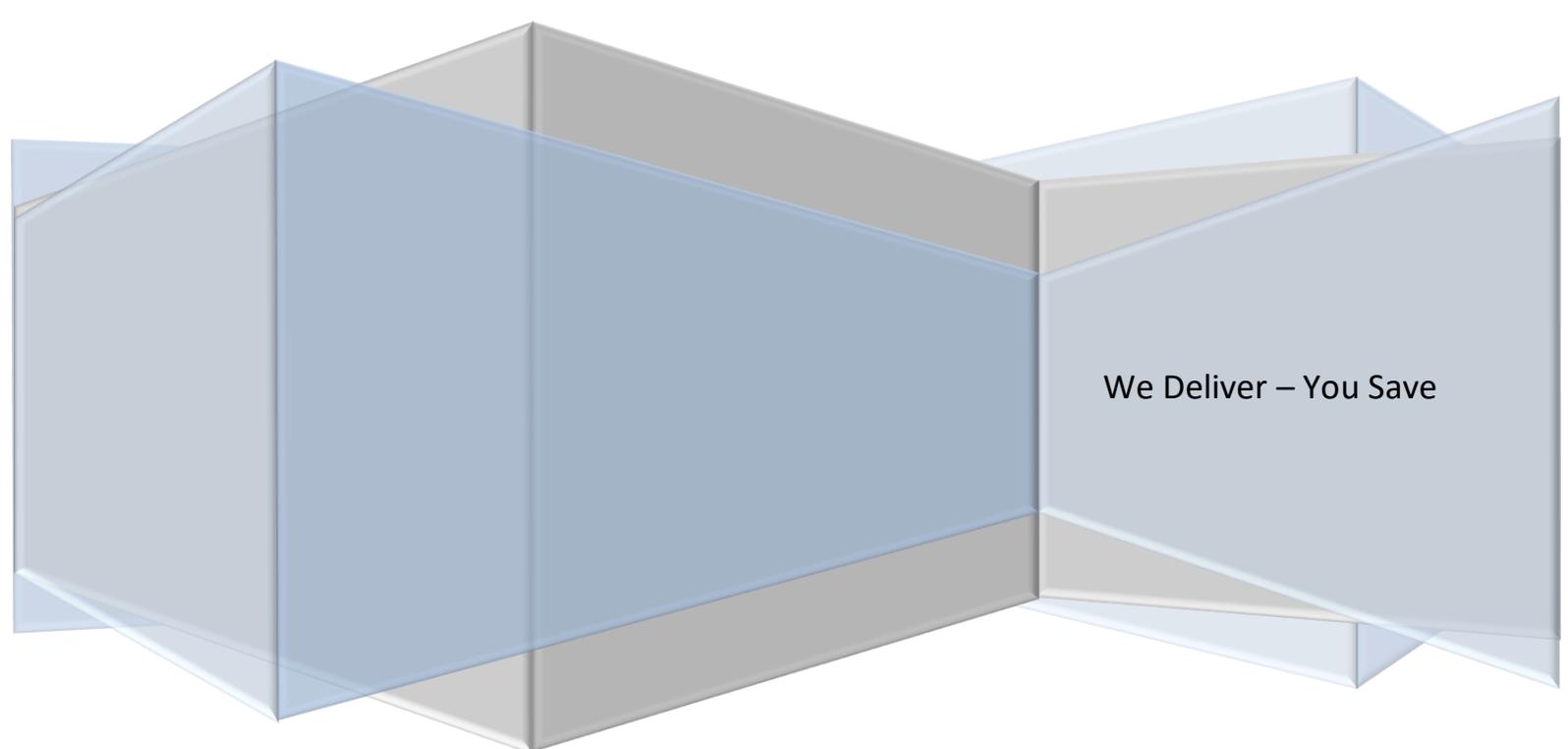


UK To USA Tracked/Delivery Confirmation Service

eTail-USA

Current Prices & Service Guide

10th January 2022



We Deliver – You Save

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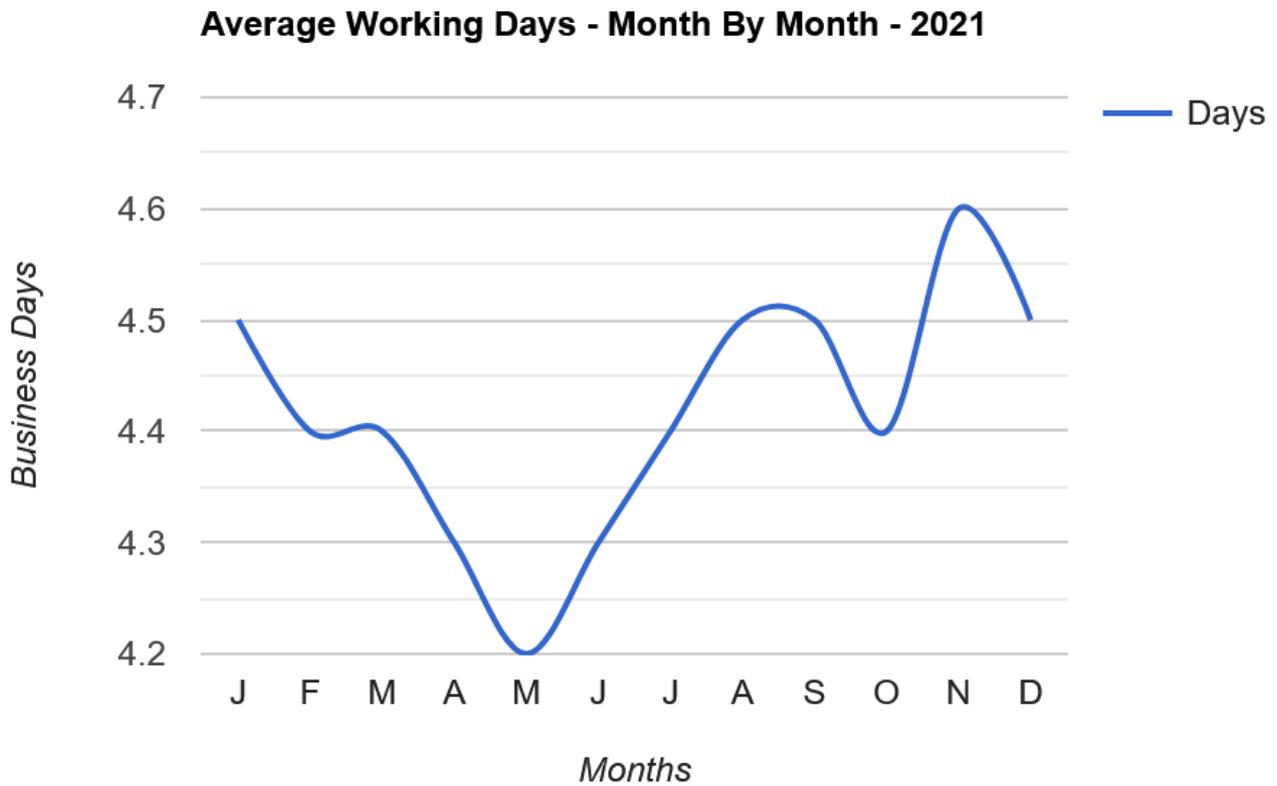
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2021 Delivery Performance

The below KPIs are based on ALL parcels dispatched through the eTail-USA service during 2021.

Average Working Days – Month By Month



Average Delivery Time - All Parcels Dispatched During 2021 = **4.52 Working Days**

Delivered Within Service Definition: **96.24%**

Late Deliveries: **2.84%** * 2 working days or more past service definition

Failed Deliveries/Bad Address/Recipient Refusal: **0.92%**

Lost Parcels/Claim Submitted: **0%** * No claims submitted during 2021

2022 Prices (From 10th January 2022)

2022 Prices - Volume Tier 1: 150+ Parcels Per Week

- eTail-USA -

Weight Band	Large Letter	Packet	Royal Mail	£ Savings
1-149g	£4.69	£4.79	£9.97	£5.18
150-199g	£4.89	£4.89	£10.43	£5.54
200-249g	£4.99	£5.09	£10.88	£5.79
250-299g	-----	£5.29	£11.34	£6.05
300-349g	-----	£6.29	£11.80	£5.51
350-399g	-----	£6.49	£12.26	£5.77
400-449g	-----	£7.79	£12.71	£4.92
450-499g	-----	£8.89	£13.17	£4.28
500-599g	-----	£9.29	£14.09	£4.80
600-699g	-----	£9.79	£15.00	£5.21
700-799g	-----	£10.19	£15.92	£5.73
800-899g	-----	£11.49	£16.83	£5.34
900-999g	-----	£12.99	£17.75	£4.76
1000-1499g	-----	£15.49	£22.24	£6.75
1500-1999g	-----	£17.99	£26.90	£8.91

