

Additional Services & Charges

Additional Charge	Description	Fee
SENDING SHIPMENTS		
Over Maximum Limits*	Packages with an actual weight of more than 150 pounds (70 kg), or that exceed 108 inches (274 cm) in length or a total of 157 inches (400 cm) in length and girth combined, as measured to determine their billable weight, are not accepted for transportation. These packages are subject to an Over Maximum Limits surcharge, in addition to all other applicable charges, if found in the UPS small package system. Packages exceeding 157 inches (400 cm) in length and girth combined are also subject to the Large Package Surcharge.	€282,00 per package
Large Package Surcharge*	Packages with an actual weight of more than 150 pounds (70 kg), or that exceed 108 inches (274 cm) in length or a total of 157 inches (4009 cm) in length and girth combined, as measured to determine their billable weight, are not accepted for transportation. These packages are subject to an Over Maximum Limits surcharge, in addition to all other applicable charges, if found in the UPS small package system. Packages exceeding 157 inches (400 cm) in length and girth combined are also subject to the Large Package Surcharge.	€51,80 per package
Special Handling of Undeliverable Shipments	When UPS has taken measures to try to deliver any Worldwide shipments, but has been unsuccessful, we will process your shipment acting on your instructions. The transportation cost and a surcharge will be charged to the shipper for the processing of each such undeliverable shipment. Please see the Additional Charges table for pricing information. For all shipments within the EU and within your country, we will automatically return your shipment by UPS Standard service (where available). Transportation and fuel charges will apply for the return.	€6,91 per shipment for worldwide services
Address Correction	If a mistake has been made in the address, we will make every reasonable effort to find the correct address and deliver the shipment if it is within the same destination country. An additional charge for this service will be billed to the shipper. You can view the address correction charges in the Additional Charges table.	€10,74 per shipment
Receiver or Third Party Refuses to Pay	If the receiver or a third party is selected to pay the transportation charges and the bill-to account is incorrect or missing, UPS searches its records for the correct account number. Whether or not the account number is found, a processing fee per shipment is billed back to the shipper.	€13,72 per shipment
Missing or Invalid Account Number Fee	An account number is invalid if it is not the correct account number for the bill-to party, or if it is the account number for a consignee or third party who fails to pay the shipping charges. A charge per shipment will be assessed for domestic (if available) and international shipments with a missing or invalid payer account number. Additionally, if the consignee or third party fails to pay the shipping charges, the original shipper will be billed a refusal fee plus the shipping charges.	€13,72 per shipment
Extended Area Delivery Service	UPS provides a collection or delivery service in extended, as well as urban, areas. An additional charge applies for each shipment that is collected or delivered in an extended area.	€0,40/€20,86 (per kg/minimum, whichever is greater)
Remote Area Delivery Service	This surcharge is applied for delivery to or collection from an area beyond UPS extended areas, which are less accessible for collections and deliveries (domestic and international services).	€0,40/€20,86 (per kg/minimum, whichever is greater)
Additional Handling Service*	Additional Handling applies to the following: <ul style="list-style-type: none"> • Any article that is encased in an outside shipping container made of metal or wood • Any cylindrical item, such as a barrel, drum, pail, or tire, that is not fully encased in a corrugated cardboard shipping container • Any package with the longest side exceeding 100 cm or its second-longest side exceeding 30 inches (76 cm) • Any package with an actual weight greater than 70 pounds (32 kg) • Each package in a shipment where the average weight per package is greater than 70 pounds (32 kg) and the weight for each package is not specified on the source document or the UPS automated shipping system used UPS also reserves the right to assess the Additional Handling Charge for any package that, in UPS's sole discretion, requires special handling. In consideration of the additional handling required on our part, and subsequent potential delays in processing these shipments, UPS does not provide a money-back guarantee for them. UPS does, therefore, not refund the shipping charges if shipments requiring additional handling are not delivered by the time normally scheduled for such shipment.	€10,70 per package
