WELCOME
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★ ★ ★ ★ ★
"The service is excellent, enhanced by staff who always seem to care and have the customers' needs as a priority." – Donald Allison

★ ★ ★ ★ ★
"Always, they take all the stress out of the situation and make it just another day at the office, which for them I guess it is always feel as though I have a mentor smoothing out the bumps." – Howard Hardy

★ ★ ★ ★ ★
"I've used Transglobal for several years now, and their customer service is absolutely outstanding. Whenever we call them, they are helpful and go the extra mile. Highly recommended." – Zee

Read more of our great reviews on Trustpilot
Since 1993, we have been moving your parcels, documents and freight to over 220 destinations worldwide. Our huge buying power means we can negotiate the best prices from major carriers including DHL, UPS, FedEx, TNT and DPD. We pass these reduced prices on to you — so that you can enjoy low cost shipping without compromising on quality.

We can help you ship your goods quickly, safely and cost-effectively within the UK, across Europe and to almost any destination worldwide.

**SAVE MONEY**
Save up to 70% on the carriers’ standard prices.

**SAVE TIME**
Book online at any time or over the phone if you prefer.

**PEACE OF MIND**
We care about our customers and we’re always on hand to help. We know the business inside out, resolving issues quickly if they occur.
For door to door courier quotes visit www.transglobalexpress.co.uk or call our team on 0345 145 1212.

OUR WAREHOUSE SERVICES OFFER GREATER SAVINGS— AND YOU CAN STILL CHOOSE DOOR-TO-DOOR.

COURIER SERVICES

A variety of high quality, fully trackable, door-to-door courier services from the biggest global brands with the best international networks.

USE OUR SERVICES

USE OUR BUYING POWER

Book your delivery service with us and save up to 70% on standard prices without compromising on quality.

USE OUR EXPERTISE

We’ve been moving your documents, parcels and pallets for over 25 years. We know the business inside out and we’ll resolve any issues quickly if they arise.

OVER 20 PREMIUM DOOR-TO-DOOR SERVICES FROM THE FOLLOWING MAJOR CARRIERS

Premium Express and Economy services delivered through the FedEx network.

Next day UK delivery by 09:00, 12:00 and 17:30. Fast delivery worldwide to over 220 countries and territories. Highly economical road-based delivery worldwide from business addresses only. Parcels up to 70kg, pallets up to 1000kg.

Next day UK delivery by 09:30, 12:00 and 17:30. Next day European delivery to most ED cities, with morning deliveries available to many destinations. Excellent rates for document delivery to over 200 countries and territories. Express delivery worldwide with transit times as little as one day to North America. UPS Access Point® available at over 2000 convenient drop-off and collection points across the UK.

International delivery to over 220 countries and destinations. Parcels up to 70kg, pallets up to 1000kg.

International delivery to over 220 countries and destinations. Parcels up to 70kg, pallets up to 1000kg.

Highly economical road-based services available throughout Europe and the UK. Air services available worldwide. Suitable for shipments up to a maximum weight of 30kg.

International delivery services to over 220 countries and territories worldwide, up to a weight of 70kg for parcels and 1000kg for pallets. Includes delivery by 8am, 10:30am and 2pm.

Premium Express and Economy services delivered through the DHL network as a fraction of the usual cost.

International and economy express services for parcels up to 68kg and pallets up to 1000kg.

Full economic road-based parcel delivery for European destinations for up to 30kg.

A tracked international mail service for parcels up to 30kg. Longer transit times are offset by lower costs.

An express service for select destinations worldwide, including South and East Asia.

An economical service designed for lightweight documents and parcels to the USA.

Reduced rates

Carriers pick up large volumes from our warehouse, allowing us to pass discounted rates on to you.

Parcel consolidation

Pay a single collection fee for multiple parcels weighing up to a total of 25kg.

Fully trackable

Tracking is available as soon as your consignment leaves our warehouse.

