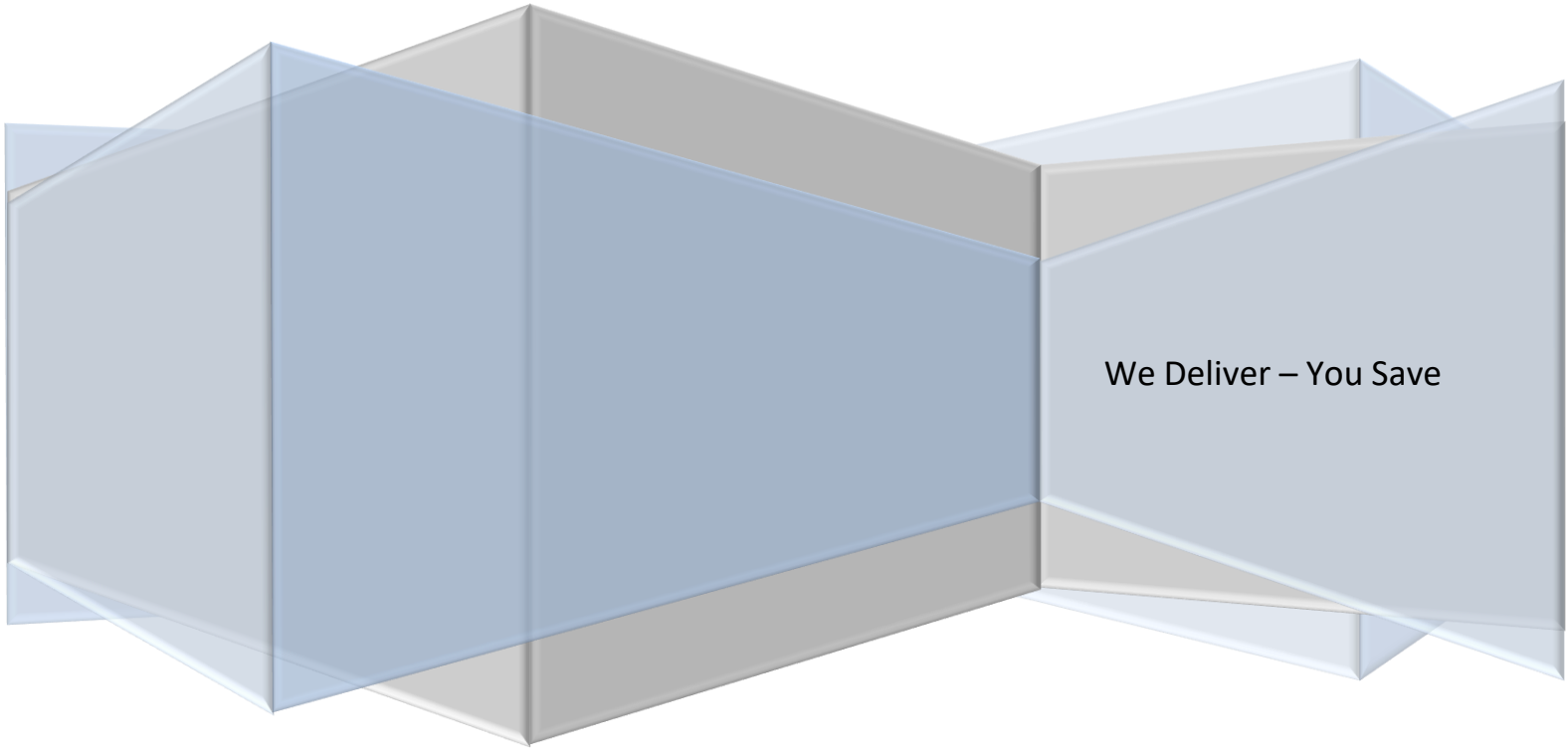
UK To USA Tracked/Delivery Confirmation Service

