



GUIDE TO SERVICES 2018

# Express Services

[www.guernseypost.com](http://www.guernseypost.com)



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## Special Delivery

With a host of additional benefits, **Special Delivery** is the recommended service for sending items of value to the UK and the other islands. **Special Delivery** comes with a wide range of insurance and is available from all our branches.

### Benefits:

- Guaranteed next working day delivery by 9am or 1pm (Monday to Friday) for documents and goods to Jersey, IOM and most UK destinations (subject to prepayment of Import VAT).
- Option of Saturday delivery (£2.50 extra) *Not available in Jersey.\**
- Secure handling.
- Proof of posting.
- Signature will be obtained on delivery of item from the recipient but not necessarily the addressee<sup>1</sup>.
- Confirmation of delivery using Track and Trace<sup>2</sup> online or by calling Customer Services after 3pm on the day of delivery.
- Free proof of delivery.
- Compensation for loss or damage of items, subject to proof of cost, proof of posting and level of insurance (does not include consequential loss).
- Available from all our branches (see latest posting times table for next day guaranteed service).
- Please see full terms and conditions on page 18.

<sup>1</sup> An alternative to a handwritten signature may be possible if the addressee is unable to provide a signature due to disability, and if there is no-one else available to provide a signature.

<sup>2</sup> Online Track and Trace not available for deliveries to Alderney and Sark

### Special Delivery size & weight limits

**Maximum weight 20kg.**

### Parcels sent using Special Delivery

**Maximum parcel dimensions 610mm x 460mm x 460mm.**

### Rolls

Maximum length - 900mm.  
Length plus twice the diameter of your item **must not exceed 1040mm.**

### Local Branch acceptance times for next working day delivery<sup>1</sup> in the UK\*, Jersey, Isle of Man or the Channel Islands

Our branches	Latest acceptance time
Envoy House	4.30pm
Smith Street	4.15pm
Market, Co-op Fresh Food Store	1.30pm
Bridge, Co-op Fresh Food Store	1.30pm
Cobo, Checkers Xpress	1.30pm
Forest Stores	1.30pm
L'Islet, Checkers Xpress	1.30pm
Rohais, Waitrose	1.30pm
St Martin's, Co-op Fresh Food Store	1.30pm
St Peter's Post Office	1.30pm
Alderney, Richard's Newsagents	11am (Mon-Fri) *guaranteed two day delivery
Sark Post Office and Herm	5.00pm *guaranteed two day delivery

<sup>1</sup> Subject to prepayment of Import VAT where applicable.

### Guaranteed Saturday delivery

We offer a guaranteed delivery service on a Saturday within Guernsey. *The service is currently not available in Jersey.*

See the table above for the latest acceptable time on the day of posting from Guernsey for guaranteed Saturday delivery and also for a **Guaranteed Saturday 1pm delivery to the Isle of Man and most UK destinations** subject to Border Force UK clearance procedures see page 56.

<b>Guaranteed Saturday Delivery Fee</b>	<b>£2.50</b>
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*This fee is added onto the Special Delivery Postage.*

### Prices (inclusive of postage) delivery guaranteed by 9am.

Item weight	Insurance up to*		
	£500	£1,000	£2,500
1g-100g	£19.64	£21.14	£24.64
101g-500g	£22.32	£23.82	£27.32
501g-1kg	£24.20	£25.70	£29.20
1001g-2kg max	£28.31	£29.81	£33.31

Customers can apply to join the prepaid VAT scheme for items posted from Guernsey to the UK.

This service cuts item delivery time as it removes the need to present all items to Border Force on arrival in the UK.

Import VAT can also be prepaid at the time of posting at any of our branches. Contact our Customer Services for further details.

Subject to customs clearance procedures, see pages 56-57.

### Prices (inclusive of postage) delivery guaranteed by 1pm.

Item weight	Insurance up to*		
	£500	£1,000	£2,500
1g-100g	£8.50	£10.00	£13.50
101g-500g	£10.30	£11.80	£15.30
501g-1kg	£12.75	£14.25	£17.75
1001g-2kg	£16.50	£18.00	£21.50
2001g-5kg	£29.95	£31.45	£34.95
5001g-10kg	£35.00	£36.50	£40.00
10001g-15kg	£40.00	£41.50	£45.00
15001g-20kg max	£52.95	£54.45	£57.95

\* Maximum of £873.00 for items where Import VAT is prepaid and next working day delivery is guaranteed.

\*Subject to change.

# Express Services

## Special Delivery continued



### Guaranteed next working day delivery and locations

With Special Delivery we guarantee delivery for documents and goods to most UK destinations (including Northern Ireland) by 9am or 1pm the next working day.

Delivery to some destinations takes a little longer, but we still guarantee delivery by 5.30pm within three working days (see right for details).

Special Delivery cannot be used for delivery to an Admail address.

Document packages must be clearly marked 'DOCUMENTS'.

Special Delivery items cannot be posted in Postboxes.