Signature Required	Normally, UPS requires the signature of the receiver for all deliveries. As an exception, deliveries in certain countries are allowed on "Driver release" (delivery in a location in the receiver's premises without the need for a signature) or on "Letter box release". Letter box release is a secured release by a service provider which will allow residential packages to be left in a safe letter box without a signature. Use Signature Required to prevent the use of "Driver Release" or "Letter Box Release" in applicable countries.	€1,27 per shipment
Adult Signature Required	Use "Adult Signature Required" to prevent minors from accepting deliveries of goods for legal or other reasons. This may apply to alcoholic beverages and tobacco products, but also to goods that you prefer an adult to receive.	€3,62 per shipment
Duty and Tax Forwarding Charge	This charge is for shipments outside the EU, when the payer of duties and taxes is not located in the destination country. It is billed to the party who pays the transportation charges.	€19,70 per shipment
UPS carbon neutral (per pallet)	UPS carbon neutral is an option for shippers who are conscious about their climate impact and are doing something positive about it. Using UPS carbon neutral lets you demonstrate your commitment to climate change, and enables you and your package recipients to share in that commitment. When you select UPS carbon neutral, a flat fee will be added to your bill for each package selected.	No charge
Freight		
Freight Residential Delivery	UPS provides delivery service to residential addresses as well as business addresses. A residential delivery is one made to a home, including a business operating out of a home. For each residential delivery, an additional charge per shipment applies.	€110,10 per shipment
Freight Saturday Delivery	For pallet shipments, UPS also offers the convenience of Saturday Delivery. Delivery times depend on the origin and destination of your shipment. For WW Express Freight, this service is only available to select destinations in the US and Canada. Please contact your UPS Customer Service Centre on XXXXXXXXX for service availability or visit www.ups.com . This service is also available for returns.	€205,00 per shipment
Oversize Pallet Charge	Depending on origin and destination, this surcharge may apply to certain UPS Worldwide Express Freight shipments. To determine if a particular origin or destination has an oversize pallet limit, please visit www.ups.com/worldwideexpressfreight .	€113,30 per pallet

Additional Charge	Description	Fee
Brokerage Services - Import		
Warehouse T1 entry fee HWB	In the event an export shipment is not able to be cleared within the period of time that is usual for customs clearance, a storage fee will be charged, unless a delay is due to the fault of UPS.	€2,42 per shipment.
Other Government Agency (OGA) Entry	Some commodities have to be regulated and controlled prior to export processing by a separate Governmental Agency (eg. FDA, Sanitary, Cites, Fine Arts, Quality SOIVRE). These types of commodities might be subject to specific clearance processes. Where this is the case, upon request by the shipper and provided that the shipper shares the required information and documentation, UPS will support exporters to expedite clearance by filing the required information (paper or electronic) with the respective Governmental Agency.	€33,65/shipment
Other additional Customs Services	For additional services (transport of goods subject to customs control within Greek territory) or non-routine procedures such as certifications issuance (Chemical, Agricultural or Veterinary inspections at the point of entry into the EU which are required by other Government Agencies) extra charges may occur.	For extra charges that may occur, please contact our Brokerage Department.
Storage	A fee is charged when shipments temporarily remain in the customs warehouse, before being cleared through customs.	€1,35 per pkg/100 kgs/day - after 48 hours when invoice intrinsic value is above 22 €. - after 72 hours when invoice intrinsic value is below 22 €.
Import Formal Document Fee	To exercise the right of executing customs formalities required for the Custom Clearance procedures. A fee is applied for this procedure.	- €13,70 per shipment. Using UPS Brokerage Services. (For shipments that temporarily remain in customs warehouse before being cleared through customs). - €17,74 per shipment. Using TP Broker services.
