



## Tariffs

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### **Deliver Plus Ltd**

1 Spruce House · Durham Wharf Drive · Brentford Lock · Brentford · TW8 8HP

Customer Services: 0845 5001020

Sales: 0845 5001050

E-mail: [info@deliverplus.co.uk](mailto:info@deliverplus.co.uk)

Internet: [www.deliverplus.co.uk](http://www.deliverplus.co.uk)

# Deliver Plus Sending and Receiving Zones



Deliver Plus offers a comprehensive range of services for both export and import movements. Simply locate your country in our zone listing and see at a glance which services are available.

## Shipping and Price Guide

	SENDING					RECEIVING				
	Platinum Plus	Gold Plus	Silver Plus	Overland Exp	Worldcargo Exp	Platinum Plus	Gold Plus	Silver Plus	Overland Exp	Worldcargo Exp
<b>A</b>										
Albania	AL		5		1	5	5			5
Algeria	DZ		10		501	10	10			10
American Samoa	AS		9		5	9	9			9
Andorra	AD		5	6						
Angola	AO		10		501	10	10	10		
Anguilla	AI		9		5	9	9	9		
Antigua & Barbuda	AG		9		5	9	9	9		
Antilles, Neth	AN		9			9	9			
Argentina	AR		10	10	5	10	10	10		43
Armenia	AM		9		5	9	9			9
Aruba	AW		9		5	9	9			9
Australia	AU	8	8	8	5	8	8	8		4
Austria EU	AT	4	4	4	5	4	4	4	5	
Azerbaijan	AZ		9		5	9	9			9
Azores EU	PT		4			4				
<b>B</b>										
Bahamas	BS		9		5	9	9	9		
Bahrain	BH	9	9		5	9	9			
Bangladesh	BD		10		501	10	10	10		
Barbados	BB		9		5	9	9	9		
Barbuda (Antigua)	AG		9		5	9	9	9		
Belarus	BY		5		1	5	5	5		
Belgium EU	BE	2	2	2	3	2	2	2	3	
Belize	BZ		10		501					
Benin	BJ		10		501	10	10	10		
Bermuda	BM		9		5	9	9	9		
Bhutan	BT		10		501	10	10	10		
Bolivia	BO		10		501	10	10	10		
Bonaire	AN		9		5	9	9	9		
Bosnia-Herz	BA	5	5		1	5	5	5		
Botswana	BW		10		501	9	9	9		
Brazil	BR		10	10	5	10	10	10		43
British Virgin Islands	VG		9		5	9	9	9		
Brunei	BN		9		5	9	9	9		
Bulgaria	BG	42	42	51		42	42	42	51	
Burkina Faso	BF		10		501	10	10	10		
Burundi	BI		10		501	10	10	10		
<b>C</b>										
Cambodia	KH			10	501	10	10	10		
Cameroon	CM			10	501	10	10	10		
Canada	CA	7	7	7	3	7	7	7		3
Canary Islands	IC		5			5	5			
Cape Verde Islands	CV		10		501	10	10	10		
Cayman Islamds	KY		9		5	9	9	9		
Central African Rep	CF		10		501					
Ceuta	ES		5			5				
Chad	TD		10		501	10	10	10		
Channel Islands			5	6		5	5	5	6	
Chile	CL		10	10	5	10	10	10		43
China	CN	8	8	8	4	9	9	9		42
<b>C</b>										
Colombia	CO			10	5	10	10	10		43
Congo (Brazzaville)	CG			10	501	10	10	10		
Congo Democrat Rep	CD			10	501	10	10	10		
Cook Islands	CK			9	5					
Costa Rica	CR		10	10	5	10	10	10		43
Côte D'Ivoire	CI			10	501	10	10	10		
Croatia	HR	41	41	51		41	41	41	51	
Curaçao, Neth	AN		9		5	9	9	9		
Cyprus EU	CY		42			41	42	42		
Czech Republic	CZ	41	41	41	5	41	41	41	51	
<b>D</b>										
Denmark EU	DK	4	4	4	5	4	4	4	5	
Djibouti	DJ			10	501	10	10	10		
Dominica	DM			9	5	9	9	9		
Dominican Rep	DO			9	5	9	9	9		42
<b>E</b>										
East Timor	TL			9	5					
Ecuador	EC			10	5	10	10	10		43
Egypt	EG		9	9	5	9	9	9		42
El Salvador	SV			10	5	10	10	10		43
England EU	GB	1	1	1	1	1	1	1	1	
Equatorial Guinea	GQ			10	501					
Eritrea	ER			10	501	10	10	10		
Estonia EU	EE	42	42	51		42	42	42	51	
Ethiopia	ET			10	501	10	10	10		
<b>F</b>										
Faroe Islands	FO			5	1					
Fiji	FJ			9	5	9	9	9		
Finland EU	FI	4	4	4	5	4	4	4	5	
France EU	FR	3	3	3	4	3	3	3	4	
French Guiana	GF			10	5					
French Polynesia	PF			9	5	9	9	9		
<b>G</b>										
Gabon	GA			10	501	10	10	10		
Gambia	GM			10	501	10	10	10		
Gaza (West Bank)	PS			9	5	9	9	9		
Georgia	GE			9	9	9	9	9		
Germany EU	DE	3	3	3	4	3	3	3	4	
Ghana	GH			10	501	10	10	10		
Gibraltar	GI			5	1	5	5	5		
Greece EU	GR	4	4	4	5	4	4	4	51	
Greenland	GL			5	1					
Grenada	GD			9	5	9	9	9		
Guadeloupe	GP			10	501	10	10	10		
Guam	GU			9	5	9	9	9		
Guatemala	GT			10	5	10	10	10		43
Guinea	GN			10	501	10	10	10		
Guyana	GY			10	501	10	10	10		

To see if a service option is available for a specific destination visit the transit time option on our website [www.deliverplus.co.uk](http://www.deliverplus.co.uk)  
Remote region charge may apply for certain areas, for more information visit [www.deliverplus.co.uk](http://www.deliverplus.co.uk)



