

# International service guide



## Customs

When using our international courier service, please remember that all shipments sent outside the European Union are subject to customs clearance. Although our aim is to ensure that every shipment is delivered on time, delays can sometimes be caused by customs clearance which is beyond our control.

Getting your details right on your commercial invoice will help to reduce delays. Take a look at our top tips to get you started:

- Ensure the correct number of items are declared
- Ensure an itemised value is declared and is realistic
- When sending samples, provide an accurate description (e.g. shirt sample; printing sample; fabric sample)
- Provide a local telephone number for the consignee so they can be contacted directly if necessary
- Ensure your consignee is aware the shipment is being sent and is willing to assist with clearance. Without the consignee's assistance, the clearance process may take longer.

Unfortunately, there are no guarantees that even with the best declaration a shipment will not be delayed by customs. However providing all the required information will certainly reduce the chances of this happening.

## We're here to help

Our customer care team are always here to help; give them a call should you need any assistance or additional information, especially on the below key points:

- **VAT** is chargeable on all shipments delivered to destinations in the EU
- All non-document shipments to non-EU destinations require a **commercial invoice** for customs purposes
- All **transit times** are subject to flight arrival and local customs clearance. deliveries to remote areas may take longer
- We have fully trained personnel to handle shipments of **hazardous goods**

## Calculating volumetric weight

Every international consignment is measured and weighed. This information is then used to establish the charge for the package, which is based on either its weight in kilograms or its volumetric weight, depending on which one is greater.

The volumetric weight of the package is its three dimensions in centimetres divided by 5000. Where a consignment weighs less than its equivalent volumetric weight, the charges will be calculated as follows:

$$\frac{\text{Height} \times \text{width} \times \text{length}}{5,000} = \text{volumetric weight}$$

### For example:

$$100\text{cms} \times 70\text{cms} \times 40\text{cms} = 280,000$$

$$\frac{280,000}{5,000} = 56\text{kg chargeable weight}$$