

GENERAL INFORMATION

FOR MORE INFORMATION

0800-1234

visit [tnt.com](https://www.tnt.com)

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](https://www.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](https://www.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](https://www.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](https://www.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](https://www.tnt.com) or contact TNT customer service for details.

TIME FRAME

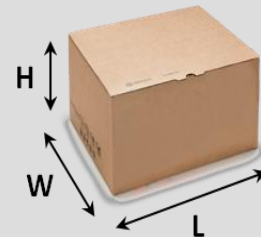
The rates, terms and conditions are valid from 05/01/2026.

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 Domestic Services	250	
		Length (m) x Width (m) x Height (m) x 250 (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 Domestic Express	TNT Domestic 12:00 Express	TNT Domestic 09:00 Express
L x W x H	2.4 m x 1.2 m x 1.8 m	2.4 m x 1.2 m x 1.5 m	2.4 m x 1.2 m x 1.5 m
Piece weight (not palletised)	68 kg	68 kg	30 kg
Piece weight (palletised)	1000 kg	500 kg	N/A
Shipment weight	7000 kg	500 kg	210 kg
Shipment volume	30 m3	3 m3	3 m3

Rates are effective from 05/01/2026 and are subject to change.
All rates are in EUR excluding VAT, duties, taxes and other charges.



ADDITIONAL SERVICES

Please consult [tnt.com](https://www.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.

PAPER CONSIGNMENT NOTES & INVOICES

	Service	Fee per	Amount
We can provide printed copies of your invoices at your request.	• Non-electronic consignment (NEC)	Per Copy	€ 8.00
	• Non-electronic invoice (NEI)	Per Copy	Exempt
This fee is applicable if the invoice amount is not paid on time.	• Credit restriction (CRL)	Invoice	Exempt

RECEIVER PAYS SERVICES

Take control of the entire shipping process as the receiving party. You can arrange this service through our Customer Services, or you can use our on-line Express Import System.	• Express Domestic - Receiver Pays (RPD)	Shipment	15%
	• CS arranged import (XEB)	Shipment	€ 15.00

INSURANCE

For your valuable goods, we can provide insurance cover up to €25k to replace lost or damaged shipments.	• Insurance (N)	% Value of Goods	1%
		minimum	€ 10.00

COLLECTION & DELIVERY

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
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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
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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	€ 5.00
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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: - 120cm 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
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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
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A Non-Conveyable charge will not be assessed when an Exceeding dimensions charge is applied.

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. This surcharge applies if a pallet or box cannot be stacked vertically in a safe and secure manner. 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
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AHS Packaging

This applies if an item: - is not fully enclosed in an outer shipping container or packaging; - is enclosed in an outer shipping container or packaging not made of corrugated fiberboard (cardboard) materials, including but not limited to metal, wood, canvas, leather, plastic (hard and soft), or expanded polystyrene foam (e.g., Styrofoam); - is enclosed 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
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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
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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).	Unauthorized Charge (Dimensions)	Shipment	€ 400.00
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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.

*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

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 30kg Up to 125kg > 125kg	€ 5.00/day € 15.00/day € 50.00/day
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ADDITIONAL SERVICESFOR MORE INFORMATION
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Please consult [tnt.com](https://www.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.

	Service	Fee per	Amount
SPECIAL GOODS TRANSPORT (DANGEROUS GOODS)			
In accordance with international transportation regulations (ATA, ADR, etc.), we can manage special transport & handling services for the classified and designated substances and commodities. For exact details please consult the Dangerous Goods section on tnt.com .			
Dangerous Goods/Hazardous			
Service charge applied to shipments containing fully regulated Dangerous Goods	• Dangerous goods/Hazardous (HZ)	Shipment	€ 80.00
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 8 of applicable Packing Instruction (ATA 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 substances, category B (UN3373).	• Biological Substance (BB)	Shipment	€ 10.00
Genetically Modified Organism			
Service charge for shipments containing genetically modified organism (UN3245).	• Genetically Modified Organism (GM)	Shipment	€ 10.00

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SURCHARGES

We reserve the right to assess and revise fuel surcharge and other surcharges set out on [tnt.com](https://www.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](https://www.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](https://www.tnt.com) or contact TNT customer service for details.

