



Transglobal express^{*}

WELCOME



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

$\star \star \star \star \star$

" 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. I always feel as though I have a mentor smoothing out the bumps." – Howard Hardy

$\star\star\star\star\star$

" 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

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SPECIALISTS IN AIR & SEA FREIGHT & INTERNATIONAL COURIER SERVICES

We've been moving your parcels, documents and freight since 1993. With services to over 220 destinations worldwide, we're able to offer reduced prices for major carriers including DPD, DHL, Evri, FedEx, TNT, UPS and USPS.

In recent years, we've also been expanding our own collection and delivery services. We now have depots in London, the East Midlands and Merseyside.

We're proud to have a fantastic customer service team who can assist with your bookings and will help to keep your shipping hassle-free.



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





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

SAVE TIME



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.

OUR SERVICES



COURIER SERVICES

OVER 20 PREMIUM DOOR-TO-DOOR SERVICES FROM CARRIERS INCLUDING:

USE OUR 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 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 30 years. We know the business inside out and we'll resolve issues quickly if they occur.



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

Next day delivery across the UK with options for morning delivery.

International deliveries to over 220 countries and destinations.

Parcels up to 70kg, pallets up to 1000kg.



Next day delivery across the UK with options for morning delivery.

Next day delivery to Europe and the USA.

Available to over 200 countries and territories for parcels up to 70kg.

UPS Access Point[™] available at over 2800 convenient drop-off and collection points across the UK.



Highly economical road-based services available throughout Europe and the UK.

Suitable for shipments up to a maximum weight of 30kg.



A door-to-door domestic service collected, tracked and delivered by us!

Available in selected areas - send up to 20kg.



International Priority[®] and International Economy[®] services from FedEx.

International deliveries to over 220 countries and destinations.

Parcels up to 68kg, pallets up to 1000kg.



Express delivery across the UK mainland for parcels up to 30kg

Bagit service for light shipments available in selected areas.



Fast delivery to European destinations Parcels up to 70kg, pallets up to 1000kg.

DISCOUNTED SERVICES FROM OUR DEPOTS _____

OUR INTEGRATED SERVICES OFFER GREATER SAVINGS-AND YOU CAN STILL SEND DOOR-TO-DOOR.

We provide integrated solutions with a range of top carriers to simplify your shipping arrangements.

Carriers collect directly from our depot for these services, and collection from your door is arranged separately, giving you more choice and flexibility. Streamlined consolidation options allow you to book a single collection for multiple services at no extra cost.

You can also drop your parcels off at our depot, one of our partners' shops*, or one of hundreds of DPD or UPS drop-off points nationwide.

Service	Information
Transglobal courier	Free collections are available in selected areas of London/ South East England, the Midlands and the North West.
PARCEL UK	Each box can weigh up to 30kg. Multiple smaller parcels can be consolidated into one box for a single collection fee.
🛟 dpd	Each box can weigh up to 30kg. Multiple smaller parcels can be consolidated into one box for a single collection fee.
ups	Rate depends on chargeable weight.

INTERNATIONAL SERVICES

Economical service to the USA designed for lightweight parcels and documents. Fantastic rates for parcels up to 5kg.

International express and economy services for parcels up to 70kg and pallets up to 1,000kg. Delivered by DHL. Includes delivery by 9am, 10:30am and 12pm.

International express and economy services for parcels up to 68kg and pallets up to 1,000kg. Delivered by FedEx.

Express and economy service to select destinations worldwide at extra low rates, fulfilled by a range of trusted carriers. Variable max weight.

Reliable, road-based parcel delivery to European destinations for up to 30kg - reduced rates with TG Euro Parcel.

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

DTDC

dpd

POSTAL SERVICE

C TG

♦TG

EXPRESS DIRECT

Express parcel service to India, for parcels up to 30kg.

DOMESTIC SERVICES

DX **EVRi**

Delivery across the UK, next day delivery for mainland. Ideal for long items up to 2m - parcels up to 25kg and pallets.