Warehouse Handling Fees	A Handling Fee is charged when the packages are kept temporarily in the customs warehouse of our Third Party handling service provider.	- €2,42 per shipment with intrinsic value > 22,00€ - T1 entry - Shipment declaration at customs. - €0,40 per pkg - Insurance fee for each package entering the customs warehouse - €9,29 per shipment 1-15 kg (max 3 pcs)- Handling fee for shipments with intrinsic value above 22€ - €15,40 per shipment 16 - 300 kg (max 3 pcs)- Handling fee for shipments with intrinsic value above 22€ - €2,42 per pkg for the 4th and each additional pkg - Handling fee for shipments with intrinsic value above 22€ - €6 per shipment with intrinsic value: 0,01 € - 22€. Handling fee for shipments with distinct value below 22€
Brokerage Service Fee	UPS brokerage service fee for import customs formalities.	- €42,40 per shipment with intrinsic value > 22,01€ - CIF 250€ - €58,30 per shipment with a CIF value > 251-10000 EUR - €127,20 per shipment with a CIF value > 10000 EUR
Constant communication with customer	A fee will be applied for the constant communication with customer, upon request.	€3,20 per shipment
Reporting fee	UPS will charge a fee for each report or data set, sent to the customer, upon request.	€52,80 per hour
Handling fee	UPS will charge a fee for any exceptional customs clearance handling, upon request.	€25,45 per case
SAD document mail charge	UPS will charge a fee for any document (SAD) mailed to customer, upon request.	€5,30 per case
Import Formal Document Fee	In case the customer appoints a TP broker for the clearance of the goods, UPS will hand over the clearance documentation; a fee will apply to cover the administrative costs.	€17,74 per shipment
Charges from other Government Departments	A fee is charged by other national control agencies for certificates issuance, which they are mandatory for the successful completion of import formalities.	€33,65 per shipment
National Transit Procedure	In case the customer instructs UPS to deliver goods to a customs authority other than the UPS supervising customs office "El. Venizelos".	€32 per shipment
Handling Fees for VAT payment to customs	Imports of low value consignments from non-EU countries are subject to VAT (e-commerce VAT Reform, effective from 01/07/2021). In case UPS prepays the VAT and any other charges, on behalf of the customer, there will be a fee based on the actual value of the goods' invoice, and the charge will be:	€7,25 per shipment with intrinsic value up to 22,00€
Other additional charges	For additional services or non-routine inspections such as veterinary checks at the point of entry into the EU, extra charges may occur.	For extra charges that may occur please contact our Brokerage Department 09.00 - 16.30 Monday to Friday on 210 35 43 860 or via email: grbrokerage@ups.com
All other core services		
Residential Delivery Services	UPS provides delivery service to residential addresses as well as business addresses. A residential delivery is one made to a home, including a business operating out of a home. For each residential delivery, an additional charge per shipment applies.	€2,19 per shipment

Additional Charge	Description	Fee
Brokerage Services - Export		
Non routine formal entry	Some of the shipments being imported require special customs entries. This kind of entry will be subject to formal entry procedures. Live entries, temporary import entries, re-imports, provisory clearance and any other additional customs service (such as labelling, inventory etc.) are included in this category.	€53,00 per shipment
Post entry clearance	UPS can process through customs any request from importers to amend an entry, recoup the over payment of duty and/or tax, submit additional duties owed to customs and/or request any duty drawback.	€53,00 per shipment
Additional HTC line	For additional non-standard services (specific data set and special reporting, triangular export shipments-invoice exchange etc.) UPS may provide a specific procedure for the customer.	For extra charges that may occur, please contact our Brokerage Department 08.00 - 16.00 Monday to Friday on +30 2103543947-8 or via email: gbrokerage@ups.com
Non-standard customs clearance formalities	In case the export shipment requires specific customs clearance handling, such as temporary export, re-export or shipment return, a fee will be applied by UPS.	€53,00 per shipment
After Service charges	In case of request submission to customs authority, regarding ex-post customs authority formalities, information of export clearance or copy of export documents, UPS will provide the service on request, with expertise and full support to the customer.	€53,00 per shipment
Export Customs formalities	UPS brokerage service fee for export customs formalities.	€32,00 per shipment
Reporting fee	UPS will charge a fee for each report or data set, sent to the customer, upon customer request.	€52,80 per hour
Handling fee	UPS will charge a fee for any exceptional customs clearance handling, upon customer request.	€25,45 per case
SAD document mail charge	UPS will charge a fee for any document (SAD) mailed to customer, upon customer request.	€5,30 per case
DELIVERY SERVICES		
Direct Delivery Only	Direct Delivery Only ensures a package is delivered to the address on the shipping label. Packages shipped with Direct Delivery Only may not be rerouted, redirected or delivered to an alternate address. Direct Delivery Only packages are eligible for Driver release or Letter box release at the labelled address. Direct Delivery Only is available for residential and commercial packages.	€1,92 per package
