

TRAKPAK

Service Guide



Contents

1. What is TRAK PAK?	3
2. Size and Weight Limits.....	4
3. Operational Process Flow	5
4. Despatch Process	6
5. Packaging & Addressing.....	6
6. Customs Documentation.....	7
7. Prohibited & Restricted Goods	9
8. Transit Liability	13
9. Undeliverable Items.....	13
10. Tracking	14
11. Client Services.....	14
12. Additional Information by Country.....	15
13. Terms and Conditions	19

1. What is TRAK PAK?

Introducing TRAK PAK, where global delivery doesn't have to cost the earth

Launched from the collaboration between bpost international and P2P, TRAK PAK is a world-wide tracked packet and parcel delivery solution designed for the e-commerce sector that is cost effective, simple to access and enhances the Consumer Experience for the retailer.

Using a carefully selected network of delivery partners, TRAK PAK allows you to offer your consumers a choice of delivery options, either to home or a designated collection point*, as well as providing you with complete end-to-end visibility of their shipment with key tracking events, including the date and time of delivery, captured online.

These events include:

- TRAK PAK handling facilities in the UK
- Customs in and out (to certain destinations)
- Arrival with the final mile delivery partner
- Local delivery depot
- Out for delivery
- Delivered
- Delivery exception

*To certain destinations only.

Why TRAK PAK?

- An accurate guide to expected transit times allows you to commit a delivery promise to your customers.
- Online tracking with delivery confirmation allows for close tracking against the delivery promise.
- Global coverage delivers to practically every address worldwide.
- Transit liability up to £50 is provided as standard.
- Local final mile carriers give convenient and extensive domestic delivery reach.
- Store pick-up and home delivery options to certain destinations give your customers more choice.
- Delivers the visibility and confidence traditionally associated with 'express', without the 'express' prices.
- Simple pricing with no hidden or out-of-area charges.
- Efficiently deals with cross border duties and tax challenges with delivery duty paid options available.
- Simple to use service with straightforward implementation through one generic label and a range of flexible integration options.
- Global expertise with local knowledge.

2. Size and Weight Limits

Maximum Size:

100cm length x 50cm wide x 50cm depth

Maximum Weight:

30kgs

Exceptions:

USA: 127cm in length + girth (length + 2 x width + 2 x height)

Norway under 1.75kg: Length + depth + width no greater than 90cm with no single dimension greater than 60cm

France: Length + depth + width no greater than 150cm with length no greater than 100cm

Austria: Rectangular boxes should be used or a surcharge may be incurred

Whatever the specific make up of your profile, in terms of size and weight, your Account Manager will be able to advise the suitability of TRAK PAK and/or other services we have available.

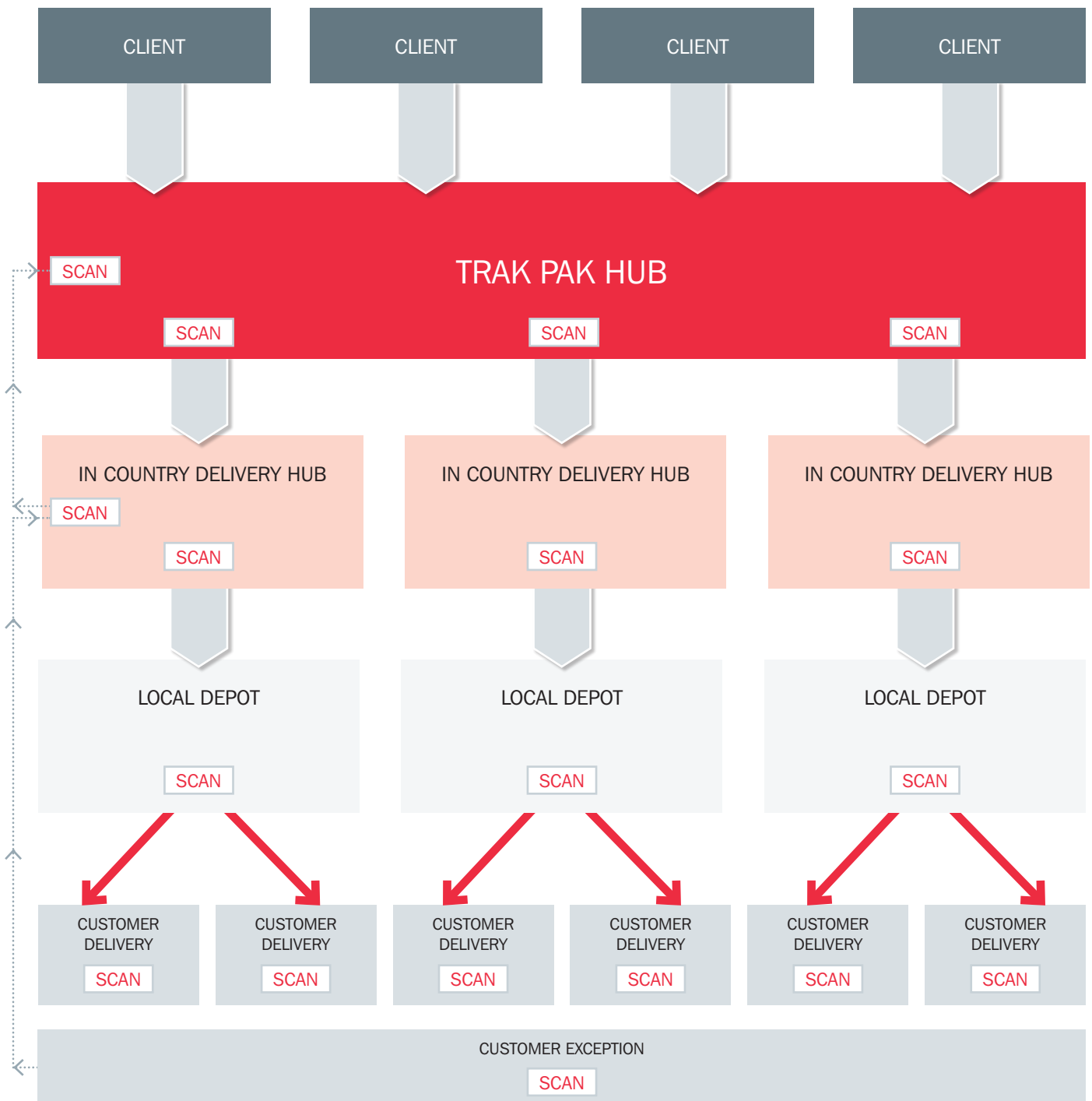
Volumetric Consideration:

Parcels will be checked through our hub in order to determine profile compliance. In the event that there is a need to calculate volumetric charges the following formula will apply:

$$\frac{\text{Length(cm)} \times \text{width (cm)} \times \text{height (cm)}}{6000}$$

For specific information regarding your contract please contact your account manager.

3. Operational Process Flow



There will be a minimum of one delivery attempt made.

In the event no one is available to receive the parcel one of four things will happen to the package

- Left in a secure location such as household PO Box (USA especially)
- Card is left and the parcel is left with a neighbour
- Card is left and the parcel is left with local collection point or Post Office
- Card is left requesting consignee to contact the delivery partner to arrange re-delivery

4. Despatch Process

- There is no sortation by destination required. Each parcel should bear the TRAK PAK barcoded label and a CN23 and/or Commercial Invoice as required (please see the Customs section.) The barcode on the label contains important information regarding the consignment, and as such, must be complete and legible to ensure the scanners can read them. Labels should be attached to the upper part of the parcel without any creases or sticky tape and avoiding the seal.
- If you ship domestic consignments with P2P, please ensure that the consignments with a destination outside of the UK are segregated from your domestic traffic.
- Bagged/Boxed: Consignments can be placed into bags or boxes.
- Pallets: If the consignments are palletised, please ensure they are stacked and shrink wrapped appropriately with the labels facing outwards. Please note that costs for pallets and exclusive hire are separate from TRAK PAK shipping costs. Please ensure that pallets are stacked no greater than 1.3m high. Pallet boxes are preferred where possible.
- Parcels collected: Parcels are tracked from receipt at our UK hub through to delivery. If no one is home the item will be carded detailing options around collection and redelivery. Upon non collection or redelivery the items will be returned after 10 to 15 working days.

5. Packaging & Addressing

One of the most effective ways to ensure that all your parcels reach their destination safely is to use appropriate packaging for the weight, size and type of items to be despatched. Packing the items correctly will reduce the risk of damage or delay.

Full delivery addresses should be used to increase first time delivery rates and reduce the incidence of undeliverable items. It is important that, where possible consumers provide their mobile/cell phone number, as a number of the final mile carriers will communicate with the consignee; particularly in the event of delivery issues or if an alternative address has been used as a drop-off point. **The provision of an e-mail address by consumers is mandatory for all destinations.**

P2P commits to working with you to provide the most appropriate solution to allow you to prepare labels and supply the necessary data required for shipping purposes:

- 1) Web services for the provision of labelling and data transfer
- 2) Online based despatch tool
- 3) If required P2P will provide TRAK PAK label and preadvice specifications so that if the preference is to work with your existing carrier management system Trak Pak can be supported from that system.