Please see the local branch acceptance times on p16 for next working day delivery in the UK, *subject to prepayment of Import VAT where applicable.*

We deliver by 5.30pm the next working day in the following postcode areas:

Postcodes	Location	Postcodes	Location
<b>Mainland</b>	<b>Area</b>	<b>Island</b>	<b>Area</b>
AB30-56	Aberdeen	PA41	Gigha
IV21-28, 40, 52, 54	Inverness	PA42-49	Islay
KW1-14	Orkney	PA60	Jura
PA28-38	Argyll	PA77	Tiree
PH15, 17-26, 31-40	Perthshire	ZE1	Lerwick (Shetlands)
PH49	Ballachulish	HS3	Harris
PH50	Kinlochleven	HS4	Scalpay
		HS5	Leverburgh
<b>Island</b>	<b>Area</b>	HS6	North Uist
HS1	Stornoway (Lewis)	HS7	Benbecula
KA27	Arran	HS8	Eriskay/South Uist
KA28	Cumbræe	HS9	Castlebay (Barra)
KW15	Kirkwall Town	IV41-51, 55, 56	Skye
KW16	Stromness Town only	PA20 (0+9)	Town Only

We cannot guarantee any items that cannot be flown i.e. Perfume, Lithium Batteries (as individual items), Aerosols, Nail Varnish.

### All those listed below - two working days by 5.30pm (Saturday not guaranteed).

Postcodes	Location
<b>Island</b>	<b>Area</b>
HS2	Lewis
PA61	Colonsay
PA62-75	Mull
PA78	Coll
ZE2-3	Shetlands

### All those listed below - three working days by 5.30pm (Saturday not guaranteed).

Postcodes	Location
<b>Island</b>	<b>Area</b>
KW16-17	Orkney
PH30	Corrour
PH41	Mallaig
PH42	Eigg and Muck
PH43-44	Isle of Rhum & Canna

## Bailiwick Special Delivery

### Guaranteed next working day delivery and locations

With Special Delivery within the Bailiwick we guarantee delivery for documents and goods by 1.30pm the next working day (see table p16 for latest acceptance times).

Special Delivery cannot be used for delivery to an Admail address.

Document packages must be clearly marked 'DOCUMENTS'.

Special Delivery items cannot be posted in Postboxes.

### Bailiwick Special Delivery

Item weight	Insurance up to	
	£50	£250
1g-100g	£3.88	£4.88
101g-500g	£5.56	£6.56
501g-1kg	£6.84	£7.84
1001g-2kg	£8.62	£9.62
2001g-5kg	£11.07	£12.07
5001g-10kg	£13.11	£14.11
10001g-15kg	£15.30	£16.30
15001g-20kg max	£17.34	£18.34

# Express Services

## Special Delivery to UK, Isle of Man and Channel Isles

### Pre-payment of VAT on gifts and commercial items

When sending goods and gifts check Customs and Import VAT details, and Border Force Clearance, see page 56.

For more information on the pre-payment of VAT and Border Force UK clearance please turn to the Posting Information section pages 56-57 or visit our website.

### Special Delivery Volume discounts for account holders

Discounts are available to customers with a Guernsey Post Business account (see page 66) and are applicable to monthly volumes of Special Delivery items sent within the Bailiwick or to UK, IOM and Jersey. Discounts are calculated monthly and applied to your account, as follows:

Items per month	Discount
50 -100	1%
101 - 200	2%
201- 500	3%
501 - 1,000	4%
1,001 plus	5%

## Terms and Conditions

### Sending items Special Delivery for repair or valuation.

Please be aware that postal Parcels and Large Parcels with a value exceeding £873.00\* or items for temporary importation regardless of the value e.g. repairs or valuations, are subject to Border Force clearance procedures. Please turn to page 56 for more information.

There is no next day delivery guarantee available on items to be sent for repair and valuation.

### Claims

If we fail to meet our guarantee times for Special Delivery, Guernsey Post will refund you the cost of the postage on receipt of a completed Claim Form, together with the receipt stating guaranteed delivery time as proof of posting. Claims must be made within 3 months of the posting date, for loss or damage and within 10 days for delayed items. *For more information on our claims procedures please visit our website or contact our customers services team on 01481 711720.*

### Insurance

The Terms and Conditions of the insurance cover the cost of money, jewellery and other items lost or damaged, up to a maximum of either £500, £1,000 or £2,500, dependent on the insurance level purchased (£873.00\* when Import VAT is prepaid).

We are not liable for consequential loss claims, or the market value of any message or information (such as travel or entertainment tickets). The liability in respect of such items is limited to the value of the printed material and administration fee for replacement, not the actual item or its replacement item.

We are not liable for delays incurred to an item due to events beyond our control. These include the following:

- Perils (exposure to risk or harm) of the air
- Public enemies
- Public authorities acting with apparent or actual authority
- Acts or omissions of Customs Officials, riots, strikes, or other local disputes
- Civil commotion
- Hazards incident to a state of war or weather conditions or natural or local disruptions in air or ground transportation networks
- If an item is wrongly addressed, or no one at address to accept delivery
- Adverse weather conditions.

In case of a claim a **Claim Form** must be completed and returned, with the receipt as proof of posting and proof of the cost price of the replacement item, no later than 3 months from the date of posting.

### Exclusions

Special Delivery is available to the UK, the Isle of Man and Channel Islands only. It is not available for items posted to the Republic of Ireland. In such cases, we can advise on alternative services.