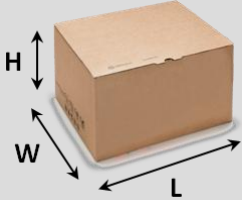
TIME FRAME

The rates, terms and conditions are valid from 05/01/2026.

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	$L \times W \times H \times VCF = \text{volumetric weight}$	
TNT EXPRESS SERVICES (9:00 Express, 10:00 Express, 12:00 Express, Express)	200	Length (m) x Width (m) x Height (m) x 200 (kg/m ³)	
TNT Express Services (Rest of World)	200	Length (m) x Width (m) x Height (m) x 200 (kg/m ³)	
TNT Economy Services (Europe) (12:00 Economy Express, Economy Express)	250	Length (m) x Width (m) x Height (m) x 250 (kg/m ³)	
TNT Economy Services (Rest of World)	200	Length (m) x Width (m) x Height (m) x 200 (kg/m ³)	

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	TNT Economy Express	TNT 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 m ³	30 m ³	

ADDITIONAL SERVICES

Please consult [tnt.com](https://www.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.

PAPER CONSIGNMENT NOTES & INVOICES

	Service	Fee per	Amount
We can provide printed copies of your invoices at your request.	• Non-electronic consignment (NEC)	Per Copy	€ 8.00
	• Non-electronic invoice (NEI)	Per Copy	Exempt
This fee is applicable if the invoice amount is not paid on time.	• Credit restriction (CRL)	Invoice	Exempt

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 on-line Express Import System (EIS).	• CS arranged import (XBB)	Shipment	€ 15.00
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INSURANCE

For your valuable goods, we can provide insurance cover up to €25k to replace lost or damaged shipments.	• Insurance (IN)	% Value of Goods minimum	1% € 10.00
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COLLECTION & DELIVERY

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 an additional fee we will deliver (or collect) in these areas.	• Out of Area delivery/ collection (OOA, OOC)	Shipment	€0.45/kg € 22.00 minimum
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	€ 18.00
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, 70cm 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. A Non-Conveyable charge will not be assessed when an Exceeding dimensions charge is applied.	• Exceeding dimensions (SED)	Shipment	€ 55.00
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. This surcharge applies if a pallet or box cannot be stacked vertically in a safe and secure manner. 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
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, plastic (hard and soft), 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. *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 Charge (Dimensions)	Shipment	€ 400.00
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 30kg Up to 125kg >125kg	€ 5.00/day € 15.00/day € 50.00/day

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ADDITIONAL SERVICES

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SPECIAL GOODS TRANSPORT (DANGEROUS GOODS)

In accordance with international transportation regulations (ATA, ADR, etc.), we can manage special transport & handling services for the classified and designated substances and commodities. For exact details please consult the Dangerous Goods section on [tnt.com](https://www.tnt.com).

Dangerous Goods/Hazardous

Service charge applied to shipments containing fully regulated Dangerous Goods

Service	Fee per	Amount
• Dangerous goods/ Hazardous (HZ)	Shipment	€ 80.00
• Dry Ice (DI)	Shipment	€ 12.50
• Limited Quantities (LQ)	Shipment	€ 20.00
• Excepted Quantities (EQ)	Shipment	€ 10.00
• Lithium Batteries (LB)	Shipment	€ 5.00
• Biological Substance (BB)	Shipment	€ 10.00
• Genetically Modified Organism (GM)	Shipment	€ 10.00

Dry Ice

Service charge for the handling and transport of shipments containing Dry Ice (UN 1845).

Limited Quantities

Service charge applied to shipments containing Dangerous Goods in (ADR) limited quantities (not applicable for air transportation).