 P2P0012GB00000899101	
	
IVAN ALEXANDRA IVANOVITCH UL. LESNAYA D. 5 KV. 176	Date: 03/07/2013 Pieces: 1 Weight: 0.75kg
G. MOSKVA RUSSIAN FEDERATION 247112	
	
 P2P0012GB00000899101	

6. Customs Documentation

When shipping within the EU customs documentation is not required. There are 27 EU members plus 7 territories:

EU Member States

- Austria
- Belgium
- Bulgaria
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden
- United Kingdom

EU Territories

- Monaco
- Corsica
- Sardinia
- Sicily
- Azores
- Madeira
- Balearics

Other Territories

EU special territories (including the Channel Islands and the Canary Islands) and overseas territories linked to EU members (for example, the Falkland Islands) should all be treated as non-EU destinations.

Parcels for delivery outside of the EU must have a completed CN23 and/or 3 copies of the Commercial Invoice attached. The Commercial Invoice should contain:

- 3 copies on company headed paper
- Invoices must be typed and not handwritten
- An original company stamp or original official signature on each one plus job title
- Sender's name, address, postcode or zip code, country, telephone, fax, and a contact name
- Recipient's name, address, postcode or zip code, country, telephone, fax and a contact name
- Buyer's name, address, postcode or zip code, country, telephone, fax and a contact name
- The VAT numbers of the sender and the buyer or declarations of non-VAT registration (as appropriate)
- Date / Place
- Invoice number and purchase order number (if applicable)
- Terms of delivery (Incoterms®)
- For each type of merchandise, number of units, the description, HS tariff number, country of origin, unit weight, unit value and total value
- Total number of items, total weight and total value
- Currency used
- Shipping costs
- Declaration that all invoice information is true and correct
- Business registration details (if appropriate)

For certain destinations such as the USA and Australia we will undertake paperless customs clearance when an electronic manifest will be required instead of the CN23. It is still recommended to affix the commercial invoice for these destinations. For an updated list of these destinations please contact your account manager.

More useful information can be found on the www.hmrc.gov.uk website and you can also contact the National Advice Service (NAS) for assistance and copies of their publications, including **Customs Notice 143 – A guide for international postal users**, on: **0845 0109000**.

Further information on customs charges is available from the Department for Business, Innovation & Skills on **0207 215 5000**, and ask to speak to the relevant country desk.

Leaving details off customs declarations can lead to delays, or can in some instances lead to your item being returned to sender or even seized by customs.

It is the sender's responsibility to ensure all appropriate documentation is completed.

6. Customs Documentation Continued

Useful Information

For shipments to the United States and Australia, a re-delivery option is available if a Customer has supplied an incorrect address. The re-delivery charge will be 100% of the full outbound charge for alternative addresses in both the United States and Australia.

For the United States the rules for Section 321 entry must be followed, which allows for the importation of any shipment or merchandise free of duty, imported by one person on one day, not for resale, having a fair retail value not exceeding US\$200.

Should a Consignment value exceed this current de-minimus level additional customs charges could be incurred. In this instance, such fees would be invoiced to the Customer. There is the option to send shipments on DDP (Delivered Duty Paid) basis. For more information on Section 321 regulations, please contact your Account Manager.

For direct entry shipments to Russia, the maximum a single customer (importer) can be sent is 1000 EUR or 31 kilogrammes per month. If you have a requirement to send a parcel to an individual where the contents value exceeds 200 EUR this can be facilitated on the provision of additional information such as importer name in Cyrillic as it appears in their passport, passport number and issue date and the importer has to agree to terms and conditions. A proforma invoice should also accompany the items.

If the contents value is below 200 EUR this additional information is not required.

7. Prohibited & Restricted Items

PROHIBITED ITEMS	
ITEM	DETAILS
Aerosols	<i>Including spray paints, lacquers, solvents, air fresheners, oven cleaners, deodorants, body sprays, hair sprays, shaving and hair removal creams</i>
Alcoholic beverages	<i>With an alcohol content greater than 24% ABV including spirits such as gin, vodka and whisky. Alcoholic beverages with an alcohol content no greater than 24% ABV including beer, lager, wine and champagne, are allowed. Please see Restricted Goods.</i>
Ammunition	<i>Except lead pellets and other airgun and airsoft projectiles.</i>
Asbestos	
Balloons filled with non-flammable gas	
Batteries	<i>Batteries that are classed as dangerous goods by the latest edition of the International Civil Aviation Organization's (ICAO) Technical Instructions are prohibited. This includes lithium ion/polymer/metal/alloy batteries sent in isolation, contained in or with equipment. Lead acid batteries (e.g. car batteries) and sealed lead acid batteries are also prohibited. Alkaline, nickel metal hydride (NiMH) and nickel cadmium (NiCd) batteries may only be sent when new and in their original packaging. Please see Restricted Goods.</i>
Biological Substances (Category B)	<i>Human or animal material including, but not limited to, excreta, secreta, blood and its components, tissue and tissue fluids.</i>
Clinical and Medical Waste	<i>For example contaminated dressings, bandages and needles.</i>
Controlled drugs and narcotics	<i>Including cannabis, cocaine, heroin, LSD, opium and amyl nitrate.</i>
Corrosives	<i>Substances which can cause severe damage to living tissue, other freight or transport by its chemical action are prohibited including aluminium chloride, caustic soda, corrosive cleaning fluid, dyes, acids, corrosive paint and rust removers, mercury and gallium metal.</i>
Counterfeit currency, bank notes and postage stamps	<i>Including any false instrument, or copy of a false instrument (within the meaning of section 5 of the Forgery and Counterfeiting Act 1981) except copies of old denominations, which are now obsolete and worthless except for collectable value and cannot be passed as tender. Please see Restricted Goods</i>
Dry ice	<i>For example UN1845 when used as a coolant for UN3373 or for other perishable items.</i>
Electronic items sent with lithium ion/polymer/metal/alloy batteries	<i>Electronic items sent with lithium ion/polymer/metal/alloy batteries are prohibited.</i>
Electronic items containing any batteries exceeding 100Wh	<i>Including electric bicycles and some high performance laptops</i>
Environmental waste	<i>Including used batteries and used engine oil</i>
Explosives	<i>Any chemical compound, mixture or device capable of producing an explosive or pyrotechnic effect with substantial instantaneous release of heat and gas is prohibited e.g. ammunition, blasting caps, fireworks, flares, fuses, igniters and nitro-glycerine. Items that appear to be prohibited explosive ordnance may be subject to additional checks and delays.</i>
Flammable liquids	<i>This includes mixtures of liquids or liquids containing solids in solution or suspension which give off a flammable vapour. Any liquid with a closed cup flash point below 60.5° C is prohibited e.g. acetone, benzene, cleaning compounds, gasoline, lighter fuel, paint thinners and removers, petroleum and solvents, certain alcoholic beverages, perfumes and aftershaves, varnishes and enamels including nail varnish.</i>
Flammable solids	<i>Solid materials which are liable to cause fire by friction, absorption of water, spontaneous chemical changes or retained heat from manufacturing or processing, or which can be readily ignited and burn vigorously e.g. adhesives, calcium carbide, cellulose nitrate products, fire lighters, matches, metallic magnesium, nitro-cellulose based film, phosphorous, potassium, sodium, sodium hydride, zinc powder, zirconium hydride.</i>
Frozen water	<i>Including packs of ice.</i>

