

Terms and Conditions

Useful Points from our terms and conditions

Please be aware of the following restrictions on our services which have been extracted from the full terms and conditions

Nothing set out here is intended to supersede or override the terms and conditions, which can be found in this, pack or at our website at www.ukmail.com:

No consignment will be accepted for carriage which contains:

- Animals, Animal Parts, Livestock and Insects
- Antiques
- Artwork
- Bullion
- Cashiers or Travellers Cheques
- Cigarettes (tobacco & tobacco products)
- Credit or Debit Cards
- Currency
- Firearms (including replicas & imitations)
- Important Documents (passports, tenders, share & option certificates)
- Jewellery or Valuable Items of Wear (including occasional items of wear, designer items such as clothing, watches, shoes & handbags)
- Money Orders
- Negotiable Instruments in Bearer Form
- Paint
- Precious Stones or Metals
- Stamps
- Unprotected Furniture
- Weapons, Explosives and Munitions

We accept no liability for loss, damage, mis-delivery, non-delivery or late delivery of the same

General Exclusions - in Brief

We will not be liable to you for any loss, damage, mis-delivery, non-delivery or delayed delivery of any consignment which occurs as a direct or indirect result of:

- The consignment being insufficiently or improperly packaged
- The consignment being incorrectly or insufficiently addressed or labelled
- Delay or cancellation of ferries, flights or railway transport
- Failure by a consignee to accept delivery of a consignment
- Delays in or refusal of Customs clearance
- Box damage

Transit Liability

Transit liability is included at a rate of £10 per kilogram of weight (subject to terms and conditions). Extended liability cover is available in single units of £1000 up to a maximum of 10 units. Please see your personal rate quotation for the additional cost per unit.

Please note that UK Mail shall not be liable for the first £55 of any claim. UK Mail does not offer any 'Goods In Transit' cover or accept any liability for damage to televisions or other types of graphical display systems that exceed screen size of 37 inches.

For more details, please read the full terms and conditions contained within this brochure.

Our transit system is not suitable for carrying consignments containing:

- Ceramics
- China
- Fossils
- Glass
- Pottery
- Stoneware
- Televisions or other electronic graphical display systems (with screen size exceeding 37 inches)
- Works of Art (or similar materials)
- Items which are made from, or consist of rock (whether igneous, metamorphic, sedimentary or otherwise)

We accept no liability for damage caused to the same

Unless agreed in writing we will not cover consignments containing:

- Alcoholic Beverages*
- Drugs (prescription & medicines)*
- Food*
- Inks
- Liquids
- Paints
- Perishable*
- Plants*

We accept no liability for loss, damage, mis-delivery, non-delivery or late delivery of the same

International Parcels - Important

We will not accept the following under any circumstances:

- Personal effects and carnet ATA-goods, delivery against letter-of-credit or FCR;
- Goods whose import or export is prohibited in accordance with provisions of the relevant countries;
- Goods for whom the customer has declared or is going to declare a value and/or special interest according to art. 24 CMR and/or art. 26 CMR. The same applies to declarations of value and special interest according to the Warsaw Convention respectively Montreal Convention

Parcel Weights

If the volumetric weight of the consignment exceeds the dead weight, then the greater rate will be charged. (See terms and conditions clause 11.6.) Volumetric weight can be calculated by multiplying the length of a parcel by its width and its depth and dividing the results by 4000. Your consignments may be subject to a check weighing procedure.

For large and bulky items, please give your customer care team a call for a quote.

Calculating Volumetric Weight

