

Handled with care – by people who care

**Euro-Tran**  
**Despatch**

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## POINTS TO REMEMBER WHEN SHIPPING INTERNATIONALLY

- ★ ALL consignments should have a commercial invoice accompanying the package on the outside in a plastic wallet.
- ★ Outside of the EU taxes may be applicable, Please be sure your client is aware and prepared to pay any such taxes.
- ★ The criteria for volumising freight differs on standard and express services, please make sure you use the right calculation. (Express divide by 5000 / Economy 4000)
- ★ Some services, i.e. Irish road service remain slightly less expensive direct via the APC. Other rates however are more cost effective.
- ★ ALWAYS possible provide a contact name AND mobile number to assist in delivery. An e-mail address is also acceptable
- ★ ALL EXPRESS shipments must be notified to ourselves by 12 noon on day of despatch, and in our depot by 4pm for processing. Failing this add one transit day to service.
- ★ Some tariff zones are not shown on the tariff sheet. For a quote for any other destination please forward details, (address, no parcels, weight, size and service) via fax or e-mail and we will provide the quotation by return.
- ★ A variety of surcharges exist which DHL are not very obvious with, Remote Area, Out of Gauge - (The latest is for goods over 120 cms introduced January 2011, as yet we have not been informed of the cost. It may be £20). If in doubt, i.e. obscure destination, or unusual sized goods please call for a quotation as we cannot be responsible for any charges added by DHL after despatch. Specific country charges are also be introduced, Not by DHL but the country in question and its difficult to keep on top of the changes - We can only quote on the charge to get the parcel there. China is adding paperwork required, Some countries are limiting the number of 'documents' allowed in, "Of no intrinsic value". We have recently seen a consignment to Tenerife (Over 30 documents) picking up a charge - Please have your customer check before you despatch.
- ★ Lastly on the Transit Table on the Rate Schedule you will see some symbols:
  - t** = 9.30 and 12.00 noon schedules available
  - tt** = 12.00 noon schedule is available

(In both instances, when required we need to be aware before 12.00 noon on day of despatch.

**We hope you may find these notes helpful.**

**Euro-Tran Despatch  
International**