PROHIBITED ITEMS	
ITEM	DETAILS
Gases	<p>Gases that are compressed, liquefied or dissolved under pressure, permanent gases which cannot be liquefied at ambient temperatures, liquefied gases which become liquid under pressure at ambient temperatures, dissolved gases which are dissolved under pressure in a solvent.</p> <ol style="list-style-type: none"> All flammable compressed gases are prohibited e.g. blowlamps; butane; lighters and refills containing flammable liquid or gas; ethane; gas cylinders for camping stoves; hydrogen; methane and propane. All toxic compressed gases are prohibited e.g. chlorine; fluorine etc. All non-flammable compressed gases are prohibited e.g. air bags; scuba tanks, carbon dioxide; fire extinguishers; neon and nitrogen.
Goods made in foreign prisons	Except those imported for a non-commercial purpose, of a kind not manufactured in the UK, or those in transit.
Human and animal remains	Including ashes.
Infectious substances UN2814 or UN2900	Category A Infectious Substances are prohibited e.g. Ebola, Anthrax, Foot and Mouth disease as detailed in the latest edition of the International Civil Aviation Organization's (ICAO) Technical Instructions. For more information please see the IATA Guidance Document on Infectious Substances.
Lighters and refills containing flammable liquid or gas	<p>Including used butane and petrol cigar and cigarette lighters.</p> <p>New and unused empty lighters are allowed. Please see Restricted Goods</p>
Liquids over 1 litre	
Living creatures, animals and reptiles	Except certain insects and invertebrates. Please see Restricted Goods.
Lottery tickets	
Magnetised material	Magnetised material with a magnetic field strength of 0.159A/m or more at a distance of 2.1m from the outside of the package.
Matches	Of any kind, including safety and windproof matches.
Obscene publications and pornography	Including pornography as detailed in Part 5 of the Criminal Justice and Immigration Act 2008 and indecent photographs or pseudo-photographs of a child as detailed in section 160 and 161 of the Criminal Justice Act 1988.
Oxidising materials and organic peroxides	These are substances such as disinfectants that may cause or contribute to combustion of other substances. They may also be liable to explosive decomposition, react dangerously with other substances and injure health e.g. bromides, chlorates, components of fibreglass repair kits, disinfectants, nitrates, per chlorates, permanganates and peroxides, including hair dyes and colourants containing peroxide.
Pesticides	Including weed killer and any chemical that is used to kill pests and insects such as fly sprays.
Poisonous, toxic liquids, solids or gases	Including substances that are liable to cause death or injury if swallowed or inhaled or by skin contact, such as arsenic, beryllium, cyanide, fluorine, rat poison.
Radioactive materials	Radioactive materials and samples that are classified as radioactive using Table 2-12 of the latest edition of the International Civil Aviation Organization's Technical Instructions e.g. fissile material (uranium 235, etc), radioactive waste material, thorium or uranium ores and luminous dials from aircraft.
Solvent-based paints, wood varnishes and enamels	Including gloss paint
Tickets and related advertisements for illegal lotteries	
Waste, dirt, filth or refuse	Including household waste or rubbish.
Weapons	Including Section 5 firearms, CS gas and pepper sprays, flick knives, tasers and stun guns. Guns for sporting use - including Section 1, Section 2 firearms and low-powered airguns Items that appear to be prohibited weapons may be subject to additional checks and delays.

*You are responsible for checking whether any items you send are prohibited or restricted. Countries overseas also have their own rules on what they will and will not allow to be sent by post. Further information is available at: <http://www.upu.int/en/activities/customs/list-of-prohibited-articles.html>

RESTRICTED ITEMS

ITEM	DETAILS
<p>Alcoholic beverages and liquids</p>	<p>Including beer, lager, wine and champagne, with an alcohol content no greater than 24% ABV.</p> <p>Wrap in polythene and seal with tape. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from breakage. Volume should not exceed 1 litre per item. Mark as 'FRAGILE' when sending glass bottles. The sender's name and return address must be clearly visible on the outer packaging.</p> <p>Any alcoholic beverage with alcohol content greater than 24% ABV is prohibited. Please see Prohibited Goods.</p>
<p>Batteries - new alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd)</p>	<p>Including household AA and AAA batteries. Must be new and sent unopened in their original retail packaging. Surround with cushioning material e.g. bubble wrap. The sender's name and return address must be clearly visible on the outer packaging.</p>
<p>Christmas crackers</p>	<p>Crackers can only be sent in their complete made-up form and in their original retail packaging.</p>
<p>Counterfeit currency, bank notes and postage stamps</p>	<p>Only copies of old denominations, which are now obsolete and worthless except for collectable value and cannot be passed as tender are allowed.</p> <p>Any false instrument or copy of a false instrument (within the meaning of section 5 of the Forgery and Counterfeiting Act 1981) is prohibited. Please see Prohibited Goods.</p>
<p>Electronic items sent with new alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd) batteries</p>	<p>Must be new and sent unopened in their original retail packaging. Surround with sufficient cushioning material to protect each item from damage. Wrap each item, including plugs, individually. Place item in a rigid container and cushion to avoid movement. Any equipment sent with batteries or cells must be secured against movement within the outer packaging and must be packed to prevent accidental activation. The sender's name and return address must be clearly visible on the outer packaging.</p>
<p>Lighters</p>	<p>New and unused empty lighters may be sent unopened in their original retail packaging. The sender's name and return address must be clearly visible on the outer packaging.</p> <p>Lighters and refills containing flammable liquid or gas (including used butane and petrol cigar and cigarette lighters) are prohibited. Please see Prohibited Goods.</p>
<p>Living creatures, insects and invertebrates</p>	<p>Including bees, caterpillars, cockroaches, crickets, destroyers of noxious pests, earthworms, fish fry and eggs, leeches and other parasites, lugworms, maggots, mealworms, pupae and chrysalides, rag worms, silkworms, spiders and stick insects.</p> <p>Must be boxed and packaged to protect the creatures, our staff and our customers from harm. Items must be clearly marked 'URGENT – LIVING CREATURES - HANDLE WITH CARE'. The sender's name and return address must be clearly visible on the outer packaging.</p> <p>Live animals and reptiles are prohibited, as are any creatures or insects classified as dangerous within the Dangerous Wild Animals Act 1976 (including certain venomous spiders). Please see Prohibited Goods.</p>
<p>Magnetised materials (other than those that are prohibited)</p>	<p>Should be wrapped in soft packaging at least 2cm thick around each item. The sender's name and address must be clearly visible on the outer packaging.</p> <p>Magnetised material with a magnetic field strength of 0.159A/m or more at a distance of 2.1m from the outside of the package are prohibited, Please see Prohibited Goods.</p>
<p>Prescription medicines and drugs sent for scientific purposes</p>	<p>May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution.</p> <p>Medicines classified as non-flammable or non-toxic must be securely closed and placed in a leak-proof container such as a sealed polythene bag (for liquids) or a siftproof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage. The sender's name and return address must be clearly visible on the outer packaging.</p> <p>Medicines classified as flammable, toxic or flammable and toxic are prohibited. Please see Prohibited Goods.</p>
<p>Radioactive material and samples that are not classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) such as samples of granite rock.</p>	<p>Surround with cushioning material e.g. bubble wrap. The sender's name and return address must be clearly visible on the outer packaging.</p>
<p>Sharp objects</p>	<p>Sharp objects like knives, kitchen utensils and gardening tools may only be posted if they are packaged appropriately so that they are no risk to employees, other postal items or recipients.</p>

RESTRICTED ITEMS

ITEM	DETAILS
Vaccines	<p><i>May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution.</i></p> <p><i>The vaccines must be securely closed and placed in a leak-proof liner such as a sealed polythene bag (for liquids) or a sift-proof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage. The sender's name and return address must be clearly visible on the outer packaging.</i></p>
Water-based paints, wood varnishes and enamels	<p><i>The items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag, so that any inadvertent leakage is contained within the outer packaging. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage. Volume per item should not exceed 150ml. No more than four items can be sent in any one package. The sender's name and return address must be clearly visible on the outer packaging.</i></p>

*You are responsible for checking whether any items you send are prohibited or restricted. Countries overseas also have their own rules on what they will and will not allow to be sent by post. Further information is available at: <http://www.upu.int/en/activities/customs/list-of-prohibited-articles.html>

8. Transit Liability

- **Maximum transit liability**

Maximum loss or damage transit liability is £50, and the claim is made against the cost value of the item (Not retail order value).

- **Restricted items**

Check to make sure that your destination will accept the items you are sending and if there are any restrictions on sending valuables there. We will not pay any transit liability on items that are prohibited or restricted in the country of destination.

- **When to claim**

Claims must be made within 30 calendar days after posting (for Singapore, Malaysia and Hong Kong it is 14 calendar days) in the case of suspected loss and 7 calendar days after delivery in the case of damage.

Should you need to make a claim please contact your account manager for the claims process.

- **Additional Information**

TRAK PAK is not available to BFPO addresses.

- **PO Boxes**

Deliveries to PO Boxes can be made to the majority of destinations. Please be aware due to the nature of PO Boxes that delivery may happen but the scan data may not reflect this. Please see section 12 Additional Information by Country. If a destination does not accept PO Boxes please contact your account manager to discuss options.

9. Undeliverable Items **Undelivered Parcel Returns (RTS)**

There will be occasions when for whatever reason parcels are unable to be delivered and these will be returned.

- Bad address – These types of returns can be reduced if full addresses are provided along with the contact email address and mobile/cell phone number
- No one available to receive the parcel – typically items are held for 10 to 15 calendar days before being returned – this policy will change from delivery partner to delivery partner so for country specific processes see section 12 Additional Information by Country.

- We will where possible try to support the partner to fix the problem before returning so from time to time you will be contacted asking for additional delivery information – to reduce the risk of the item being returned we request that you respond as quickly as possible.

- For USA and Australia there is a re-delivery to an alternative address option available. All others are returned to the TRAK PAK handling facility in the UK before being returned to you.

