

# Zone tables

Country	Country Code	Sending Zones	Receiving Zones	Country	Country Code	Sending Zones	Receiving Zones	Country	Country Code	Sending Zones	Receiving Zones	
	ISO Code	Express	Express Saver		ISO Code	Express	Express Saver		ISO Code	Express	Express Saver	
<b>A</b>				Congo, Democratic Republic of	CD	11	11	Indonesia	ID	9	9	9
Afghanistan	AF	10	10	Cook Islands	CK	11		Iraq	IQ		10	10
Albania	AL	1	1	Costa Rica	CR	11	11	Ireland, Republic of	IE	3	3	3
Algeria	DZ	10	10	Côte d'Ivoire (Ivory Coast)	CI	11	11	Israel	IL	10	10	10
American Samoa	AS	11	11	Croatia	HR	99	99	Italy	IT	1	1	1
Andorra	AD	6		Curaçao (Netherlands Antilles)	AN	11	11	Ivory Coast (Côte d'Ivoire)	CI		11	11
Angola	AO	11	11	Cyprus	CY	4	4	<b>J</b>				
Anguilla	AI	11	11	Czech Republic	CZ	2	2	Jamaica	JM		11	11
Antigua and Barbuda	AG	11	11	<b>D</b>				Japan	JP	7	7	7
Antilles, Netherlands	AN	11	11	Denmark	DK	3	3	Jordan	JO		10	10
Argentina	AR	10	10	Djibouti	DJ		11	<b>K</b>				
Armenia	AM	9	9	Dominica	DM		11	Kazakhstan	KZ		9	9
Aruba	AW	11	11	Dominican Republic	DO		11	Kenya	KE		11	11
Australia	AU	8	8	<b>E</b>				Kiribati	KI		11	
Austria	AT	1	1	East Timor	TL		11	Korea, South	KR		9	9
Azerbaijan	AZ	9	9	Ecuador	EC		11	Kosovo	RS		1	1
Azores	PT	3	3	Egypt	EG		10	Kosrae	FM		11	
<b>B</b>				El Salvador	SV		11	(Micronesia, Federated States of)				
Bahamas	BS		11	England	GB	3	3	Kuwait	KW		10	10
Bahrain	BH		10	Equatorial Guinea	GQ		11	Kyrgyzstan	KG		9	9
Bangladesh	BD		11	Eritrea	ER		11	<b>L</b>				
Barbados	BB		11	Estonia	EE	4	4	Laos	LA		11	11
Barbuda (Antigua)	AG		11	Ethiopia	ET		11	Latvia	LV	4	4	4
Belarus	BY		7	<b>F</b>				Lebanon	LB		10	10
Belgium	BE	2	2	Faroe Islands	FO		7	Lesotho	LS		11	
Belize	BZ		11	Fiji	FJ		11	Liberia	LR		11	11
Benin	BJ		11	Finland	FI	3	3	Libya	LY		10	10
Bermuda	BM		11	France	FR	3	3	Liechtenstein	LI		3	3
Bhutan	BT		11	French Guyana	GF		11	Lithuania	LT	4	4	4
Bolivia	BO		11	French Polynesia	PF		11	Luxembourg	LU	2	2	2
Bonaire (Netherlands Antilles)	AN		11	<b>G</b>				<b>M</b>				
Bosnia-Herzegovina	BA	1	1	Gabon	GA		11	Macau	MO		10	10
Botswana	BW		11	Gambia	GM		11	Macedonia (FYROM)	MK		1	1
Brazil	BR	10	10	Gaza (West Bank)	PS		10	Madagascar	MG		11	11
British Virgin Islands	VG		11	Georgia	GE		9	Madeira	PT		3	3
Brunei	BN		11	Germany	DE	2	2	Malawi	MW		11	11
Bulgaria	BG	3	3	Ghana	GH		11	Malaysia	MY	10	10	10
Burkina Faso	BF		11	Gibraltar	GI		7	Maldives	MV		11	
Burundi	BI		11	Greece	GR	3	3	Mali	ML		11	11
<b>C</b>				Greenland	GL		11	Malta	MT		4	4
Cambodia	KH		11	Grenada	GD		11	Marshall Islands	MH		11	
Cameroon	CM		11	Guadeloupe	GP		11	Martinique	MQ		11	11
Canada	CA	6	6	Guam	GU		11	Mauritania	MR		11	11
Canary Islands	IC		7	Guatemala	GT		11	Mauritius	MU		11	11
Cape Verde Islands	CV		11	Guinea	GN		11	Mayotte	YT		11	11
Cayman Islands	KY		11	Guinea-Bissau	GW		11	Melilla	ES		7	
Central African Republic	CF		11	Guyana	GY		11	Mexico	MX	6	6	6
Ceuta	ES		7	<b>H</b>				Micronesia (Federated States of)	FM		11	
Chad	TD		11	Haiti	HT		11	Moldova	MD		5	5
Channel Islands (Guernsey)	GG		6	Holland (The Netherlands)	NL	2	2					
Channel Islands (Jersey)	JE		6	Honduras	HN		11					
Chile	CL	10	10	Hong Kong	HK	9	9					
China, People's Republic of	CN	7	7	Hungary	HU	1	1					
Colombia	CO	11	11	<b>I</b>								
Comoros	KM		11	Iceland	IS		7					
Congo (Brazzaville)	CG		11	India	IN	7	7					

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	ISO Code	Express	Express Saver		ISO Code	Express	Express Saver		ISO Code	Express	Express Saver
Monaco	MC	3	3	Slovak Republic	SK	2	2	<b>V</b>			
Mongolia	MN	11	11	Slovenia	SI	1	1	Vanuatu	VU		11
Montenegro	ME	1	1	Solomon Islands	SB		11	Venezuela	VE	11	11
Montserrat	MS	11	11	South Africa	ZA	10	10	Vietnam	VN	11	11
Morocco	MA	10	10	Spain	ES	3	3	Virgin Gorda (British Virgin Islands)	VG		11
Mozambique	MZ	11		(excluding Canary Islands, Ceuta and Melilla)				Virgin Islands US	VI		11
<b>N</b>								<b>W</b>			
Namibia	NA	11	11	Sri Lanka	LK		11	Wales	GB	3	3
Nepal	NP	11	11	St. Barthelemy	GP		11	Wallis and Futuna Islands	WF		11
Netherlands Antilles	AN	11	11	St. Christopher (St. Kitts)	KN		11	West Bank (Gaza)	PS		10
Netherlands, The (Holland)	NL	2	2	St. Croix (US Virgin Islands)	VI		11	<b>Y</b>			
Nevis (St. Kitts)	KN	11	11	St. Eustatius (Netherlands Antilles)	AN		11	Yap (Micronesia, Federated States of)	FM		11
New Caledonia	NC	11	11	St. John (US Virgin Islands)	VI		11	Yemen, Republic of	YE	10	10
New Zealand	NZ	10	10	St. Kitts (St. Christopher)	KN		11	<b>Z</b>			
Nicaragua	NI	11	11	St. Lucia	LC		11	Zambia	ZM		11
Niger	NE	11	11	St. Maarten (Netherlands Antilles)	AN		11	Zimbabwe	ZW		11
Nigeria	NG	10	10	St. Martin (Guadeloupe)	GP		11				
Northern Ireland	GB	3	3	St. Thomas (US Virgin Islands)	VI		11				
Northern Mariana Islands	MP	11	11	St. Vincent and the Grenadines	VC		11				
Norway	NO	3	3	Suriname	SR		11				
<b>O</b>				Swaziland	SZ		10				
Oman	OM	10	10	Sweden	SE	3	3				
<b>P</b>				Switzerland	CH	3	3				
Pakistan	PK	10	10	Syria	SY		10				
Palau	PW	11		<b>T</b>							
Panama	PA	11	11	Tahiti	PF		11				
Papua New Guinea	PG	11		Taiwan	TW	9	9				
Paraguay	PY	11	11	Tajikistan	TJ		9				
Peru	PE	11	11	Tanzania	TZ		11				
Philippines	PH	10	10	Thailand	TH	9	9				
Poland	PL	3	3	Tinian (Northern Mariana Islands)	MP		11				
Ponape (Micronesia, Federated States of)	FM	11		Togo	TG		11				
Portugal (excluding Azores and Madeira)	PT	3	3	Tonga	TO		11				
Puerto Rico	PR	6	6	Tortola (British Virgin Islands)	VG		11				
<b>Q</b>				Trinidad and Tobago	TT		11				
Qatar	QA	10	10	Truk (Micronesia, Federated States of)	FM		11				
<b>R</b>				Tunisia	TN		10				
Reunion	RE	11	11	Turkey	TR	6	6				
Romania	RO	3	3	Turkmenistan	TM		9				
Rota (Northern Mariana Islands)	MP	11	11	Turks and Caicos Islands	TC		11				
Russia	RU	5	5	Tuvalu	TV		11				
Rwanda	RW	11		<b>U</b>							
<b>S</b>				Uganda	UG		11				
Saba (Netherlands Antilles)	AN	11	11	Ukraine	UA	5	5				
Saipan (Northern Mariana Islands)	MP	11	11	Union Island (St. Vincent and the Grenadines)	VC		11				
Samoa	WS	11	11	United Arab Emirates	AE	10	10				
San Marino	SM	6	6	United Kingdom	GB	⊕	⊕				
Saudi Arabia	SA	10	10	England	GB	3	3				
Scotland	GB	3	3	Northern Ireland	GB	3	3				
Senegal	SN	11	11	Scotland	GB	3	3				
Serbia	RS	1	1	Wales	GB	3	3				
Seychelles	SC	11	11	United States	US	6	6				
Sierra Leone	SL	11	11	Uruguay	UY		11				
Singapore	SG	7	7	Uzbekistan	UZ		9				