# Deliver Plus Sending and Receiving Zones



## Shipping and Price Guide

	SENDING					RECEIVING						SENDING					RECEIVING								
	IATA Code	Platinum Plus	Gold Plus	Silver Plus	Overland Exp	Worldcargo Exp	Platinum Plus	Gold Plus	Silver Plus	Overland Exp		Worldcargo Exp	IATA Code	Platinum Plus	Gold Plus	Silver Plus	Overland Exp	Worldcargo Exp	Platinum Plus	Gold Plus	Silver Plus	Overland Exp	Worldcargo Exp		
<b>S</b>																									
Sierra Leone	SL			10		501	10	10	10			US	7	7	7	3		7	7	7			3		
Singapore	SG	8	8	8		4	8	8	8		4	UY		10		501		10	10	10					
Slovak Republic EU	SK		41	41	51		41	41	41	51		UZ		9		5		9	9	9					
Slovenia EU	SI		41	41	51		41	41	41	51															
Solomon Islands	SB			9		5																			
South Africa	ZA		8	8		4	8	8	8		4														
Spain Eu	ES	4	4	4	5		4	4	4	5															
Sri Lanka	LK			9		5	9	9	9									9	9	9			42		
St. Barthelemy	GP			9		5	10	10	10																
St. Christopher	KN			9		5	9	9	9		42														
St. Croix	VI			9		5	9	9	9																
St. Eustatius	AN			9		5	9	9	9																
St. John	VI			9		5	9	9	9																
St. Kitts	KN			9		5	9	9	9		42														
St. Lucia	LC			9		5	9	9	9		42														
St. Maarten	AN			9		5	9	9	9																
St. Martin	GP			9		5	9	9	9																
St. Thomas	VI			9		5	9	9	9																
St. Vincent	VC			9		5	9	9	9																
Surinam	SR				10	501	10	10	10																
Swaziland	SZ				10	501	8	8	8																
Sweden EU	SE	4	4	4	5		4	4	4	5															
Switzerland	CH	51	51	51	6		5	5	5	6															
<b>T</b>																									
Tahiti	PF			9		5	9	9	9																
Taiwan	TW			8		4	8	8	8		4														
Tajikistan	TJ			9		5																			
Tanzania	TZ			10		501	10	10	10																
Thailand	TH		8	8		5	8	8	8		4														
Tinian (N Mariana Isl)	MP			9		5	9	9	9																
Togo	TG			10		501	10	10	10																
Tonga	TO			9		5																			
Tortola	VG			9		5	9	9	9																
Trinidad & Tobago	TT			9		5	9	9	9																
Truk	FM			9		5																			
Tunisia	TN			10		501	10	10	10																
Turkey	TR		5	5		1	5	5	5		1														
Turkmenistan	TM			9		5																			
Turks And Caicos Isl	TC			9		5	9	9	9																
Tuvalu	TV			10		501																			
<b>U</b>																									
Uganda	UG				10	501	10	10	10																
Ukraine	UA			5		1	5	5	5																
Union Island	VC			9		5	9	9	9																
United Arab Emirates	AE			9		9	9	9	9																
United Kingdom EU	GB			1			1	1																	
England	EU	1	1	1	1		1	1	1	1															
Northern Ireland	EU			1	2		1	1	1	2															
Scotland	EU	1	1	1	1		1	1	1	1															
Wales	EU	1	1	1	1		1	1	1	1															
US, New Jersey	US																								
07000-07999, 08500-08999		6	6	6		2	6	6	6		2														
US, New York																									
10000-10399, 10900-11999		6	6	6		2	6	6	6		2														

To see if a service option is available for a specific destination visit the transit time option on our website [www.deliverplus.co.uk](http://www.deliverplus.co.uk)  
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# Deliver Plus Tariffs

Applicable in the United Kingdom from 4th January 2011



## Shipping made easy!

### Quick reference guide

How to calculate a price

- Step 1:** Look up the zone for the country you're sending to or collecting from using the zone chart
- Step 2:** Decide which service you require
- Step 3:** Select your package type; Envelope\*, documents or packages
- Step 4:** Weigh your package and check the price for that weight category listed under your chosen service, please note any fraction of a kilogram over the weight shown, takes the next highest rate
- Step 5:** Add the cost of any relevant optional or additional charges
- Step 6:** If the shipment is being sent within the EU, add VAT to the total cost.

\*For correspondence and documents only. There is no limit on the weight or number of pages you may enclose in a Deliver Plus Express Envelope.

## Calculating the weight

If you're sending a large, bulky parcel, its volumetric weight may exceed its actual weight. Deliver Plus tariffs are based on the total actual or volumetric weight, whichever is greater, of all packages in one shipment using one consignment note. We calculate volumetric weight using the following IATA volumetric standards:

### UK Overland Services

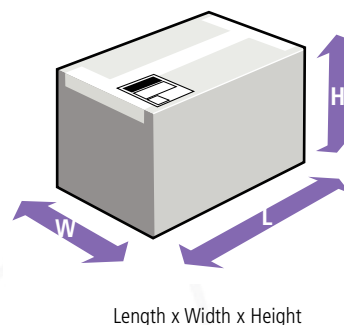
$\frac{\text{length} \times \text{height} \times \text{width}}{5,000 \text{ if cm (or 305 if using inches)}}$  = Dimensional weight in kg

### EU Overland Services

$\frac{\text{length} \times \text{height} \times \text{width}}{4,000 \text{ if cm (or 254 if using inches)}}$  = Dimensional weight in kg

### All Plus and WorldCargo Services

$\frac{\text{length} \times \text{height} \times \text{width}}{5,000 \text{ if cm (or 305 if using inches)}}$  = Dimensional weight in kg



## Prices

These rates are exclusive of VAT and do not include applicable surcharges.

The current Deliver Plus terms and conditions apply. The latest version, which shall always be the applicable one, is set out on the Deliver Plus website at [www.deliverplus.co.uk](http://www.deliverplus.co.uk).

Deliver Plus makes every effort to ensure this information is accurate. However it accepts no responsibility for any inaccuracies, or any loss or damage you may suffer as a result.

\* Transit times vary according to destination, please check with your Deliver Plus call centre on 0845 5001050 or by logging onto [www.deliverplus.co.uk](http://www.deliverplus.co.uk).



## Optional Services



Deliver Plus offers a number of optional and additional services. Unless otherwise indicated, charges for additional services will be billed to the payor and apply to all Deliver Plus service options.

### Saturday Delivery

Deliver Plus offers Saturday delivery services including timed services to selected destinations. As with all Deliver Plus services, pro-active features such as proof of delivery e-mail notification and electronic tracking come as standard.

Please contact your Deliver Plus Service Centre on 0845 5001020 or log onto [www.deliverplus.co.uk](http://www.deliverplus.co.uk) for destinations served.