10. Tracking How do I track my consignments?

TRAK PAK consignments can be tracked as follows:

- In the case of integration with other hosted systems, tracking status updates will be pushed back into your hosted system for further configuration to display the details.
- Via the TRAK PAK tracking portal at www.trackmytrakpak.com
- The TRAK PAK tracking portal will link to the local carriers tracking site so parcels can be tracked on the final mile delivery carriers website.
- In addition P2P can send an email to the consumer stating the goods are in country once the items have been scanned as received in country by the final mile carrier. The email will contain a link to the final mile carriers tracking site.

11. Client Services

Client Services Process

Should you have a query regarding progress on the delivery of a consignment and you would like to view the tracking, please feel free to follow the simple instructions in section 10 – Tracking.

If for any reason you are not able to access the information via the provided tracking pages or you would like to log an initial enquiry, then please contact client services as below:

P2P eSolutions Ltd

Telephone Number: **+44 (0) 1708 288384**

Email: clientservices@p2pesolutions.com

P2P Mailing Ltd

Telephone Number: **+44 (0) 1708 869912**

Email: clientservices@p2pmail.co.uk

Client Services Aims

We aim to answer all telephone calls within 20 seconds.

Once we have received the parcel query if an answer cannot be given immediately then we will update on progress within 24 hours.

Any emails received will be acknowledged within 30 minutes. If final resolution is not available within 30 minutes then we will update you on progress within 24 hours.

Any queries regarding lost or damaged parcels – final resolution within 10-14 days.

12. Additional Information by Country

	ISO COUNTRY CODE	ESTIMATED TRANSIT TIME WORKING DAYS EXCL. ANY CUSTOMS TIME	NON WORKING DAYS IN A STANDARD WEEK EXCL. PUBLIC, STATUTORY AND BANK HOLIDAYS	DELIVERY AT PO BOX	DELIVERY ATTEMPTS	TRACKING	AVAILABILITY BEFORE RETURNED
EUROPEAN UNION							
Austria	AT	3	SUNDAY	YES	1	YES	14 Calendar Days
Belgium	BE	3	SAT & SUN	YES	1	YES	10-15 Calendar Days
Bulgaria	BG	5-6	SUNDAY	YES	3	YES	10-15 Calendar Days
Cyprus	CY	2-3	SUNDAY	NO	1	YES	7-28 Working Days
Czech Republic	CZ	3-5	SAT & SUN	YES	1	YES	10-15 Calendar Days
Denmark	DK	3-6	SAT & SUN	NO	Collection from pick up point	YES	14 Calendar Days
Estonia	EE	3-4	SUNDAY	YES	1	YES	14 Calendar Days
Finland	FI	2-5	SAT & SUN	YES	Collection from pick up point	YES	14 Calendar Days
France	FR	2-6	SAT & SUN	NO	1	YES	10 Calendar Days
France (Pick up drop off)	FR	2-4		NO	Collection from pick up point	YES	14 Calendar Days
Germany	DE	2-5	SAT & SUN	NO	4	YES	7 Working Days
Greece	GR	4-7	SUNDAY	YES	1	YES	10-15 Calendar Days
Hungary	HU	4	SAT & SUN	NO	1	YES	10-15 Calendar Days
Ireland	IE	3	SAT & SUN	YES	1	YES	5 Working Days
Italy	IT	4-5	SAT & SUN	NO	1	YES	13 Working Days
Latvia	LV	4	SAT & SUN	YES	2	YES	10-15 Calendar Days
Lithuania	LT	3-5	SUNDAY	NO	1	YES	10-15 Calendar Days
Luxembourg	LU	3	SAT & SUN	YES	1	YES	10-15 Calendar Days
Malta	MT	4-5	SAT & SUN	YES	1	YES	10-15 Calendar Days
Netherlands	NL	3	SAT & SUN	YES	2	YES	10-15 Calendar Days
Poland	PL	3-5	SUNDAY	YES	1	YES	10-15 Calendar Days
Portugal	PT	3-5	SAT & SUN	NO	2	YES	7-15 Calendar Days
Romania	RO	6-7	SUNDAY	YES	1	YES	10-15 Working Days
Slovakia	SK	3-5	SAT & SUN	NO	1	YES	10-15 Calendar Days
Slovenia	SI	3-5	SAT & SUN	NO	1	YES	10-15 Calendar Days
Spain	ES	3-5	SAT & SUN	YES	2	YES	15 Calendar Days
Spain (Canary Islands)	ES	5-7	SAT & SUN	YES	2	YES	15 Calendar Days
Sweden	SE	3-6	SAT & SUN	NO	Collection from pick up point	YES	14 Calendar Days
REST OF WORLD							
Albania	AL	6-8	SUNDAY	YES	3	YES	10-15 Calendar Days
Algeria	DZ	5-7	SAT & SUN	NO	2	YES	10-15 Calendar Days
Angola	AO	6-8	SAT & SUN	YES	3	YES	10-15 Calendar Days
Antigua & Barbuda	AG	8	SAT & SUN	NO	Collection from pick up point	YES	10-15 Calendar Days
Argentina	AR	6-8	SUNDAY	YES	2	YES	10-15 Calendar Days
Armenia	AM	6-8	SUNDAY	YES	2	YES	10-15 Calendar Days
Aruba	AW	5	SAT & SUN	YES	2	YES	10-15 Calendar Days
Australia	AU	3-10	SAT & SUN	YES*	1	YES	10-15 Calendar Days
Azerbaijan	AZ	8	SUNDAY	YES	1	YES	10-15 Calendar Days
Bahamas	BS	5-7	SAT & SUN	NO	Collection from pick up point	YES	10-15 Calendar Days
Bahrain	BH	5	FRIDAY	NO	3	YES	10-15 Calendar Days
Bangladesh	BD	6-8	FRIDAY	NO	3	YES	10-15 Calendar Days
Barbados	BB	6	SAT & SUN	YES	Collection from pick up point	LIMITED**	10-15 Calendar Days
Belarus	BY	6-8	SUNDAY	YES	1	YES	10-15 Calendar Days
Belize	BZ	7-8	SAT & SUN	YES	Collection from pick up point	YES	10-15 Calendar Days

	ISO COUNTRY CODE	ESTIMATED TRANSIT TIME WORKING DAYS EXCL. ANY CUSTOMS TIME	NON WORKING DAYS IN A STANDARD WEEK EXCL. PUBLIC, STATUTORY AND BANK HOLIDAYS	DELIVERY AT PO BOX	DELIVERY ATTEMPTS	TRACKING	AVAILABILITY BEFORE RETURNED
Benin	BJ	8-9	SAT & SUN	NO	Collection from pick up point	LIMITED**	10-15 Calendar Days
Bermuda	BM	5-6	SAT & SUN	NO	3	YES	10-15 Calendar Days
Bolivia	BO	7-9	SAT & SUN	YES	3	LIMITED**	10-15 Calendar Days
Bosnia and Herzegovina	BA	4-5	SUNDAY	NO	2	YES	10-15 Calendar Days
Botswana	BW	6-10	SAT & SUN	YES	2	LIMITED**	10-15 Calendar Days
Brazil	BR	5-7	SUNDAY	YES	3	YES	10-15 Calendar Days
Brunei Darussalam	BN	9-10	SUNDAY	YES	Collection from pick up point	LIMITED**	10-15 Calendar Days
Burkina Faso	BF	6-9	SUNDAY	NO	2	YES	10-15 Calendar Days
Burundi	BI	5-7	SAT & SUN	NO	3	YES	10-15 Calendar Days
Cambodia	KH	6-8	SUNDAY	YES	2	LIMITED**	10-15 Calendar Days
Cameroon	CM	7-10	SAT & SUN	NO	2	LIMITED**	10-15 Calendar Days
Canada	CA	5-10	SAT & SUN	YES	1	YES	10-15 Calendar Days
Cape Verde	CV	5-9	SAT & SUN	YES	3	YES	10-15 Calendar Days
Cayman Islands	KY	7-9	SAT & SUN	YES	Collection from pick up point	LIMITED**	10-15 Calendar Days
Central African Republic	CF	8	SUNDAY	NO	3	LIMITED**	10-15 Calendar Days
Chad	TD	9	SUNDAY	YES	Collection from pick up point	LIMITED**	10-15 Calendar Days
Chile	CL	5-7	SUNDAY	YES	2	YES	10-15 Calendar Days
China	CN	6-10	SAT & SUN	NO	2	YES	10-15 Calendar Days
Colombia	CO	9-10	SUNDAY	YES	2	YES	10-15 Calendar Days
Comoros	KM	3-4	SAT & SUN	NO	1	YES	7-28 Working Days
Congo	CG	8-9	SAT & SUN	NO	Collection from pick up point	LIMITED**	10-15 Calendar Days
Congo. The Democratic Republic of The	CD	6	SUNDAY	NO	Collection from pick up point	YES	10-15 Calendar Days
Costa Rica	CR	6-10	SAT & SUN	NO	2	YES	10-15 Calendar Days
Ivory Coast	CI	7-8	SAT & SUN	YES	3	YES	10-15 Calendar Days
Croatia	HR	5-7	SUNDAY	YES	2	YES	10-15 Calendar Days
Cuba	CU	6-8	SUNDAY	YES	3	LIMITED**	10-15 Calendar Days
Djibouti	DJ	9-10	FRIDAY	NO	3	LIMITED**	10-15 Calendar Days
Dominica	DM	6-7	SAT & SUN	YES	3	YES	10-15 Calendar Days
Dominican Republic	DO	8-9	SAT & SUN	YES	2	YES	10-15 Calendar Days
Ecuador	EC	5-7	SAT & SUN	YES	Collection from pick up point	YES	10-15 Calendar Days
Egypt	EG	7-10	SAT & SUN	NO	3	YES	10-15 Calendar Days
El Salvador	SV	5-7	SAT & SUN	YES	2	YES	10-15 Calendar Days
Equatorial Guinea	GQ	9-10	SAT & SUN	NO	4	YES	10-15 Calendar Days
Eritrea	ER	8-10	SUNDAY	YES	5	YES	10-15 Calendar Days
Ethiopia	ET	6-9	SUNDAY	YES	1	YES	10-15 Calendar Days
Fiji	FJ	9-10	SUNDAY	NO	2	YES	10-15 Calendar Days
French Guiana	GF	9-10	SAT & SUN	NO	1	LIMITED**	10-15 Calendar Days
French Polynesia	PF	9-10	SAT & SUN	YES	2	YES	10-15 Calendar Days
Gabon	GA	6-10	SAT & SUN	NO	Collection from pick up point	LIMITED**	10-15 Calendar Days
Gambia	GM	6-10	SAT & SUN	YES	2	YES	10-15 Calendar Days
Georgia	GE	5-8	SUNDAY	YES	1	LIMITED**	10-15 Calendar Days
Ghana	GH	8-10	SUNDAY	NO	3	YES	10-15 Calendar Days
Gibraltar	GI	6	SAT & SUN	YES	Collection from pick up point	LIMITED**	10-15 Calendar Days
Guadeloupe	GP	9-10	SAT & SUN	NO	1	LIMITED**	10-15 Calendar Days
Guatemala	GT	5-6	SAT & SUN	NO	3	LIMITED**	10-15 Calendar Days
Guinea	GN	5	SUNDAY	YES	4	YES	10-15 Calendar Days
Guinea-Bissau	GW	7	SAT & SUN	NO	1	LIMITED**	10-15 Calendar Days
Guyana	GY	8-10	SUNDAY	YES	3	YES	10-15 Calendar Days