Friendly staff

Our team are on hand to ensure a smooth drop-off. We’ll make sure you have everything you need.

OUR WAREHOUSE SERVICES

International delivery services to over 220 countries and territories worldwide, up to a weight of 70kg for parcels and 1000kg for pallets. Includes delivery by 8am, 10:30am and 2pm.

WE HAVE WAREHOUSES IN BROMBOROUGH, WIRRAL, AND FELTHAM, LONDON.

Sending multiple parcels? You can put them all in one box up to a total weight of 20kg for a single collection fee. We’ll then unpack and sort them at our warehouse.

Some day collection is available for all of our export services!

Not local? No problem! Optional collection services are available.

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AIR FREIGHT SERVICES

WHY USE TRANSGLOBAL EXPRESS?
We offer bespoke air and sea freight services tailored to your individual needs. Our freight team has 20 years’ experience and expertise in the industry and we’ll quickly find the best solution for you or your business. Our booking process is simple, you can view quotes on our website (including flight and sailing schedules), and all the documentation you’ll need is available online for both sender and receiver.

Consolidated services to over 200 airports:
- Highly competitive rates - especially for smaller shipments
- Pre-booked capacity - guaranteed regular schedules
- High level of control - our agents often build the load as well as loading the aircraft
- Pre-selected agent at destination airport, to liaise with the consignee

Back to Back services to over 700 destinations worldwide:
- Competitive spot rates available for larger shipments
- Greater choice of departure days and routings
- Online tracking available through the airline’s website
- Option to use your own agent, for greater control

Spot rates are also available for import services.

OPTIONAL COLLECTION SERVICE
We can arrange collection of your goods from your chosen address or you can drop off your consignment at one of our receiving centres.

Get quotes for shipments to over 700 airports worldwide at www.transglobalexpress.co.uk/air-freight
SEA FREIGHT SERVICES

We offer Door-to-Port (FCL and LCL) and Port-to-Port (LCL) services from the UK to over 500 ports worldwide:
- All-inclusive online quotes (to port only)
- Highly competitive rates for commercial customers
- Receiving centres throughout the UK
- Collection available from the customer’s address
- Direct sailings from the UK to hundreds of destinations
- Worldwide agency network
- Excellent transit times (e.g. Australia in 30 days)
- Spot rates are also available for import services

PALLETISATION

We recommend that all sea freight shipments are palletised and therefore offer a high-quality palletisation service. This provides protection against adverse weather conditions when loading and enables safe handling of your goods by forklift.

Get quotes for shipments to over 500 sea ports worldwide at www.transglobalexpress.co.uk/sea-freight/

CHOOSING THE RIGHT SERVICE

Air Freight
Use this service if:
- You’re happy for your goods to be delivered to a destination airport only
- You want increased visibility and to know the exact route of your goods in advance
- You’d like to use your own clearance agent

Sea Freight
Use this service if:
- You’re shipping a high volume of goods
- You’re happy for your goods to be delivered to a destination seaport only
- Your consignment is not time-sensitive

Sea Freight drop-off depots
For high quality packaging supplies www.transglobalexpress.co.uk/shop

PACKAGING GUIDELINES

YOUR PARCEL IS PRECIOUS. PACKAGE IT WITH CARE!

We know you want your consignment to arrive in pristine condition, so it’s important that you package it correctly. Protect your parcel by following these simple guidelines.

THE CARTON

Size: Make sure this is appropriate to the contents. Overloaded boxes may burst; under-filled boxes are likely to collapse.
Strength: Choose boxes made of corrugated cardboard with good quality outer liners. Use heavy-duty, double-layered cardboard for valuable items. Check the weight specification of the box and do not exceed this limit.
Quality: Always use high quality materials. If reusing old boxes, ensure they are in a good enough condition to withstand the transit and be sure to remove all old labels.

NOTE: Packaging made of fabric is not suitable.

We can supply you with reinforced, double-walled cardboard boxes which can be delivered to your door via a next day delivery service. Please refer to our Packaging Shop information to see what sizes we have available.