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## INTERNATIONAL TIME- AND DAY-DEFINITE DELIVERY

## UPS Express

These rates apply when the shipping charges are billed to a party in the **sending country**.

**Zone**

To determine the zone number, see pages 1-2.

**Chargeable weight**

Rates are based on the total actual weight or the total dimensional weight of all packages in the shipment, whichever is the greater. Any fraction of a kilogram over the weight shown takes the next highest rate.

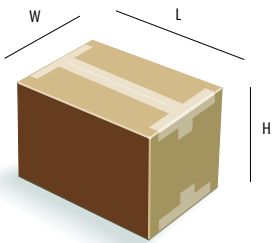
**How to determine dimensional weight**

$$\frac{L \times W \times H}{5000} = \text{Dimensional weight}$$

L = length in cm

W = width in cm

H = height in cm



We reserve the right to amend these rules in line with air freight industry standards.

**Additional charges**

These rates are exclusive of any additional charges or any optional services. Please see pages 6-7 for more details.

UPS Express shipments exceeding a certain value, as designated by European Commission regulations, will be delivered by 12.00 noon the second business day to the following European Union (EU) countries: Czech Republic, Estonia, Greece, Hungary, Lithuania, Poland, Slovak Republic and Slovenia. For more information, contact your local UPS office.

**Tax**

These rates are exclusive of tax. Where applicable, VAT will be charged at the standard rate.

**Arrange a collection**

To arrange a collection please call your local UPS office.

**UPS Express Boxes**

The UPS 10kg and UPS 25kg Express Box can be obtained by calling your local UPS office. Our representative can assist you with the completion of the UPS Waybill and any required export documentation.

A commercial invoice is required. The information on the invoice will be used to determine any applicable duty and/or tax charged by the destination country.

**Notes**

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

2 The **maximum weight** for an individual package is 70kg. To determine the rate for a shipment with multiple packages weighing in total more than 70kg, multiply the total weight (rounded up to the next whole kilogram) by the appropriate price per kilogram shown. The amount billed will be the result of the calculation, or the minimum rate shown, whichever is the greater.

**UPS Express Envelopes<sup>1</sup>**

	zone 1	zone 2	zone 3	zone 4	zone 5	zone 6	zone 7	zone 8	zone 9	zone 10	zone 11
<b>EUR</b>	53.60	55.65	58.15	61.75	56.65	59.75	63.35	63.90	75.20	84.50	95.80

**Documents up to 5.0 kg other than UPS Express Envelopes**

weight	zone 1	zone 2	zone 3	zone 4	zone 5	zone 6	zone 7	zone 8	zone 9	zone 10	zone 11
0.5 kg	58.15	58.65	60.70	64.80	59.70	61.75	64.80	65.30	76.00	85.70	96.00
1.0 kg	68.35	70.40	74.50	81.10	70.40	76.00	82.15	82.65	95.50	107.10	120.00
1.5 kg	78.05	81.60	87.25	96.90	81.10	89.80	97.95	99.45	114.50	128.55	144.00
2.0 kg	88.25	92.35	100.00	112.75	91.30	103.55	113.75	116.30	133.50	149.95	168.00
2.5 kg	98.45	103.55	112.75	128.55	102.00	117.30	129.55	133.65	152.50	171.40	192.00
3.0 kg	103.55	109.65	122.95	140.25	108.65	126.50	141.30	144.85	168.00	187.70	211.00
3.5 kg	109.15	115.30	132.60	152.00	114.75	135.70	153.00	156.60	183.50	204.00	230.00
4.0 kg	114.25	121.40	142.80	163.75	121.40	144.35	164.75	168.30	199.00	220.35	249.00
4.5 kg	119.35	127.00	153.00	175.45	127.50	153.55	176.50	180.05	214.50	236.65	268.00
5.0 kg	124.95	132.60	163.20	187.20	134.15	162.70	188.20	191.80	230.00	253.00	287.00

