

Special Delivery by 09:00 Available for delivery to selected postcodes within the Worldwide by 0900 on the next available working day (by 1030 to USA). Please check the delivery postcode before booking at dct.dhl.com	Per shipment	Tariff + £20.00
Special Delivery by 12:00 Available for delivery to selected postcodes within the Worldwide by 1200 on the next available working day. Please check the delivery postcode before booking at dct.dhl.com	Per shipment	Tariff + £10.00
Saturday Delivery The delivery of a shipment on a Saturday, when Saturday is not a standard working day, or on a Friday, when Friday is not a standard working day. This service is only available in selected postal / zip code areas. Please check the delivery postcode before booking at dct.dhl.com	Per shipment	£45.00
Remote Area Delivery An international remote area delivery or collection is defined by a post code (or town in the absence of post code) that is determined as difficult to serve or too distant. Applies to the destination address for exports, the origin address for imports and both the origin and destination addresses for Third Country shipments. To check if Remote Area Service applies to a post code or town name, please visit the Capability Tool (DCT) at dct.dhl.com	Weight (amount	£0.38 per kg, subject to a minimum charge of £19.00
Over size / Over weight Surcharge An Over weight shipment is a piece with a dimension in excess of 120 cm, an Over Size shipment is a piece with an actual or volumetric weight over 70kg. The surcharge is only applied once per shipment.	Per shipment	£70.00
Non Stackable Pallet Surcharge A fixed surcharge is applied to any pallet within a shipment that because of its shape, packaging or content is not	Per shipment	£130.00
Address Correction A Fixed surcharge is applied to any shipment that has an incorrect delivery address at the time of pickup and the delivery cannot be fulfilled after making efforts at the destination to determine the correct address.	Per shipment	£10.00
Free Domicile (DDP Delivery Duty Paid)	Per Shipment	£20.00+ local taxes and duties
Volumetric and Dead Weight Charges Any volumetric/weight changes where proof is supplied by our agent/supplier during transit are non negotiable.	Per Shipment	5000:1 (height x length x width / 5000 = cm3
Restricted Destination Surcharge *NEW* Covers the exceptional handling required to service destinations that are subject to trade restrictions imposed by the United Nations Security Council. The charge applies to outbound non document shipments to Central Africa, Ivory Coast, Dem Rep of Congo, Eritrea, Iran, Iraq, North Korea, Libya, Somalia, South Sudan*, Syria* and Yemen.	Per shipment	£22.00* *Both charges will apply per shipment.
Elevated Risk Surcharge *NEW* Covers additional security measures for handling outbound and inbound shipments in countries that are in continuous threat of war, civil unrest or threats of terrorism. The charge is currently in place for outbound, inbound and 3rd country shipments for Afghanistan*, Burundi, Iraq*, Libya, Syria*, Mali, Niger and Yemen.	Per shipment	£15.00* *Both charges will apply per shipment.
Exporter Validation Surcharge *NEW* Exporter validation surcharges apply when shipping to a country that is subject to trade restrictions imposed by national legislation such as the EEAS or OFAC. The charge is for outbound non-docs only to Afghanistan*, South Sudan, Belarus, Myanmar, Zimbabwe and Lebanon.	Per shipment	£22.00* *Both charges will apply per shipment
Lithium Batteries - 1 x battery and must be contained within the item (phone/Laptop) they are intended to power.	Per shipment	Standard Tariff
Lithium Batteries Section II (PI966, 969) The handling and transportation of shipments containing Lithium Ion or Lithium Metal batteries compliant with the appropriate IATA Packing instructions (PI966 or 969) either on our suppliers air or road networks or on commercial airlines.	Per Shipment	£10.00
Lithium Batteries Section IB, II (PI965) The handling and transportation of shipments containing loose Lithium Ion Batteries compliant with the appropriate IATA Packing Instructions (PI965) on the DHL air network.	Per Shipment	£85.00
Dangerous Goods Surcharge The handling and transportation of substances and commodities classified as Full Dangerous Goods either on our suppliers air or road network or on commercial airlines. Comprises Full IATA Dangerous Goods to the limits of ADR (Accord Dangerous Routier) Limited Quantities (LQ).	Per shipment	£85.00
Excepted Quantities The handling and transportation of substances and commodities classified as Excepted Quantities in accordance with the IATA Dangerous Goods Regulations (DGR) and permitted on passenger aircrafts or in accordance with ADR	Per shipment	£10.00
Limited Quantities by Road The ground handling and transportation of substances and commodities classified as Limited Quantities to the limits of ADR (Accord Dangerous Routier) that are prohibited for air transportation.	Per shipment	£32.00
Dry Ice UN1845 The provision, handling and transportation of Dry Ice (UN1845) used as a cooling agent for non-dangerous goods on either the DHL air or road network or on commercial airlines. Can include replenishment during transit.	Per shipment	£16.00
Data Entry A surcharge applies for each shipment consigned with non-electronic, paper based manual house waybills not entered onto our online booking facility/with a pre alert manifest sent prior to shipment arrival or without EDI transmitted information being received prior to arrival. Login information is available on request.	Per shipment	£2.00
Shipment Insurance - Charged by Shipment Value The provision, at individual shipment level, of declared value coverage above Standard Liability for the amount necessary to repair or replace a shipment in the event of physical loss or damage	Percentage of replacement/ declared value with	£18 or 3% of stated shipment value if higher.
Fuel Surcharge A variable percentage surcharge, derived from a publicly available jet fuel index or diesel fuel index, which is applied to the weight charge, Service Premiums and all Surcharges and Optional Service charges.	Per shipment	Calculated Monthly and posted at https://impactexpress.co.uk/news/impact-express-fuel-surcharge.php