eTail-USA

Current Prices & Service Guide

19th January 2026



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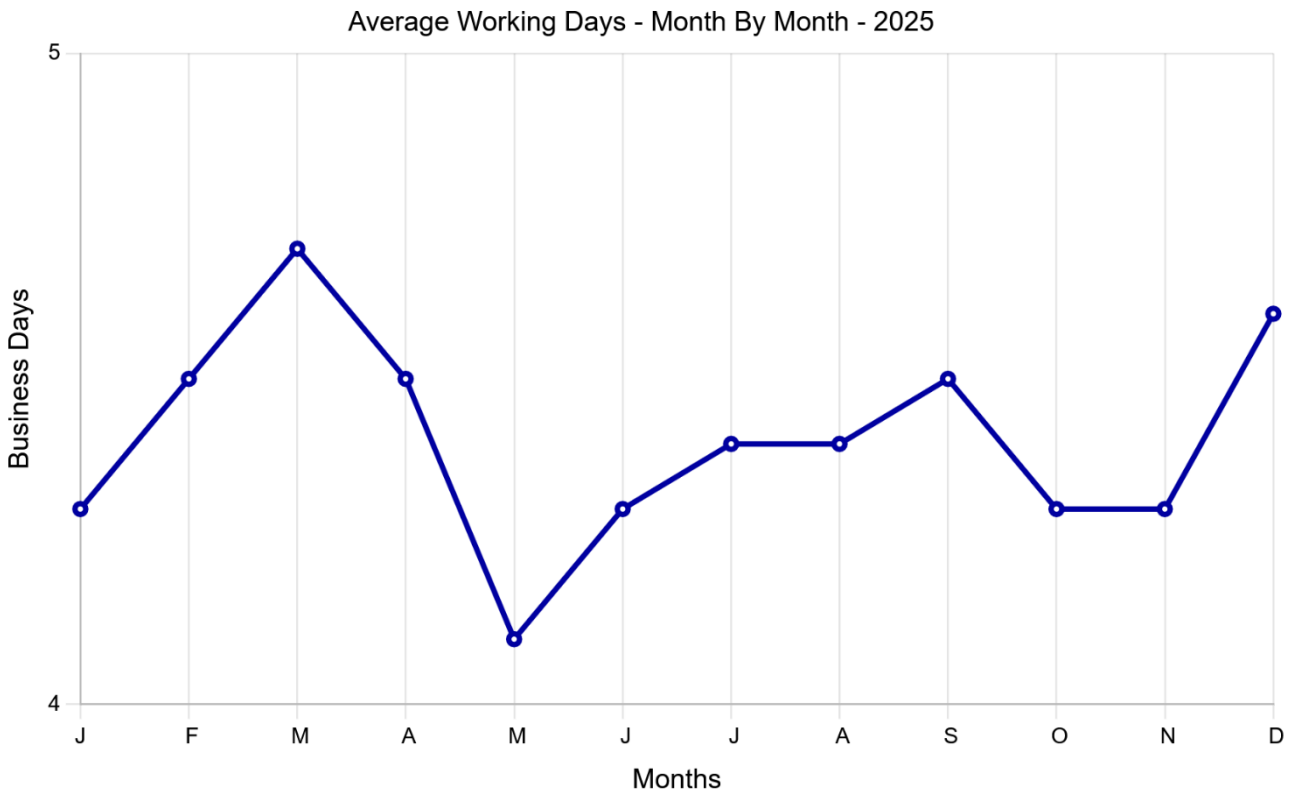
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2025 Delivery Performance

The below KPIs are based on ALL parcels dispatched through the eTail-USA service during 2025.