PACKAGING SYMBOLS & LABELS

Never use boxes that have hazardous labels or symbols on them. Parcels with these symbols will be stopped by the courier and may incur fines.

We cannot guarantee that drivers will take notice of any ‘This way up’, ‘Handle with care’ or ‘Fragile’ symbols. Please package your goods suitably to protect them regardless of orientation.

THE CONTENTS

CUSHIONING

Use materials such as bubble wrap, kraft paper and loose fill polystyrene to protect your items from moving or breaking. For fragile items, there should be at least 5cm of cushioning between each item, and also between the items and the carton wall.

PLACEMENT

Put fragile goods in the centre of a package, ensuring they do not touch the sides. Use cardboard dividers when sending flat, fragile material such as vinyl records.

REMEMBER

You should fill all remaining spaces in the box with additional cushioning material to minimise the impact of transit on your items.

SEALING & LABELLING

- Seal your items with a quality adhesive parcel tape.
- Do not strap boxes together. Each box should have its own label.
- Attach your label to the flat topside of your parcel.
- The barcode and shipping address should be clearly visible and not obscured in any way.
- Make sure your label is securely attached, especially when sending suitcases or holdalls. Labels do not stick well to fabric; if the label comes off, your item is likely to be lost!

TIP: We recommend placing a copy of your label inside your parcel. Should the original become detached from your parcel on the outside, this will help to determine its intended destination.

GENERAL GUIDE

WHILST OUR CARRIERS DO THEIR BEST TO HANDLE YOUR GOODS WITH CARE, WE DO ADVISE THAT PARCELS SHOULD BE SUFFICIENTLY PACKAGED TO WITHSTAND A DROP FROM WAIST HEIGHT ONTO A SOLID FLOOR.

ISPM 15

All wooden packaging sent to countries applying an ISPM 15 regulation must be heat-treated and stamped. We can advise if your shipment must comply and treat your packaging accordingly.

Sample stamp:

GB-FC0000 HT

STACKABILITY: Some carriers apply surcharges for parcels or pallets that are deemed “non-stackable” due to the shape, contents or packaging of your goods. See our website for guidance.
For more information on any of our products, email supplies@transglobalexpress.co.uk
Refer to www.transglobalexpress.co.uk/shop/ for delivery information, as well as our cancellation and returns policy.

PACKAGING SHOP

BENEFITS

- Book online 24/7
  - Simple online booking process, 3 hours a day, 7 days a week

- Next day delivery
  - Order before 3pm for next day delivery (UK mainland only)

- Earn loyalty points
  - Earn loyalty points with every order and redeem them against the cost of your parcel delivery

DOUBLE WALL CARDBOARD BOXES
- Heavy duty double wall cardboard boxes
- Delivered flat-packed
- 4 sizes available:
  - Small (Load Guide max 15kg)
  - Medium (Load Guide max 20kg)
  - Large (Load Guide max 25kg)
  - Extra Large (Load Guide max 30kg)

BUBBLE WRAP
- Available in various lengths and widths
- Small and large sized bubbles available

TAPES & TAPE DISPENSERS
- A selection of Tapes available including Buff Tape, Clear Tape and Brown Tape
- Handheld 48mm and 75mm Packing Tape Dispensers

THERMAL PRINTERS AND LABELS
- Zebra GK420d Thermal Label Printer
  - Sleek and compact in design, the Zebra GK420d provides a fast, cost-effective solution for your label printing needs.
  - Prints onto Thermal Printer labels for a fast and efficient method of attaching shipping labels to your parcel.
  - Setup guide and full specification available on our website.