Please note these are transit time aims.

* A surcharge will be applied.

** Tracking is available up until the point of departure to the receiving country.

	ISO COUNTRY CODE	ESTIMATED TRANSIT TIME WORKING DAYS EXCL. ANY CUSTOMS TIME	NON WORKING DAYS IN A STANDARD WEEK EXCL. PUBLIC, STATUTORY AND BANK HOLIDAYS	DELIVERY AT PO BOX	DELIVERY ATTEMPTS	TRACKING	AVAILABILITY BEFORE RETURNED
Haiti	HT	9-10	SAT & SUN	YES	3	YES	10-15 Calendar Days
Honduras	HN	3-4	SAT & SUN	NO	1	YES	7-28 Working Days
Hong-Kong	HK	2-4	SUNDAY	YES	1	YES	7 Calendar Days
Iceland	IS	6	SAT & SUN	YES	1	YES	10-15 Calendar Days
India	IN	5-7	SAT & SUN	NO	2	YES	10-15 Calendar Days
Indonesia	ID	6-9	SUNDAY	YES	2	YES	10-15 Calendar Days
Iran	IR	6-8	SAT & SUN	YES	2	YES	10-15 Calendar Days
Iraq	IQ	7-9	SAT & SUN	YES	2	LIMITED**	10-15 Calendar Days
Israel	IL	4-6	SATURDAY	YES	2	YES	10-15 Calendar Days
Jamaica	JM	9-10	SAT & SUN	NO	Collection from pick up point	YES	10-15 Calendar Days
Japan	JP	6-8	SAT & SUN	YES	2	YES	10-15 Calendar Days
Jordan	JO	6	SAT & SUN	NO	3	YES	10-15 Calendar Days
Kazakhstan	KZ	9-10	SUNDAY	NO	3	LIMITED**	10-15 Calendar Days
Kenya	KE	5-8	SUNDAY	NO	2	YES	10-15 Calendar Days
Korea, Republic of	KR	7-9	SUNDAY	YES	2	YES	10-15 Calendar Days
Kuwait	KW	5	FRIDAY	YES	3	LIMITED**	10-15 Calendar Days
Kyrgyzstan	KG	7-10	SUNDAY	YES	1	YES	10-15 Calendar Days
Lao, People's Democratic Republic	LA	7-10	SAT & SUN	YES	5	LIMITED**	10-15 Calendar Days
Lebanon	LB	6	SAT & SUN	YES	2	YES	10-15 Calendar Days
Lesotho	LS	7-10	SAT & SUN	YES	2	YES	10-15 Calendar Days
Liberia	LR	9-10	SAT & SUN	YES	Collection from pick up point	LIMITED**	10-15 Calendar Days
Libyan Arab Jamahiriya	LY	9-10	SAT & SUN	YES	Collection from pick up point	LIMITED**	10-15 Calendar Days
Macedonia	MK	7-10	SUNDAY	YES	2	YES	10-15 Calendar Days
Madagascar	MG	8-10	SAT & SUN	NO	Collection from pick up point	LIMITED**	10-15 Calendar Days
Malawi	MW	8-10	SAT & SUN	YES	4	LIMITED**	10-15 Calendar Days
Malaysia	MY	2-5	SUNDAY	YES	1	YES	14 Calendar Days
Mali	ML	9-10	SAT & SUN	YES	2	LIMITED**	10-15 Calendar Days
Martinique	MQ	9-10	SAT & SUN	NO	1	LIMITED**	10-15 Calendar Days
Mauritania	MR	7-10	SAT & SUN	YES	Collection from pick up point	LIMITED**	10-15 Calendar Days
Mauritius	MU	7	SAT & SUN	YES	Collection from pick up point	YES	10-15 Calendar Days
Mexico	MX	8-10	SAT & SUN	NO	2	YES	10-15 Calendar Days
Moldova	MD	5-7	SAT & SUN	NO	2	YES	10-15 Calendar Days
Montenegro	ME	4-9	SAT & SUN	YES	1	YES	10-15 Calendar Days
Morocco	MA	5-8	SUNDAY	YES	3	YES	10-15 Calendar Days
Mozambique	MZ	9-10	SAT & SUN	NO	2	YES	10-15 Calendar Days
Myanmar	MM	7-8	SAT & SUN	NO	3	LIMITED**	10-15 Calendar Days
Namibia	NA	6-7	SAT & SUN	YES	3	LIMITED**	10-15 Calendar Days
Nepal	NP	7-9	SAT & SUN	YES	3	YES	10-15 Calendar Days
Netherlands Antilles	AN	3-4	SAT & SUN	NO	1	YES	7-28 Working Days
New Caledonia	NC	9-10	SAT & SUN	YES	1	YES	10-15 Calendar Days
New Zealand	NZ	5-7	SUNDAY	YES	1	YES	10-15 Calendar Days
Nicaragua	NI	8-9	SAT & SUN	YES	2	LIMITED**	10-15 Calendar Days
Niger	NE	9-10	SAT & SUN	YES	1	LIMITED**	10-15 Calendar Days
Nigeria	NG	5-9	SAT & SUN	NO	Collection from pick up point	YES	10-15 Calendar Days
Norway (Under 1.75Kgs)	NO	3-6	SAT & SUN	NO	Collection from pick up point	YES	14 Calendar Days
Norway (Over 1.75Kgs)	NO	2-3	SAT & SUN	NO	1	YES	7-28 Working Days
Oman	OM	6-7	FRIDAY	NO	3	LIMITED**	10-15 Calendar Days

