GENERAL INFORMATION

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TERMS AND CONDITIONS

Each shipment is subject to the TNT Terms and Conditions of Carriage of the shipment's country of origin as published on tnt.com on the date of shipment. We reserve the right to modify the terms and conditions, transportation rates and/or special handling fees, surcharges and other charges, at any time without notice. Please visit the local TNT website at tnt.com or contact TNT customer service for details or to obtain a copy of the TNT terms and conditions.

SURCHARGES

We reserve the right to assess and revise fuel surcharge and other surcharges set out on tnt.com, and introduce new surcharges as we deem necessary, from time to time and without notice.

Demand surcharge

During times of elevated shipping volumes, heightened demand for capacity, increased operating costs, and other strains on our network, we may assess a Demand Surcharge. Go to tnt.com for information on demand surcharges in effect, including applicable services, surcharge amounts, and effective dates.

Fuel surcharge

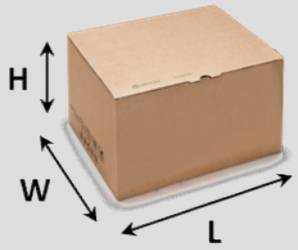
Fuel surcharges apply. Please visit the local TNT website at tnt.com or contact TNT customer service for details. The 2027 annual rate adjustment will be applied as a percentage increase on the 2025 transportation rate. The applicable Fuel Surcharge will then be calculated based on the new total amount of the transportation rate.

RATES

Rates offered are based on the profile and volumes provided by the customer. If actual volumes deviate from expected volumes, we reserve the right to amend, modify or discontinue the rates with or without notice . Rates exclude duties, taxes and other surcharges that may apply. The rates stated in this ratecard are subject to a yearly general rate increase.

VOLUMETRIC CONVERSION FACTOR (VCF)

	VCF	L x W x H x VCF = volumetric weight
TNT Express services TNT Special Express, TNT 9:00 Express, TNT 10:00 Express, TNT 12:00 Express, TNT Express	**200**	Length (m) x Width (m) x Height (m) x 200 (kg/m3)
TNT Economy services (Europe) (TNT 12:00 Economy Express, TNT Economy Express)	**250**	Length (m) x Width (m) x Height (m) x 250 (kg/m3)
TNT Economy services (Rest of World)	**200**	Length (m) x Width (m) x Height (m) x 200 (kg/m3)



Our charges are calculated on the basis of the customer declared or actual weight/dimensions. The volumetric (or dimensional) weight in kilograms is used to calculate charges only if it exceeds the declared or actual weight.

MAXIMUM WEIGHT AND DIMENSIONS

	TNT Express services	TNT Economy services	International shipments
L x W x H	2.4 m x 1.2 m x 1.5 m	2.4 m x 1.2 m x 1.8 m	For international shipments, the maximum weight and dimensions may vary by origin and destinations. Please contact your local TNT customer service for details.
Piece weight (not palletised)	68 kg	68 kg	
Piece weight (palletised)	500 kg	1000 kg	
Shipment weight	500 kg	7000 kg	
Shipment volume	3 m3	30 m3	

FOR MORE INFORMATION

ADDITIONAL SERVICES

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Please consult tnt.com for more details regarding our additional services with the most updated information and applicable charges. We reserve the right to change additional services charges throughout the year. Our charges are calculated on the basis of the customer declared or actual weight/dimensions. The volumetric (or dimensional) weight in kilograms is used to calculate charges only if it exceeds the declared or actual weight.