Excepted Quantities

Service charge applied to shipments containing Dangerous Goods in Excepted Quantities

Lithium Batteries

Service charge for the handling and transportation of shipments containing Lithium Batteries in compliance with section II of applicable Packing Instruction (ATA DGR) or with Special Provision 188 (ADR).

Biological Substance (Category B)

Service charge for the handling and transportation of shipments containing biological substances, category B (UN3373).

Genetically Modified Organism

Service charge for shipments containing genetically modified organisms (UN3245).

CUSTOMS SERVICES

Our door-to-door delivery rates (i.e. 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](https://www.tnt.com).

Disbursement Fees

Payment of duties, taxes and other government charges on behalf of the customer.

• Disbursement Fees	Duty and Tax amount	D&T amount of € 0 to € 50: 30% of the D&T amount with a minimum of € 12.00 D&T amount of € 50 to € 600: A flat fee of € 15.00 D&T amount above € 600: 2.5% of the D&T amount
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Replacement T1 document

Replacement T1 document

• Replacement T1 document	Shipment	€ 40.00
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Temporary Import/Export

Per customer request special customs entry for temporary import/export clearance.

• Temporary Import/Export	Shipment	€ 45.00
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ATR documentation

Creating ATR documents for shipments to Turkey

• ATR documentation	Shipment	€ 45.00
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Export Customs documents

Drawing up export documents for customs

• Export Customs documents	Shipment	€ 75.00
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Temporary (Re-)Import

This concerns shipments TNT imports according to special customs regulations. Temporary import

The goods are in the EU temporarily for repair, adding or processing and leave the EU in an altered state. The goods are in the EU temporarily and leave the EU in the same state.

Reimport

These goods are temporarily outside of the EU for repair, adding or processing after which they are reimported. TNT can convert all these complex regulations into practical applications, so you can focus on your core business.

• Temporary (Re-)Import	Shipment	€ 45.00
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Execute customers instruction

Per customer request to assign TNT to organise, for each import (shipment), a specific customs instruction at the receiver.

• Execute customers instruction	Shipment	€ 5.00
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Delivery on T1 document

Provide the T1 document for the customer and complete the transfer document (TC1). The customer keep control of the customs clearance process, as they can carry out the customs declaration and outsource the specific drawing up of the documents.

• Delivery on T1 document	Shipment	€ 45.00
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Specific clearance & delivery

We can launch an appeal at customs for the customer. We will charge an administrative cost of EUR 75, unless the cause of the issue lays with TNT. Also, we need to have received the claim within two weeks after the customer received the invoice, and the invoice needs to have been paid before TNT can actually launch the appeal. Please note that the customs department might charge the customer extra costs.

• Specific clearance & delivery	Shipment	€ 75.00
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Additional Line Items

TNT can provide clearance of shipments containing multiple commodities, however, an Additional Line Item Fee is applied to assign multiple tariff classifications. A shipment may incur this charge if: 1) it includes multiple tariff classifications above the stated "Free Lines" listed in the charges section; or 2) an identical commodity was manufactured in more than one country; or 3) multiple Commercial Invoices tendered to customs requires an individual Tariff classification for each invoice; or 4) you request a separate line entry for each item in the shipment.

• Additional Line Items	per additional line item as of the 6th line item	€ 8.00
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Storage

Storage may be needed if a customer requires they be informed that a shipment is on its way prior to local dispatch, or wishes to specify which customs procedures to apply.

• Storage	€ 5.00 per package per working day after two working days with a minimum of €10.00	€ 10.00
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In-Bond Transit

If you choose to use your own customs-clearance department or a Brokerage company other than TNT to clear your inbound shipments, TNT will charge a service fee to prepare the necessary transfer documentation and moves your inbound shipment from the point of arrival to a location you specify.

• In-Bond Transit	Shipment	€ 45.00
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U.S. Inbound Processing Fee

Applies to U.S. import shipments in connection with the processing and clearance of those shipments for clearance.

• U.S. Inbound Processing Fee	Shipment	€ 2.40
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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](https://www.tnt.com) for the latest surcharges.

• UK-EU Customs	Shipment	€ 4.90
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