	ISO COUNTRY CODE	ESTIMATED TRANSIT TIME WORKING DAYS EXCL. ANY CUSTOMS TIME	NON WORKING DAYS IN A STANDARD WEEK EXCL. PUBLIC, STATUTORY AND BANK HOLIDAYS	DELIVERY AT PO BOX	DELIVERY ATTEMPTS	TRACKING	AVAILABILITY BEFORE RETURNED
Pakistan	PK	6-8	SUNDAY	YES	2	YES	10-15 Calendar Days
Panama	PA	4-7	SUNDAY	YES	Collection from pick up point	LIMITED**	10-15 Calendar Days
Papua New Guinea	PG	9-10	SUNDAY	YES	3	LIMITED**	10-15 Calendar Days
Paraguay	PY	8-10	SAT & SUN	YES	2	YES	10-15 Calendar Days
Peru	PE	6-8	SAT & SUN	YES	2	YES	10-15 Calendar Days
Philippines	PH	7-10	SUNDAY	NO	1	YES	10-15 Calendar Days
Qatar	QA	8-10	FRIDAY	NO	3	YES	10-15 Calendar Days
Reunion	RE	9-10	SAT & SUN	NO	1	LIMITED**	10-15 Calendar Days
Russia	RU	5-10	SUNDAY	YES	2	YES	10-15 Calendar Days
Rwanda	RW	9-10	SAT & SUN	NO	Collection from pick up point	LIMITED**	10-15 Calendar Days
Saint Kitts and Nevis	KN	3-4	SAT & SUN	NO	1	YES	7-28 Working Days
Saint Lucia	LC	7-10	SAT & SUN	YES	3	LIMITED**	10-15 Calendar Days
Saudi Arabia	SA	5-9	FRIDAY	YES	3	YES	10-15 Calendar Days
Senegal	SN	5-9	SAT & SUN	YES	Collection from pick up point	YES	10-15 Calendar Days
Serbia	RS	5-6	SAT & SUN	YES	1	YES	10-15 Calendar Days
Seychelles	SC	8-9	SAT & SUN	YES	3	LIMITED**	10-15 Calendar Days
Sierra Leone	SL	6-10	SUNDAY	YES	3	YES	10-15 Calendar Days
Singapore	SG	2-4	SUNDAY	YES	1	YES	8-10 Calendar Days
South Africa	ZA	7-10	SAT & SUN	YES	3	YES	10-15 Calendar Days
Sri Lanka	LK	6-8	SUNDAY	YES	2	LIMITED**	10-15 Calendar Days
Sudan	SD	9-11	SAT & SUN	NO	Collection from pick up point	YES	10-15 Calendar Days
Suriname	SR	8	SAT & SUN	YES	2	LIMITED**	10-15 Calendar Days
Swaziland	SZ	7-8	SAT & SUN	NO	3	YES	10-15 Calendar Days
Switzerland	CH	3	SAT & SUN	YES	1	YES	10-15 Calendar Days
Syrian Arab Republic	SY	8-10	SAT & SUN	YES	4	YES	10-15 Calendar Days
Taiwan. Province of China	TW	8-10	SAT & SUN	NO	2	YES	10-15 Calendar Days
Tanzania. United Republic of	TZ	7-8	SUNDAY	NO	3	YES	10-15 Calendar Days
Thailand	TH	6-8	SAT & SUN	YES	2	YES	10-15 Calendar Days
Togo	TG	6-8	SAT & SUN	NO	3	LIMITED**	10-15 Calendar Days
Trinidad and Tobago	TT	6-7	SAT & SUN	YES	3	YES	10-15 Calendar Days
Tunisia	TN	6-8	SUNDAY	NO	2	YES	10-15 Calendar Days
Turkey	TR	5-7	SAT & SUN	NO	2	YES	10-15 Calendar Days
Uganda	UG	6-8	SUNDAY	YES	2	YES	10-15 Calendar Days
Ukraine	UA	5-7	SAT & SUN	NO	2	YES	10-15 Calendar Days
United Arab Emirates	AE	5-9	FRIDAY	YES	3	YES	10-15 Calendar Days
United States	US	5-7	SUNDAY	YES	2	YES	7 Working Days
Uruguay	UY	6-8	SUNDAY	YES	1	YES	10-15 Calendar Days
Uzbekistan	UZ	9-10	SUNDAY	NO	2	YES	10-15 Calendar Days
Vanuatu	VU	9-10	SAT & SUN	YES	4	YES	10-15 Calendar Days
Venezuela	VE	6-7	SAT & SUN	YES	3	YES	10-15 Calendar Days
Vietnam	VN	5-9	SAT & SUN	YES	2	YES	10-15 Calendar Days
Virgjn Islands British	VG	3-4	SAT & SUN	NO	1	YES	7-28 Working Days
Yemen	YE	6-8	FRIDAY	YES	3	YES	10-15 Calendar Days
Zambia	ZM	6-8	SUNDAY	NO	3	LIMITED**	10-15 Calendar Days
Zimbabwe	ZW	9-10	SUNDAY	YES	3	YES	10-15 Calendar Days

13. Terms and Conditions

1. DEFINITIONS

These Conditions of Carriage govern the provision of the services and that P2P Mailing Limited or P2P eSolutions Limited or bpost international (UK) Limited may provide.

The Service Provider agrees to provide the Customer with the Services selected by the Customer, as available from time to time, for the conveyance of a single item Consignment on the following Conditions.

In these Conditions the following expressions shall have the following meanings:

- 1.1 The Service Provider means “P2P Mailing, P2P eSolutions or bpost international” and their employees, appointed sub-contractors and agents.
- 1.2 “Customer” means the sender of a single item Consignment making payment otherwise than through an account held with The Service Provider.
- 1.3 “Consignment” means one Parcel sent at one time by the Customer from an address in the UK to another address in the UK or to an address not in the UK.
- 1.4 “UK” means England, Scotland, Wales, northern Ireland, the Isle of Man and the Isles of Scilly.
- 1.5 “Parcel” means a package (which includes its contents) sent under any of the Services.
- 1.6 “Despatch” means the time when the Customer hands a Consignment to a representative or agent of The Service Provider for conveyance and delivery under the Services and derivatives shall be construed accordingly.
- 1.7 “Services” means the delivery of a Consignment to the address of the recipient in accordance with these conditions and the Service Guide.
- 1.8 “Working Day” means any day other than a Saturday (save for a Saturday on which The Service Provider have agreed to make a delivery), Sunday, Bank or Public Holiday, Good Friday, Christmas Day and any other day on which the Service Provider and their appointed agents’ network is closed. It also means only the equivalent in the country of destination or any intermediate country.
- 1.9 “Antique” means an object which is over 100 years old.
- 1.10 “Collectable” means something which has appreciated in value either due to its scarcity or due to it being no longer in production.
- 1.11 “Consignment Charges” means the charges payable to The Service Provider by the Customer in accordance with Condition 8 for the carriage of a Consignment, but shall exclude any charge(s) payable for enhanced transit liability as referred to in Condition 10.
- 1.12 “Excluded Goods” means those goods described as such, or described under the heading “Transit liability” (or similar expression) in the Service Guide.
- 1.13 “Service Guide” means the then current Service Provider’s brochure and/or information on-line at www.p2pmailing.com and www.p2pesolutions.com under those or similar titles.
- 1.14 “UK deliveries” means any deliveries to an address in the UK.
- 1.15 “International Deliveries” means any deliveries to an address outside the UK. Deliveries to the Channel Islands are classified as International Deliveries.
- 1.16 “Recipient” means the person or persons to whom a Consignment is addressed.
- 1.17 “Consignment note” means the label that is affixed to the parcel in accordance with these conditions bearing the name and address of the Recipient and any other pertinent information advised within the Service Guide.
- 1.18 “Undeliverable” means that The Service Provider has been unable to deliver a Consignment, or in its opinion considers that the circumstances are such that it should not attempt a delivery(ies).
- 1.19 “Conditions” means these Conditions of Carriage (UK and International Retail Services).
- 1.20 “Prohibited Goods” means items which cannot be sent using the Services as identified in the Service Guide which may be updated by us from time to time in accordance with these Conditions and those items defined as dangerous or hazardous by regulatory bodies governing transport by road, rail, sea or air in any legislation, regulations or guidelines which are unlawful to be carried.
- 1.21 “Restricted Goods” means items which can be sent using the Services but subject to certain restrictions and/or requirements as identified in the Service Guide which may be updated by us from time to time in accordance with these Conditions .

2. DELIVERY TO AN ADDRESS

- 2.1 The Service Provider undertakes to deliver to the address specified on the consignment note or in the despatch documentation, not necessarily to the Recipient in person, except that for International Deliveries in some countries delivery may be made to a local post office or pick up or delivery office.
- 2.2 In respect of UK deliveries, if there is no-one present at the address then:
 - 2.2.1 The Service Provider may, at their discretion attempt to deliver the Consignment to an alternative address being either:
 - (i) a neighbouring address; or
 - (ii) a local Post Office branch, or appointed pick up location where it can be collected. The length of time items are held for collection before being returned as undelivered are detailed in the service guide.
 - 2.2.2 if the Consignment is delivered to an alternative address, a Customer Contact Card will be left at the specified address which has been completed with sufficient details to enable the Recipient to recover the Consignment; and
 - 2.2.3 the Customer agrees that such delivery shall constitute delivery to the address specified as the delivery address on the Consignment.
- 2.3 The Service Provider does not undertake to intercept a Consignment in transit before delivery has been attempted.