**Documents over 5.0 kg and Packages**

EUR	zone 1	zone 2	zone 3	zone 4	zone 5	zone 6	zone 7	zone 8	zone 9	zone 10	zone 11
weight											
0.5 kg	77.40	79.65	81.00	83.55	79.65	86.05	87.30	91.35	96.30	105.95	116.10
1.0 kg	86.85	90.00	92.40	97.05	89.55	98.45	102.15	106.65	114.75	125.05	137.70
1.5 kg	96.30	100.35	103.85	110.50	98.55	110.90	116.10	121.50	132.30	143.30	159.30
2.0 kg	105.30	110.70	115.30	124.00	107.55	123.30	130.50	136.35	149.85	161.55	180.90
2.5 kg	114.75	121.05	126.75	137.90	116.10	135.70	144.45	151.20	167.40	179.80	202.50
3.0 kg	119.70	126.00	134.65	147.90	121.95	144.45	154.80	162.00	180.90	194.50	219.60
3.5 kg	124.20	131.40	143.00	157.50	127.35	152.75	165.15	172.80	194.40	209.15	236.70
4.0 kg	128.70	136.35	151.40	167.50	133.20	161.50	175.05	183.60	207.90	223.85	253.80
4.5 kg	133.65	141.75	159.30	177.50	138.60	170.20	185.40	194.40	221.40	238.55	270.90
5.0 kg	138.15	146.70	167.65	187.50	144.45	178.50	195.75	205.20	234.90	253.25	288.00
5.5 kg	143.10	150.75	176.00	197.10	149.40	186.80	206.10	215.10	247.50	267.45	304.65
6.0 kg	147.60	155.25	184.40	206.65	154.80	195.05	216.45	225.00	260.10	281.70	321.30
6.5 kg	152.10	159.30	192.30	216.20	159.75	202.90	226.80	234.90	272.70	295.95	337.95
7.0 kg	157.05	163.35	200.65	225.35	165.15	211.15	237.15	244.35	285.30	310.20	354.60
7.5 kg	161.55	167.85	209.00	234.90	170.10	219.45	247.50	254.25	297.90	324.45	371.25
8.0 kg	166.50	171.90	216.95	244.50	175.05	227.25	257.40	264.15	310.50	338.65	387.90
8.5 kg	171.00	176.40	225.30	254.05	180.45	235.55	267.75	274.05	323.10	352.90	404.55
9.0 kg	175.50	180.45	233.65	263.65	185.40	243.80	278.10	283.95	335.70	367.15	421.20
9.5 kg	180.45	184.50	242.00	273.20	190.80	252.10	288.45	293.85	348.30	381.40	437.85
10 kg	184.95	189.00	249.95	282.35	195.75	259.90	298.80	303.30	360.90	395.65	454.50
11 kg	194.40	198.45	261.80	299.30	205.20	273.70	315.00	319.50	379.80	417.90	479.25
12 kg	203.85	208.35	273.70	315.85	214.65	288.00	331.65	335.25	398.70	440.15	504.00
13 kg	213.30	218.25	285.60	332.80	224.10	301.80	347.85	351.00	417.60	462.40	528.75
14 kg	222.30	228.15	297.45	349.35	233.10	315.60	364.50	367.20	436.50	484.65	553.50
15 kg	231.75	238.05	309.80	366.30	242.55	329.40	380.70	382.95	455.40	506.90	578.25
16 kg	240.75	247.50	321.65	382.40	251.55	342.25	394.20	396.45	473.40	528.70	603.00
17 kg	249.75	256.50	333.55	398.90	260.55	355.15	407.70	410.40	491.40	550.50	627.75
18 kg	258.75	265.95	345.40	415.00	269.10	368.00	421.20	423.90	509.40	572.30	652.50
19 kg	267.30	275.40	357.30	431.55	278.10	380.90	435.15	437.40	527.40	594.10	677.25
20 kg	276.30	284.85	369.20	447.65	287.10	393.80	448.65	450.90	545.40	615.90	702.00
21 kg	284.85	293.85	378.85	458.50	296.10	404.35	459.90	463.50	558.90	630.15	721.80
22 kg	293.40	302.40	388.10	469.40	305.10	414.95	471.15	474.10	572.40	644.40	741.60
23 kg	301.50	311.40	397.80	480.25	313.65	425.50	482.40	488.70	585.90	658.60	761.40
24 kg	310.05	320.40	407.45	491.15	322.65	436.10	493.65	501.30	599.40	672.85	781.20
25 kg	318.60	329.40	417.15	502.00	331.65	446.70	504.90	513.90	612.90	687.10	801.00
26 kg	326.70	337.95	426.80	512.90	340.65	457.25	516.15	526.50	626.40	701.35	820.80
27 kg	335.25	346.95	436.50	523.75	349.20	467.85	527.40	539.55	639.90	715.60	840.60
28 kg	343.80	355.95	445.75	534.65	358.20	477.95	538.20	552.15	653.40	729.80	860.40
29 kg	352.35	364.95	455.40	545.50	367.20	488.55	549.45	564.75	666.90	744.05	880.20
30 kg	360.45	373.50	465.10	556.40	376.20	499.10	560.70	577.35	680.40	758.30	900.00
31 kg	369.00	382.05	474.80	567.25	384.30	508.80	571.95	587.25	691.20	773.00	917.55
32 kg	377.55	390.60	484.45	578.15	392.85	518.45	583.20	596.70	702.00	787.65	935.10
33 kg	385.65	399.15	494.15	589.00	401.40	528.10	594.45	606.60	712.80	802.35	952.65
34 kg	394.20	407.25	503.40	599.45	409.50	537.30	605.70	616.50	723.60	817.05	970.20
35 kg	402.75	415.80	513.05	610.35	418.05	546.95	616.95	626.40	734.40	831.75	987.75
40 kg	447.30	460.35	558.80	664.70	459.45	592.50	670.05	678.60	789.30	903.80	1,074.15
45 kg	491.40	504.90	604.60	719.10	500.40	638.05	722.70	731.25	844.20	975.90	1,160.55
50 kg	535.95	549.00	650.35	773.45	541.80	683.60	775.80	783.45	899.10	1,048.00	1,246.95
55 kg	580.50	593.55	696.10	827.85	582.75	728.65	828.45	836.10	954.00	1,120.10	1,333.35
60 kg	625.05	638.10	741.85	881.75	624.15	774.20	881.55	888.30	1,008.90	1,192.20	1,419.75
65 kg	669.60	682.65	787.60	936.15	665.10	819.75	934.20	940.95	1,063.80	1,264.25	1,506.15
70 kg	713.70	727.20	833.40	990.50	706.50	865.30	987.30	993.15	1,118.70	1,336.35	1,592.55

**Over 70 kg<sup>2</sup>**

Price per kg	10.19	10.38	11.90	14.15	10.09	12.36	14.10	14.18	15.98	19.09	22.75
Min rate	713.70	727.20	833.40	990.50	706.50	865.30	987.30	993.15	1,118.70	1,336.35	1,592.55

**UPS 10 kg Express Box (dimensions 41 x 32 x 26 cm)**

Up to 10 kg	147.60	155.25	184.40	206.65	154.80	195.05	216.45	225.00	260.10	281.70	321.30
Add per kg over 10 kg (maximum weight 15 kg)	9.45	9.45	11.85	16.95	9.45	13.80	16.20	16.20	18.90	22.25	24.75

**UPS 25 kg Express Box (dimensions 48 x 45 x 35 cm)**

FAST AND ECONOMICAL DELIVERY FOR DOMESTIC AND INTERNATIONAL SHIPMENTS\*

# UPS Express Saver

These rates apply when the shipping charges are billed to a party in the **sending country**.

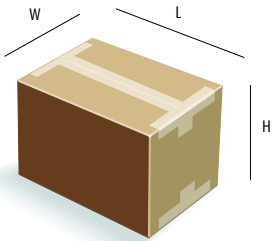
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**UPS Express Boxes**  
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1 For correspondence and documents only. There is no limit on weight or number of pages you may enclose in a **UPS Express Envelope**.

2 The **maximum weight** for an individual package is 70kg. To determine the rate for a shipment with multiple packages weighing in total more than 70kg, multiply the total weight (rounded up to the next whole kilogram) by the appropriate price per kilogram shown. The amount billed will be the result of the calculation, or the minimum rate shown, whichever is the greater.