Highly economical UK parcel delivery, for parcels up to 15kg

Reduced rates for domestic service with UPS (TG). For parcels up to 70kg.

Transglobal courier

FREE COLLECTIONS WITH TG COURIER

In selected postcodes across London, the Midlands and the North West, our drivers will collect your parcels for free.



IDEAL FOR BULK SHIPMENTS

و ال Book a single collection for multiple shipments. You can keep adding to it until the driver arrives.

SAME DAY COLLECTIONS

Book before the cut-off time⁺ and we'll collect on the same day. There is no extra fee for same day collections.

24 SAME DAY DISPATCH

Express shipments received into our depot are processed and dispatched on the same day.

To see how much you could save, enter your collection postcode when getting a quote. We'll show you the best prices in your area.

* See https://www.transglobalexpress.co.uk/information/depot-locations/

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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 30 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 may be available for import and door-to-door services - email freight@transglobalexpress.co.uk.

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. We also offer a pallet and wrap service.



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







SEA FREIGHT SERVICES

We offer Door-to-Port 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
- Worldwide agency network
- Excellent transit times
- 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 <u>www.transglobalexpress.co.uk/sea-freight/</u> or email freight@transglobalexpress.co.uk



epots BIGHT SERVICE

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



PACKAGING 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 transit and be sure to remove all old labels.

NOTE: Packaging made of fabric or plastic 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.

Visit our website to see what box 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 carriers will take notice of any 'This way up', 'Handle with care' or 'Fragile' labels. 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 space in the box with additional cushioning material to minimise the impact of transit on your items.

SURCHARGES: Some carriers apply surcharges for certain kinds of packaging (e.g. if it's not a cardboard box) or if shipments are deemed "non-stackable" due to their shape or contents. See our website for more guidance.

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.



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!

GENERAL GUIDE

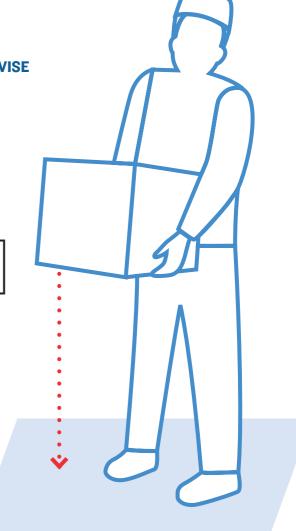
WHILST OUR CARRIERS DO THEIR BEST TO HANDLE YOUR GOODS WITH CARE, WE DO ADVISE THAT PARCELS SHOULD BE SUFFICIENTLY PACKAGED TO WITHSTAND A DROP FROM WAIST HEIGHT ONTO A SOLID FLOOR.

ISPM 15

All wooden packaging sent to countries applying an ISPM I5 regulation must be heat-treated and stamped. We can advise if your shipment must comply and treat your packaging accordingly.



Sample stamp:



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

WEBSITE TOOLS & FEATURES

OUR WEBSITE BOASTS A RANGE OF HANDY TOOLS AND FEATURES TO HELP YOU MANAGE AND PROCESS YOUR ORDERS MORE EFFICIENTLY

SHIPPING MADE SIMPLE

We are always looking for ways to improve our customer experience by investing in new tools and features.



BULK UPLOAD

Skip the hassle of making individual bookings and upload a large number of orders in one go. All it takes is a spreadsheet.

Then you can review quotes and select services for all of them at the same time.



EDIT & SHIP

Want to make a repeat order? Instantly re-use previous order details and then head straight to checkout.

You can review and edit any of the details before completing the order.



PRODUCT LIBRARY

Simplify your contents declarations by saving items to your Product Library. Store details such as commodity codes, descriptions, weight and value, and organise by tags for easy reference.

You can quickly add items from your Product Library when filling in your order details.



TRACKING OVERVIEW

View the latest tracking status for all orders in one place and refresh at the click of a button.

