



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

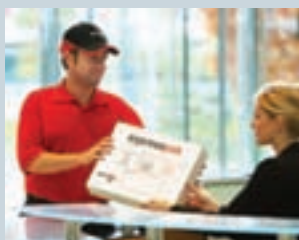
For fast and reliable export services from the UK.

- **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.

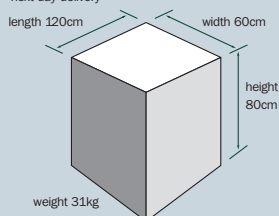
Offshore	DPD 10:00	DPD 12:00	DPD NEXT DAY	DPD TWO DAY
expresspak Up to 5kg per item	POA	£37.60 per parcel	£31.40 per parcel	N/A
standard parcels 1–30kg per item	POA	£70.00 per parcel (inclusive of first 5kg) + £1.55 per kg, Minimum £28.40 charge per parcel.	£44.00 per parcel (inclusive of first 5kg) + £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



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**

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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)