Average Working Days – Month By Month



Average Delivery Time - All Parcels Dispatched During 2025 = **4.37 Business Days**

Delivered Within Service Definition: **94.83%**

Late Deliveries: **4.22%** *** 2 working days or more past service definition.**

Failed Deliveries/Bad Address/Recipient Refusal: **0.91%**

Lost Parcels/Claim Submitted: **0.04%** *** 3 claims submitted during 2025.**

2026 Prices (From 19th January 2026)

- 2026 Prices By Weekly Parcel Volume -

Weight Band	300+	200-299	120 - 199	80-119	50 - 79	20 - 49	1 - 19
1-149g	4.99	5.29	5.79	5.99	6.25	6.49	6.69
150-199g	5.29	5.65	5.89	6.09	6.29	6.55	6.75
200-249g	5.45	5.69	5.99	6.19	6.39	6.65	6.85
250-299g	5.69	5.89	6.19	6.65	6.85	7.05	7.15
300-349g	5.89	6.15	6.25	6.79	6.89	7.09	7.19
350-399g	6.49	6.79	7.25	7.59	7.79	8.09	8.29
400-449g	6.99	7.49	7.99	8.29	8.39	8.49	8.79
450-499g	7.79	8.29	8.39	8.59	8.79	9.19	9.49
500-599g	8.19	8.49	8.59	8.79	8.99	9.29	9.59
600-699g	8.49	8.79	9.09	9.19	9.59	9.79	9.99
700-799g	9.49	9.79	9.99	10.19	10.59	10.79	10.99
800-899g	9.99	10.79	10.99	11.19	11.59	11.79	11.99
900-999g	10.99	11.74	12.19	12.79	12.99	13.49	13.89
1000-1499g	11.99	12.79	13.19	13.59	13.79	14.59	15.39
1500-1999g	14.99	15.49	15.99	16.49	16.69	17.49	17.99

eTail-USA Service Definition

1. **Delivery Times**

   2-5 business days from the parcel leaving our hub (on average). Average delivery time in 2024 across all parcels sent was **4.37 business days.**

   We inject daily into USPS at 2 US airports – New York (JFK) & Los Angeles (LAX). Parcels with recipient destination within 150 miles of either New York or Los Angeles are delivered on a next-day service, all other destinations are 2-4 business days from time of USPS induction.

   Non-Contiguous States - £5 surcharge per parcel**.**
   US Military Overseas, Guam & US Virgin Islands - £6 surcharge per parcel.
   Delivery times to Alaska, Hawaii & Puerto Rico – add 2-3 days to our mainland transit times. US Military destinations, Guam & US Virgin Islands – allow further time.

2. **Parcel Weights**

   The maximum parcel dead weight for the eTail-USA service is **15KG**.

3. **Parcel Dimensions**

   Max length: **70cm**, Max width: **50cm**.

   *** **See separate volumetric guide for packet thickness over 8cm and/or length/width over 35cm** ***

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.

   Your address data file should always arrive with us formatted to the agreed template that was implemented when you first became an eTail-USA service user.

   If there are any variances from the agreed format in relation to column headers, data format within columns, repeated addresses or any other difference to the agreed template that has originated from your order management systems (not the address entered by the recipient on your online form) then a £0.30p re-formatting surcharge may be levied per address correction.

You will always be advised of any format discrepancies at the time of submitting your address data file to us so that you have the opportunity to rectify before your next file submission.

5. Parcel Label Requirements

We require a computer-generated address on a label where the font size is a minimum of 10 point. The address should be in standard US postal address format.

A barcoded OrderID on your label, although not mandatory is **highly recommended** as this ensures that our Ops Team can scan each of your parcels with each scan triggering a match to the address data file you will have submitted to us the day before.

6. Customs CN22 Stickers

As our service is entirely US domestic there is **no requirement at all to apply customs CN22 stickers to the parcels**. They are completely superfluous for parcels sent through our service. Should they be applied to your parcels we will sticker over them.

By not requiring CN22 stickers we will be saving you time/labour as well as money versus RM and other carriers.

7. Pricing By Weekly Parcel Volume

We have a 7-category structure of pricing by weekly volumes, which is…

- 1-19 parcels per week
- 20-49 parcels per week
- 50-79 parcels per week
- 80-119 parcels per week
- 120-199 parcels per week
- 200-299 parcels per week
- 300 + 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 UK facility, has arrived at our New York facility and is about to be injected into the USPS network.

8. Fuel Surcharge

Our fuel surcharge as of 19th January 2026 is **6.5%** this will be applied to the weekly invoice.