Available on your Orders page.



API INTEGRATIONS

E-COMMERCE MADE EASY WITH OUR INTEGRATED SHIPPING SOLUTIONS

We offer a range of API options that make it easy to book shipping for your shop orders.

With our importers, you can get quotes and book shipments for orders from multiple e-commerce platforms, all through your Transglobal account.

Using our plugins or RESTful API, you can manage shipping for your orders directly via your chosen e-commerce platform or custom store.

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	Shopify	Etsy	ebay	WooCommerce	Magento	Linnworks	Transglobal API
Integration Type:	Importer	Importer	Importer	Importer	Importer	Plugin	Custom
Get quotes and make bookings via your Transglobal Express account	~	✓	✓	✓	~		
Automatically import delivery address information to your Transglobal Express account	~	v	~	~	~		
Import product information from your store to auto-populate contents declarations	~	✓	~	✓	~		
Install an app on the e-commerce platform						~	
Get quotes via the e-commerce platform/ external website						~	~
Make bookings via the e-commerce platform/external website						v	~
Custom website development required							✓

ARE YOU AN ONLINE SELLER?

We offer a range of integration options that make it easy to book shipping for your shop orders.

Get quotes and make bookings for multiple orders in one go, and track all shipments via your Transglobal Express account.

Find out more at transglobalexpress.co.uk/integration/

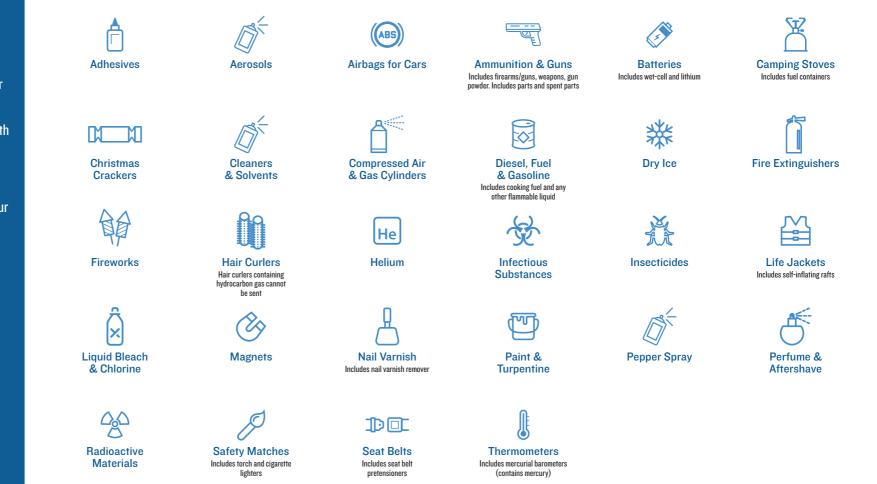


DANGEROUS & HAZARDOUS ITEMS

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.



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

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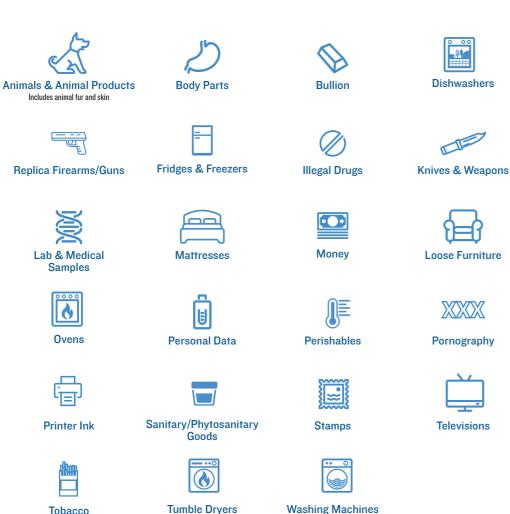
The following restrictions apply to all services offered on our website. However, it is highly advisable to also check the policy of your chosen carrier as further restrictions may apply.