3 Certain remote areas might incur additional days for delivery.

UPS Express Envelopes <sup>1</sup>												
	zone 99	zone 1	zone 2	zone 3	zone 4	zone 5	zone 6	zone 7	zone 8	zone 9	zone 10	zone 11
<b>EUR</b>	6.80	49.00	51.00	53.05	54.50	53.55	57.15	60.20	61.20	65.55	72.70	85.10
Documents up to 5.0 kg other than UPS Express Envelopes												
weight	6.80	52.50	54.60	55.05	58.00	57.15	59.70	62.25	62.75	65.80	72.70	85.10
0.5 kg	6.80	62.00	65.30	67.70	72.50	66.85	73.95	78.05	79.05	83.30	91.10	105.80
1.0 kg	6.80	71.50	76.00	79.80	86.50	76.50	86.70	93.35	94.90	100.30	109.50	126.50
1.5 kg	6.80	81.00	86.70	91.95	100.50	86.20	99.45	108.65	111.20	117.30	127.90	147.20
2.0 kg	8.85	90.50	97.45	104.05	114.50	95.40	112.20	124.45	127.00	134.35	146.30	167.90
2.5 kg	8.85	96.00	102.00	113.15	125.50	102.00	120.90	135.70	138.25	147.20	160.55	184.95
3.0 kg	8.85	101.00	106.60	122.25	136.50	108.15	130.05	146.90	149.45	160.10	174.80	201.95
3.5 kg	8.85	106.50	111.70	131.30	147.50	114.75	139.25	158.10	160.65	173.00	189.10	219.00
4.0 kg	8.85	111.50	116.30	140.40	158.50	120.90	148.45	168.85	171.90	185.85	203.35	236.00
4.5 kg	8.85	117.00	121.40	149.50	169.50	127.50	157.10	180.05	183.10	198.75	217.60	253.00
5.0 kg	8.85	117.00	121.40	149.50	169.50	127.50	157.10	180.05	183.10	198.75	217.60	253.00
Documents over 5.0 kg and Packages												
<b>EUR</b>	99	1	2	3	4	5	6	7	8	9	10	11
weight	6.80	71.35	71.80	76.80	77.00	75.25	83.70	83.75	90.25	90.80	93.40	110.40
0.5 kg	6.80	78.75	81.35	82.90	87.55	84.50	96.30	98.30	105.10	107.70	110.00	130.85
1.0 kg	6.80	86.60	90.50	93.50	99.45	92.85	108.35	112.40	120.00	124.20	126.60	151.30
1.5 kg	6.80	94.40	99.65	104.15	111.80	101.65	120.45	126.50	135.35	140.65	143.20	171.80
2.0 kg	8.85	102.25	108.35	114.75	123.70	110.45	133.00	141.05	150.20	157.10	159.80	192.25
2.5 kg	8.85	106.60	113.10	122.00	133.05	114.85	140.45	150.65	160.45	169.55	172.25	208.30
3.0 kg	8.85	111.40	117.45	129.20	142.40	119.70	148.35	160.65	170.70	182.05	184.70	224.30
3.5 kg	8.85	115.75	122.25	136.45	151.75	124.10	156.25	170.65	180.90	194.50	197.15	240.30
4.0 kg	8.85	120.50	126.60	143.25	160.65	128.95	163.70	180.65	191.15	206.95	209.60	256.35
4.5 kg	8.85	124.85	131.40	150.45	170.00	133.35	171.60	190.65	201.35	219.40	222.05	272.35
5.0 kg	8.85	124.85	131.40	150.45	170.00	133.35	171.60	190.65	201.35	219.40	222.05	272.35
5.5 kg	10.85	129.65	135.30	157.70	178.10	138.20	179.50	200.70	211.60	231.85	234.50	288.40
6.0 kg	10.85	134.00	139.65	164.90	186.15	142.60	186.95	210.70	221.85	244.35	246.95	304.40
6.5 kg	10.85	138.35	143.55	171.70	194.25	147.40	194.85	220.70	231.60	256.80	259.40	320.40
7.0 kg	10.85	143.15	147.50	178.95	202.30	151.80	202.75	230.70	241.80	269.25	271.85	336.45
7.5 kg	10.85	147.50	151.85	186.15	209.95	156.20	210.65	240.70	252.05	281.70	284.30	352.45
8.0 kg	10.85	152.25	155.75	192.95	218.05	161.05	218.10	250.75	262.30	294.15	296.75	368.50
8.5 kg	10.85	156.60	160.10	200.20	226.10	165.45	226.00	260.75	272.50	306.65	309.20	384.50
9.0 kg	10.85	161.40	164.00	207.40	234.20	170.30	233.90	270.75	282.75	319.10	321.65	400.50
9.5 kg	10.85	165.75	167.95	214.65	241.85	174.70	241.35	280.30	292.95	331.55	334.10	416.55
10 kg	10.85	170.55	172.30	221.45	249.90	179.55	249.25	290.30	303.20	344.00	346.55	432.55
11 kg	12.90	180.85	183.05	229.75	261.70	187.90	254.25	302.85	307.80	345.10	347.30	435.65
12 kg	12.90	188.80	191.85	240.25	275.95	196.70	267.75	318.15	322.65	361.70	365.70	458.15
13 kg	12.90	197.15	200.65	250.75	290.65	205.50	280.80	333.90	337.05	378.25	382.10	480.70
14 kg	12.90	205.50	209.00	261.25	304.95	214.30	293.85	349.20	351.45	394.85	398.50	503.20
15 kg	12.90	213.85	217.80	271.75	319.65	223.10	306.90	364.95	366.30	411.40	415.90	525.75
16 kg	14.25	221.80	226.20	282.25	333.10	231.90	319.05	378.90	380.25	428.00	432.00	547.85
17 kg	14.25	229.25	234.55	292.75	346.50	240.70	331.65	392.85	394.20	444.55	448.55	569.95
18 kg	14.25	237.20	242.90	303.25	360.40	249.05	343.80	407.25	408.60	461.15	465.80	592.05
19 kg	14.25	245.10	251.25	313.75	373.80	257.85	355.95	421.20	422.55	477.70	482.50	614.15
20 kg	14.25	253.00	259.20	324.25	387.25	266.65	368.10	435.15	436.50	494.30	499.75	636.25
21 kg	16.30	260.95	267.55	333.10	398.20	275.00	378.00	446.40	447.75	505.75	509.95	654.10
22 kg	16.30	268.40	275.90	341.90	409.50	283.40	387.90	457.65	459.00	517.25	522.50	671.95
23 kg	16.30	276.35	284.25	350.70	420.45	291.30	397.80	468.90	470.70	528.70	534.30	689.80
24 kg	16.30	284.25	292.60	359.55	431.35	299.65	407.70	480.15	481.95	540.20	546.95	707.65
25 kg	16.30	292.20	301.00	368.35	442.30	308.00	417.60	491.85	493.20	551.65	558.65	725.50
26 kg	17.65	299.65	308.90	377.20	453.20	316.40	427.05	503.10	504.45	563.15	570.30	743.35
27 kg	17.65	307.60	317.25	386.00	464.10	324.75	436.95	514.35	515.70	574.60	581.90	761.20
28 kg	17.65	315.50	325.60	394.80	475.05	332.65	446.85	525.60	526.95	586.10	593.65	779.05
29 kg	17.65	323.40	334.00	403.65	485.95	341.00	456.75	536.85	538.20	597.55	605.35	796.90
30 kg	17.65	331.35	342.35	412.45	496.90	349.40	466.65	548.10	549.45	609.05	617.35	814.75
31 kg	19.00	338.80	349.80	421.30	506.10	357.75	476.10	557.55	559.35	619.25	627.70	830.05
32 kg	19.00	346.75	357.75	429.70	515.35	366.10	485.55	567.00	569.25	629.45	638.15	845.35
33 kg	19.00	354.65	365.65	438.50	524.60	374.00	495.00	576.00	579.15	639.65	648.65	860.65
34 kg	19.00	362.60	373.60	447.30	533.85	382.40	504.45	585.45	589.05	649.85	659.15	875.95
35 kg	19.00	370.05	381.50	456.15	543.10	390.75	513.90	594.90	598.95	660.05	670.40	891.25
40 kg	20.35	407.90	418.90	496.45	590.95	429.45	557.10	644.85	648.00	709.35	719.40	970.30
45 kg	21.70	445.75	456.75	537.20	638.85	467.75	600.30	694.80	697.50	758.65	769.45	1,049.35
50 kg	23.10	483.60	494.60	577.50	686.30	506.45	643.50	744.30	746.55	807.95	819.45	1,128.40
55 kg	27.15	521.40	532.40	617.85	734.20	545.20	686.70	797.25	796.05	857.25	870.15	1,207.45
60 kg	27.15	558.80	569.80	658.15	782.05	583.45	729.90	844.20	845.55	906.55	919.50	1,286.50
65 kg	27.15	596.65	607.65	698.90	829.95	622.20	773.10	893.70	894.60	955.85	970.15	1,365.55
70 kg	27.15	634.50	645.50	739.20	877.80	660.90	816.30	943.65	944.10	1,005.15	1,020.55	1,444.60
Over 70 kg <sup>2</sup>												
Price per kg	0.38	9.06	9.22	10.56	12.54	9.44	11.66	13.48	13.50	14.35	17.27	20.63
Min rate	27.15	634.50	645.50	739.20	877.80	660.90	816.30	943.65	944.10	1,005.15	1,209.55	1,444.60
UPS 10 kg Express Box (dimensions 41 x 32 x 26 cm)												
Up to 10 kg	10.85	134.00	139.									

## FAST AND ECONOMICAL DELIVERY FOR DOMESTIC AND INTERNATIONAL SHIPMENTS

## UPS Express Saver

These rates apply when the shipping charges are billed to a party in the **receiving country**.

## Zone

To determine the zone number, see pages 1-2.

## Chargeable weight

Rates are based on the total actual weight or the total dimensional weight of all packages in the shipment, whichever is the greater. Any fraction of a kilogram over the weight shown takes the next highest rate.

To determine the dimensional weight for import shipments, please visit the UPS homepage of the country you are importing from.

## Additional charges

These rates are exclusive of any additional charges or any optional services. Please see pages 6-7 for more details.

UPS Express shipments exceeding a certain value, as designated by European Commission regulations, will be delivered by 12.00 noon the second business day to the following European Union (EU) countries: Czech Republic, Estonia, Greece, Hungary, Lithuania, Poland, Slovak Republic and Slovenia. For more information, contact your local UPS office.

## Tax

These rates are exclusive of tax. Where applicable, VAT will be charged at the standard rate.