**£25.00 per domestic delivery in addition to transport costs.**

**£55.00 per international delivery in addition to transport costs.**

### Book In

If you require Deliver Plus to store packages and deliver later than the scheduled delivery date

**£4.50 per package with a £15 minimum charge.**

### E-mail tracking notification

This innovative service notifies you and your customers of a consignment's progress through e-mail notification reports, empowering your customers to monitor their parcel's progress.

**Free of charge.**

### Declared Value for Carriage

By declaring a value for carriage you can increase our limits of liability up to the declared amount with a maximum of £25,000 per package. To declare a value for carriage, indicate the value of the item in the Declared Value field for the Deliver Plus Shipping System you use.

**1.5% of the declared value, subject to a minimum of £8 per shipment.**

### Signature Required

Normally, Deliver Plus requires the signature of the receiver for all deliveries. As an exception, deliveries in the United States are allowed on 'Driver Release' (delivery to a pre-determined location in the receiver's premises without the need for a deliver signature). Use 'Signature Required' to prevent the use of 'Driver Release' in the United States.

**£0.85 per shipment will be charged.**

### Special Billing Options

For shipments not in free circulation in the EU or for shipments to other international destinations, Deliver Plus offers you the option to pay any applicable duty and taxes for your customer. This service is available when the billing option 'Bill Duties and Taxes to sender' is selected.

**A surcharge of £15 per shipment will be applied.**

### Tax & Duty Reversal Fee

Deliver Plus may prepay duties, taxes and other government charges on behalf of the payor.

**A fee of £15 per shipment will be charged.**

## Deliver Plus Return Services

### Deliver Plus Electronic Return Label

This service allows you to e-mail an electronic label to your customer. They can then print the label and affix it to the package prior to requesting collection with Deliver Plus.

**£3.50 per package, £7 minimum charge in addition to the shipment costs.**

### Deliver Plus 1 Attempt Return Service

The Deliver Plus collecting courier will take a pre-printed label to the collection address. If the goods are not ready, the driver will leave the label and the collection will need to be re-booked with Deliver Plus.

**£6.50 per package, £10 minimum charge in addition to the shipment costs.**

### Deliver Plus 3 Attempts Return Service

The Deliver Plus collecting courier will take a pre-printed label to the collection address. If the goods are not ready the driver will re-attempt collection 3 times, after which the collection will need to be re-booked with Deliver Plus.

**£7.50 per package, £10 minimum charge in addition to the shipment costs.**

### Deliver Plus Print and Post

Deliver Plus prints and mails a label for you. Once applied your customer can arrange collection with Deliver Plus.

**£6.50 per package in addition to relevant to the shipment costs.**

## Additional Services



### Undeliverable Shipments

When Deliver Plus is unable to deliver your parcel having tried all available options, we will process your shipment acting on your instructions. **£5 surcharge in addition to the return transportation costs.**

### Extended and Remote Area Collection and Delivery

Deliver Plus provides services to and from remote areas within the UK and internationally. Depending on the ease of accessibility, these locations are classified as either extended or remote areas. The following surcharges will be applied:

**Extended area is £16.65 or £0.40 per kg, whichever is greater.**  
**Remote area is £21.10 or £0.45 per kg, whichever is greater.**

### Additional Handling

When additional handling is required for large, heavy or awkward packages the following surcharges will apply:

#### When shipping any of the following:

- Any cylindrical item, such as a barrel, drum, pail or tyre
- Any article not fully encased in a wood or metal shipping container
- Any package with the longest side exceeding 150cm in length, or it's second longest side exceeding 76cm
- Any article that is fully enclosed in a plastic wrapping or bag
- Any package with an actual weight greater than 32kg

Deliver Plus also reserves the right to apply the additional handling charge for any package that requires special handling.

**£3.60 per package will be charged in addition to the shipping costs.**

### Address correction

If we have to amend an address in order to deliver, we will attempt to find the correct address. The following surcharge will apply:

**Domestic - £5.00 per shipment.**

**International - £9.00 per shipment.**

### Deliverhome service

Deliver Plus can deliver to homes as well as businesses. (The definition of home includes a business operating from a residential address).

**£4.50 surcharge per shipment in addition to the shipping costs.**

### Interest on Late Payment

Each invoice we send you will stipulate a date for payment. If we do not receive payment on or before that date, you will be charged a one time late payment fee. In addition, in cases of non-payment, we reserve the right to charge you interest.

**8% of the invoiced amount or a maximum of £100.**

### Large Package Surcharge

- When the girth and length combined exceeds 330cm but does not exceed the maximum permittable size of 419cm
  - Large packages are subject to a minimum billable weight of 40kg
- £30.25 per package will be charged in addition to the shipping costs.**

### Over Limits Fee

- When the girth and length exceed 419cm, the overlimits and large package surcharge will apply
  - When the weight exceeds 70kg
  - When the length exceeds 270cm
- £30.25 per package will be charged in addition to the shipping costs.**

### Fuel Surcharge

Our fuel surcharge is updated monthly at [www.deliverplus.co.uk](http://www.deliverplus.co.uk) and is applied to transport charges and the following additional services:

- Saturday delivery
- Extended and remote area delivery and collection
- Residential delivery
- Large Package Surcharge

### Receiver or Third Party Refuses to Pay

When the Bill Receiver option has been selected and the bill-to party refuses to pay the shipping charges, an administration fee will be charged to the shipper.

**An £8.60 surcharge will apply.**

### Warehouse storage charges

A fee applied when shipments remain in our warehouse for longer than 3 days before being customs cleared.

**£13 per package per day will be charged after the 3rd working day.**

### Currency Conversion

Charges to the payors account in a foreign currency will be converted to the payors currency using an weekly currency exchange rate.

**An exchange fee equal to 0.75% of the amount converted will apply.**

### Dry Ice & Dangerous Goods

For packages containing dry ice or dangerous goods:

**Dry Ice - £30 per shipment.**

**DG Accessible - £90 per shipment.**

**DG Inaccessible - £75 per shipment.**

## Deliver Plus Customs Clearance Services

Deliver Plus provide routine customs clearance for no additional cost, however for some types of clearance, charges may apply. We transmit information to customs while your shipment is still in transit to its destination country, to enable faster clearance and delivery.

### Disbursement Fee

Deliver Plus may prepay duties, taxes and other government charges on behalf of the payer. A fee will be charged based on the advanced amount.

**£13 minimum or 2.5% of the advanced amount.**

### Live Entry

A type of entry that typically requires a visa licence from the export country, when mandated by customs (such as textiles). These shipments usually require a formal entry and an additional day for clearance.