UPDATED: ANNUAL RATE ADJUSTMENT	Service	Fee per	Amount
The 2027 annual rate adjustment is applied to your 2025 transportation rates as a percentage increase. You can calculate your 2027 transportation rates by applying the compounded increase of 12.36% to your 2025 rates, or view the updated rates in myTNT from January 4, 2027.	Rate Increase - International (RII)	Shipment	12.36% of total 2025 transportation rate
Important: The 12.36% increase is the compounded result of the 2026 (6.00%) and 2027 (6.00%) annual rate adjustments.	Rate Increase - Domestic (RID)	Shipment	12.36% of total 2025 transportation rate
PAPER CONSIGNMENT NOTES & INVOICES	**Service**	**Fee per**	**Amount**
We can provide printed copies of your invoices at your request.	Non-electronic consignment (NEC)	Shipment	€ 8.00
	Non-electronic invoice (NEI)	Copy	€ 4.00
IMPORT SERVICES			
Manage your import shipments globally with our Express Import Service and take control of the entire shipping process as the importer and receiving party. You can arrange the import service through our Customer Services, or you can use our online Express Import System (EIS).	CS arranged import (XBB)	Shipment	€ 15.00
INSURANCE			
For your valuable goods, we can provide insurance cover up to €25K to replace lost or damaged shipments. (NOTE: This is not applicable to countries where Enhanced Liability is sold.)	Insurance (IN)	% value of goods	1% min € 10.00
ENHANCED LIABILITY (only for countries who cannot sell Insurance)			
For your more expensive goods, we can increase the value of cover beyond our standard liability, up to €25K per shipment. (NOTE: This is only for countries who cannot sell Insurance.)	Enhanced liability (EL)	% value of goods	1% min € 10.00
COLLECTION & DELIVERY			
Late Collection On demand collections can be arranged at an additional fee if you require your goods to be collected beyond the time of the normal TNT collection in your area.	Late collection	Shipment	€ 20.00
Saturday Collection/Delivery Collection on Friday for delivery on Saturday and/or collection on Saturday for delivery on Monday.	Saturday Collection/ Delivery	Shipment	TBD locally
Remote area service A remote area is defined as difficult to reach or remote location. This is determined by post code or town name (for details, visit tnt.com). For an additional fee we will deliver (or collect) in these areas.	Out of Area delivery/ collection (OOA, OOC)	Shipment	€ 0.45/kg, min € 22.00 max € 120.00
Residential Delivery Service A residential delivery charge applies to shipments to homes or private residences, including locations where a business is operated from a home.	Residential delivery (RES)	Shipment	€ 3.00
Resolved Wrong Address If a recipient's address is incomplete or incorrect, we may attempt to find the correct address and complete delivery. In this case, an additional charge will be applied. If we are unable to complete delivery, we are not liable for failing to meet our delivery commitment.	Resolved wrong address (RWA)	Shipment	€ 6.00
SHIPMENT HANDLING			
Priority You can opt for prioritised handling from collection to delivery. Your consignment will be clearly labelled with our Priority sticker.	Priority (PR)	Shipment	€ 10.00
Additional Handling Shipments that exceed our standard dimensions, or otherwise cannot be handled by our automated conveyor belts, will incur one of the following surcharges*:			
Non-conveyable This applies if an item weighs less than 30 kg, and exceeds any of the following dimensions: - 121cm in length, 76cm in width, 76cm in height - but does not exceed 274cm in length or 420cm in length and girth combined. The length and girth is length plus (two times the height) plus (two times the width).	Non-conveyable (SNC)	Shipment	€ 45.00
Exceeding dimensions This applies if an item weighs 30 kg or more, and exceeds any of the following dimensions: **Express**: 1.2 m (L) x 1.2 m (W) x 1.5 m (H), but does not exceed 302cm in length. **Economy Express**: 2.4 m (L) x 1.2 m (W) x 1.8 m (H) but does not exceed 302cm in length.	Exceeding dimensions (SED)	Shipment	€ 55.00
AHS Packaging This applies if an item: - is not fully encased in an outer shipping container or packaging; - is encased in an outer shipping container or packaging not made of corrugated fiberboard (cardboard) materials, including but not limited to metal, wood, canvas, leather, hard plastic, soft plastic, or expanded polystyrene foam (e.g., Styrofoam); - is encased in an outer shipping container or packaging covered in shrink wrap or stretch wrap; - is round or cylindrical, including (without limitation) mailing tubes, cans, buckets, barrels, tires, drums or pails; - is bound with metal, plastic or cloth banding, or has wheels (e.g. a bicycle), casters, handles, or straps, including packages where the outer surface area is loosely wrapped, or where the contents protrude outside the surface area; - could become entangled in or cause damage to other packages or our sortation system	AHS Packaging (AHP)	Shipment	€ 40.00
AHS Weight This applies if an item has an actual weight greater than 25kg (but less than 68kg). This does not apply to an item, package, or box on a standard pallet (EUR, EUR1, EUR2, EUR6).	AHS Weight (AHW)	Shipment	€ 40.00
Unauthorized Charge (Dimensions) This applies if an item is extremely long or bulky and will require additional sorting by hand or by special machines. This surcharge applies if a shipment contains: - Any item (less than 30kg) that exceeds - 274cm in length or - 420cm in length and girth combined*. This does not apply to an item, package, or box on a standard pallet (EUR, EUR1, EUR2, EUR6). - Any palletised item (more than 30kg) that exceeds - 302cm in length. The length and girth is length plus (two times the height) plus (two times the width). **IMPORTANT:** We will not accept items that meet above criteria, and we may refuse or return eligible items to the shipper. If found in our system, these items will be subject to the **Unauthorized Charge (Dimensions)**. However, in exceptional cases and at our sole discretion, items may still be accepted and delivered, in which case the Unauthorized Charge (Dimensions) will apply. Please consult tnt.com for more details regarding our additional services with the most updated information and applicable charges. We reserve the right to change additional services charges throughout the year. *NOTE: TNT will always only apply one Additional Handling surcharge per shipment. The surcharge will be applied based on below hierarchy: 1) Unauthorized Charge (Dimensions) 2) Exceeding dimensions 3) Non-conveyable 4) AHS Packaging 5) AHS Weight	Unauthorized (AHU)	Shipment	€ 400.00
Non-stackable shipment This surcharge applies to any shipment containing at least one piece, skid or pallet that is non-stackable. Non-stackable means that a piece, skid or pallet cannot be stacked vertically in a safe and secure manner. This surcharge applies once per shipment, even if multiple pieces identified as non-stackable are bundled in a shipment. A shipment can attract both one Additional Handling surcharge and the Non-stackable surcharge. (Note: The billed surcharge does not represent a bookable service and does not contain any guarantee to the extent that the respective shipments may not possibly be stacked at one point during transport.)	Non-stackable (SNS)	Shipment	€ 200.00
Multi-piece handling If your shipment contains more than one item, we will manage your shipment at an additional fee.	Multi piece consignment (MPC)	Shipment	€ 5.00