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

PROHIBITED ITEMS

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



RESTRICTED ITEMS

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





Mobile Phones/ **Devices** Carrier restrictions vary

IMPORTANT

These restriction 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 customs at your destination country, as each country has different policies as to what will be accepted.



Passports



Please call us for further information on 0345 145 1212



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INSURANCE

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.

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 certain value. This is usually $\pounds 50$ per shipment (not per piece), but may vary depending on the carrier.

Optional insurance is usually available for goods valued up to $\pounds 2,500$, but this may also vary depending on the carrier.

For commercial goods valued over $\pounds 2{,}500,$ we offer insurance cover with Chaucer.

STANDARD INSURANCE

- For standard insurance, a minimum premium of £5 applies
- Above the minimum, the premium is calculated at 2% of the declared value of your consignment

Declared Replacement Value	Premium
£100	£5 (min)
£200	£5 (min)
£400	£8
£600	£12
£800	£16
£1,000	£20
£1,200	£20
£I,500	£24
£2,000	£40
£2,500	£50



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

WHAT ITEMS CANNOT BE INSURED?

Any items which are insufficiently packaged are automatically not covered by our insurance. For further help and advice, please refer to our Packaging Guidelines (pIO-II).

	Insurable Against Loss?	Insurable Against Damage?
Data: Including Discs, Films, Memory Cards, etc.	×	×
Glass	✓	×
Electronic Screens, Monitors & Displays	~	×
Liquids	√	×
Pottery & Ceramics	✓	×
Vouchers & Tickets	×	×
Works of Art	v	×
Non-Flat Pack Furniture	✓	×
Jewellery & Watches	CARRIER RESTRICTIONS	APPLY DEPENDING ON VALUE



HIGH VALUE INSURANCE (£2,500+)

- Provided by Chaucer
- For commercial goods/UK-registered businesses only
- A minimum premium of £37 applies
- For general/non-fragile goods, the minimum excess is £500 or 1% 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 NOTE: Chaucer 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?

You can submit a claim through our website, where you can upload any supporting evidence.

Lost parcels should be reported within 30 days of the collection date (including day of collection).

Damage or partial loss claims should be reported within 14 days of delivery (including day of delivery) – but preferably as soon as possible. Damaged goods should remain at the delivery address until assessed.

Call our team on 0151 305 3837 or email tg-claims@transglobalexpress.co.uk (Monday-Friday 8:30am-5:30pm) for further information.





FULFILMENT

SHIP YOUR GOODS FROM OUR DEPOT

If you have fulfilment requirements, we may be able to help. We can store, label and ship orders straight from our depot and, depending on the volume and destination of your goods, may be able to offer this service for free.

Please enquire with us at fulfilment@transglobalexpress.co.uk.

Our office is open 8:30am-6pm Monday to Friday, 9am-1pm Saturday, excluding bank holidays.



BONDED WAREHOUSE

IMPORT YOUR GOODS TO THE UK AND STORE THEM TAX AND DUTY FREE WITH OUR BONDED WAREHOUSE SERVICE.

- Simplify your international shipping arrangements
- Avoid import duty and VAT on goods destined for export
- Defer customs payments on goods bound for the UK market
- Store your goods safely and securely
- Respond flexibly to customer demand
- Single point of contact for import, storage and export services
- Conveniently located near Heathrow Airport



To find out more, email premier@transglobalexpress.co.uk



SHIPPING INFORMATION

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.

DOCUMENTATION

Your shipping documentation is automatically generated 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.

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.

CUSTOMS ADVICE

All international shipments are subject to customs clearance.

We'll help you create your contents declaration. This will include details of the size, weight, contents and value of all goods within your consignment, as well as country of origin and relevant commodity codes.

Your customs invoice is usually submitted to the carrier electronically, but we'll let you know if you need to print anything off.

Additional documentation or licenses may be required for the import or export of certain goods. You will need to check the customs rules of the relevant countries before sending.