**£20 surcharge per shipment.**

### Other Government Agency (OGA) Entry

Other government agencies work with customs on regulating and controlling commodities being imported into EU territory. For shipments that contain commodities, special documents must be submitted to agencies such as the Health Department and Department of Agriculture.

**£11.25 will be charged per shipment.**

### Additional General Services

When additional, non-routine activities are required for entry of merchandise, selected services may be performed by Deliver Plus at the request of the importer. Services offered include (but are not limited to) Brokerage activity reporting, manipulations, labelling, inventory etc.

**£22.50 will be charged per shipment.**

### Handover to Broker

Where we are requested to handover a shipment or paperwork to a third party broker to complete customs clearance.

**A £25 surcharge per shipment will apply.**

### Additional Tariff Lines / Complex Entries

When a customs entry has more than five tariff lines a surcharge will apply for each additional line.

**£5.15 per additional tariff line.**

# Prohibited Articles



## Deliver Plus prohibits the shipping of the following articles:

The following articles are prohibited from shipment to all countries served by Deliver Plus (unless by prior written consent from Deliver Plus):

- Alcoholic beverages
- Animal skins (non-domesticated)
- Articles of exceptional value (e.g. works of art, antiques, precious stones, gold and silver)
- Dangerous goods/Hazardous materials (following IATA regulations for all Plus and Worldcargo services and following ADR regulations for Overland Services)
- Firearms
- Furs
- Ivory and ivory products
- Live animals
- Money and negotiable items
- Personal effects (except via MBE Centres to selected countries)
- Plants
- Pornographic materials
- Seeds
- Tobacco and tobacco products
- Unaccompanied baggage.

Also prohibited are: goods moving under ATA Carnet and all temporary exports and imports; goods moving under FCR, FCT and CAD (Cash Against Document); shipments with inherent vice, which by their nature are likely to soil, impair or damage persons, merchandise or equipment; goods, the carriage of which is prohibited by law in the country of origin, transit or destination (e.g. ivory and ivory products), goods which attract excise duty (e.g. spirits) or which require special facilities, safety precautions or permits. Under applicable law, certain goods may be transported only under prescribed conditions and certain goods are prohibited from transportation by air (e.g. liquids in glass containers).

It is the shipper's responsibility to comply with current government regulations or laws applicable in each country. Shipments are subject to inspection and possible delay by customs or representatives of other government authorities.

We reserve the right to refuse or suspend transportation of any package which does not set out contact details for shipper and receiver and of goods which, in our opinion, are not practicable for transportation or are not adequately described, classified or packed and labelled in a manner suitable for transportation and accompanied by necessary documentation.

We will not transport any goods which are prohibited by law or regulation of any federal, state or local government in the origin or destination countries or which may breach any applicable export, import or other laws or endanger the safety of our employees, agents and subcontractors or the means of transportation or, which in our opinion, soil, paint or otherwise damage other goods or equipment or which are economically or operationally impractical to transport.

## Shipping prohibited articles on a contractual basis with Deliver Plus

Certain items we list as prohibited will be accepted by Deliver Plus on a contractual basis for shippers with regular volume and the ability to comply with all applicable regulations.

The items we can carry under certain criteria are:

- Alcoholic beverages
- Perishable goods
- Plants
- Seeds
- Tobacco and tobacco products

Not all commodities can be shipped to all countries.

For more information contact your local Deliver Plus office.

It is the shipper's responsibility to comply with current government regulations or laws applicable in each country. Shipments are subject to inspection and possible delay by customs representatives or other government authorities.

We reserve the right to refuse or suspend transportation of any package which does not set out our contact details for shipper and receiver and of goods which, in

our opinion, are not practicable for transportation, or are not adequately described, classified or packed and labelled in a manner suitable for transportation and accompanied by necessary documentation.

We will not transport any goods which are prohibited by law or regulation of any federal, state or local government in the origin or destination countries or which breach any applicable export, import or other laws or endanger the safety of our employees, agents and subcontractors or the means of transportation or, which in our opinion, soil, taint or otherwise damage other goods or equipment or which are economically or operationally impractical to transport.

## Dangerous Goods

Deliver Plus adheres to the air transportation regulations outlined by the International Air Transport Association (IATA) and to the road transportation regulations outlined by the UN ADR and does not accept Dangerous Goods in its system- nationally or internationally. Local national regulations also apply for road transport.

Businesses which ship Dangerous Goods without appropriate labelling documentation and packaging can face significant financial and legal penalties.

It is also important to remember the following when shipping with Deliver Plus.

If you are reusing packaging or cartons, please ensure that all old labelling is removed. Any dangerous goods labels on a package will cause the shipment to be held and inspected causing service delays and inconvenience to you and your customer.

If you are shipping goods that could potentially be seen as Dangerous Goods, but are not, because of their unusual name, appearance etc, it is advantageous to clearly declare on the shipping documentation that the goods are classified as Dangerous Goods. This will ensure the shipment is not delayed unnecessarily. Any miss-declaration will lead to significant penalties for the shipper.

## Service Restrictions

The maximum value or declared value per package is £25,000 or local currency equivalent.

The maximum value or declared value per package of jewellery or watches is £250 or local currency equivalent.

The maximum amount of cash Deliver Plus accept from a single consignee for a single shipper is £2,500 or local currency equivalent per day (Maximum £50 in France). The maximum value of declared value per package for a Deliver Plus 1 attempt return shipment is £500 and for a 3 attempt return shipment £25,000 or local currency equivalent.

## Weight and size limits

The maximum weight per package is 70 kg

The maximum length per package is 270 cm

The maximum size per package is 419 cm in length and girth combined.

## Deliver Plus money-back guarantee and liability

Deliver Plus offers a free money back guarantee on the shipping charges for some services and destinations. To find out if your shipment qualifies, go to the transit time section at [www.deliverplus.co.uk](http://www.deliverplus.co.uk) and enter your shipment details.

Alternatively, it can be obtained by contacting your local Deliver Plus Customer Service Centre on 0845 5001020. Where the money back guarantee operates, if we fail to attempt delivery within the applicable time period, we will, on request, credit you (or any other person who paid for the carriage) with the shipping charges (or, in the case that only some of the packages in a multiple package shipment fail to meet the applicable time limit, the proportionate part of the shipping charges relating to those packages, net of any surcharges, VAT, duties, taxes or levies, provided that the following conditions are fulfilled:

- a) shipping documentation (including labels) must have been correctly completed and the relevant package must bear the paper labels produced by Deliver Plus online shipping solutions or otherwise in accordance with the 'Deliver Plus labeling guidelines on page 32 of this guide';





## Deliver Plus money-back guarantee and liability

Deliver Plus offers a free money back guarantee on the shipping charges for some services and destinations. To find out if your shipment qualifies, go to the transit time section at [www.deliverplus.co.uk](http://www.deliverplus.co.uk) and enter your shipment details.

