

IMPORTANT INFORMATION



In addition to your Service Level Agreement Order Form (SLAOF), below are prices that relate to your high performance service logistics. Carousel regularly review these surcharges to reflect the changing costs in providing these services. Additional surcharges may be applicable on certain services. Where surcharge information here contradicts information within the SLAOF, the SLAOF will prevail.

Standard surcharges	Network Shipments	Pallet Network Shipments
NEW Network Partner BREXIT Surcharges*	Cost +10%	Cost +10%
NEW Emergency surcharge	1.75% across all services	
Administration fee	£15.00 (UK) £15.00 (INT)	£15.00 (UK) £15.00 (INT)
Oversized surcharge per item	£90.00 (UK) £90.00 (INT)	
Parcel rate abuse surcharge	£20.00 (UK)	
Pre 09:00 surcharge	£40.00 (UK) £40.00 (INT)	£60.00 (UK) £60.00 (INT)
Pre 10:00 surcharge	£18.00 (UK) £30.00 (INT)	£40.00 (UK) £45.00 (INT)
Pre 12:00 surcharge	£12.00 (UK) £25.00 (INT)	£20.00 (UK) £35.00 (INT)
Saturday surcharge	£28.00 (UK) B Y: Q U O T E	B Y: Q U O T E
AM/PM delivery	£12.00 (UK) £25.00 (INT)	£20.00 (UK) £35.00 (INT)
Third party surcharge	£15.00 (UK) £25.00 (INT)	£15.00 (UK) £25.00 (INT)
Carriage forwards surcharge	£10.00 (UK) £20.00 (INT)	£10.00 (UK) £20.00 (INT)
London congestion	£1.00 (UK)	£10.00 (UK)
Remote area surcharge	£17.50 (INT)	£17.50 (INT)
Restricted destination	£27.50	
Nothing to collect	£12.50	£12.50
Return to sender	Delivered Price + 3rd Party	Delivered Price + 3rd Party
Address correction	Delivered Price + 3rd Party	Delivered Price + 3rd Party
Booking-In / pre-alert	£22.00	£22.00
Tail lift	£16.50	£16.50
Non-stackable pallet	£145.00 (UK) £145.00 (INT)	£145.00 (UK) £145.00 (INT)
Dangerous goods	B Y: Q U O T E	B Y: Q U O T E
Limited quantities	£25.00	
Excepted quantities	£6.00	
Lithium batteries section II (PI966,PI969)	£6.00	£6.00
Lithium batteries section II (PI967,PI970)	£32.00	£32.00
Lithium batteries section IB, II (PI965)	£80.00	£80.00
VAT & duty admin fee	£20.00 or 5% if higher (INT)	
Exporter validation	£27.50	
Elevated risk	£15.00	
Check-weigh surcharge	Admin fee + corrected charge	Admin fee + corrected charge
Dangerous goods document non-compliance amendment	£20.00 (UK) £20.00 (INT)	£20.00 (UK) £20.00 (INT)
Consular documents	B Y: Q U O T E	B Y: Q U O T E
Customs clearance	B Y: Q U O T E	B Y: Q U O T E
Letter of credit	B Y: Q U O T E	B Y: Q U O T E
Non-conveyable surcharge	£70.00 (UK) £90.00 (INT)	
IT or Project management ad-hoc time	£950 per day	£950 per day
Extended liability	B Y: Q U O T E	B Y: Q U O T E
ETD Screenings	£45.00 up to 100kg + £0.25 thereafter (plus screening charge)	

*Any surcharges we incur from our Network Partners, as a result of Brexit, will be re-charged at cost + 10% admin fee from 1st Jan 2021. For more details on what surcharges you may incur, please get in touch with your Key Account Manager.

SIZE & WEIGHT RESTRICTIONS



To ensure our network can operate freely and efficiently, we must restrict the size of the pallets and parcels passing through it. The below highlights what limits are in place as standard - please note that where restriction information here contradicts information within the Service Level Agreement Order Form, the Service Level Agreement Order Form will prevail.

Cubing calculations

Road Cubic chargeable kg = $H \times L \times W \text{ (cm)} / 3000$
 Air Cubic chargeable kg = $H \times L \times W \text{ (cm)} / 4000$
 Final mile services Cubic chargeable kg = $H \times L \times W \text{ (cm)} / 5000$
 You are charged the greater of dead weight or calculated volumetric weight where the calculations are shown above.