Please note that there are some items that cannot be posted using this service, including items classed as dangerous goods. For more information please turn to pages 39-53 or visit our website [www.guernseypost.com](http://www.guernseypost.com).

\*Subject to change.

# Express Services

## FedEx

FedEx is the service of choice for sending important or time-sensitive items and documents to other countries throughout the world. You can arrange FedEx with ease and speed at our Envoy House, Smith Street, Alderney and Sark branches and The Bridge, The Market and St Martin's Co-op branches.

### Fast Tracking

Items sent by FedEx can be checked throughout their journey.

To confirm your package has been delivered, visit FedEx Tracking on our website or call our Customer Services team.

### Volume Discounts

Discounts are available to customers with a Guernsey Post FedEx account (see page 60) and are applicable to monthly volumes. Discounts are calculated monthly and applied to your account, as follows:

Items per month	Discount
5 - 14	5%
15 - 24	10%
25 - 50	15%
50+	P.O.A.

### FedEx size and weight limits

FedEx Priority rates are based on the total weight of all packages in one shipment, using one consignment docket. Any fraction of a kilogram takes the next higher weight.

When dimensional weights exceed actual weight, shipments will be charged according to the IATA volumetric standard. This applies to large bulky items that are light in weight so pricing is calculated by size, not weight.

### FedEx dimensions

**Maximum 274cm length**  
(always longest side).

Maximum 330cm length and girth combined.

Length and girth = length + (2 x height) + (2 x width).

As an example, if your package is 90cm long, 70cm high and 50cm wide:  
90 (length) + 140 (2 x height) + 100 (2 x width) = 330cm.

### Benefits:

- A fast reliable guaranteed day specific service.
- Secure handling.
- Real-time customer service tracking.
- Proof of despatch.
- Signature on delivery.
- Full insurance is available.
- Free FedEx Branded packaging (if required).
- Free collection for FedEx account holders.
- Volume discount for account holders.

### Calculating Costs using FedEx Branded Envelope or Pak

With FedEx International you can use our online Postage Calculator to give the indicative cost of sending your item, or follow the step by step instructions below.

- Step 1 Determine the delivery zone
- Step 2 Know the weight (FedEx Envelope and Pak only)
- Step 3 Add on any additional insurance
- Step 4 Add any additional services
- Step 5 Add fuel surcharge

FedEx Priority rates are based on the total weight of all packages in a single shipment, using one consignment docket.

### Example:

Zone B (Vietnam) x 1kg (FedEx Pak)	=	£ 57.37
Additional insurance (value £50 = 52p)	=	£ 57.89
Fuel surcharge (+15%*)	=	£ 66.57

This example above is for an item using a 1kg FedEx Pak going to Vietnam.

\*See Fuel Surcharge p20.

### Calculating Costs Using Other Packaging

For light but exceptionally bulky items, shipments will be charged according to the IATA volumetric standard, with the cost calculated by size rather than weight.

To work out the dimensional weight in kg per package = Length x height x width in cm / 5000.

- Step 1 Determine the delivery zone
- Step 2 Know the weight using IATA volumetric standard
- Step 3 Add on any additional insurance
- Step 4 Add any additional services
- Step 5 Add fuel surcharge

FedEx International Priority rates are based on the total weight of all packages in a single shipment, using one consignment docket.

### Example:

Zone B (Vietnam) x Package Weight (use IATA as above)		
Package weight = 60cm x 30cm x 20cm/5000 = 7.2kg	=	£ 128.74
Additional insurance (value £500 = £5.16)	=	£ 133.90
Fuel surcharge (+15%*)	=	£ 153.99

This example above is for a 6kg package, insured for £500, for despatch to Vietnam.

\*See Fuel Surcharge p20.





# Express Services

## FedEx International

### Pick up or drop-off

FedEx International is available at our Envoy House, Smith Street, Alderney & Sark branches and The Bridge, The Market and St Martin's Co-op branches. FedEx UK is currently only available at our Envoy House and Smith Street branches. Items can be collected if you are a Guernsey Post or FedEx account holder.

**FedEx items cannot be posted in post boxes.**

### Fuel surcharge

FedEx reserves the right to change fuel surcharges without prior notice according to variations in the price of jet fuel. For more information, visit [www.fedex.com/gb](http://www.fedex.com/gb).

Additional surcharges may apply, please call Customer Services.

### Costs for additional services

FedEx is a cost-effective facility with surcharges applying only in the limited circumstances set out below.

Extended area service:  
Locations far away from cities £0.31/kg (£14 min)

The full rate per kg will be charged for any part kg

Address correction £5.72

### Dangerous goods

A premium is charged for items classed as dangerous goods that are either accessible or inaccessible during the item's transport.

Accessible £50 / Shipment

Inaccessible £39 / Shipment

### IMPORTANT INFORMATION

It is the responsibility of the sender to check the following details regarding their shipment, including but not limited to, before sending the shipment:

- **Customs duties potentially payable in the receiving country**
- **Clearance procedures and if a third party clearance broker is required**
- **VAT payable due to the value of the item**

For further country specific information please visit: [www.fedex.com](http://www.fedex.com)

### Insurance levels

Items that are non-document (goods) must be accompanied by a commercial invoice with a Declared Value.

