

EUROPEAN & INTERNATIONAL PARCELS

Due to uncertainties surrounding BREXIT, you will need to obtain a quote for all parcels leaving the UK with immediate effect.

Any quote can be obtained via the quote system on our website; by emailing the office info@parcel-x.co.uk; or by calling 01452 643043.

Please make sure you have the exact dimensions (Length x width x height in cm), weight (kg) and full delivery address when requesting a quote. All deliveries to residential properties incur a surcharge of £5 + vat.

A quote is valid for 5 days and you will be invoiced for payment. **Please do not use Parcel-X orange labels for sending European and International parcels.**

Parcel-X will obtain a quote on your behalf for any item received without a quote first being obtained and this will be forwarded to you for approval before an item is dispatched. Parcel-X reserve the right not to dispatch an item should any necessary paperwork be missing. Any item not ready for dispatch will be held by Parcel-X for 2 working days and then returned to you.

All items received will be checked against the information supplied in the quote. If a quote is inaccurate, we reserve the right to amend it. **Should any additional costs be incurred prior to dispatch, they will be charged directly to you. The consignee will be responsible for any additional customs charges incurred on arrival in the destination country.**

Parcel -X will ensure that every effort is made to deliver an item to its destination. Should this not be possible and a parcel is returned to the UK, Parcel-X will return it to you at additional cost.

October 2019