Standard Service Conditions

Acceptance of offer	BY CONFIRMING BY EMAIL OR BY SHIPPING WITH IMPACT EXPRESS, YOU ARE CONFIRMING THAT YOU HAVE ACCEPTED THE TERMS OF THIS OFFER TO PROVIDE SERVICES AS SET OUT IN THIS AGREEMENT. YOU ARE ALSO CONFIRMING THAT YOU ARE AUTHORISED TO ACCEPTING THIS OFFER ON BEHALF OF THE CUSTOMER.
Term and Termination	This Service Agreement between Impact Express and the Customer will commence on the first date of the month in which you have accepted the terms of the offer and shall continue until terminated by either party. This Service Agreement may be terminated by either party upon one month's prior written notice, or with immediate effect in the event of the other party's insolvency, or if the other party commits a material breach which is either not capable of remedy or which that party fails to remedy within 14 days of receipt of written notice requesting the breach to be remedied.
Non Disclosure Agreement.	We have provided this tariff in good faith and do not expect any parties on the receipt of this tariff to forward/share the information withheld to/with any third parties or suppliers without prior knowledge or consent from Impact Express Wholesale Ltd.
Neutrality Agreement	We can confirm that Impact Express Wholesale Ltd will never actively approach any existing client of a past, current or future customer. We are happy to sign Neutrality Agreement at any time to back up this statement.
Our service commitment / Scope of Service	Rates quoted are based on Impact Express's standard Terms and Conditions of Carriage as found on https://impactexpress.co.uk/services/terms-conditions.php . Impact Express's operating process does not include any non-standard or tailored services, such as dedicated transport, enhanced Customs services or on-site services. The Rates are valid for services during the hours of standard operation designated by Impact Express. By opening an account with Impact Express Wholesale Ltd you will agree not to open/ship with or agree to any approach to/from to open account our suppliers (DHL / FedEx / DPD) whilst you are an active customer of Impact Express Wholesale Ltd.
Price agreement	
Services not quoted	All services, surcharges, and rates for specific lanes or destinations not quoted in this Service Agreement, will be priced as per Impact Express's standard rates in our Pricing Guide
Basis of quotation	The Rates for transportation, services, and surcharges, as set out in this Service Agreement are derived from a revenue qualifier based on a shipping profile agreed with the customer as specified in the Rates. In the event of a shortfall on the revenue qualifier (for all or for a specific product) or in the event of a substantial change in the volume, weight or destination mix, Impact Express reserves the right to revise the Rates at any time upon prior written notice to the Customer.
Volumetric divisor	Volumetric weight factors apply to Impact Express Rates. Shipments will be charged according to the higher of actual or volumetric (dimensional) weight. Impact Express calculates volumetric weight (in Kilograms) by dividing the shipment volume (in Cubic Centimeters) by 5000 (or Length x Width x Height [(in cm)] / 5000). Impact Express reserves the right to modify this formula.
Partner companies	The Rates are only offered to contracting parties and cannot be extended to third parties. Majority-owned subsidiaries of the Customer and other parties can be added to the contract by mutual agreement.
Price components	
Duties & Taxes	Rates are exclusive of value-added tax, customs duties, fines or interest thereon, and other government taxes imposed with respect to the provision of services, which shall be for Customer's account.
Additional Charges	Optional Services and Surcharges
Fuel Surcharge	A fuel surcharge will apply to the Rates, this will be adjusted monthly in accordance to our suppliers fuel surcharge calculations and can be found at https://impactexpress.co.uk/news/impact-express-fuel-surcharge.php .
Price review	
General Price Increase	In general, Impact Express's pricing is valid until December 31st of the year of the issue date of this offer. Unless otherwise specified in the Rates, the Rates are subject to adjustment in accordance with its suppliers annual average GPI, which occurs on January 1st of each year.
Currency	In the event that the currency of a country for which the Rates quoted devalues in excess of 5% against the Euro or US Dollar exchange rates identified by Impact Express, Impact Express shall be entitled to immediately adjust the Rates applicable to the said country. Any such adjustment shall be commensurate with the rate of .
High inflation	In the event that the inflation rate of the country for which the Rates are quoted would exceed 5%, Impact Express shall be entitled to adjust the Rates upon reasonable prior notice.
Notice period for changes	Impact Express will announce changes in Rates upon the provision of reasonable notice (except any emergency surcharge).
Invoicing and payment	
Payment terms	Invoices will be issued twice monthly unless otherwise agreed by the parties. Payment terms are strictly 30 days net from date of invoice unless otherwise specified in the Rates. Duties and Taxes due on the shipment shall be paid by the Customer within 7 days if requested. In the event there is any query on an invoice, then only the disputed item on the invoice shall be held from payment and all other amounts owing and not disputed are to be paid on the due date. Queries on invoices must be reported within 14 days of invoice date. If any sum is not paid by the due date, for reasons other than a good faith dispute, Impact Express reserves the right to charge interest at the rate specified in the Late Payments of Commercial Debts (Interest) Act 1998 calculated daily from the due date until the date on which the obligation of the customer to pay the sum is discharged (whether before or after any judgment). Customer is responsible for the payment of rates, charges and duties relating to any shipment carried under the Customer's account numbers.
Other	
Confidential Information	This Agreement and the rates are confidential. Neither party may disclose or publicize the existence or contents of this Agreement without the prior consent of the other party.
Governing Law	This Agreement and any non-contractual obligations arising out of or in connection with it shall be governed by and construed in accordance with the laws of England and Wales and the parties submit to the exclusive jurisdiction of the English courts. This Agreement sets out the entire agreement between the parties and supersedes and replaces any other prior verbal or written agreement.