The maximum Declared Values\* are as follows:

FedEx Envelope/FedEx Pak	£64
FedEx Box/FedEx Tube and other packaging	£32,000

\*Values may vary according to destination.

FedEx International Priority have a maximum Declared Value for Carriage limit of US\$50,000 to most destinations. The maximum Declared Value for Customs and carriage for the contents of a FedEx Envelope or a FedEx Pak, regardless of destination, is US\$100 or US\$9.07 per US pound (1lb), whichever is greater. Goods with a value (actual or declared) exceeding US\$100 should not be shipped in a FedEx Envelope or FedEx Pak. The maximum Declared Value for Customs and Carriage for a FedEx International shipment, if other than a FedEx Envelope or FedEx Pak, can be found at [www.fedex.com](http://www.fedex.com) under the individual country listing. The Declared Value for Carriage may not exceed the Declared Value for Customs.

Unless the sender enters a higher Declared Value for Carriage on the air waybill, the liability of FedEx is limited to the higher of a) the amount provided by the applicable international treaty (including Warsaw and CMR Conventions) or b) £14.30/kg. FedEx does not provide cargo liability or all-risk insurance but the Sender may pay an additional charge for Declared Value for Carriage above these limits, subject to an incremental charge (see table for prices).

Specific items such as artwork, film, antiques, glassware, jewellery, furs, watches etc. are limited to a maximum Declared Value for Carriage of US\$500 per shipment, or US\$9.07 per US pound, whichever is greater. Liability for claims requires notice within strict time limits.

FedEx liability is subject to strict and detailed Terms and Conditions.

For further information regarding carrier liability refer to the FedEx Conditions of Carriage or contact Customer Services.

Insurance level	Price	Insurance level	Price	Insurance level	Price
£50	£ 0.52	£900	£ 9.29	£1,750	£18.06
£100	£ 1.03	£950	£ 9.80	£1,800	£18.57
£150	£ 1.55	£1,000	£10.32	£1,850	£19.09
£200	£ 2.06	£1,050	£10.83	£1,900	£19.60
£250	£ 2.58	£1,100	£11.35	£1,950	£20.12
£300	£ 3.10	£1,150	£11.87	£2,000	£20.63
£350	£ 3.61	£1,200	£12.38	£2,050	£21.15
£400	£ 4.13	£1,250	£12.90	£2,100	£21.67
£450	£ 4.64	£1,300	£13.41	£2,150	£22.18
£500	£ 5.16	£1,350	£13.93	£2,200	£22.70
£550	£ 5.67	£1,400	£14.44	£2,250	£23.21
£600	£ 6.19	£1,450	£14.96	£2,300	£23.73
£650	£ 6.71	£1,500	£15.48	£2,350	£24.25
£700	£ 7.22	£1,550	£15.99	£2,400	£24.76
£750	£ 7.74	£1,600	£16.51	£2,450	£25.28
£800	£ 8.25	£1,650	£17.02	£2,500	£25.79
£850	£ 8.77	£1,700	£17.54	Every extra £50	+£0.52

# FedEx International Rates

## FedEx Envelope up to 0.5kg/FedEx Pak 0.5kg - 2.5kg

For documents up to 2.5kg, we recommend the FedEx Envelope or FedEx Pak, shown on page 24. Otherwise the rates for packages apply.

### Europe\*

Item weight kg	Zone R	Zone S	Zone T	Zone U	Zone V
<b>FedEx Envelope 0.5</b>	£37.86	£37.86	£41.11	£42.71	£49.61
<b>FedEx Pak</b>					
0.5	£38.53	£38.53	£43.25	£43.77	£51.05
1.0	£43.70	£43.70	£48.76	£48.61	£57.37
1.5	£46.20	£46.20	£53.02	£50.80	£61.07
2.0	£49.65	£49.65	£58.42	£54.63	£68.87
2.5	£53.28	£53.28	£65.21	£59.23	£75.20

### Rest of World\*

Zone A	Zone B	Zone C	Zone D	Zone E
£39.26	£49.61	£50.20	£62.32	£61.17
£41.85	£51.05	£51.64	£63.76	£62.61
£45.85	£57.37	£58.02	£73.14	£71.56
£51.37	£64.02	£64.29	£82.00	£79.29
£58.85	£67.74	£70.32	£88.78	£91.66
£69.77	£75.79	£78.09	£96.83	£104.31

## Packages 0.5kg - 70kg\*

Any type of packaging including FedEx Box and FedEx Tube, shown on page 24.