Alternatively, it can be obtained by contacting your local Deliver Plus Customer Service Centre on 0845 5001020. Where the money back guarantee operates, if we fail to attempt delivery within the applicable time period, we will, on request, credit you (or any other person who paid for the carriage) with the shipping charges (or, in the case that only some of the packages in a multiple package shipment fail to meet the applicable time limit, the proportionate part of the shipping charges relating to those packages, net of any surcharges, VAT, duties, taxes or levies, provided that the following conditions are fulfilled:

- shipping documentation (including labels) must have been correctly completed and the relevant package must bear the paper labels produced by Deliver Plus online shipping solutions or otherwise in accordance with the 'Deliver Plus labeling guidelines on page 32 of this guide';
- any other documentation required by the country of origin or destination or any country of transit must be fully and accurately completed and included with the package;
- if applicable, the package must bear a Saturday delivery routing label (for destinations to which this service is available);
- the shipment must have been tendered to Deliver Plus on or before the latest collection time specified by us for guaranteed delivery;
- you must have notified your request for claim to Deliver Plus in writing or by telephone within 15 days from the date of scheduled delivery and advised us of the receiver's name and address, date of shipment, package weight and Deliver Plus tracking number.

The guarantee does not apply when late delivery results from the package not complying with the restrictions and conditions set out in paragraph 3.1 of our Terms and Conditions of Carriage, from events beyond our control (as set out in paragraph 6 of our Terms and Conditions of Carriage) or due to any suspension of carriage or return of package as provided for in paragraph 3.3 of our terms and conditions or any exercise of any lien by Deliver Plus in accordance with our Terms and Conditions of Carriage

For the avoidance of doubt, the liability of Deliver Plus under the money back guarantee is limited to the above and the guarantee does not otherwise constitute any form of undertaking or representation that the shipment will arrive by any particular time.

## Liability for loss, damage or delay

The following is a summary for information purposes of certain relevant provisions of the Deliver Plus Terms and Conditions of Carriage. The full terms prevail in case of inconsistency with the present summary.

In the event of damage, claims will only be processed for goods deemed to be sufficiently packaged. A damage inspection will be conducted by Deliver Plus or their contracted delivering agent. Claims will be considered if the following criteria are met:

- The packaging is strong enough to support the contents
- The packaging is sufficiently secured with strong packaging tape
- The packaging fully incases the product, so that no part of the product touches the inside walls of the box
- All items inside the packaging are wrapped individually, and sufficiently for the fragility of the item.

Further the damaged items must not be moved from the delivery point until a damage inspection has taken place. Any attempt to move or re-package the damaged goods will immediately invalidate any claim.

International Carriage: Where carriage is international, international conventions may apply, in particular the Warsaw or Montreal Convention in the case of carriage by air and CMR Convention in the case of carriage by road. The national

laws of some countries may also extend the rules of such conventions to purely domestic carriage.

Where they apply, the rules of the Warsaw, Montreal and CMR conventions govern and in most cases will limit our liability for loss, damage or delay to a shipment.

The Warsaw and Montreal Convention limit is usually 17 Special Drawing Rights (SDR's) per kilogram of the goods affected.

The CMR Convention limit is 8.33 SDR's per kilogram (but restricted to the amount of carriage charges in the case of delay).

Other Carriage: Where Convention rules do not apply, we will only pay compensation for loss, damage or delay of a package caused by our negligence and only up to a maximum of:

£60 per shipment;

Or if greater,

8.33 SDR's per kilo of the goods affected;

subject (as in all cases) to proof of loss. See our terms and conditions for further information.

You may obtain the benefit of a greater limit of liability for declaring a higher value for carriage on the Deliver Plus shipping documentation and paying the corresponding additional charge. If you declare a higher value for carriage and pay the applicable charge, then Deliver Plus's liability shall be limited to proven damages not exceeding the sum so declared (see under 'Optional' services).

The value of the goods concerned shall not in any event exceed £25,000 (£250 in the case of jewellery or costume watches) or its local equivalent per package in a shipment, as Deliver Plus does not offer carriage for goods with values exceeding these amounts.

Except when Convention rules or other mandatory laws apply and require otherwise, we will not pay compensation for purely economic losses (such as loss of business opportunities or loss of revenue resulting from loss of use), even if a value has been declared for carriage in respect of the relevant shipment. We will also not be liable for any damage to or loss of packaging.

Any claim against Deliver Plus must be notified to us in writing as soon as possible and also within any specific time limits set out in our terms and conditions. In certain circumstances, Convention rules (if applicable) may permit a claim to be pursued against Deliver Plus outside these periods.

In addition to the above, any legal proceedings in respect of a shipment must be commenced and served on us within eight months of delivery or (in the case of non-delivery) of the due date for delivery. If the Warsaw, Montreal or CMR Conventions apply, there are longer time limits for the commencement of legal proceedings: in summary, 2 years in the case of the Warsaw and Montreal Conventions and 1 year (3 years if there is a willful misconduct on Deliver Plus's part) in the case of CMR Convention.

Invoice validity period: all invoices shall be deemed to be accepted as issued, unless requests for invoice adjustments are received in writing by Deliver Plus within 30 days from the invoice date.

\* A special Drawing Right is a unit of account adopted by the International Monetary Fund. The current value of an SDR is regularly published in major financial newspapers. As at the date of publication of this Guide, 8.33 SDRs was equal to approximately £7 and 17 SDRs to approximately £14.

# Terms & Conditions



This is the current version as at the date of publication of this Guide, shown at the base of this printed document. The latest version, which shall always be the applicable one for new shipments, may be found at [www.deliverplus.co.uk](http://www.deliverplus.co.uk) or obtained from a Deliver Plus Office.

## 1 Introduction

**A** These Terms and Conditions ("terms") set out the basis on which Deliver Plus will transport packages, documents and envelopes ("packages"). These terms are supplemented by the current applicable Deliver Plus Service and Tariff Guide ("the Guide"). The Guide contains important details about the services of Deliver Plus which the shipper should read and which form part of the agreement between Deliver Plus and the shipper.