## Notes

- For correspondence and documents only. There is no limit on weight or number of pages you may enclose in a **UPS Express Envelope**. Document or package rates may apply for envelopes originating from the US.
- The **maximum weight** for an individual package is 70kg. To determine the rate for a shipment with multiple packages weighing in total more than 70kg, multiply the total weight (rounded up to the next whole kilogram) by the appropriate price per kilogram shown. The amount billed will be the result of the calculation, or the minimum rate shown - whichever is the greater.

UPS Express Envelopes <sup>1</sup>												
	zone 99	zone 1	zone 2	zone 3	zone 4	zone 5	zone 6	zone 7	zone 8	zone 9	zone 10	zone 11
EUR	6.80	70.25	70.75	71.25	72.10	63.35	72.65	77.25	82.40	82.95	83.45	105.60
Documents up to 5.0 kg other than UPS Express Envelopes												
weight												
0.5 kg	6.80	82.55	82.65	84.15	85.50	85.00	85.50	90.65	96.35	99.40	99.95	124.65
1.0 kg	6.80	94.85	94.90	96.40	98.90	97.85	98.40	103.55	110.25	115.90	116.40	143.70
1.5 kg	6.80	105.60	107.10	108.65	112.30	110.25	110.75	116.40	124.15	132.40	132.90	162.25
2.0 kg	6.80	116.35	119.35	120.90	125.70	122.60	123.10	129.30	138.05	148.85	149.35	180.80
2.5 kg	8.85	127.10	131.60	133.15	139.05	134.95	135.45	142.15	151.95	165.35	165.85	199.35
3.0 kg	8.85	132.75	137.70	142.80	149.90	144.20	144.75	154.50	164.30	180.25	180.80	217.85
3.5 kg	8.85	138.40	143.85	152.50	160.70	153.50	154.00	166.90	176.65	195.20	195.70	236.40
4.0 kg	8.85	144.05	149.95	162.20	171.50	162.75	163.30	179.25	189.05	210.15	210.65	254.95
4.5 kg	8.85	149.65	156.10	171.90	182.35	172.05	172.55	191.60	201.40	225.10	225.60	273.50
5.0 kg	8.85	155.30	162.20	181.60	193.15	181.30	181.80	203.95	213.75	240.00	240.55	292.05
Documents over 5.0 kg and Packages												
EUR	99	1	2	3	4	5	6	7	8	9	10	11
weight												
0.5 kg	6.80	88.35	88.70	90.75	94.80	87.55	95.30	95.80	96.85	105.10	116.40	128.75
1.0 kg	6.80	98.60	102.00	102.50	108.70	99.95	109.20	110.25	113.30	125.15	137.00	152.45
1.5 kg	6.80	108.35	113.80	114.30	122.10	112.30	122.60	124.65	129.80	144.75	157.60	176.15
2.0 kg	6.80	118.15	125.60	126.10	135.45	124.65	136.00	139.05	146.30	164.30	178.20	199.85
2.5 kg	8.85	127.90	137.35	137.90	148.85	137.00	149.35	153.50	162.75	183.90	198.80	223.55
3.0 kg	8.85	133.55	143.00	147.10	159.65	146.30	160.20	166.35	175.10	198.30	214.25	242.60
3.5 kg	8.85	139.20	148.65	156.35	170.50	155.55	171.00	179.25	187.50	212.70	229.70	261.65
4.0 kg	8.85	144.85	154.30	165.55	181.30	164.80	181.80	192.10	199.85	227.15	245.15	280.70
4.5 kg	8.85	150.50	159.90	174.80	192.10	174.10	192.65	205.00	212.20	241.55	260.60	299.75
5.0 kg	8.85	156.15	165.55	184.00	202.95	183.35	203.45	217.85	224.55	256.00	276.05	318.80
5.5 kg	10.85	161.80	170.70	191.70	212.70	190.55	213.25	227.65	236.40	270.40	291.50	337.35
6.0 kg	10.85	167.45	175.80	199.40	222.50	197.80	223.00	237.45	248.25	284.80	306.95	355.90
6.5 kg	10.85	173.05	180.95	207.05	232.30	205.00	232.80	247.20	260.10	299.25	322.40	374.45
7.0 kg	10.85	178.70	186.05	214.75	242.05	212.20	242.60	257.00	271.95	313.65	337.85	392.95
7.5 kg	10.85	184.35	191.20	222.45	251.85	219.40	252.35	266.80	283.80	328.10	353.30	411.50
8.0 kg	10.85	190.00	196.30	230.15	261.65	226.60	262.15	276.60	295.65	342.50	368.75	430.05
8.5 kg	10.85	195.65	201.45	237.80	271.45	233.85	271.95	286.35	307.50	356.90	384.20	448.60
9.0 kg	10.85	201.30	206.55	245.50	281.20	241.05	281.75	296.15	319.30	371.35	399.65	467.15
9.5 kg	10.85	206.95	211.70	253.20	291.00	248.25	291.50	305.95	331.15	385.75	415.10	485.65
10 kg	10.85	212.60	216.80	260.90	300.80	255.45	301.30	315.70	343.00	400.20	430.55	504.20
11 kg	12.90	223.90	228.60	269.10	317.80	262.65	318.30	335.30	358.45	423.85	459.40	536.65
12 kg	12.90	235.20	240.40	277.30	334.75	269.90	335.30	354.85	373.90	447.55	488.25	569.10
13 kg	12.90	246.50	252.15	285.50	351.75	277.10	352.30	374.45	389.35	471.25	517.10	601.55
14 kg	12.90	257.80	263.95	293.70	368.75	284.30	369.30	394.00	404.80	494.95	545.90	634.00
15 kg	12.90	269.10	275.75	301.90	385.75	291.50	386.25	413.55	420.25	518.65	574.75	666.45
16 kg	14.25	278.85	286.50	310.10	402.25	298.70	402.75	427.45	434.70	540.25	602.05	695.25
17 kg	14.25	288.60	297.25	318.30	418.70	305.95	419.25	441.40	449.10	561.90	629.35	724.10
18 kg	14.25	298.35	308.05	326.50	435.20	313.15	435.70	455.30	463.50	583.50	656.65	752.95
19 kg	14.25	308.10	318.80	334.70	451.70	320.35	452.20	469.20	477.95	605.15	683.95	781.80
20 kg	14.25	317.90	329.55	342.90	468.15	327.55	468.65	483.10	492.35	626.80	711.25	810.65
21 kg	16.30	327.65	339.80	354.15	483.60	342.50	483.60	497.00	505.75	641.70	727.70	833.30
22 kg	16.30	337.40	350.05	365.45	499.05	357.45	498.55	510.90	519.15	656.65	744.20	855.95
23 kg	16.30	347.15	360.30	376.70	514.50	372.35	513.50	524.80	532.55	671.60	760.70	878.60
24 kg	16.30	356.90	370.55	388.00	529.95	387.30	528.40	538.70	545.90	686.50	777.15	901.25
25 kg	16.30	366.65	380.80	399.25	545.40	402.25	543.35	552.60	559.30	701.45	793.65	923.95
26 kg	17.65	376.40	391.05	410.55	560.85	417.15	558.30	566.50	572.70	716.40	810.10	946.60
27 kg	17.65	386.20	401.30	421.80	576.30	432.10	573.20	580.45	586.10	731.30	826.60	969.25
28 kg	17.65	395.95	411.55	433.10	591.75	447.05	588.15	594.35	599.50	746.25	843.10	991.90
29 kg	17.65	405.70	421.80	444.35	607.20	462.00	603.10	608.25	612.85	761.20	859.55	1,014.55
30 kg	17.65	415.45	432.05	455.65	622.65	476.90	618.00	622.15	626.25	776.15	876.05	1,037.25
31 kg	19.00	424.70	441.30	466.40	633.45	480.00	628.85	633.45	638.60	788.50	892.50	1,056.80
32 kg	19.00	433.95	450.50	477.15	644.30	483.10	639.65	644.80	651.00	800.85	909.00	1,076.35
33 kg	19.00	443.20	459.75	487.90	655.10	486.20	650.45	656.15	663.35	813.20	925.50	1,095.95
34 kg	19.00	452.40	468.95	498.70	665.90	489.25	661.30	667.45	675.70	825.55	941.95	1,115.50
35 kg	19.00	461.65	478.20	509.45	676.75	492.35	672.10	678.80	688.05	837.95	958.45	1,135.10
40 kg	20.35	509.95	526.35	558.65	735.45	539.75	730.80	737.00	745.75	900.75	1,041.35	1,235.50
45 kg	21.70	558.20	574.55	607.85	794.15	587.10	789.50	795.20	803.40	963.60	1,124.25	1,335.95
50 kg	23.10	606.45	622.70	657.05	852.85	634.50	848.25	853.40	861.10	1,026.40	1,207.20	1,436.35
55 kg	27.15	654.75	670.90	706.25	911.55	681.90	906.95	911.55	918.80	1,089.25	1,290.10	1,536.80
60 kg	27.15	703.00	719.05	755.45	970.30	729.25	965.65	969.75	976.45	1,152.10	1,373.00	1,637.20
65 kg	27.15	751.30	767.25	804.65	1,029.00	776.65	1,024.35	1,027.95	1,034.15	1,214.90	1,455.95	1,737.65
70 kg	27.15	799.55	815.40	853.85	1,087.70	824.00	1,083.05	1,086.15	1,091.80	1,277.75	1,538.85	1,838.05
Over 70 kg <sup>2</sup>												
Price per kg	0.38	11.42	11.64	12.19	15.53	11.77	15.47	15.51	15.59	18.25	21.98	26.25
Min rate	27.15	799.55	815.40	853.85	1,087.70	824.00	1,083.05	1,086.15	1,091.80	1,277.75	1,538.85	1,838.05

