchased	Refund for Late delivery	
			A	B
UK Guaranteed Pallets	£3 per Kg	£10 per Kg	#	100%
International Pallets	CMR* per Kg for Pallets to Europe. Nil for other destinations.	By special arrangement	#	#
International Breakbulk	£20 per Parcel	None	#	#
Echo Pack	£150 per Consignment	None	#	#

* Compensation for loss or damage is at the level set by "Convention relative au transport international de marchandises par route".

Not available for this Service as Parcelforce Worldwide does not undertake to deliver (nor make available for collection where relevant) by a set time, or within a time window.

Note: if further restrictions and/or exclusions of Parcelforce Worldwide's liability for loss, damage or delay are set out in any other provisions of these Conditions of Carriage, then those restrictions and exclusions shall also apply.

29. General

29.1 This Agreement constitutes the entire agreement between Parcelforce Worldwide and the Customer. Each party acknowledges that in entering into this Agreement it has not relied on any representation or undertaking, whether oral or in writing, save as expressly incorporated herein.

29.2 This Agreement supersedes the provisions of any previous contract, warranty or representation made or given relating to the Services.

29.3 The terms of this Agreement shall be treated as confidential by both parties and shall not be disclosed to any other party by the Customer unless required by lawful authority.

29.4 Parcelforce Worldwide may engage agents and/or sub-contractors to perform all or any part of the Services.

29.5 The failure of either party to enforce or to exercise at any time or for any period any term of or right arising pursuant to this Agreement does not constitute and shall not be construed as a waiver of such a term or right and shall not affect the party's right to enforce or exercise it at a later date.

29.6 Parcelforce Worldwide may vary any of the provisions of this Agreement at any time (including charges) upon giving the Customer fourteen days' notice in writing. No variation of this Agreement shall be effective unless made in writing.

29.7 Nothing in this Agreement (nor anything else) shall confer on any third party any benefit, nor the right to enforce any provision of it which that person would not have had but for the Contracts (Rights of Third Parties) Act 1999.

29.8 All rights, title and interest in the names and the logos of Parcelforce Worldwide and those of its subsidiaries now belong to and shall always belong to Royal Mail Group Ltd and/or its subsidiaries. The use of all or any of the names and the logos referred to above by the Customer for any purpose, without the agreement in writing of Royal Mail Group Ltd is strictly prohibited. Irrespective of the Customer's compliance with this clause any goodwill arising from the use by the Customer of all or any of the names and logos referred to above shall automatically accrue to Royal Mail Group Ltd, and the Customer shall at its own cost sign a confirmatory assignment of such goodwill if requested by Royal Mail Group Ltd to do so.

29.9 Royal Mail Group Ltd may assign the benefit of this Agreement to any of its subsidiaries or holding companies or any subsidiary of any of its holding companies (in each such case, from time to time and as defined by section 736 Companies Act 1985 (as amended)) provided that, in each such case, such assignee is incorporated and resident for tax purposes in the United Kingdom and holds any necessary regulatory requirements for such group member to accept such assignment and that no withholding tax will apply to any payment to be made by such assignee under this Agreement.

29.10 This Agreement shall be governed by and construed in accordance with the law of England and Wales. Each party irrevocably agrees to submit to the exclusive jurisdiction of the courts of England and Wales over any claim or matters arising under or in connection with this Agreement.

29.11 If any provision of this Agreement shall be found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall not affect the remaining provisions of this Agreement which shall remain in full force and effect.

29.12 Further Specific Service Features may be set out in the Guide.

29.13 These Conditions of Carriage take precedence over all other provisions forming part of this Agreement. Although correct at April 2008, Parcelforce Worldwide charges, compensation, destinations and other conditions are subject to revision from time to time, and services may be added or deleted.