2022 Prices - Volume Tier 2: 70 – 149 Parcels Per Week

- eTail-USA -

Weight Band	Large Letter	Packet	Royal Mail	£ Savings
1-149g	£4.99	£5.09	£9.97	£4.88
150-199g	£5.09	£5.29	£10.43	£5.14
200-249g	£5.19	£5.49	£10.88	£5.39
250-299g	-----	£5.69	£11.34	£5.65
300-349g	-----	£6.49	£11.80	£5.31
350-399g	-----	£6.79	£12.26	£5.47
400-449g	-----	£7.89	£12.71	£4.82
450-499g	-----	£8.99	£13.17	£4.18
500-599g	-----	£9.49	£14.09	£4.60
600-699g	-----	£9.89	£15.00	£5.11
700-799g	-----	£10.29	£15.92	£5.63
800-899g	-----	£11.69	£16.83	£5.14
900-999g	-----	£13.29	£17.75	£4.46
1000-1499g	-----	£15.69	£22.24	£6.55
1500-1999g	-----	£18.29	£26.90	£8.61

2022 Prices - **Volume Tier 3: 40 – 69 Parcels Per Week**

- eTail-USA -

Weight Band	Large Letter	Packet	Royal Mail	£ Savings
1-149g	£5.19	£5.19	£9.97	£4.78
150-199g	£5.29	£5.39	£10.43	£5.04
200-249g	£5.49	£5.59	£10.88	£5.29
250-299g	-----	£5.79	£11.34	£5.55
300-349g	-----	£6.59	£11.80	£5.21
350-399g	-----	£6.89	£12.26	£5.37
400-449g	-----	£7.99	£12.71	£4.72
450-499g	-----	£9.09	£13.17	£4.08
500-599g	-----	£9.59	£14.09	£4.50
600-699g	-----	£9.99	£15.00	£5.01
700-799g	-----	£10.49	£15.92	£5.43
800-899g	-----	£11.89	£16.83	£4.94
900-999g	-----	£13.49	£17.75	£4.26
1000-1499g	-----	£15.79	£22.24	£6.45
1500-1999g	-----	£18.49	£26.90	£8.41

2022 Prices - **Volume Tier 4: 20 – 39 Parcels Per Week**

- eTail-USA -

Weight Band	Large Letter	Packet	Royal Mail	£ Savings
1-149g	£5.39	£5.39	£9.97	£4.58
150-199g	£5.49	£5.59	£10.43	£4.84
200-249g	£5.59	£5.79	£10.88	£5.09
250-299g	-----	£6.09	£11.34	£5.25
300-349g	-----	£6.69	£11.80	£5.11
350-399g	-----	£6.99	£12.26	£5.27
400-449g	-----	£8.19	£12.71	£4.52
450-499g	-----	£9.19	£13.17	£3.98
500-599g	-----	£9.69	£14.09	£4.40
600-699g	-----	£10.09	£15.00	£4.91
700-799g	-----	£10.59	£15.92	£5.33
800-899g	-----	£12.09	£16.83	£4.74
900-999g	-----	£13.69	£17.75	£4.06
1000-1499g	-----	£16.29	£22.24	£5.95
1500-1999g	-----	£19.29	£26.90	£7.61