Saturday Delivery	*Benefit from the convenience of a Saturday delivery by the end of the day with UPS's new Standard Saturday delivery service. This service is only available from and to eight select destinations: Germany, UK, France, Italy, Netherlands, Spain, Poland and Belgium. To check the service availability visit www.ups.com.	€68,90 per delivery €205,00 per shipment (for WW Express Freight shipments) Free of charge to countries where Saturday is a business day
NOTIFICATIONS		
Proof of Delivery*	Ideal for customers without internet access. Upon request, UPS will provide proof of delivery of your shipment via fax or post.	View online: Free of charge Receive by fax or mail: €6,91 per letter/fax
PAYMENT COLLECTION/FIXED RATE PRICING		
Collect on Delivery (C.O.D.) *	UPS will attempt to collect cheque or cash payment for your shipment at the time of delivery.	1% of the value of the goods or a minimum of €22,87
DECLARED VALUE FOR CARRIAGE		
Declared Value for Carriage	UPS automatically protects every shipment against loss or damage, up to a certain value, as described in Liability. With Declared Value for Carriage, you may increase UPS's limit of liability for proven losses by declaring a higher value for carriage on the UPS shipping documentation. The value of the goods declared shall not in any event exceed USD 50,000 or its local currency equivalent per package. Refer to UPS's Terms and Conditions of Carriage for more information.	1% of the value of the goods declared for carriage or a minimum of €10,60 Freight collect shipment charges are billed to the consignee

Additional Charge	Description	Fee
RETURNS		
UPS Returns	Your goods can come back as easily as they go out. Whether you need a shipment returned from a nearby city within Europe or from across the globe, UPS Returns can simplify the process by meeting a complete range of reverse logistics needs.	UPS Print Return Label: €1,17 per package (or per pallet for WW Express Freight) UPS Prints and Posts Return Label: €4,42 per package (or per pallet for WW Express Freight) UPS Electronic Return Label: €1,70 per package (or per pallet for WW Express Freight) UPS Authorized Return Service*: Based on terms of contract
UPS Returns Plus	Allows you to request a collection for the prompt return of a package. A UPS driver will make one attempt to collect the return package. If unable to collect the package, our driver will leave the label for your customer. The customer will then apply the label to the package and take it to a UPS location or contact UPS for a collection. For service availability please see notes below.	UPS 1 Attempt Returns Plus: €6,28 per package (or per pallet for WW Express Freight) UPS 3 Attempts Returns Plus*: €8,40 per package
UPS Returns Pack and Collect*	A customisable service that gives you complete control over a return. Schedule the returns collection at a designated location and time frame. A UPS driver will then arrive with UPS-provided packaging and collect the item to be returned. You even have the choice of one or three collection attempts, depending on your needs.	For one collection attempt: • €12,77 per package for collections with a small, UPS-provided box (box type #2) • €15,54 per package for collections with a medium, UPS-provided box (box type #3) • €17,66 per package for collections with a large, UPS-provided box (box type #1) For three collection attempts: • €15,54 per package for collections with a small, UPS-provided box (box type #2) • €18,30 per package for collections with a medium, UPS-provided box (box type #3) • €20,30 per package for collections with a large, UPS-provided box (box type #1) Note: This service is contract only
UPS Returns Exchange*	A special service, in which a UPS driver delivers a replacement item and, during the same delivery, collects a similar item to be returned. The packaging for the replacement item is reused for the collected item, ensuring the returns process is quick and efficient. This contractual service is ideal for warranty replacements and product exchanges.	€14,26 per package (contract only)
IMPORT		
UPS Import Control	This service allows you to manage the collection, scheduling and billing of your import shipments from over 120 countries. Using advanced technology, you can control crucial importing aspects including customs documentation, delivery speed and billing options.	Print Label: €1,17 per package (or per pallet for WW Express Freight) Electronic Label: €1,70 per package (or per pallet for WW Express Freight) Prints and Posts Label: €4,42 per package (or per pallet for WW Express Freight) 1 UPS Collection Attempt: €6,28 per package (or per pallet for WW Express Freight) 3 UPS Collection Attempts*: €8,40 per package Commercial Invoice Removal: €17,80 per shipment
SHIPMENT/CLEARANCE CONSOLIDATION		
UPS Trade Direct*	Effectively manage time-sensitive air freight operations on major trading lanes in Asia and North America.	Based on terms of contract
UPS World Ease*	With World Ease you can group several shipments that are of either the same or different service levels and that are destined for one country into one 'master' shipment for consolidated customs clearance, using a single importer of record. Available on a contractual basis for exports to more than 65 countries across the world for customers using WorldShip or a host-to-host system. World Ease is not available for shipments between EU member states.	Based on terms of contract