- 2.4 The Service Provider shall not be liable in respect of any Consignment delivered to the delivery address or other address specified by the Recipient, where any person misrepresents his authority to receive the Consignment on the Recipient's or Customer's behalf; or where The Service Provider are delivering it in accordance with instructions from, or purporting to be from the Recipient or the Customer.
- 2.5 When delivering a Consignment, if the particular Service provides for it, The Service Provider will request the person who accepts delivery (not necessarily the Recipient in person) to sign an acknowledgment of receipt, which may include signature by electronic means.
- 2.6 P.O. Box addresses are not acceptable in any Country as delivery addresses for any of the Services, unless designated as acceptable in the Service Guide.

3. MAXIMUM SIZES AND WEIGHTS

- 3.1 Each Consignment must comply with the size and weight limits of the country of destination by the relevant Service selected as detailed in the TRAK PAK Service Guide.

Maximum Size: 100cm length x 50cm wide x 50cm depth
Maximum weight: 30kgs

Exceptions are:

- **USA** – 127cm in length + girth (length + 2 x width + 2 x height)
- **Norway under 1.75kg** – Length + depth + width no greater than 90cm with no single dimension greater than 60cm
- **France** – Length + depth + width no greater than 150cms with length no greater than 100cms
- **Austria** – Rectangular boxes should be used or a surcharge may be incurred

3.2 Volumetric Consideration

If your traffic profile is heavily volumetric in nature, then we may provide tailored pricing accordingly. Parcels will be checked through our hub in order to determine profile compliance. In the event that there is a need to calculate volumetric charges the following formula will apply:

$$\frac{\text{Length(cm)} \times \text{width (cm)} \times \text{height (cm)}}{6000}$$

In the event that parcels are outside of the agreed profile P2P reserves the right to charge the greater of the two, the actual weight or the volumetric weight.

4. RESTRICTED AND PROHIBITED GOODS

- 4.1 The Customer is responsible for ascertaining if the contents of any Parcel are Prohibited or Restricted Goods. The Service Guide can be used as a source of reference.
- 4.2 The Customer must not send or attempt to send a Parcel or Consignment containing any Prohibited Goods by any of the Services or send or attempt to send a Parcel or Consignment containing any Restricted Goods by any of the Services unless the Customer complies with the restrictions and specified requirements set out in the Service Guide. If the Customer does send or attempt to send a Parcel or Consignment containing such Prohibited Goods or Restricted Goods the Customer may be liable to prosecution and shall indemnify and keep indemnified The Service Provider and its employees, contractors, sub-contractors and agents, against any legal or other costs, loss or damage suffered or liability incurred.

If a Parcel or Consignment containing any such Prohibited Goods or Restricted Goods is sent by the Customer, The Service Provider may deal with the Parcel or Consignment in its sole and absolute

discretion (without incurring any liability whatsoever to the Customer or Recipient) including destroying or otherwise disposing of such Parcel or Consignment in whole or in part or returning the Parcel or Consignment to the Customer, and shall be entitled to charge the Customer transit liability to cover the cost of disposal and all other costs reasonably incurred and additionally the sum of £20, (or such sum as may be specified in the Service Guide) if it chooses to return the Parcel or Consignment or any part of it.

- 4.3 The Service Provider may, acting reasonably, add or remove items from the definition of Prohibited Goods or Restricted Goods (and may vary any applicable restrictions) without notice, but will endeavour to make the details of any such additions or deletions available at www.p2pmailing.com and www.p2pesolutions.com
- 4.4 The Customer must properly pack and duly label any Parcel which is subject to requirements in accordance with the Service Guide and all legislation, regulations and guidelines governing its transportation by road, rail, sea and air.
- 4.5 The Customer shall be liable to The Service Provider, their sub-contractors and their agents for all loss, damage or injury arising out of the carriage of Prohibited Goods whether declared as such or not and Restricted Goods not properly packed and duly labelled (or not in compliance with any other specific requirements) to the extent that such loss, damage or injury is caused by the nature of those goods. The Customer is therefore obliged to ensure any Goods are properly packaged and secured in such a manner as to enable them to reach their destination in good condition.

5. ADDRESSING AND DOCUMENTATION

- 5.1 The Customer shall detail the full postal address, including the postcode (or local equivalent) and telephone numbers of both the Recipient and the Customer on each Parcel and Consignment and each Consignment must be accompanied at the time of Despatch by fully completed despatch documentation (including service indicators and barcodes) as supplied by The Service Provider for the Service used.
- 5.2 The Customer shall retain all Customer receipts and/or copies of despatch documentation relating to the Despatch as these will be required to support any claim for transit liability and/or refund under Condition 11.
- 5.3 In respect of International Deliveries, the Customer shall fully complete, prepare, sign (as appropriate) and attach all documentation as required by HM Revenue and Customs 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 customs clearance delays and/or loss or damage to a Parcel, for which The Service Provider bear no responsibility.
- 5.4 The Customer recognises the right of international customs authorities to inspect packages and documentation and for customs to instruct The Service Provider to open any Parcel for examination and The Service Provider shall incur no liability of any kind as a result of that. The Customer authorises The Service Provider or their agents to complete any necessary documentation for the purpose of customs clearance either in the UK or abroad, but also notes and accepts that The Service Provider is not legally permitted to complete and/or sign individual customs declarations as this is the responsibility of the Customer.
- 5.5 In accordance with applicable regulations in various jurisdictions The Service Provider and their agents may be required to undertake x-ray screening of Consignments and The Service Provider and their agents shall have no liability in respect of any resulting loss, damage or delay, unless arising from its negligence.

6. SERVICE STANDARDS AND DELIVERY

- 6.1 Please note that delivery timescales are extended for some Services for International deliveries and for UK deliveries when delivery is to be made to certain postcodes as specified in the Service Guide.
- 6.2 The delivery aims for each of the Services are as set out from time to time in the Service Guide and shall apply subject to these Conditions, and in particular 6.3 below.
- 6.3 For the purposes of calculating service standards:
- 6.3.1 only Working Days will be counted and for International deliveries this includes those both in the UK and Recipient destinations and may vary country by country; and
- 6.3.2 where The Service Provider attempts to deliver a Consignment to the address shown on the Consignment 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 is first presented to that address for delivery or when The Service Provider joins a queuing or booking in system, if that is in operation at that address; and
- 6.3.3 where The Service Provider is directed to hold a Consignment for collection or pending further instructions, (which at its discretion The Service Provider may do), then delivery shall be deemed to have taken place at the time such direction was made.
- 6.3.4 Consignments addressed to Post Office Boxes where permissible (or the local equivalent) are deemed to be delivered when the Consignment or notification of the Consignment's arrival is placed in the Post Office Box, or when the notification of arrival is advised by telephone, whichever is the sooner
- 6.4 Consignments will only be delivered on Working Days or where the Service Provider deems it necessary to deliver on non- working days. Details of working days by country are in the Service Guide.
- 6.5 If a Consignment is despatched other than on a 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.

7. NON-DELIVERY

- 7.1 If an undelivered Consignment is held by The Service Provider and is not claimed within the time specified on the original delivery attempt notification the Consignment will be returned as an undeliverable and the appropriate charges raised.
- 7.2 The Service Provider assumes no responsibility for their inability to complete a delivery due to incorrect or missing documentation, whether or not they attempt to notify the Recipient or the Customer. The Service Provider shall be entitled to charge an administrative fee for obtaining such corrective or complete information.
- 7.3 If a Recipient refuses to pay any customs charges and duties (and any handling charges levied by The Service Provider in respect thereof) due in respect of a Consignment and as a result, it or a part of it is not delivered, The Service Provider shall not incur any liability and the Consignment (or relevant part) will only be returned to the Customer if those charges plus return carriage charges are paid by the Customer.
- 7.4 Where the Customer refuses to pay the charges, referred to in 7.3 above, the Consignment (or relevant part) may be disposed of by The Service Provider as they see fit.

- 7.5 The Service Provider shall have lien over any goods for any money due from the Customer and the Service Provider reserves the right to sell the goods as agent to recoup any monies due.