0.5	£39.10	£39.10	£43.83	£49.83	£61.31	£47.00	£65.91	£64.57	£68.11	£75.01
1.0	£44.28	£44.28	£50.49	£54.25	£72.40	£54.94	£75.21	£74.92	£78.43	£78.59
1.5	£47.92	£47.92	£54.74	£56.55	£74.06	£66.62	£78.74	£80.14	£86.33	£85.51
2.0	£50.22	£50.22	£59.00	£62.30	£82.97	£71.81	£86.01	£84.66	£97.26	£93.16
2.5	£53.85	£53.85	£63.48	£65.75	£86.79	£75.83	£90.14	£89.41	£103.68	£102.94
3.0	£56.09	£56.09	£67.18	£68.57	£90.47	£80.44	£92.98	£93.55	£108.85	£110.95
3.5	£57.93	£57.93	£70.66	£70.30	£94.56	£82.01	£96.69	£98.34	£116.75	£118.36
4.0	£61.81	£61.81	£74.98	£73.17	£98.82	£84.55	£101.41	£101.98	£122.19	£124.46
4.5	£63.51	£63.51	£78.29	£74.84	£102.95	£89.01	£106.28	£106.62	£128.92	£131.73
5.0	£66.39	£66.39	£82.78	£78.95	£108.19	£91.45	£111.12	£110.77	£136.82	£138.86
5.5	£69.81	£69.81	£85.38	£82.49	£113.05	£94.99	£114.85	£114.16	£144.15	£145.88
6.0	£71.39	£71.39	£89.70	£84.16	£115.71	£98.53	£119.43	£118.89	£151.63	£153.09
6.5	£75.18	£75.18	£92.74	£86.96	£120.81	£102.19	£124.17	£123.60	£159.10	£160.29
7.0	£78.95	£78.95	£96.92	£89.62	£125.64	£105.85	£128.74	£128.46	£165.17	£167.52
7.5	£81.57	£81.57	£103.40	£91.29	£131.76	£109.37	£133.34	£133.19	£173.80	£173.57
8.0	£84.43	£84.43	£108.17	£94.96	£135.70	£113.02	£138.06	£136.88	£181.61	£179.49
8.5	£86.94	£86.94	£113.62	£97.77	£139.52	£116.70	£140.36	£140.45	£188.32	£186.73
9.0	£90.70	£90.70	£116.91	£100.59	£145.79	£120.22	£144.93	£145.19	£196.18	£193.80
9.5	£93.46	£93.46	£120.39	£103.25	£148.44	£125.03	£150.56	£150.04	£203.03	£201.14
10.0	£96.06	£96.06	£124.82	£106.05	£153.15	£127.54	£155.14	£154.13	£209.90	£207.08
15.0	£116.23	£116.23	£160.25	£128.60	£202.85	£157.08	£203.53	£204.15	£281.89	£284.19
20.0	£142.54	£142.54	£192.77	£151.14	£257.69	£187.94	£251.93	£253.00	£353.88	£359.89
25.0	£163.75	£163.75	£228.10	£172.24	£310.27	£222.50	£297.85	£302.01	£424.95	£435.65
per additional 0.5	£1.78	£1.78	£2.15	£3.65	£4.39	£3.63	£4.67	£5.70	£6.79	£8.17
50.0	£252.87	£252.87	£335.63	£354.51	£529.92	£404.20	£531.30	£587.21	£764.20	£843.90
70.0	£324.17	£324.17	£421.65	£500.33	£705.64	£549.56	£718.06	£815.37	£1,035.60	£1,170.50

For more information about additional weights and prices, call Customer Services. \*Prices shown exclude fuel surcharges.



# Express Services

## FedEx International Delivery Zones

Europe	
Albania	V
Andorra	T
Austria (EU)	T
Belarus	V
Belgium (EU)	R
Bosnia-Herzegovina	V
Bulgaria (EU)	V
Croatia	V
Cyprus (EU)	C
Czech Rep. (EU)	V
Denmark (EU)	T
Estonia (EU)	V
Faroe Islands	T
Finland (EU)	T
France (EU)	S
Germany (EU)	S
Gibraltar (EU)	U
Greece (EU)	T
Greenland	T
Hungary (EU)	V
Iceland	U
Ireland (EU)	R
Italy (EU)	T
Latvia (EU)	V
Liechtenstein	U
Lithuania (EU)	V
Luxembourg (EU)	R
Macedonia	V
Malta (EU)	C
Moldova	V
Monaco	S
Netherlands (EU)	R
Norway	U
Poland (EU)	V
Portugal (EU)	T
Romania (EU)	V
Russian Federation	V
Slovak Rep. (EU)	V
Slovenia (EU)	V
Spain (EU)	T
Sweden (EU)	T
Switzerland	U
Turkey	V
Ukraine	V