2022 Prices - **Volume Tier 5: 7 – 19 Parcels Per Week**

- eTail-USA -

Weight Band	Large Letter	Packet	Royal Mail	£ Savings
1-149g	£5.69	£5.79	£9.97	£4.18
150-199g	£5.89	£5.99	£10.43	£4.44
200-249g	£6.09	£6.29	£10.88	£4.59
250-299g	-----	£6.49	£11.34	£4.85
300-349g	-----	£6.79	£11.80	£5.01
350-399g	-----	£7.09	£12.26	£5.17
400-449g	-----	£8.29	£12.71	£4.42
450-499g	-----	£9.29	£13.17	£3.88
500-599g	-----	£9.79	£14.09	£4.30
600-699g	-----	£10.29	£15.00	£4.71
700-799g	-----	£10.79	£15.92	£5.13
800-899g	-----	£12.49	£16.83	£4.34
900-999g	-----	£13.99	£17.75	£3.76
1000-1499g	-----	£16.49	£22.24	£5.75
1500-1999g	-----	£19.49	£26.90	£7.41

2022 Prices - **Volume Tier 6: 1 – 6 Parcels Per Week**

- eTail-USA -

Weight Band	Large Letter	Packet	Royal Mail	£ Savings
1-149g	£5.99	£6.09	£9.97	£3.88
150-199g	£6.29	£6.39	£10.43	£4.04
200-249g	£6.49	£6.59	£10.88	£4.29
250-299g	-----	£6.89	£11.34	£4.45
300-349g	-----	£6.99	£11.80	£4.81
350-399g	-----	£7.49	£12.26	£4.77
400-449g	-----	£8.49	£12.71	£4.22
450-499g	-----	£9.49	£13.17	£3.68
500-599g	-----	£10.49	£14.09	£3.60
600-699g	-----	£10.99	£15.00	£4.01
700-799g	-----	£11.99	£15.92	£3.93
800-899g	-----	£12.99	£16.83	£3.84
900-999g	-----	£14.99	£17.75	£2.76
1000-1499g	-----	£16.99	£22.24	£5.25
1500-1999g	-----	£19.99	£26.90	£6.91

eTail-USA Service Definition

1. Delivery Times

3-5 business days from the parcel leaving our hub (on average).

Non-Contiguous States (£4 surcharge per Large Letter, £5 per Parcel) – Delivery times to Alaska, Hawaii & Puerto Rico – add 2-3 days to our mainland transit times. **We are currently NOT shipping to Guam, Virgin Islands and US military addresses (APO/AE).**

2. Parcel Weights

The maximum parcel dead weight for the eTail-USA service is **10KG**.

3. Parcel Dimensions

Large Letter - Max dead weight: **250g**, Max length: **30cm**, Max width: **20cm**, Max thickness: **2.5cm**

Packet - Max dead weight: **10kg**, Max length: **25cm**, Max width: **25cm**.

4. Daily Address Data File

Daily address files must be submitted to files@etail-usa.com any time before 5pm.

Any files submitted after 5pm will not be processed until the next day (we will always try to process files submitted slightly late such as between 5pm and 5:30pm).

If you are experiencing delays in compiling/submitting your daily file just let us know and we will do all we can to delay the overall processing to include your late arriving file).

The address data file that you submit should 100% match the physical parcels that you have sent to us.

If we receive parcels at our hub that have been sent to us without being included in the address data file, we will manually enter the address, verify the address, generate a tracking number & generate a shipping label.

A £3 per parcel surcharge is levied for this to cover the manual labour we are exposed to in handling/dispatching any parcel that has not been included in the previous day's address data file.

5. Pricing By Weekly Parcel Volume

We have a 6-category structure of pricing by weekly volumes, which is...

- 1-6 parcels per week
- 7-19 parcels per week
- 20-39 parcels per week
- 40-69 parcels per week
- 70-149 parcels per week
- 150 + parcels per week

Our volume related pricing structure is based on the number of parcels we have processed/dispatched for you for the Monday to Friday period of the weekly invoice that we produce on a Saturday. We charge only when the parcel has left our US facility and is injected into USPS.

6. Volume Related Discount (VRD)

We offer the below high-volume discounts...

- 200+ parcels per week – 1% discount applied to our lowest (Tier 1) rates for that week.
- 300+ parcels per week – 2% discount applied to our lowest (Tier 1) rates for that week.
- 400+ parcels per week – 3% discount applied to our lowest (Tier 1) rates for that week.
- 500+ parcels per week – 4% discount applied to our lowest (Tier 1) rates for that week.