ADDITIONAL SERVICES

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	Service	Fee per	Amount
Book slot delivery			
If a shipment needs to be kept at the destination depot on request of the receiver for more than a day, then a book slot delivery fee will be applied to cover storage costs we incurred. Charges apply starting with the day after arrival at the destination depot.	Book slot delivery (ST1, ST2...)	Number of Days Up to 30 kg Up to 125 kg >125 kg	 € 5.00/day € 15.00/day € 50.00/day
SPECIAL GOODS TRANSPORT (DANGEROUS GOODS)			
In accordance with international transportation regulations (IATA, ADR, etc.), we can manage special transport & handling services for classified and designated substances and commodities. For exact details please consult the Dangerous Goods section at tnt.com.			
Dangerous goods/Hazardous materials			
Service charge applied to shipments containing fully regulated Dangerous Goods.	Dangerous goods/Hazardous (HZ)	Shipment	€ 100.00
Dry ice			
Service charge for the handling and transport of shipments containing dry ice (UN 1845).	Dry ice (DI)	Shipment	€ 12.50
Limited quantities			
Service charge applied to shipments containing Dangerous Goods in (ADR) limited quantities (not applicable for air transportation).	Limited quantities (LQ)	Shipment	€ 20.00
Excepted quantities			
Service charge applied to shipments containing Dangerous Goods in Excepted Quantities	Excepted quantities (EQ)	Shipment	€ 10.00
Lithium batteries			
Service charge for the handling and transportation of shipments containing Lithium Batteries in compliance with section II of applicable Packing Instruction (IATA DGR) or with Special Provision 188 (ADR).	Lithium batteries (LB)	Shipment	€ 5.00
Biological substance (category B)			
Service charge for the handling and transportation of shipments containing biological	Biological substance (BB)	Shipment	€ 10.00
Genetically Modified Organism			
Service charge for shipments containing genetically modified orgnaism (UN3245).	Genetically modified organism (GM)	Shipment	€ 10.00
CUSTOMS SERVICES			
Our door-to-door delivery rates (ie. standard tariffs) include simple clearance formalities. For more complex, or to make international trade even easier for the customer, we will charge additional customs services. For more information, please refer to tnt.com.			
Import Individual Entries			
The entry of an individual consignment, due to high value, weight or commodity. Customs clearance are more complex and take more time to do these entries.	Import Individual Entries	Shipment	€ 25.00
Mutiple-line Entry			
A service charge applied for multi-line item entries for shipments with multiple commodity types for clearance.	Mutiple-line Entry	Additional line	€ 5 to € 7/per additional line
Transit document / In-bond Entry			
Allows a shipment to be transported under transit customs procedure (e.g. T1 document in Europe).	Transit Document / In-bond Entry	Shipment	€ 25.00
Customs Storage			
Storage charges apply when the shipment cannot be released from TNT/other facility due to customs requirements, insufficient clearance information or upon customer request.	Storage	Number of Days	€ 5.00/day, min € 10.00
Inbound Processing Fee			
Applies to shipments moving into the US and EU customs territories, in connection with the processing of those shipments for clearance.	EU Inbound Processing Fee (EIP) US Inbound Processing Fee (UIP)	Shipment	€ 2.40
Disbursement Fees			
Payment of Duty and Tax (D&T) charges to customs authorities on behalf of the	Duty and Tax payment	Duty and Tax amount	2.5% of the D&T amount
Delivery Duty Paid			
For our standard import service, any duties and taxes are payable in the destination country and charged to the Receiver. On the request of the shipper, duties and taxes can be charged back to them for a service fee.	Delivery Duty Paid	Shipment	€ 18.00
Other Government Agencies			
Additional handling charges associated with OGA clearance, e.g. Food & Drug Administration (FDA), health ministries, departments of agricultures, CITES.	Other Government Agencies	Shipment	€ 25.00 + external fees
Entry Amendment			
Amending initial clearance entry information per customer request or identified error by customer.	Entry Amendment	Shipment	€ 50.00
Temporary Import/Export			
Per customer request special customs entry for temporary import/export clearance.	Temporary Import/Export	Shipment	€ 45.00
UK-EU Customs Surcharge			
Applied to shipments moving between the United Kingdom and the European Union. The surcharge is a flat amount per shipment and may be subject to change. Please visit the local TNT website at tnt.com for the latest surcharges.	UK-EU Customs	Shipment	€ 4.90

ates are in EUR excluding VAT, duties, taxes and other charges.