Rest of World					
Afghanistan	E	Gabon	E	Niger	E
Algeria	E	Gambia	E	Nigeria	E
American Samoa	E	Georgia	E	Oman	C
Angola	E	Ghana	E	Pakistan	C
Anguilla	D	Grenada	D	Palau	E
Antigua & Barbuda	D	Guadeloupe	D	Palestine Authority	C
Argentina	D	Guam	E	Panama	D
Armenia	E	Guatemala	D	Papua New Guinea	E
Aruba	D	Guinea	E	Paraguay	D
Australia	B	Guyana	D	Peru	D
Azerbaijan	E	Haiti	D	Philippines	B
Bahamas	D	Honduras	D	Qatar	C
Bahrain	C	Hong Kong	B	Réunion Island	E
Bangladesh	C	India	C	Rwanda	E
Barbados	D	Indonesia	B	Saipan (North Mariana Islands)	E
Belize	D	Iraq	C	Samoa	E
Benin	E	Israel	C	Saudi Arabia	C
Bermuda	D	Ivory Coast	E	Senegal	E
Bhutan	C	Jamaica	D	Seychelles	E
Bolivia	D	Japan	B	Singapore	B
Botswana	E	Jordan	C	South Africa	D
Brazil	D	Kazakhstan	E	Sri Lanka	C
British Virgin Islands	D	Kenya	E	St. Kitts & Nevis	D
Brunei	C	Korea, South	B	St. Maarten	D
Burkina Faso	E	Kuwait	C	St. Martin	D
Burundi	E	Kyrgyzstan	E	St. Lucia	D
Cambodia	C	Laos	C	St. Vincent & Grenadines	D
Cameroon	E	Lebanon	C	Suriname	D
Canada	A	Lesotho	E	Swaziland	E
Cape Verde	E	Liberia	E	Taiwan	B
Caribbean Netherlands	D	Libya	C	Tanzania (Uni. Rep of)	E
Cayman Islands	D	Macau	B	Thailand	B
Chad	E	Madagascar	E	Togo	E
Chile	D	Malawi	E	Tonga	E
China	B	Malaysia	B	Trinidad & Tobago	D
Colombia	D	Maldives	E	Tunisia	E
Congo (Brazzaville)	E	Mali	E	Turks & Caicos Islands	D
Cook Islands	E	Marshall Islands	E	Uganda	E
Costa Rica	D	Martinique	D	United Arab Emirates	C
Curacao	D	Mauritania	E	Uruguay	D
Djibouti	E	Mauritius	E	U.S.A.	A
Dominica	D	Mexico	A	Uzbekistan	E
Dominican Republic	D	Micronesia	E	Vanuatu	E
East Timor	B	Mongolia	E	Venezuela	D
Ecuador	D	Montserrat	D	Vietnam	B
Egypt	C	Morocco	E	Virgin Islands (USA)	D
El Salvador	D	Mozambique	E	Wallis & Futuna	E
Eritrea	E	Namibia	E	Zambia	E
Ethiopia	E	Nepal	C	Zimbabwe	E
Fiji	E	New Caledonia	E		
French Guiana	D	New Zealand	B		
French Polynesia	E	Nicaragua	D		

# Express Services

## FedEx International Transit Times

For our transit times please see table below\*. These indicative transit times are subject to change without notice and are based on the FedEx published document transit times.

Guernsey Post provides a free collection service for account holders, so please contact Customer Services should you wish to arrange a FedEx collection.

\*Please note that items posted in Sark or Alderney will take at least 24 hours longer.

<b>Europe</b> Transit times ( <i>working days</i> )	
Albania	4-5
Andorra	3-4
Austria (EU)	2
Belarus	4-5
Belgium (EU)	2
Bosnia-Herzegovina	4-5
Bulgaria (EU)	3-4
Croatia	4-5
Cyprus (EU)	4-5
Czech Rep. (EU)	2
Denmark (EU)	2
Estonia (EU)	3-4
Faroe Islands	10
Finland (EU)	2
France (EU)	2
Germany (EU)	2
Gibraltar (EU)	3-4
Greece (EU)	3-4
Greenland	15
Hungary (EU)	2-3
Iceland	3-4
Ireland (EU)	2
Italy (EU)	2-3
Latvia (EU)	3-4
Liechtenstein	3-4
Lithuania (EU)	3-4
Luxembourg (EU)	2
Macedonia	4-5
Malta (EU)	3-4
Moldova (Republic of)	7
Monaco	2-3
Netherlands (EU)	2
Norway	2-3
Poland (EU)	2
Portugal (EU)	2
Romania (EU)	3-4
Russian Federation	3-7
Slovak Rep. (EU)	2
Slovenia (EU)	4-5
Spain (EU)	2-3
Sweden (EU)	2
Switzerland	2
Turkey	3-4
Ukraine	4-5