7. Fuel Surcharge

Our fuel surcharge as at 10th January 2022 is **5%** this will be applied to the weekly invoice.

Our fuel surcharge is one of the lowest we know of within the postage/courier/logistics industry where fuel surcharges for Couriers such as UPS, DHL, Fedex are typically within the range of 18% - 22%.

Our fuel surcharge is subject to change (up or down) on 1st April 2022, 1st July 2022 & 1st October 2022 whereas the Royal Mail fuel surcharge is subject to change at any time with 2 weeks' notice provided.

8. Collections

We offer qualifying customers a "PM" UPS collection from their premises and the fees for this are as follows.

- 25 parcels or more collected – **FREE**
- 19-24 parcels collected - **£2 charge**
- 12-18 parcels collected - **£4 charge**
- 6-11 parcels collected - **£6 charge**
- 1-5 parcels collected - **£8 charge**

Collections can be daily, 3 times per week (Mon, Wed & Fri) or on request. Alternatively, parcels can be sent to us via your own carrier or courier. A lot of our smaller volume customers use RM tracked 24 to send to us.

9. Volumetric Weight Surcharges

See Separate Document.

10. Weekly Billing/Credit Terms

We invoice our customers once a week via email (on a Saturday). The PDF invoice that is emailed to you each week will be for ALL the parcels we have handled/dispatched for you that Mon-Fri where the parcel has left our US facility for injection into USPS and alongside the PDF invoice is an Excel file attachment that is a breakdown of ALL the parcels with your OrderID, Customer name, tracking numbers, weights and charges.

Our standard credit terms are strictly 7 days. This is because the prompt-payment agreement with have with our own carriers' forms part of our discount with them that allows us to offer such low prices. We ask all our customers to kindly settle our weekly invoice before the next weekly invoice is with them. We cannot offer credit past 7 days – we are designed to save our customers on postage versus Royal Mail and others and can only do so with prompt payment.

Before we can commence provision of the eTail service we require that ALL our customers confirm in writing that they accept our 7-day credit terms. This acceptance of our 7-day credit terms can be simply an email. Our preferred payment method is bank transfer which is free of charges to both our customers & ourselves.

11. Late Payment

We understand that it is not always possible to pay us on-time and if payment of our weekly invoice is slightly late every now and again then we accept this and will work with any eTail-USA service user who has not paid the previous invoice by the time the new one has been sent via the following...

If payment is not made by the time the new invoice has been sent a friendly reminder email is sent out requesting that payment is made, this auto-email is sent on the Saturday that the new invoice is generated/sent.

If we received no reply to the reminder email by close on the Monday after it has been sent and the invoice is still not paid then a 2nd email will go out on the Tuesday morning. No reply to this email and no payment then the eTail-USA service user's account will go on STOP and we will not be able to send any further parcels until payment is made.

During 2021 92% of our service users paid their weekly invoice on-time, 7% were slightly late requiring the reminder email and only 1% were late paying resulting in account stop.

A new policy for 2022 has been introduced whereby any eTail-USA service user who has been late paying us 3 times or more during the current year will, from the 4th late payment onwards be charged at a price tier one lower than the actual parcel volumes achieved for that week. For example - if the service user's actual weekly parcel volumes have been 40-69 parcels for that week (Tier 3 pricing) and the service user is late paying that week after at least 3 previous times then the prices applied to the invoice will be at Tier 4 rates. We feel this is not inappropriate given that we wish to be fair to the 99% of our service user's who do always pay on-time.

12. Failed Deliveries/Returns

We are very proud of our delivery record over the past 5 years with 99.5% of parcels delivered. Our failed delivery record of just under ½ % of all parcels sent is one of the lowest in the postage/logistics industry and we always go out of our way to establish the reasons for non-delivery and where possible re-address & re-send the parcel.

Those eTail-USA users who wish to change address for any parcels whilst the parcel is still in the UK can do so by contacting us on info@etail-usa.com within 12 hours of their address data file being submitted but once the parcel has left the UK we cannot do anything in regards to address change.

Due to the extremely low rates we offer, we do not provide a return-to-UK service for non-delivered parcels.