CUSTOM-MADE CASES & CRATES
- Quality new OSB pallets, packing cases and crates built to your specification
- Licensed for ISPM15 to export worldwide
- Optional polyline available if you wish to protect the contents from water damage
- Delivered flat-packed
- Enter your required dimensions into the Custom Crate Calculator on our website for a free no-obligation quote
- Expected delivery within 5 to 7 working days of dispatch (transit times are not guaranteed)
## DANGEROUS & HAZARDOUS ITEMS

### MOST GOODS CAN BE SENT BY COURIER, BUT THERE ARE SOME IMPORTANT RESTRICTIONS

The following restrictions apply to all services offered on our website. However, it is highly advisable to also check the policy of your chosen carrier as further restrictions may apply.

We also recommend that you check with the customs office of your destination country, as each country has different policies as to what will be accepted. If you are in any doubt, please contact our customer service team.

### PROHIBITED & RESTRICTED ITEMS

#### DANGEROUS & HAZARDOUS

The following items cannot be shipped under any circumstances. If found within your consignment, these items will be destroyed and you will be fined £100.

<table>
<thead>
<tr>
<th>Adhesives</th>
<th>Aerosols</th>
<th>Airbags for Cars</th>
<th>Ammunition &amp; Guns</th>
<th>Ammonia</th>
<th>Animals &amp; Animal Products</th>
<th>Anti-freeze</th>
<th>Antifreeze</th>
<th>Artificial Teeth</th>
<th>Any Flammable Material</th>
<th>Any Mercury</th>
<th>Any Nitric Acid</th>
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</thead>
<tbody>
<tr>
<td>Air Filters</td>
<td>Alcohol</td>
<td>Ammunition &amp; Guns</td>
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<td>Antifreeze</td>
<td>Artificial Teeth</td>
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</table>

#### PROHIBITED ITEMS

The following items are prohibited and are not accepted by any of our carriers.

<table>
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<td>Any Nitric Acid</td>
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</table>

#### RESTRICTED ITEMS

Restrictions apply for the following items, which can vary depending on carrier or country.

<table>
<thead>
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<th>Ammunition &amp; Guns</th>
<th>Anti-freeze</th>
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<th>Any Flammable Material</th>
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<td>Any Nitric Acid</td>
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</table>

Please call us for further information on 0345 145 1212.

### IMPORTANT

These restrictions apply to all services offered on our website. However, it is highly advisable to also check the policy of your chosen carrier as further restrictions may apply.

We also recommend that you check with the customs office of your destination country, as each country has different policies as to what will be accepted.
INSURANCE

INSURING YOUR SHIPMENT
We are members of the British International Freight Association (BIFA) and operate under their nationally accepted terms. This limits our legal liability to 2SDR per kilo. All consignments are covered for loss or damage free of charge up to a maximum value of £50 per shipment (not per piece; exclusions apply).

For standard insurance, a minimum premium of £2 applies. Above the minimum, the premium is calculated at 2% of the declared value of your consignment. Optional insurance is available for goods valued between £50 and £2500. For commercial goods valued over £2500, we offer insurance cover with Barbican Protect.

STANDARD INSURANCE (£50 - £2500)

<table>
<thead>
<tr>
<th>Declared/Replacement Value</th>
<th>Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>£100</td>
<td>£5 (min)</td>
</tr>
<tr>
<td>£200</td>
<td>£10</td>
</tr>
<tr>
<td>£300</td>
<td>£15</td>
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<tr>
<td>£400</td>
<td>£20</td>
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<td>£1800</td>
<td>£90</td>
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<tr>
<td>£1900</td>
<td>£95</td>
</tr>
<tr>
<td>£2000</td>
<td>£100</td>
</tr>
</tbody>
</table>

Optional insurance is available for goods valued between £50 and £2500. Any item which is insufficiently packaged is automatically not covered by our insurance. For further help and advice, please refer to our Packaging Guidelines (p10-11).

WHAT ITEMS CANNOT BE INSURED?