8. CHARGES

- 8.1 Charges are set out in the TRAK PAK rate card or other similar documentation.
- 8.2 The Customer shall pay to The Service Provider the Consignment Charges and any other charges relating to the Services selected at the time of purchase by the method specified by The Service Provider. Except that any charges are incurred or levied after purchase shall be due and payable (together with any unpaid charges), within the timescale and in the manner specified by The Service Provider from time to time, which currently are on demand. Such other charges may include but are not limited to handling charges, charges for enhanced transit liability, returning/disposing of Undeliverable items, providing hardcopy proof of delivery and re-packaging and as otherwise specified in these Conditions.
- 8.3 The Service Provider reserves the right to assess and impose surcharges on Consignments without notice. The duration and amount will be determined at The Service Provider's sole discretion. The customer, by tendering a Consignment to The Service Provider, agrees to pay the surcharges in force at the time of order. Details of current surcharges are available upon request.
- 8.4 We will require specific shipping profile information which is detailed in the rate agreement. This information will include:
 - Total annual despatch profile
 - Typical packaging dimensions for all packaging currently utilised to despatch your orders
 - Average weights
Any variance of over 10% against the stated profile then P2P reserves the right to review the pricing supplied

9. LIABILITY, LOSS OR DAMAGE

- 9.1 The Service Provider will only be liable for loss of, or damage to (which includes destruction of) in conveying a Consignment if caused by its negligence and if notified of any such loss within 30 calendar days after despatch (for Singapore, Malaysia and Hong Kong within 14 calendar days) in the case of suspected loss and 7 calendar days after delivery to all destinations in the case of damage. The Service Provider's liability is further limited as set out in these Conditions and in particular in this Condition 9.
- 9.2 The Service Provider shall pay transit liability for the replacement cost value (defined in 9.5) of the contents of the Parcel to the Customer for loss of or damage to a Consignment (if caused by its negligence or those for whom it is vicariously liable) up to the limits for the Service, as set out in Condition 10, subject always to the provisions of these Conditions.
- 9.3 Except as referred to in Condition 9.1 and 9.2 The Service Provider shall not be liable to the Customer or any other person for any loss of, or damage to, or any delay in the collection, conveyance or delivery of any Consignment(s), whatsoever and howsoever such loss, damage or delay was caused, whether from contract, breach of statutory duty, tort (including negligence), or otherwise.
- 9.4 The Service Provider do not accept liability for any loss of contracts, business, profits, revenue, anticipated savings or any indirect or consequential loss or damage whatsoever or howsoever arising whether from contract, breach of statutory duty, tort (including negligence of The Service Provider, its officers, employees, contractors and agents), or otherwise.

- 9.5 Any transit liability payable for loss or damage shall be limited to the repair costs of the item(s) damaged or, if they are lost or damaged beyond repair, the lowest of i) their replacement cost, taking account of depreciation for wear and tear and ii) the actual cost price of the item(s). In any event, transit liability shall not exceed The Service Provider's stated limits of transit liability as set out, or referred to in Condition 10.
- 9.6 In addition to other transit liability exclusions, The Service Provider shall not be liable to pay transit liability for loss of, or damage to a Consignment:
- 9.6.1 due to latent or inherent defect, vice or natural deterioration of items; or
 - 9.6.2 containing Prohibited Goods or Restricted Goods, (where requirements have not been observed); or
 - 9.6.3 The Service Provider's failure to honour "package orientation" graphics (e.g., "UP" arrows, "THIS END UP" markings); or
 - 9.6.4 The Customer's failure to ship goods in appropriate packaging by The Service Provider prior to shipment, where such prior approval is recommended or required; or
 - 9.6.5 The Service Provider's failure or inability to attempt to contact the Customer or Recipient concerning incomplete or inaccurate address, incorrect or incomplete documentation, non-payment of duties and taxes necessary to release a Shipment, or incomplete or incorrect custom's broker's address.
 - 9.6.6 The Service Provider shall not be liable (whether for the payment of transit liability or refunds or otherwise), for loss, damage or delay to the extent that such results from any acts or omission of the Customer or Recipient or circumstances outside its reasonable control, including (without limitation) any adverse weather conditions, traffic congestion, mechanical breakdown, obstruction of public or private highway or from any industrial action whatsoever.
- 9.7 The Service Provider shall not be liable to pay any refund for late delivery in any event and in particular in respect of:
- 9.7.1 Consignments addressed to a PO Box address unless designated as permissible in the Service Guide
 - 9.7.2 Consignments addressed to a PO Box or local post office where the postal delivery agent operates a held for collection process.
 - 9.7.3 Any delay in delivery due to acts or omissions of customs or other regulatory agencies or
 - 9.7.4 Delays in delivery caused by failure to adhere to The Service Provider's policies regarding the payment of duties and taxes.
 - 9.7.5 Failed collection of consignments
- 9.8 The Service Provider shall have no liability for loss or damage where a Consignment is despatched to a destination where the Service has been suspended.
- 9.9 The Service Provider reserves the right to suspend any of the Services and/or transit liability/refund arrangements to specific destinations where it considers that circumstances prevent the provision of a reliable service.

- 9.10 The Service Provider has the right to reject any claims which overstate the value of the contents and make no payment at all towards the value of the contents.

10. TRANSIT LIABILITY LIMIT

- 10.1 The £50.00 insurance per item limit currently applies to transit liability for loss or damage payable under these Services. Please note that 'loss' includes partial or complete loss of the contents of a Consignment and 'damage' includes destruction.
- 10.2 Claims cap not to exceed 1% of annual spend with quarterly profile reconciliation

11. CLAIMS FOR TRANSIT LIABILITY

- 11.1 All claims for transit liability for loss or damage must be made on a fully completed claim form supplied by the Service Provider which must be received within 30 calendar days after despatch (for Singapore, Malaysia and Hong Kong within 14 calendar days) in the case of suspected loss and 7 calendar days after delivery to all destinations in the case of damage. A claim will not be accepted if an initial enquiry has not been logged in advance of the claim.
- 11.2 The Service Provider may make such investigations as it deems necessary to satisfy itself of the validity of any claim and the Customer shall co-operate as is reasonable in the circumstances.
- 11.3 The Service Provider may require the Customer to substantiate a claim by providing any relevant information about the Consignment including proof of Despatch, proof of value, estimates for repair costs, cost price, invoices, weight and nature of the item(s) lost or damaged, serial numbers and IMEI numbers for electrical items. This may include requesting the Recipient to retain all packaging, or obtaining other documentary evidence and/or photographic evidence as requested by The Service Provider from the Recipient of the Consignment.
- 11.4 Any information requested to substantiate a claim must be made available to The Service Provider within 7 calendar days after the claim form has been submitted.
- 11.5 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 Customer's risk and no transit liability is available for these items. Data stored on electronic media, for example data disks, hard drives, magnetic tapes or pen drives must be suitably encrypted. The Customer shall indemnify The Service Provider against all actions, claims, proceedings and judgements together with costs incurred relating to loss, damage or disclosure of such data documents except to the extent that The Service Provider has been negligent.

12. GENERAL

- 12.1 The Service Provider may engage agents and/or sub- contractors to perform all or any part of the Services to be provided to the Customer.
- 12.2 Nothing in these Conditions (nor anything else), shall confer on any third party any benefit, nor the right to enforce any of these Conditions which that person would not have had but for the Contracts (Rights of Third Parties) Act 1999.

12.3 These Conditions will 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.

P2P Mailing Limited, P2P eSolutions Limited or bpost international (UK) Limited are registered trademarks of the Service Provider.

The TRAK PAK name and logo is a registered trademark of P2P Mailing limited.

12.4 These Conditions and documents and information on the websites referred to, constitute the entire agreement between The Service Provider and the Customer. The Customer acknowledges that in agreeing to these Conditions it has not relied on any representation or undertaking, whether oral or in writing, save as expressly incorporated herein.

P2P Mailing Limited, P2P eSolutions Limited and bpost international (UK) and are trading names of P2P Mailing Limited or bpost international (UK) Limited. Registered in England and Wales.

Registered offices and numbers:

P2P eSolutions Limited, 75 Springfield Road, Chelmsford, CM2 6JB, Registered in England. Company Registration number 08160198.

P2P Mailing Ltd | 75 Springfield Road, Chelmsford, CM2 6JB, Registered in England Company Registration number: 6777182.

bpost International UK Ltd, A1, Parkway Heston, Cranford Lane, Heston, Middx TW5 9QA. Registration number: 03855411

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12.5 If any provision of these Conditions 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 provisions of these Conditions which shall remain in full force and effect.

12.6 The Service Provider may sell or trade anonymised or aggregated information about its Customers to third party organisations for market research purposes. The Service Provider will ensure that any such information does not contain any data specific to any Customer of The Service Provider, or contain any personally identifiable data whatsoever.

12.7 Subject to the other provisions of these Conditions The Service Provider and the Customer agree that they and/or anyone they employ and/or for whom they are responsible will comply with any applicable anti-bribery or anti-money laundering laws and/or regulations in connection with these Conditions and/or related services.

TRAK PAK® is a trademarked name.

12.8 Where The Service Provider reasonably considers that the Customer is in breach of any of the conditions contained herein, The Service Provider may immediately (in addition to any other rights they may have under these Conditions):

- (a) suspend any of the services and/or transit liability/refund arrangements; and/or
- (b) treat any Consignments as Undeliverable; and/or
- (c) terminate these Conditions any Services and/or any accounts with the Customer in each case without incurring any liability
- (d) Recover from the Customer all monies due.

12.9 Where The Service Provider are in breach of 12.8 the Customer may (in addition to any other rights they may have under these Conditions) immediately terminate these Conditions, any Services and/or any accounts with The Service Provider by notice unless the breach of 12.8 was by an employee of The Service Provider who was not a director or senior officer nor acting with the consent or connivance of a director or senior officer or was by an agent or subcontractor of The Service Provider and The Service Provider arranges for that person to be removed from all involvement with these Conditions and any related Services within 30 days of The Service Provider becoming aware of the breach.