CUSTOMS OPTIONS

For most services, we ship under DDU (Delivered Duty Unpaid) terms as standard. This means that any applicable import duties, taxes and fees are payable by the receiver.

All customs charges will need to be paid by the receiver before your goods are released for delivery.

However, we also offer alternative options for some services. With DTP (Delivered Taxes Paid), any customs fees will be payable by the account holder, which may be preferable for businesses looking to keep things simple for their customers.

With the IOSS (Import One-Stop Shop) option for commercial shipments to EU countries, VAT is billed to the receiver at the point of sale rather than applied as import VAT, allowing for easier and quicker customs clearance.



For further information and helpful advice visit ²¹ www.transglobalexpress.co.uk/help/

TRACKING

All of our services are fully trackable. As soon as your parcel has been collected, you can easily track its progress on our website.

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, please visit transglobalexpress.co.uk/information/transit-times/.





We ship goods to over 220 destinations, including major countries and tiny islands in the Pacific.

WEIGHING & MEASURING GUIDANCE

IMPORTANT

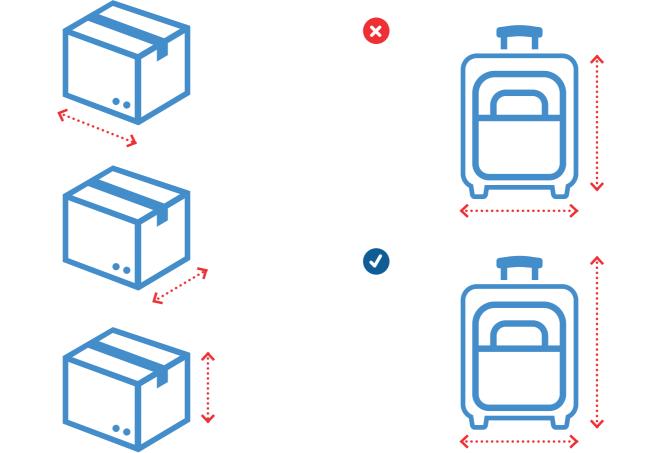
It is important to weigh and measure your parcel as accurately as possible when it is fully packaged and ready to send. If there are any discrepancies where weight or parcel measurements are concerned, carriers will pass on additional costs to the shipper.

HOW TO MEASURE A BOX

2

3

HOW TO MEASURE AN IRREGULARLY SHAPED OBJECT



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 & LOYALTY POINTS

PRE-PAY CREDIT

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:

- Login to your account at www.transglobalexpress.co.uk
- Click on "Account Settings"
- Select "Edit Account Details" from the dropdown menu
- Click the "Add Credit" button next to "Available Credit"
- In the pop-up window, enter the amount of credit you wish to add and select your payment method
- 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 I point for every $\pounds I$ that is spent on shipments or packaging supplies, with I point valuing at 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.



BOOK ONLINE, ANYWHERE, ANY TIME

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.

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BOOK ONLINE IN JUST FEW EASY STEPS:



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



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



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.

www.transglobalexpress.co.uk

call our team on 0345 145 1212

Transglobal Express

Unit 5, The Gateway Wirral International Business Park Bromborough Wirral, CH62 3NX

t: 0345 145 1212 f: 0345 145 1213

- e: enquiries@transglobalexpress.co.uk
- w: www.transglobalexpress.co.uk

London Collection Enquiries

Unit 3 Segro Park North Hyde Gardens, Hayes, UB3 4QR

t: 0203 949 9038

f: 0345 145 1213

- e: ops.lhr@transglobalexpress.co.uk
- w: www.transglobalexpress.co.uk/london/

East Midlands Collection Enquiries

4, Illuma House Unit I5 Gelders Hall Road, Shepshed East Midlands, LEI2 9NH

t: 0150 927 0731 f: 0345 145 1213

e: ops.ema@transglobalexpress.co.uk

w: www.transglobalexpress.co.uk/east-midlands/