<table>
<thead>
<tr>
<th>Insurable Against Loss?</th>
<th>Insurable Against Damage?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data: Including Discs,</td>
<td>×</td>
</tr>
<tr>
<td>Films, Memory Cards, etc.</td>
<td>×</td>
</tr>
<tr>
<td>Glass</td>
<td>×</td>
</tr>
<tr>
<td>LCD Screens &amp; Computer</td>
<td>×</td>
</tr>
<tr>
<td>Monitors</td>
<td>×</td>
</tr>
<tr>
<td>Liqueur</td>
<td>×</td>
</tr>
<tr>
<td>Pottery &amp; Ceramics</td>
<td>×</td>
</tr>
<tr>
<td>Televisions (up to 32&quot;)</td>
<td>×</td>
</tr>
<tr>
<td>Vouchers &amp; Tickets</td>
<td>×</td>
</tr>
<tr>
<td>Works of Art</td>
<td>×</td>
</tr>
<tr>
<td>Non-Flat Pack Furniture</td>
<td>×</td>
</tr>
<tr>
<td>Jewellery &amp; Watches</td>
<td>×</td>
</tr>
</tbody>
</table>

Barclian Protect has its own list of excluded goods, fragile goods and excluded countries. It also has its own requirements for documentation in the event of a claim. Please visit our website for more information.

HOW DO I MAKE A CLAIM?
Claims can be made by emailing tg-claims@transglobalexpress.co.uk, or by calling us on 0151 305 3837 (Monday-Friday 9am-5:30pm).

Lost items should be reported within 7 days of possible, but no later than 30 days. Damage claims should be reported within 14 days of delivery (7 days for TNT). Damaged goods should remain at the delivery address until assessed. We work hard to process all claims as quickly as possible.

INSURANCE FOR COMMERCIAL ITEMS
Provided by Barbican Protect
For commercial goods/UK-registered businesses only
A minimum premium of £22 applies
For general/nongrade goods, the minimum excess is £250 or 5% of the sum insured (whichever is greater)
For fragile goods, the minimum excess is £500 or 3% of the sum insured (whichever is greater)

Please visit our website for more information.

For more information on insurance and claims, please contact our team on 0151 305 3837 or visit www.transglobalexpress.co.uk

EASY PHOTO UPLOAD
You can take photos of your packaged goods prior to collection and upload them to your account. These photos will help to support any claim for loss or damage.

For more information on insurance and claims, please contact our team on 0151 305 3837 or visit www.transglobalexpress.co.uk.
For further information and helpful advice visit www.transglobalexpress.co.uk/help/

SHIPPING INFORMATION

CUSTOMS ADVICE

All parcels being shipped from the UK to destinations outside of the EU are subject to Customs Clearance. We ship everything under DDU (Delivered Duty Unpaid) terms. This means that any applicable import duties, taxes and fees are payable by the receiver. All customs charges will need to be paid before your goods are released for delivery. Import duty is usually charged as a percentage of the declared value of your goods. In some countries, personal effects are exempt from these charges. Due to the number of countries and territories that we ship to and the variety of goods that our customers send, we regret that we cannot give definitive customs guidance or advise of potential customs charges in advance. We are nevertheless here to help you prepare the documentation required for swift customs clearance and to liaise with the customs broker efficiently on your behalf when necessary.

PERSONAL EFFECTS

When sending personal effects to USA, Australia or New Zealand you are required to complete additional forms before they can be cleared through customs. The following forms are all available for you to download from the Customs page on our website:

- USA “Declaration for Free Entry of Unaccompanied Articles”
- Australia “Unaccompanied Personal Effects Statement”
- New Zealand “Unaccompanied Personal Effects Statement”

DOCUMENTATION

All of the shipping documentation required for your delivery is automatically produced for you as part of the booking process. The documentation required will vary depending on your destination and the service you choose. All parcels must be correctly labelled and, if sending to a non-EU country, you must also include four copies of a customs invoice detailing the size, weight, contents and value of all goods within your consignment. You will receive download links for your shipping documentation shortly after completing your order. You can also choose to receive your documents by email. Documents can be downloaded from your account at any time.