**B** Depending on the country where the shipment is presented to Deliver Plus for carriage, the Term 'Deliver Plus' will mean and the shipper's contract will be with Deliver Plus Limited. The company will also be the (first) carrier of the goods for the purposes of the Conventions referred to in Paragraph C.

Deliver Plus Limited can be contacted at their UK Registered address at: Deliver Plus Limited, 1 Spruce House, Durham Wharf Drive, Brentford Lock, Brentford, Middlesex, TW8 8HP, United Kingdom.

**C** Where carriage by air involves an ultimate destination or stop outside the country of origin the Warsaw Convention may apply. The Warsaw Convention governs and in most cases limits the liability of carriers in respect of loss of or damage or delay to cargo. (For the purpose of these terms the phrase "the Warsaw Convention" means:

- (i) The Convention for the Unification of Certain Rules relating to International Carriage by Air signed at Warsaw on 12th October 1929 or
- (ii) That Convention as amended or supplemented by any protocol or supplementary convention or
- (iii) The Montreal Convention 1999, whichever is applicable.) Notwithstanding any clause to the contrary, international carriage by road may be subject to the provisions of the Convention on the Contract for the International Carriage of Goods by Road signed at Geneva on 19th May 1956 ("the CMR Convention").

A shipment may be carried via any intermediate stopping places that Deliver Plus deems appropriate. Deliver Plus engages sub-contractors to perform services and contracts both on its own behalf and on behalf of its servants, agents and sub-contractors each of whom shall have the benefit of these terms.

In these terms, "Waybill" shall mean a single Deliver Plus waybill/consignment note or the entries recorded against the same date, address and service level on a pick-up record. All packages covered under a Waybill shall be considered a single shipment.

## 2 Scope of service

Unless any special services are agreed, the service to be provided by Deliver Plus is limited to the pick up, transportation, customs clearance where applicable and delivery of the shipment. The shipper acknowledges that shipments will be consolidated with those of other shippers for transport and that Deliver Plus may not always monitor the inbound and outbound movement of individual shipments at all handling centres.

Deliver Plus is not a common carrier and reserves the right in its absolute discretion to refuse carriage to any package tendered to it for transportation.

## 3 Conditions of carriage

This section sets out various restrictions and conditions which limit and govern the extent of the service Deliver Plus offers. It also explains what the consequences are of the shipper presenting packages for carriage which do not meet these requirements.

### 3.1 Service restrictions and conditions

Deliver Plus does not offer carriage of packages which do not comply with the restrictions in paragraphs (i) to (iv) below.

- (i) Packages must not weigh more than 70 kilograms (or 150 lbs) or exceed 270 centimetres (or 108 inches) in length or a total of 419 centimetres (or 165 inches) in length and girth combined; Unless agreed prior to collection and confirmed in writing with the local Deliver Plus Office.
- (ii) The value of any package may not exceed the local currency equivalent of GBP £25,000. In addition the value of any jewellery or watches, including costume jewellery or costume watches, in a package shall not exceed the local currency equivalent of GBP £250.
- (iii) Packages must not contain any of the prohibited articles listed in the Guide including (but not limited to) articles of unusual value (such as works of art, antiques, precious stones, stamps, unique items, gold or silver), money or negotiable instruments (such as cheques, bills of exchange, bonds, savings books, pre-paid credit cards, share certificates or other securities), firearms and dangerous goods.
- (iv) Packages must not contain goods which might endanger human or animal life or any means of transportation, or which might otherwise taint or damage other goods being transported by Deliver Plus, or the carriage, export or import of which is prohibited by applicable law.
- (v) The packaging must comply with the guidelines set out in the guarantees and liabilities document that form part of these terms, and as also published in 'the guide'

The shipper shall be responsible for the accuracy and completeness of the particulars inserted in the Waybill and for ensuring that all packages set out adequate contact details for the shipper and receiver of the package and that they are so packed, marked and labelled, their contents so described and classified and are accompanied by such documentation as may (in each case) be necessary to make them suitable for transportation and to comply with the requirements of the Guide and applicable law. Unless a different service level is clearly selected on the Waybill or other applicable Deliver Plus shipping documentation, shipments will be carried under the "Gold or Silver" service (where available to the selected destination) and all applicable charges will be calculated accordingly.

The shipper declares that all packages presented for carriage under these terms have been prepared in secure premises, by the shipper (in the case of an individual shipper) or by reliable staff employed by the shipper and have been protected against unauthorised interference during their preparation, storage and/or transportation to Deliver Plus.

### 3.2 Perishable and temperature sensitive goods

Such shipments will be transported provided that the shipper accepts that this is at its risk. Deliver Plus does not provide special handling for such packages.

### 3.3 Refusal and suspension of carriage

- (i) If it comes to the attention of Deliver Plus that any package does not meet any of the above restrictions or conditions or that any COD amount stated on a COD Waybill exceeds the limits specified in paragraph 8, Deliver Plus may refuse to transport the relevant package (or any shipment of which it is a part) and, if carriage is in progress, Deliver Plus may suspend carriage and hold the package or shipment to the shipper's order.
- (ii) Deliver Plus may also suspend carriage if it cannot effect delivery at the third attempt, if the receiver refuses to accept delivery, if it is unable to effect delivery because of an incorrect address (having used all reasonable means to find the correct address) or because the correct address is found to be in another country from that set out on the package or waybill or if it cannot collect amounts due from the receiver on delivery.
- (iii) Where Deliver Plus is entitled to suspend carriage of a package or shipment, it is also entitled to return it to the shipper at its own discretion.

### 3.4 Shipper's costs

The shipper will be responsible for the reasonable costs and expenses of Deliver Plus (including storage), for such losses, taxes and customs duties as Deliver Plus may suffer and for all claims made against Deliver Plus because a package does not meet any of the restrictions, conditions or representations in paragraph 3.1 above or because of any refusal or suspension of carriage or return of a package or shipment by Deliver Plus which is allowed by this paragraph 3. In the case of the return of a package or shipment, the shipper will also be responsible for paying return transport charges calculated in accordance with the prevailing commercial rates of Deliver Plus.

### 3.5 Shipper's losses

Deliver Plus will not meet any losses which the shipper may suffer arising out of Deliver Plus carrying packages which do not meet the restrictions or conditions set out in paragraph 3.1 above and, if Deliver Plus does suspend carriage for a reason allowed by these terms, the shipper shall not be entitled to any refund on the carriage charges it has paid.