Our fuel surcharge is set at around the same level as Royal Mail and remains 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 20% - 25%.

Our fuel surcharge is subject to change (up or down) on 1st March 2026, 1st June 2026 & 1st September 2026 whereas the Royal Mail fuel surcharge is subject to change at any time with only 2 weeks' notice provided by RM.

9. **Peak Season Surcharge - 2026**

In August 2024 USPS received government approval to introduce a peak season surcharge for expedited services for the period 6th October 2024 to 19th January 2025. The USPS peak surcharge varied between $0.30 - $0.45 per parcel and as we have a strict once-per-year price change we were forced to absorb this surcharge in 2024 peak season.

We were therefore forced to levy a peak season surcharge in 2025 of £0.30p per parcel.

Should USPS implement the same peak season surcharge in 2026 we will be forced to cover this with our own peak season surcharge.

10. **Collections**

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

- 30 parcels or more collected – **FREE**
- 23-29 parcels collected - **£6 charge**
- 15-22 parcels collected - **£8 charge**
- 6-14 parcels collected - **£10 charge**
- 1-5 parcels collected - **£13 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.

11. **Volumetric Weight & Large Package Surcharges**

See Separate Document.

12. **Weekly Billing/Credit Terms/Late Payment Fee**

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 one of our UK 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.

We define our 7-day credit terms as being **payment to be made to our bank any time before the next weekly invoice is sent out**, which is 9am to 10am each Saturday (but can be slightly later in the day).

We offer only 7-day credit terms 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 Mai and others and can only do so with prompt payment.

Before we can commence provision of the eTail service for any new customer we require that the on-boarding new customer confirm to us in writing that they accept our 7-day credit terms.

This acceptance of our 7-day credit terms is a binding agreement between the 2 parties.

Late Payment

Each Saturday (no earlier than 9am) our accounts dept will check our bank account for received/cleared funds. Any eTail-USA service user who has not yet paid the invoice that was sent to them the 7 days ago on the previous Saturday and that invoice has not been queried (13. Invoice Queries below) will be subject to the following late payment surcharge which will appear as a separate line on the latest weekly invoice that is being sent at the time of the late payment.

As we totally accept "oversights" on payment and wish to be fair to our customers who only very occasionally are late in paying we will **only apply the following charges if/when a customer has been late paying for the 3rd time or more in any calendar year**. We feel that 2 late payments in any calendar year should be considered as acceptable but that more than this constitutes consistent late payment and therefore the below would be applicable.

- Tier 6 prices on latest invoice - £20 late payment charge applied.
- Tier 5 prices on latest invoice - £25 late payment charge applied.
- Tier 4 prices on latest invoice - £30 late payment charge applied.
- Tier 3 prices on latest invoice - £40 late payment charge applied.
- Tier 2 prices on latest invoice - £50 late payment charge applied.
- Tier 1 prices on latest invoice - £70 late payment charge applied.

Our preferred payment method is bank transfer which is free of charges to both our customers & ourselves.

Bank details are - Bank: Santander, account name: eTail-USA Ltd, sort code: 09-01-29, a/c number: 10668177

13. Invoice Queries

Invoice queries must be lodged with us no later than close of business on the Tuesday after the latest invoice is sent on the previous Saturday.

14. RTS Facility

We are very proud of our delivery record over the past 10 years with around 99.5% of parcels delivered.

In addition to the very low delivery failure rate that we enjoy with USPS we also offer a RTS facility for packages that USPS have been unable to deliver and therefore become "Return to Sender" status.

Our New York based US domestic re-send/forward facility allows you to re-send the package to the same recipient but with an amended/correct address or forward to another US address that the recipient provides we can do so on the same day that RTS package arrives back at our NY warehouse. We charge the same rate as the original send plus £3 per parcel handling fee.

Should you not wish to re-send the parcel then 3 other options are available to you – a) Dispose of parcel (no fee), b) Store the parcel at our NY facility (£3 per week per parcel) or c) Send the parcel back to UK (either singly or with other parcels).