<b>Rest of World</b> Transit times ( <i>working days</i> )					
Afghanistan	8	Gabon	7		
Algeria	3-4	Gambia	7	Niger	7
American Samoa	7	Georgia	4-5	Nigeria	4-8
Angola	4-5	Ghana	3-4	Oman	3-4
Anguilla	7	Grenada	4-5	Pakistan	3-5
Antigua & Barbuda	4-5	Guadeloupe	2-4	Palau	7
Argentina	3-4	Guam	4-5	Palestine Authority	16
Armenia	3-4	Guatemala	2-3	Panama	3-4
Aruba	3-4	Guinea	4-5	Papua New Guin.	7
Australia	4-5	Guyana	7	Paraguay	4-5
Azerbaijan	3-4	Haiti	3-4	Peru	3-4
Bahamas	2-3	Honduras	3-4	Philippines	3-4
Bahrain	3-4	Hong Kong	3-4	Qatar	3-4
Bangladesh	3-4	India	3-4	Réunion Island	4-5
Barbados	4-5	Indonesia	3-5	Rwanda	7
Belize	3-4	Iraq	7	Saipan (Nth. Mariana Isles)	5-8
Benin	4-5	Israel	3-6	Samoa	7
Bermuda	3-4	Ivory Coast	4-5	Saudi Arabia	3-5
Bhutan	7	Jamaica	2-3	Senegal	4-5
Bolivia	7	Japan	3-4	Seychelles	4-5
Botswana	8	Jordan	3-4	Singapore	3-4
Brazil	4-8	Kazakhstan	7	South Africa	3-4
British Virgin Isles.	3-4	Kenya	3-4	Sri Lanka	4-5
Brunei	4-5	Korea, South	3-4	St. Kitts & Nevis	2-3
Burkina Faso	7	Kuwait	5	St. Maarten	2-3
Burundi	9	Kyrgyzstan	4-5	St. Martin	3-4
Cambodia	4-5	Laos	4-5	St. Lucia	3-4
Cameroon	9	Lebanon	4-5	St. Vincent & Grenadines	7
Canada	2-3	Lesotho	9	Suriname	8
Cape Verde	8	Liberia	7	Swaziland	9
Caribbean Netherlands	4-7	Libya	10	Taiwan	3-4
Cayman Islands	3-4	Macau	5	Tanzania (Uni. Rep. of)	4-5
Chad	4-5	Madagascar	7	Thailand	3-4
Chile	3-4	Malawi	4-5	Togo	8
China	3-4	Malaysia	3-4	Tonga	7
Colombia	3-4	Maldives	6	Trinidad & Tobago	4-5
Congo (Brazzaville)	8	Mali	3-4	Tunisia	4-5
Cook Islands	7	Marshall Islands	7	Turks & Caicos Is	3-4
Costa Rica	3-4	Martinique	4-5	Uganda	4-5
Curacao	4-5	Mauritania	7	United Arab Em.	3-4
Djibouti	7	Mauritius	7	Uruguay	3-4
Dominica	4-5	Mexico	2-8	U.S.A.	2
Dominican Republic	3-4	Micronesia	7	Uzbekistan	4-5
East Timor	8	Mongolia	7	Vanuatu	7
Ecuador	4-5	Montserrat	8	Venezuela	9-10
Egypt	3-4	Morocco	3-4	Vietnam	3-4
El Salvador	3-4	Mozambique	7	Virgin Islands (USA)	2-3
Eritrea	8	Namibia	8	Wallis & Futuna	9
Ethiopia	3-4	Nepal	6	Zambia	4-5
Fiji	7	New Caledonia	7	Zimbabwe	4-5
French Guiana	8	New Zealand	4-7		
French Polynesia	7	Nicaragua	3-4		

# Express Services

## FedEx International Packaging

Strong, easy-to-use packaging is vital for the swift delivery of your FedEx item. We have a full range of ready-to-use, self-sealing packaging in a choice of shapes and sizes. Each design has been proven many millions of times and every one is available free of charge when you use our FedEx service.

### FedEx Envelope



Holds up to 60 unfolded pages of standard A4 paperwork.  
Total weight (including contents, documentation and the envelope) must not exceed 500g.  
Remember the special FedEx Envelope rate applies only up to this weight.  
Tick the 'FedEx Envelope' box in Section 5 of the International Air Waybill.  
Internal measurements: Height 24cm, Width 32cm.

### FedEx Pak



For larger documents or other compact items.  
Total weight (including contents, documentation and packaging) must not exceed 2.5 kg.  
A special FedEx Pak rate applies up to this weight.  
Mark the 'FedEx Pak' box in Section 5 of the International Air Waybill.  
Internal measurements: Height 30.4cm, Width 39.3cm.

### FedEx Tube



A self-sealing tube that's ideal for drawings, blueprints, charts, photographs, fabric samples and any other items which are better rolled than folded.  
Internal measurements: Height 96.5cm, Width 15.2cm, Depth 15.2cm.  
Weight limit: 9 kgs

### FedEx Box - Small



A self-assembly box designed to hold a single reel of magnetic tape and small documents.  
Internal measurements: Height 29.2cm, Width 26.9cm, Depth 2.8cm.  
Weight limit: 13 kgs

### FedEx Box - Medium



A self-sealing box designed for binders or large documents.  
Internal measurements: Height 29.2cm, Width 33cm, Depth 6cm.  
Weight limit: 13 kgs

### FedEx Box - Large



A self-sealing box designed for large stacks of paper, computer print-outs or machine parts.  
Internal measurements: Height 31.4cm, Width 44.4cm, Depth 7.6cm.  
Weight limit: 13 kgs



# Express Services

## FedEx UK

FedEx UK is the service of choice for sending important or time-sensitive documents (items of no commercial value) to the UK mainland. Currently it is available to our FedEx account holders and at our Envoy House or Smith Street branches. Account holders can call Customer Services to arrange a free collection.

We have a full range of ready-to-use, self-sealing FedEx UK packaging in a choice of sizes. Each design has been proven many millions of times and every one is available free of charge when you use our FedEx service. See examples on page 26.

Prices shown exclude fuel surcharges. FedEx services and charges are subject to change - for the most up to date information on our FedEx services please visit our website [www.guernseypost.com](http://www.guernseypost.com) or call Customer Services on 711720.