## What optional services are available from UPS?

Service	Description	Fee
<b>Proof of Delivery (POD)</b>	Ideal for customers without internet access. Upon request, UPS will provide proof of delivery of your shipment via fax or post.	4.50 EUR billed to the requester for each letter or fax.
<b>Declared Value for Carriage</b>	UPS automatically protects every shipment against loss or damage, up to a certain value. With Declared Value for Carriage, you may increase UPS's limit of liability for proven losses by declaring a higher value for carriage on the UPS shipping documentation. The value of the goods declared shall not in any event exceed USD 50 000 or its local currency equivalent per package. Refer to UPS's Terms and Conditions of Carriage on page 8 for more information.	1% of the value of the goods declared for carriage or a minimum of 4.50 EUR.
<b>Saturday Delivery</b>	For time-critical shipments, UPS offers the convenience of Saturday Delivery. This service comes with all the features you would expect from UPS, including full electronic tracking and proof of delivery. Please contact your local UPS office for destinations served.	49 EUR per delivery will be charged in addition to shipping costs.
<b>Disbursement Fee</b>	Customers are responsible for payment of duty and taxes. UPS may prepay duties, taxes and other government charges on behalf of the payer. A fee will be charged based on the advanced amount.	2% of the advanced amount or 12.50 EUR per shipment, whichever is greater.
<b>UPS Returns*</b>		
<b>UPS Print Return Label</b>	Enables you to generate a label and include it in an outbound shipment to over 100 countries worldwide. You may also distribute the labels separately after your shipment has been sent. Customers then simply apply the label to their package and arrange a collection with UPS. For service availability, please call your local UPS office or visit <a href="http://www.ups.com">www.ups.com</a> .	Free of charge aside from relevant receiving shipping costs.
<b>UPS Electronic Return Label</b>	Allows you to e-mail a return label to customers in over 100 countries. Your customer can then print the return label and a receipt before arranging collection with UPS. For service availability, please call your local UPS office or visit <a href="http://www.ups.com">www.ups.com</a> .	1.10 EUR per package in addition to the relevant receiving shipping costs.

### \*Notes

For domestic and intra-EU return shipments, the entire return process can be handled with just the return label. There is no contract with the returning party.

Shipments to or from countries outside the EU require both a return label and a commercial invoice in order for the shipment to pass smoothly through customs. Regulations and requirements for documentation for individual commodities vary from country to country. It is essential to review commodity-specific documentation stipulations for both the country of origin and the country of destination. Depending on the commodity and its use, special licensing and notations for accompanying documentation may be required.

If the international shipment is returned to a different country than where the requesting party resides, a customer contract will be required.

All UPS Returns are subject to UPS's Terms and Conditions of Carriage.

## What additional costs might apply to your shipment?

Charge	Description	Fee
<b>Fuel Surcharge</b>	<p>In the event of a change in fuel prices, UPS may add or modify a surcharge on rates by an amount it may reasonably consider to reflect the consequential increase in its direct operating costs.</p> <p>UPS uses an index-based surcharge based on the Rotterdam Jet Fuel Prices reported by the US Department of Energy for the month that is two months prior to the adjustment.</p>	<p>This charge applies to shipping charges and the following additional services:</p> <ul style="list-style-type: none"> <li>• Saturday delivery</li> <li>• Large package surcharge</li> </ul> <p>This surcharge is adjusted monthly. Changes to the surcharge will be effective on the first Monday of each month. The latest details concerning any fuel surcharge applicable are available at <a href="http://www.ups.com">www.ups.com</a>.</p>
<b>Address Correction</b>	<p>If a mistake has been made in the address and the correct address is within the same destination country, UPS will make every reasonable effort to find the correct address and deliver the shipment.</p>	<p>5.50 EUR per shipment will be billed to the shipper in addition to the shipping costs.</p>
<b>Special Handling of Undeliverable Shipments</b>	<p>For all domestic shipments, when UPS has taken measures to try to deliver the shipment but has been unsuccessful, UPS will automatically return the shipment by UPS Express Saver service (where available). The payer of the original charges will also pay for the return charges. Transportation and fuel charges will apply for the return.</p> <p>For international shipments, when UPS has taken measures to try to deliver the shipment but has been unsuccessful, UPS will contact the shipper and process the shipment upon instructions. The shipping costs and a surcharge will be charged to the shipper for the processing of each such undeliverable shipment.</p>	<p>Applicable receiving shipping costs.</p> <p>4.50 EUR per undeliverable shipment will be charged in addition to the shipping costs.</p>
<b>Receiver/Third Party Refuses to Pay</b>	<p>This charge applies when the shipper selects the receiver or a third party to pay the shipping charges and the bill-to party refuses to pay.</p>	<p>8.50 EUR per shipment will be charged to the shipper in addition to the shipping charges and other amounts payable when non-payment occurs.</p>
<b>Currency Conversion</b>	<p>Charges to a payer's account in a foreign currency will be converted to the payer's currency using a weekly exchange rate secured through major money centre banks.</p>	<p>In addition, an exchange fee equal to 0.75% of the amount converted will apply.</p>
<b>Duty and Tax Forwarding Charge</b>	<p>For shipments when the payer of duties and taxes is not located in the destination country.</p>	<p>12.50 EUR will be billed to the party who pays the shipping charges.</p>
<b>Additional Handling Charge</b>	<p>Additional handling is required, and the Additional Handling Charge applies, for the following:</p> <ul style="list-style-type: none"> <li>• Any article that is encased in an outside shipping container made of metal or wood</li> <li>• Any cylindrical item, such as a barrel, drum, pail, or tyre, that is not fully encased in a corrugated cardboard shipping container</li> <li>• Any package with the longest side exceeding 150cm or its second-longest side exceeding 76cm</li> <li>• Any package with an actual weight greater than 32kg</li> <li>• Each package in a shipment where the average weight per package is greater than 32kg and the weight for each package is not specified on the source document or the UPS automated shipping system used.</li> </ul> <p>UPS also reserves the right to assess the Additional Handling Charge for any package that, in UPS's sole discretion, requires special handling. The Additional Handling Charge will not be assessed when a Large Package Surcharge is applied.</p>	<p>1.50 EUR per package will be billed in addition to the shipping costs.</p>
<b>Large Package Surcharge</b>	<p>A package is considered a "Large Package" when its length plus girth [girth = (2 x width) + (2 x height)] combined exceeds 330cm, but does not exceed the maximum UPS size of 419cm. Large Packages are subject to a minimum billable weight of 40kg. In addition, the Large Package Surcharge will be applied.</p>	<p>35 EUR per package will be billed in addition to the shipping costs.</p>
<b>Over Maximum Limits</b>	<p>Packages with an actual weight of more than 70kg, or that exceed 270cm in length, or exceed a total of 419cm in length and girth combined [girth = (2 x width) + (2 x height)], are not accepted for transportation. If found in the UPS small package system, they are subject to an additional charge. Packages exceeding 419cm in length and girth combined are also subject to the Large Package Surcharge.</p>	<p>35 EUR per package will be billed in addition to the shipping costs.</p>

# UPS Terms and Conditions of Carriage

This is the current version as at the date of publication. The latest version, which shall always be the applicable one for new shipments, may be found at [www.ups.com](http://www.ups.com) or obtained from a UPS Office.