### 3.6 Undelivered shipments: disposal

If, having suspended carriage of a package or shipment in accordance with these provisions, Deliver Plus is unable within a reasonable time to obtain the shipper's instructions on disposition of the package or shipment or to identify the shipper or any other person entitled to the goods (having if necessary opened the package), Deliver Plus shall be entitled to destroy or sell the package or shipment, at its absolute discretion. The proceeds of any such sale shall first be applied to any charges, costs or expenses (including interest) outstanding in respect of the package or shipment or otherwise from the shipper concerned. Any balance shall be held to the shipper's order.

### 3.7 Shipments: Inspection

Deliver Plus reserves the right, but is not obliged, to open and inspect, or scan by means of X-ray, any package tendered to it for transportation at any time.

## 4 Customs clearance

**4.1** Where a package requires customs clearance, it is the shipper's responsibility to provide complete and accurate documentation for the purpose but Deliver Plus will unless instructed otherwise act as the shipper's agent in obtaining customs clearance. Provided that, in the case of shipments whose points of dispatch and destination are both within the same customs area, Deliver Plus will only perform customs clearance if instructed to do so. The shipper also agrees that Deliver Plus may be considered as being the receiver of the package for the sole purpose of appointing a customs broker to carry out any customs clearance.

**4.2** If any duties, taxes, penalties, charges or expenses are imposed or incurred as a result of any action by the customs authorities or as a result of any failure by the shipper or the receiver to provide correct documentation or any permits or licenses required in connection with carriage, the receiver will initially be charged by Deliver Plus with payment and, if Deliver Plus cannot collect payment from the receiver on request, it will be the shipper's responsibility to pay to Deliver Plus the amount in question.

## 5 Payment

**5.1** The rates for carriage and other services are set out in the Letter of Agreement to supply services and as may be amended from time to time in writing. Unless paid before shipment, all charges must be paid within 30 days of receipt of invoice as shown on the invoice or wit in such other period as the shipper may have previously agreed in writing with Deliver Plus. Deliver Plus may verify the actual and/or dimensional weight of packages and, if greater than the declared weight, invoice on such basis. Unless proved otherwise, an invoice shall be considered for this purpose to have been received four business days following the date of invoice.

**5.2** If Deliver Plus is required to pay any taxes, duties or levies on behalf of the shipper, receiver or some other party, and Deliver Plus is unable to recover such amount on request from the relevant person, that amount will be payable by the shipper on demand. This also applies in cases where the receiver or, in the case of third party billing, the third party fails to pay any charges which they are due to pay.

**5.3** Any sum payable to Deliver Plus which is overdue, according to 5.1 and 5.2 above, will at the discretion of Deliver Plus bear interest at the rate of 4% above the UK Base Rate as recorded by NatWest Bank PLC (UK) calculated on a daily basis from the due date (as shown on the invoice) to the date Deliver Plus receives cleared funds in payment whether before or after judgment. In addition, Deliver Plus reserves the right to charge a late payment administration fee up to a maximum of £60 for each overdue invoice.





**5.4** If any sum is not paid by the shipper, receiver or some other party under these terms, Deliver Plus may hold any packages it is carrying until it receives payment in full or may sell such packages and use the proceeds to make good the debt to it in accordance with applicable local law. Any unpaid balance will remain payable.

## **6 Interruption of service**

If Deliver Plus is unable to start or continue with carriage of the shipper's package for a reason beyond its control, Deliver Plus will not be in breach of its agreement with the shipper but will take all steps that are reasonably practicable in the circumstances to commence or continue the carriage. Examples of events beyond Deliver Plus control are disruption to air or ground transportation due to bad weather, fire, flood, war, hostilities, civil disturbance, acts of government or other authorities (including, without limitation, customs) and labour disputes or obligations affecting Deliver Plus or some other party, but not limited to such examples.

## **7 Money back guarantee**

For certain services and destinations, Deliver Plus offers a money back guarantee on the shipping charges. Details of its applicability, terms and conditions and of the corresponding delivery and latest pick up time for the relevant service and destination are as set out in 'the Guide' and on the Deliver Plus website ([www.deliverplus.co.uk](http://www.deliverplus.co.uk)), each as current at the time the goods are accepted for carriage, and can also be confirmed by contacting the shipper's local Deliver Plus call centre. For the avoidance of doubt, the liability of Deliver Plus under the money back guarantee is limited to the above and the guarantee does not otherwise constitute any form of undertaking or representation that the shipment will arrive by any particular time.

## **8 Collect on deliver (COD)**

For certain destinations as advised by the local Deliver Plus service centre, Deliver Plus offers a COD service on payment of an additional charge as set out in the Guide. If the shipper makes use of this service, subject to the provisions set out below (including those relating to currency conversion) Deliver Plus will collect on behalf of the shipper the COD amount stated on the Waybill. COD amounts must be specified on the Waybill in either £ Sterling, EURO (€) or, if different, the currency of the country of destination. Where any of the COD amounts specified on the Waybill, collected from the receiver and/or paid to the shipper are in different currencies from each other, the conversion(s) will be made at such exchange rate(s) as Deliver Plus may reasonably determine. Deliver Plus does not accept responsibility for any currency exchange risks.

### **8.1 Cash COD**

Where Deliver Plus is instructed on the Waybill in accordance with applicable Deliver Plus guidelines to accept cash only, Deliver Plus will collect only cash, in the currency of the country of destination. Where cash is collected, the maximum amount collectible in that form on behalf of a shipper shall be the local currency equivalent of US\$5000 per receiver per day. Notwithstanding the foregoing, for COD shipments to receivers located in France, the maximum amount collectible in cash on behalf of a shipper is 750 (Euro) per receiver per day. Further limitations may apply in certain countries from time to time; details of such limitations will be set out either in the Guide or at the Deliver Plus Website ([www.deliverplus.co.uk](http://www.deliverplus.co.uk)). If the shipper specifies a COD amount that exceeds these limits, Deliver Plus will automatically be entitled to accept cheques for the whole or any part of that amount.

### **8.2 Cheque COD**

If the Waybill does not clearly (and in accordance with applicable Deliver Plus guidelines) instruct Deliver Plus to accept only cash, Deliver Plus may accept payment either in cash (subject to the restrictions in section 8.1) or by any kind of cheque made out to the shipper that is recognized in the country of destination of the shipment. Where Deliver Plus accepts cheques the maximum amount collectible in any form shall not exceed the equivalent of GBP 25,000 per package. Where Deliver Plus is permitted to accept a cheque, it may collect a cheque denominated in either £ Sterling, EURO (€) or, if different, the local currency of the country of destination.