Sending parcels overseas is easier than ever before. However, there are still some important things to bear in mind. For more detailed information, please visit the Help and Advice section of our website.

TRACKING

All of our services are fully trackable. As soon as your parcel has been collected, you can easily track its progress by entering your tracking number on the tracking page of our website. If you have been tracking your parcel and encounter an update that you don’t understand, or if you need any help, please contact us and we’ll do everything we can to assist.

TRANSIT TIMES

We offer both express and economy delivery services, to suit every budget and time frame. When you book one of our services, your estimated transit time is displayed on the quote screen during the order process. These estimates are based on deliveries between major gateway cities and may vary from service to service.

While we enjoy a very high success rate, local bank holidays, adverse weather conditions and potential customs delays mean that transit times are not guaranteed. If your delivery destination is remote, your delivery may take longer.

For more information on transit times, including tools which allow you to calculate transit times between your collection and delivery addresses, please visit the Transit Times page on our website.

We ship goods to over 220 destinations, including major countries and tiny islands in the Pacific.
**HOW TO MEASURE A BOX**

1. Lay the box flat on a level surface.
2. Measure the length, width, and height of the box.
3. If the box is not a perfect cube, measure the longest dimension for the length, the widest dimension for the width, and the height.

**HOW TO MEASURE AN IRREGULAR SHAPED OBJECT**

1. Lay the object flat on a level surface.
2. Use a flexible tape measure to measure the length, width, and height.
3. If the object is not a perfect shape, measure the longest dimension for the length, the widest dimension for the width, and the height.

**WEIGHING & MEASURING GUIDANCE**

- **TIP:** It is industry standard to record the height of a box as the last dimension.
- **TIP:** Please ensure that your items are measured between the two outermost points on each of the three dimensions.

**PRE-PAY CREDIT**

As a Transglobal Express customer, you can use our “pre-pay credit” facility to add credit to your account in advance of making a booking. This feature saves time, and makes budget management easier for our business customers.

- Add as much or as little credit as you like – it will never expire. You will then be able to use your credit whenever you place an order with us.

**TO ADD PRE-PAY CREDIT TO YOUR ACCOUNT:**

1. Login to your account at www.transglobalexpress.co.uk
2. Click on “Account Settings”
3. Select “Edit Account Details” from the dropdown menu
4. Click the “Add Credit” button next to “Available Credit”
5. In the pop-up window, enter the amount of credit you wish to add and select your payment method
6. Click “Next” to proceed to our payment gateway

Once you return to the “Edit Account Details” screen, your available credit will be displayed. The option to use your pre-pay credit will be available at the payment stage of the booking process.

**LOYALTY POINTS**

As a Transglobal Express customer, you are able to earn Loyalty Points each time you place an order with us. You will receive 1 point for every £1 that is spent on shipments or packaging supplies, with 2 points relating to ip credit.

- Loyalty Points are awarded for every order you place with us, and are calculated based on the net value of your order (excluding VAT, surcharges and booking fees).
- The number of Loyalty Points you will receive for an order is displayed at the payment stage, just before you confirm and place your order.
- You are also given the option to redeem any previously awarded Loyalty Points at this stage.
Our simple online booking system is available to you 7 days a week, 24 hours a day, with quick and convenient access from mobile or desktop anywhere in the world.

BOOK ONLINE, ANYWHERE, ANY TIME

BOOK ONLINE IN JUST FEW EASY STEPS:

1. Once you’ve packaged your shipment sufficiently, weigh and measure the dimensions of your parcel.

2. Choose a service, fill in your details and select your preferred collection date.

3. Print and securely attach the shipping labels to your parcel. Sit back and await collection.

PREFER TO SPEAK TO US DIRECTLY?

No problem! We know the importance of excellent customer service and that’s why we are one of the few international courier companies who take bookings over the phone. Call us during office hours and we can talk you through the booking or even book your delivery for you.

call our team on 0345 145 1212

www.transglobalexpress.co.uk

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