## 1. Introduction

- A. These terms and conditions ("terms") set out the basis on which UPS will transport packages, documents and envelopes ("packages"). These terms are supplemented by the current applicable UPS Service and Tariff Guides ("the Guides") which constitute its integral part. The Guides contain important details about the services of UPS which the shipper should read and which form part of the agreement between UPS and the shipper.
- B. The term "UPS" will mean and the shipper's contract will be with the UPS authorised service contractor in the Republic of Croatia (OVERSEAS TRADE Co LTD d.o.o., Kovinska 20, Zagreb), or the UPS entity if existing, in the country where the shipment is presented for carriage, who may be contacted c/o 5 Avenue Ariane, 1200 Brussels, Belgium (although this shall not be taken in itself as choosing domicile or conferring jurisdiction on any court). That company will also be the (first) carrier of the goods for the purposes of the Conventions referred to in paragraph C.
- 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").
- D. A shipment may be carried via any intermediate stopping places that UPS deems appropriate. UPS may engage 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.
- E. In these terms, "Waybill" shall mean a single UPS 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

UPS is the provider of value added postal services according to a decision of the Agency for Telecommunication and Postal Services. A list of these services is included in the Guides.

Unless any special services are agreed, the service to be provided by UPS 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 UPS may not monitor the inbound and outbound movement of individual shipments at all handling centres. UPS is not a common carrier and reserves the right in its absolute discretion to refuse carriage to any package tendered to it for transportation.

UPS provides service in international incoming traffic and national traffic within the entire Republic of Croatia.

## 3. Conditions of Carriage

This section sets out various restrictions and conditions which apply to the carriage of packages by UPS. 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

Packages must comply with the restrictions in paragraphs (i) to (iv) below.

- (i) Packages must not weigh more than 31.5 kilograms (or 70 lbs) or 70 kilograms (or 150 lbs) (depending on the country where the shipment is presented to UPS for carriage and the country of destination, as specified in the Guides) or exceed 270 centimetres (or 108 inches) in length or a total of 419 centimetres (or 165 inches) in length and girth combined.
- (ii) The value of any package may not exceed the local currency equivalent of USD 50,000. In addition the value of any jewellery and watches, other than costume jewellery or costume watches, in a package shall not exceed the local currency equivalent of USD 500.
- (iii) Packages must not contain any of the prohibited articles listed in the Guides including as well as in any act, by-law, or resolution of competent authority or other competent organization, including, but not limited to explosive and highly combustible objects or objects the clearance of which poses a threat to other items, postal objects, equipment and transportation vehicles, or poses a threat to human lives and health, objects the traffic of which has been prohibited by special acts and other regulations, narcotics, except where the sender and the recipient are authorized by a special act to trade in or use narcotics, live animals (unless otherwise provided in the acts of the Universal Postal Union), 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 UPS, or the carriage, export or import of which is prohibited by applicable law.

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 Guides and applicable law. Where a different service level is clearly selected on the Waybill or other applicable UPS shipping documentation, shipments will be carried under the Express service (where available to the selected destination) and all applicable charges will be calculated accordingly.

The shipper guarantees that all packages presented for carriage under these terms comply with the restrictions in paragraphs (i) to (iv) above and have been prepared in secure premises, by him (in the case of an individual shipper) or by reliable staff employed by him and have been protected against unauthorised interference during their preparation, storage and transportation to UPS. UPS relies on this guarantee in accepting any package for carriage hereunder. Any other packages are excluded from carriage.

### 3.2 Perishable and temperature sensitive goods will be transported provided that the shipper accepts that this is at its risk. UPS does not provide special handling for such packages.

### 3.3 Refusal and Suspension of Carriage

- (i) If it comes to the attention of UPS that any package contain items, the transport of which is prohibited by a special act, shall be handed over to the competent authority along with the minutes, and the authority shall confirm having received the item in the other copy of the minutes while the items containing live animals, the transport of which is prohibited by a special act, shall be returned to the sender along with the minutes. In any other cases, if it comes to the attention of UPS 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, UPS may refuse to transport the relevant package (or any shipment of which it is a part) and, if carriage is in progress, UPS may suspend carriage and hold the package or shipment to the shipper's order.
  - (ii) UPS 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 than that set out on the package or Waybill or if it cannot collect amounts due from the receiver on delivery.
  - (iii) Where UPS 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 The shipper will be responsible for the reasonable costs and expenses of UPS (including storage), for such losses, taxes and customs duties as UPS may suffer and for all claims made against UPS 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 UPS 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 all applicable charges calculated in accordance with the prevailing commercial rates of UPS.
- 3.5 If the shipper tenders to UPS a package which fails to comply with any of the restrictions or conditions in paragraph 3.1 above without UPS's express written consent, UPS will not meet any loss howsoever arising which the shipper may suffer in connection with the carriage by UPS of such package (regardless of whether that failure to comply has caused or contributed to the loss and notwithstanding any negligence, except willful misconduct, of UPS or any negligence, including willful misconduct, of its employees, contractors or representatives) and, if UPS 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. UPS may bring a claim in respect of such non-compliance.
- 3.6 If, having suspended carriage of a package or shipment in accordance with these provisions, UPS 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), UPS 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 UPS may open and check the content of a postal item subject to approval of the sender or addressee. Exceptionally, UPS may in the presence of at least two persons, open and check the content of a postal item without the sender's or addressee's approval in the following cases: when the postal item can neither be delivered to the addressee nor returned to the sender, when there is reasonable doubt that the postal item contains prohibited content, when the postal item is damaged so as to threaten its content, and when a postal item in international traffic is subject to customs and foreign currency inspection in accordance with the customs regulations and regulations on foreign currency transactions.
- 3.8 UPS shall deliver packages and carriages within the term prescribed in the Guides. If the item can neither be delivered to the addressee nor returned to the sender, UPS shall keep records of such items and shall keep such items for one year from the day of attempted delivery, and if in that period the sender cannot be located or the item cannot be delivered to the addressee, the commission appointed by the UPS shall decide to either destroy or sell the item pursuant to the general conditions of the postal service provider.

## 4. Customs Clearance

Where a package requires customs clearance, it is the shipper's responsibility to provide complete and accurate documentation for the purpose but UPS will unless instructed otherwise act as the shipper's agent in obtaining customs clearance. Provided that, in the case of shipments whose points of despatch and destination are both within the same customs area, UPS will only perform customs clearance if instructed to do so. The shipper also agrees that UPS 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.

## 5. Payment

- 5.1 Services of UPS shall be paid according to the Guides. The rates for carriage and other services are set out in the Guides and unless paid before shipment, all charges must be paid within 7 days of receipt of invoice or within such other period as the shipper may have agreed in writing with UPS. UPS 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 three business days following the date of invoice.
- 5.2 If a) UPS is required to pay any taxes, duties or levies on behalf of the shipper, receiver or a third party, b) the selected billing option indicates that the receiver or a third party should pay any charges, or (c) any taxes, duties, penalties, charges or expenses are imposed or incurred as a result of any action by customs authorities or any failure by the shipper or the receiver to provide correct documentation or any permits or licences required in connection with carriage, then in each case (without prejudice to the shipper's contractual liability for payment) the receiver or, where applicable, third party, will initially be charged by UPS for payment. Should the amount in question not immediately be paid to UPS in full by such party, such amount shall be payable by the shipper on first written demand. UPS shall not be obliged to separately issue a claim against the receiver or any third party for payment, as the shipper undertakes to be jointly liable with such third parties. In case of doubt, the burden of proving that the amount has been paid lies on the shipper.
- 5.3 Any sum payable to UPS which is overdue will bear interest at a rate of 2% above the interbank overnight lending rate applicable on the due date, in the country where the package is presented to UPS for carriage from the due date to the date UPS receives payment whether before or after judgment. The amount of interest cannot exceed the default interest rate according to articles 26.2, 29.2 and 29.3 of the Obligations Act. In addition, UPS reserves the right to charge a late payment administration fee up to a maximum of the local currency equivalent of 15 EUR per invoice.