Size & weight restrictions by product	Max item weight	Max weight per con	Dimension restrictions	Max girth
BY:NOW SAMEDAY			As per your SLA order form	
BY:NOW AIR-CONNECT			As per your SLA order form	
BY:NOW ROAD-CONNECT			As per your SLA order form	
BY:NIGHT DEALER	100kg	250kg	300cm	350cm
BY:NIGHT SITE	100kg	250kg	300cm	350cm
BY:NIGHT LOCKER	20kg		38x38x64 cm	
BY:NIGHT PUDO	14kg		61x46x46cm	260cm
BY:NIGHT BOOT	14kg		61x46x46cm	260cm
BY:DAY DEALER	100kg	250kg	300cm	350cm
BY:DAY SITE	100kg	250kg	300cm	350cm
BY:DAY ROOM	14kg		61x46x46cm	260cm
BY:DAY NETWORK PARCELS EXPRESS			As per your SLA order form	
BY:DAY NETWORK PALLETS EXPRESS			As per your SLA order form	
BY:DAY NETWORK PARCELS SUPER ECONOMY	31.5kg	31.5kg		
BY:RETURN			As per your SLA order form	
BY:DEFERRED			As per your SLA order form	
GLOBAL PROJECTS			As per your SLA order form	
PERSONALISED WAREHOUSING			As per your SLA order form	

CURRENT FUEL SURCHARGES



Road - UK & International surcharge

Effective from 1 April 2024: 18.00%

Air - UK & International surcharge

Effective from 1 April 2024: 27.50%

ROAD FUEL SURCHARGES

Road - UK & International surcharge

The standard road surcharge applies to all Carousel shipments and is based on the last week of the month weighted average fuel consumer prices of diesel fuel for CE/EC/EG Euro Area 19, inclusive of duties and taxes from two months prior. Weekly updates are published by the European Commission Directorate General for Energy and Transport in the Oil Bulletin.

The following table illustrates the surcharge for standard road services

Diesel Fuel Price (EUR / 1000 litres)		
At least	But less than	Surcharge
1,440 EUR	1,480 EUR	14.50%
1,480 EUR	1,520 EUR	15.00%
1,520 EUR	1,560 EUR	15.50%
1,560 EUR	1,600 EUR	16.00%
1,600 EUR	1,640 EUR	16.50%
1,640 EUR	1,680 EUR	17.00%
1,680 EUR	1,720 EUR	17.50%
1,720 EUR	1,760 EUR	18.00%
1,760 EUR	1,800 EUR	18.50%
1,800 EUR	1,840 EUR	19.00%
1,840 EUR	1,880 EUR	19.50%
1,880 EUR	1,920 EUR	20.00%
1,920 EUR	1,960 EUR	20.50%
1,960 EUR	2,000 EUR	21.00%
2,000 EUR	2,040 EUR	21.50%
2,040 EUR	2,080 EUR	22.00%
2,080 EUR	2,120 EUR	22.50%
2,120 EUR	2,160 EUR	23.00%

Fuel surcharges, percentages and thresholds are subject to change without prior notice. If the Fuel Surcharge rises above 17.50% or there are changes to the thresholds, the above table will be updated. For the reported diesel fuel pricing information, please see the European Commission Directorate General for Energy and Transport Oil Bulletin.

AIR FUEL SURCHARGES

Air - UK & International surcharge

Carousel uses an index-based surcharge that is adjusted monthly. Changes to the surcharge will be effective the first day of each month. The surcharge will be based on the U.S. Gulf Coast (USGC) prices for kerosene-type jet fuel as reported by the U.S. Energy Information Administration (EIA) for the month that is two months prior to the adjustment. The following table illustrates the air surcharges

Rotterdam (ARA) Jet Fuel Price (USD/gallon)

At least	But less than	Surcharge
\$2.26	\$2.32	24.00%
\$2.32	\$2.38	24.50%
\$2.38	\$2.44	25.00%
\$2.44	\$2.50	25.50%
\$2.50	\$2.56	26.00%
\$2.56	\$2.62	26.50%
\$2.62	\$2.68	27.00%
\$2.68	\$2.74	27.50%
\$2.74	\$2.80	28.00%
\$2.80	\$2.86	28.50%
\$2.86	\$2.92	29.00%
\$2.92	\$2.98	29.50%
\$2.98	\$3.04	30.00%
\$3.04	\$3.10	30.50%
\$3.10	\$3.16	31.00%
\$3.16	\$3.22	31.50%
\$3.22	\$3.28	32.00%
\$3.28	\$3.34	32.50%
\$3.34	\$3.40	33.00%
\$3.40	\$3.46	33.50%
\$3.46	\$3.52	34.00%
\$3.52	\$3.58	34.50%
\$3.58	\$3.64	35.00%
\$3.64	\$3.70	35.50%
\$3.70	\$3.76	36.00%
\$3.76	\$3.82	36.50%
\$3.82	\$3.88	37.00%
\$3.88	\$3.94	37.50%
\$3.94	\$4.00	38.00%
\$4.00	\$4.06	38.50%
\$4.06	\$4.12	39.00%
\$4.12	\$4.18	39.50%
\$4.18	\$4.24	40.00%