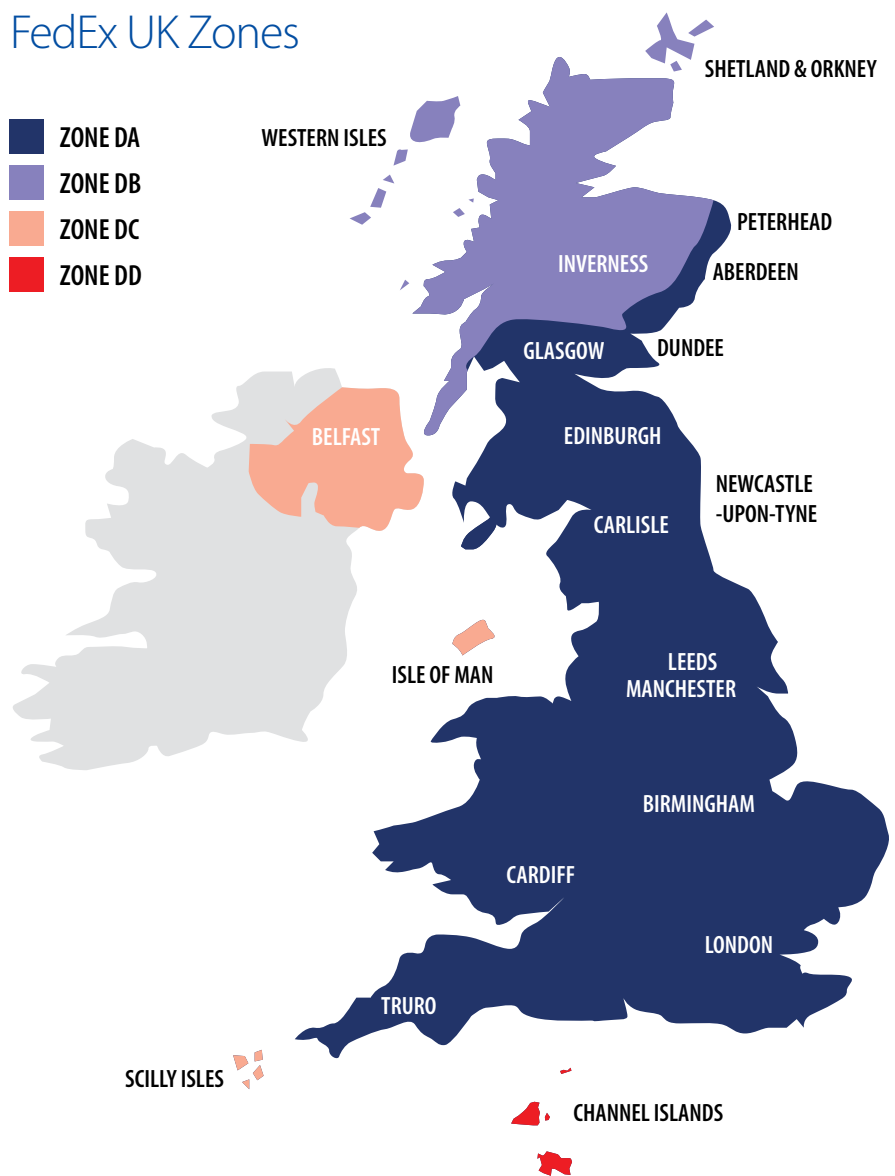
For a full list of all FedEx UK delivery destinations and delivery timescales, please refer to the website [www.guernseypost.com/fedex](http://www.guernseypost.com/fedex) or visit [www.fedex.com](http://www.fedex.com).

### FedEx UK Pak 0.5kg - 2.5kg

Item weight kg	Zone DA	Zone DA	Zone DA	Zone DA	Zone DB	Zone DC	Zone DD
Pak	Before 9am	Before 10am	Before 12pm	Next Day	Next Day	Next Day	Next Day
0.5	£62.75	£43.36	£31.14	£23.48	£34.01	£47.72	£52.16
1.0	£63.33	£43.93	£31.72	£24.05	£34.58	£48.30	£52.74
1.5	£63.90	£50.16	£36.86	£24.63	£35.16	£48.87	£53.31
2.0	£64.48	£50.74	£37.43	£25.20	£35.73	£49.45	£53.89
2.5	£65.05	£51.31	£38.01	£25.78	£36.31	£50.02	£54.46

If non-FedEx branded packaging is used different FedEx rates will apply.

### FedEx UK Zones



# Express Services

## FedEx UK Packaging

Strong, easy-to-use packaging is vital for the swift delivery of your FedEx item. We have a full range of ready-to-use, self-sealing packaging in a choice of sizes. Each design has been proven many millions of times and every one is available free of charge when you use our FedEx service.

35 cm



25 cm

### FedEx UK Small Pak

Self-seal, tear- and water-resistant packaging.  
For larger documents or other compact items.  
Internal measurements: 35 x 25 cm  
Weight limit: 2.5 kgs

42 cm



30.5 cm

### FedEx UK Medium Pak

Self-seal, tear- and water-resistant packaging.  
For larger documents or other compact items.  
Internal measurements: 42 x 30.5 cm  
Weight limit: 2.5 kgs

51.5 cm



43.5 cm

### FedEx UK Large Pak

Self-seal, tear- and water-resistant packaging.  
For larger documents or other compact items.  
Internal measurements: 42 x 30.5 cm  
Weight limit: 2.5 kgs