- 5.4 If any sum is not paid by the shipper, receiver or some other party under these terms, UPS may hold any packages it is carrying until it receives payment in full or may sell such packages through court or out-of-court proceeding and use the proceeds to make good the debt to it in accordance with applicable local law. Any unpaid balance will remain payable.
- 5.5 UPS's rates for carriage set out in the Guide are calculated only for the carriage of packages which do not exceed in value the local currency equivalent of USD 50,000. In the event that UPS becomes aware that it has carried a package which, without UPS's express written consent, exceeds this value, then, in addition to the otherwise applicable rates and charges and any other remedies under these terms, an additional carriage charge equivalent to 5% of the value of the package in excess of USD 50,000 is applicable.
- 6. Interruption of Service**  
If UPS is unable to start or continue with carriage of the shipper's package for a reason beyond its control, UPS will not be in breach of its agreement with the shipper but UPS will take all steps that are reasonably practicable in the circumstances to commence or continue the carriage. Examples of events beyond UPS's control are disruption to air or ground transportation due to bad weather, fire, flood, war, hostilities, civil disturbances, acts of government or other authorities (including without limitation, customs) and labour disputes or obligations affecting UPS or some other party.
- 7. Money Back Guarantee**  
For certain services and destinations, UPS 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 Guides and on the UPS website ([www.ups.com](http://www.ups.com)) each as current at the time the goods are accepted for carriage and can also be confirmed by contacting the shipper's local UPS call centre. For the avoidance of doubt, the liability of UPS 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 Delivery (COD)**  
For certain destinations as advised by the local UPS call centre, UPS offers a COD service on payment of an additional charge as set out in the Guides. If the shipper makes use of this service, subject to the provisions set out below (including those relating to currency conversion) UPS will collect on behalf of the shipper the COD amount stated on the Waybill.  
COD amounts must be specified on the Waybill in either EUR 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 UPS may reasonably determine.  
UPS does not accept responsibility for any currency exchange risks.
- 8.1 Cash COD - Where UPS is instructed on the Waybill in accordance with applicable UPS guidelines to accept cash only, UPS 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 USD 5,000 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 EUR 750 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 Guides or at the UPS Website ([www.ups.com](http://www.ups.com)).  
If the shipper specifies a COD amount that exceeds these limits, UPS 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 UPS guidelines) instruct UPS to accept only cash, UPS 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 recognised in the country of destination of the shipment. Where UPS accepts cheques the maximum amount collectible in any form shall not exceed the equivalent of USD 50,000 per package.  
Where UPS is permitted to accept a cheque, it may collect a cheque denominated in either EUR or, if different, the local currency of the country of destination.
- 8.3 Payment of Collected COD Amounts - Where UPS collects cash, UPS will pay to the shipper an equivalent amount in the local currency of the country where the shipment was presented to UPS for transportation. UPS may make such payments of COD amounts by either wire transfer to any bank account notified to UPS by the shipper or issuing a cheque in favour of the shipper.  
Any cheques in favour of the shipper, issued either by UPS as set out above or by the receiver and collected by UPS 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 UPS in writing within 45 days of the date of delivery of the package concerned.
- 8.5 The shipper will indemnify UPS for all losses, expenses or any claims made against UPS by the receiver or a third party, arising where UPS 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 UPS 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 declaration of a value for the purpose of paragraph 9.4 or otherwise and therefore shall not affect the liability of UPS for any loss, damage or delay to the goods themselves.  
UPS 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 dishonoured, 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 UPS 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, UPS 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 of the local currency equivalent of USD 100 per shipment, unless a higher value has been declared by the shipper under paragraph 9.4 below.
- 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 UPS 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 UPS 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 Guides. If the shipper declares a higher value for carriage and pays the applicable charge, then UPS'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, UPS 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.  
UPS shall not be liable for any damage to or loss of any packaging.  
In national traffic, the postal service provider shall be responsible: for the loss or damage to the postal item or reduced content of the item, for exceeding the time limit for transport or delivery of the postal item, and in the case where it failed to provide the service or has not provided the service in full.  
UPS shall not be liable in the following cases: when it proves that the damage events could not have been foreseen, avoided or eliminated (force majeure), when the sender, the addressee or another authorised person does not file a complaint within the time limit, or does not file a request for indemnification within the time limit, when these are postal items the content of which is prohibited, and when the damage occurred as a result of incorrect packaging by the sender failing to protect its content or if he/she failed to use the appropriate service offered by the postal service provider.
- 10. Delivery**  
UPS may deliver a shipment to the receiver named on the waybill, his/her legal representative or proxy holder, 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). UPS may use an electronic device to obtain proof of delivery and the shipper agrees that it will not object to UPS 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, UPS 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 UPS and other companies in the UPS 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 UPS for carriage, may use any data provided by the shipper to UPS 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 UPS companies. The shipper has certain rights under the law (exercisable by contacting UPS) to have access to, rectify, object to the use for direct marketing of, or delete personal data held by UPS about it.
- 12. Complaints Procedures**  
If the user of UPS services considers that the postal item has not been delivered to the addressee, or that it was delivered with delay, or that the agreed service has not been provided, or that it has not been provided in full, he/she can file a written complaint to the UPS within three months from the day of depositing the postal item in national traffic, or within six months in international traffic. The complaint must be in writing accompanied by evidences on which it is based. The addressee or another authorized person must file a complaint due to the damage or reduced content of the postal item immediately upon delivery of the postal item concerned. By signature of the addressee of authorized person such person confirms that the package is received undamaged and with no reduced content. The complaint filed after the item has been delivered, shall not be accepted, except in the case where the addressee submits proof that the damage or reduced content of the postal item have not occurred after the delivery.  
UPS shall send to the user a written reply stating its position on whether his/her complaint is founded not later than 30 days after the complaint was filed in national traffic, or not later than 60 days after the complaint was filed in international traffic. In case that the complaint is not submitted with required evidences such complaint shall not be considered of what UPS shall inform the sender in writing.  
In the case of dispute between the user UPS concerning the resolving of the complaint the user may, prior to filing a lawsuit with the competent court or initiating any other out-of-court proceedings, submit to the Agency a petition for dispute resolution within 30 days from the day of having received the reply from UPS. UPS shall participate in the proceedings for resolving disputes and shall fully cooperate with the Agency for the purpose of resolving the dispute, as well as to submit to the Agency all the necessary information and documentation.
- 13. Claims Procedure - Prescription**  
The statutes of limitations related to claims of postal service providers and users shall apply after the expiry of three months in national traffic or six months in international traffic.  
The statutes of limitations shall begin as follows:  
1. for claims due to a lower or higher charged postal service fee or other costs - as of the date of payment,  
2. for claims on account of partial loss, or damage, or reduced content of the postal item, or due to exceeding of the deadline for the transport and delivery of the postal item - as of the date of delivery of the postal item,  
3. for claims due to the loss of the postal item - 30 days following the expiry of the deadline for the delivery of the postal item,  
4. in all other cases of claims - as of the date of fulfilment of the conditions for claims.  
The statutes of limitations shall be suspended when the postal service provider receives a written claim for payment, and it shall continue when the person who submit the claim or another authorised person receives a written reply to his/her claim and the documents that accompanied his/her claim.  
The statutes of limitations shall not begin before the expiry of 30 days from the date of having received the reply by the postal service provider concerning the request for indemnification. Subsequent claims related to the same issue shall not suspend the statutes of limitations.  
This term shall not affect any rights the shipper may have under Convention Rules or other mandatory laws.
- 14. Entire Agreement & Severability**  
It is the intention of UPS that all the terms of the contract between it and the shipper are contained in this document and in the Guides. 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 UPS before the shipment is accepted for carriage by UPS. If any part of these terms are not enforceable, this will not affect the enforceability of any other part. Nothing contained herein shall affect any rights the shipper may have under Convention Rules or other mandatory laws.
- 15. Governing Law**  
These terms shall be governed by the laws of the Republic of Croatia.