### **8.3 Payment of collected COD amounts**

Where Deliver Plus collects cash, Deliver Plus will pay to the shipper an equivalent amount in the local currency of the country where the shipment was presented to Deliver Plus for transportation. Deliver Plus may make such payments of COD amounts by either wire transfer to any bank account notified to Deliver Plus by the shipper or by issuing a cheque in favour of the shipper.

Any cheques in favour of the shipper, issued either by Deliver Plus as set out above or by the receiver and collected by Deliver Plus pursuant to Section 8.2, may either be forwarded to the shipper by regular mail at the shipper's risk or handed over to the shipper or to any other person appearing to have authority to accept the cheque on the shipper's behalf.

**8.4** In the event of non-receipt by the shipper of COD amounts, the shipper must notify Deliver Plus in writing within 45 days of the date of delivery of the package concerned.

**8.5** The shipper will indemnify Deliver Plus for all losses, expenses, and any claims made against Deliver Plus by the receiver or a third party, arising where Deliver Plus does not deliver a package because the receiver does not pay the COD amount in the appropriate form or refuses to accept the package.

**8.6** The liability of Deliver Plus in respect of the amount to be collected shall not exceed either the applicable maximum amount collectible under these terms or the COD amount indicated on the Waybill, whichever is the lesser. Further, the COD amount shall not in any event exceed the value of the goods at their destination plus applicable carriage charges. For the avoidance of doubt, a COD amount does not constitute a declaration of a value for the purpose of paragraph 9.4 or otherwise and therefore shall not affect the liability of Deliver Plus for any loss, damage or delay to the goods themselves. Deliver Plus does not accept any responsibility for any dishonest or fraudulent acts on behalf of the receiver including, but not limited to, presenting a fraudulent cheque or one which is later dishonored, or for cheques incorrectly completed by the receiver.

## **9 Liability**

**9.1** Where the Warsaw or CMR Conventions or any national laws implementing or adopting these conventions apply (for convenience referred to as Convention Rules) or where (and to the extent that) other mandatory national law applies, the liability of Deliver Plus is governed by and will be limited according to the applicable rules.

**9.2** Where Convention Rules or other mandatory national laws do not apply, Deliver Plus will only be liable for failure to act with reasonable care and skill and its liability shall be exclusively governed by these terms and (save in the case of personal injury or death) limited to proven damages not exceeding the greater of either:

- (a) £60 per shipment in the case of goods presented in the UK to Deliver Plus for carriage, or
- (b) 8.33 Special Drawing Rights ("SDRs") per kilo of the goods affected, unless a higher value has been declared by the shipper under paragraph 9.4 below. An SDR is a unit of account adopted by the International Monetary Fund and its current value is regularly published in major financial newspapers. As at the date of publication of these terms 8.33 SDRs was equal to approximately £7.

**9.3** If the claimant (or any person from whom he derives his right to claim) has caused or contributed to any loss, damage or delay to a shipment or package, any liability Deliver Plus may incur in respect thereof (limited as above) may be reduced or extinguished in accordance with the law applicable to such contributory negligence.

**9.4** Subject to the provisions of paragraph 9.5, the shipper may obtain the benefit of a greater limit of liability than Deliver Plus provides under paragraph 9.2 above or than may be provided by Convention Rules or other mandatory national law. The shipper may do so by declaring a higher value on the Waybill and paying an additional charge as stated in the Guide. If the shipper declares a higher value for carriage and pays the applicable charge, then Deliver Plus's liability shall be limited to proven damages not exceeding the sum so declared. The value of the goods concerned shall not in any event exceed the limits specified in paragraph 3.1(ii).

**9.5** Save where Convention Rules or other mandatory national laws require otherwise, Deliver Plus does not accept responsibility for purely economic losses, such as the costs of any alternative means of transport, loss of profits, loss of business opportunities or loss of revenue resulting from loss of use, arising from any loss of or damage or delay to a shipment or package, whether or not a value has been declared in respect of the relevant shipment under paragraph 9.4. Deliver Plus shall not be liable for any damage to or loss of any packaging.

## **10 Delivery**

Deliver Plus may deliver a shipment to the receiver named on the waybill or to any other person appearing to have authority to accept delivery of the shipment on the receiver's behalf (such as persons at the same premises as the receiver or neighbours of the receiver). Deliver Plus may use an electronic device to obtain proof of delivery and the shipper agrees that it will not object to Deliver Plus relying on a printed copy of this as evidence merely on the grounds that the information concerned is obtained and stored in electronic form.

Save where Convention Rules or other mandatory national laws require otherwise, Deliver Plus accepts no responsibility in any circumstances to suspend carriage, redirect delivery (whether to a different receiver or address from that named on the Waybill) or return a package to its shipper and, in the event that it should attempt but fail to do so, shall have no liability for any losses thereby occasioned.

## **11 Data protection**

The shipper agrees that Deliver Plus and other companies in the Deliver Plus group of companies worldwide, including companies in countries which may not have the same level of data protection as the country where the shipment is presented to Deliver Plus for carriage, may use any data provided by the shipper to Deliver Plus for management analysis and monitoring, the purchase and supply of customer materials, administration of customer accounts and the advertising of services and products provided by Deliver Plus companies. The shipper has certain rights under the law (exercisable by contacting Deliver Plus) to have access to, rectify, object to the use for direct marketing of, or delete personal data held by Deliver Plus about it.

## **12 Claims procedure**

All claims against Deliver Plus must be notified in writing as soon as reasonably practicable and in any event within 14 days of receipt in the case of damage (including partial loss of a shipment), in the case of delay within 21 days of the goods being placed at the disposal of the person entitled to delivery and in the case of loss within 60 days of the goods being consigned with Deliver Plus for carriage. In addition, Deliver Plus will have no liability in connection with any shipment unless legal proceedings are brought and written notice of them is given to it within eight months after delivery of the goods concerned or, in the case of non-delivery, within eight months from the scheduled date for delivery. This term shall not affect any rights the shipper may have under Convention Rules or other mandatory national laws.

## **13 Entire agreement & severability**

It is the intention of Deliver Plus that all the terms of the contract between it and the shipper are contained in this document and in 'the Guide'. If the shipper wishes to rely on any variation to these terms, it must ensure that that is recorded in writing and signed by the shipper and on behalf of Deliver Plus before the shipment is accepted for carriage by Deliver Plus. If any part of these terms is not enforceable, this will not affect the enforceability of any other part.

## **14 Governing law**

These terms shall be governed by the laws of the country where the shipment is presented to Deliver Plus for carriage.