

Dear valued customer.



Please see important information relating to impending changes.

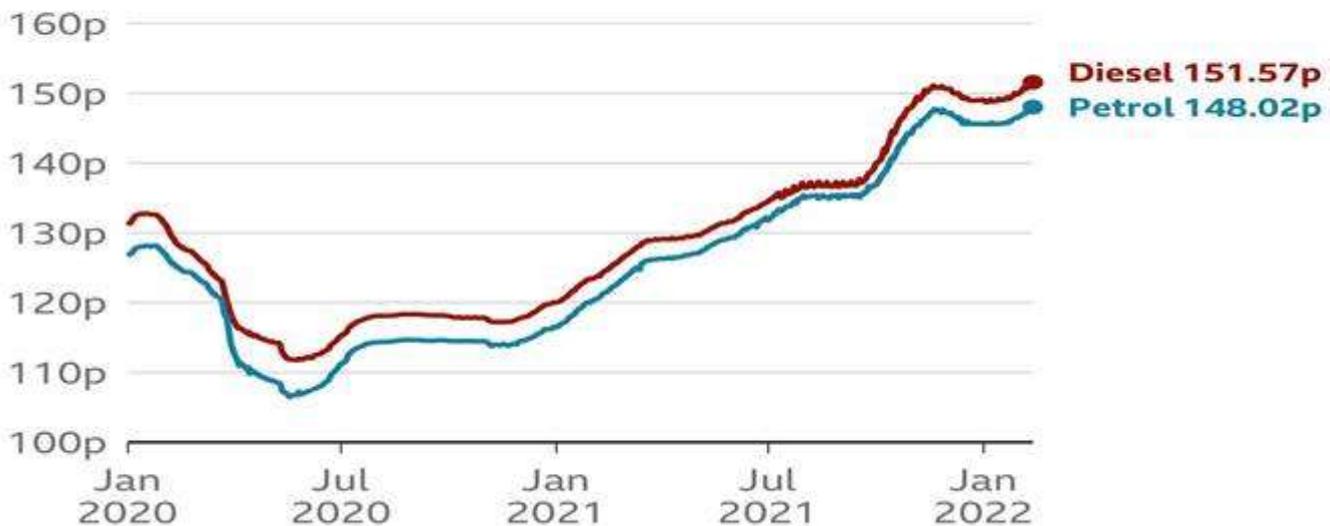
News article: - Fuel prices have hit a new record high at the pump across the UK, tightening the squeeze on UK consumers, the motoring organisation the AA has said. Over the weekend petrol reached 148.02p a litre, while diesel hit a new record high of 151.57p a litre last Thursday. Fuel previously hit a record in November, before wholesale and retail prices fell back. "The cost-of-living crisis has been ratcheted up yet another notch," said Luke Bosdet of the AA. The RAC's fuel spokesman Simon Williams said the price of filling a 55-litre family car was now an "eye-watering" £81.41.

Direct Express Logistics (DEXL) along with our network partners have historically absorbed these continued increases. Unfortunately, we are no longer in a position to do so, therefore we will be implementing a fuel surcharge mechanism with immediate effect details of which can be found below.

Any increase or decrease in fuel prices which fall outside the parameters detailed below will be subject to 1.0% change in the fuel surcharge for every 5.0p movement, subject to a minimum charge of 0.0%.

UK fuel prices since January 2020

Petrol and diesel at the pump, price per litre



Source: Experian. Last update 14 February 2022



Your Questions Answers

Q. Why are Direct Express Logistics Ltd applying a variable fuel surcharge?

A. Due to continuing fluctuations in fuel prices, we are implementing a variable fuel surcharge to ensure that we are only passing on the charges that are in line with the movements of international fuel prices. Our aim is to keep the surcharges fair and transparent. Put simply, fuel surcharges will rise or fall, subject to a minimum charge of 0%, in line with the movements in fuel prices.

Q. How will I be informed about adjustments to the fuel surcharges?

A. The fuel surcharges will be reviewed monthly in line with the change in diesel prices, this will be updated and viewable on our website. We recommend that you regularly check our website for any updates.

Fuel Surcharge Matrix - visit www.dexl.co.uk for upto date pricing	
Pence per litre	Surcharge
£95.0 - £99.9	0.0%
£1.00 - £1.049	0.9%
£1.05 - £1.099	1.9%
£1.10 - £1.149	2.9%
£1.15 - £1.199	3.9%
£1.20 - £1.249	4.9%
£1.25 - £1.299	5.9%
£1.30 - £1.349	6.9%
£1.35 - £1.399	7.9%
£1.40 - £1.449	8.9%
£1.45 - £1.499	9.9%
£1.50 +	10.9%

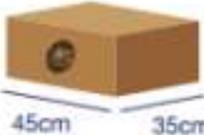
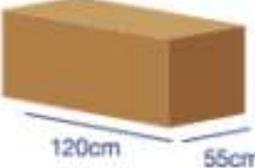
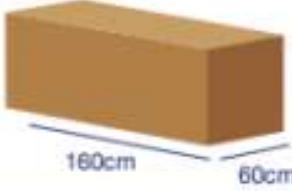
Please see below we have also updated our Scottish zones to give you current area post code zones and lead times. For any further information, please call Darren Shaw our (Commercial Manager) on 07387261414.

Scottish Rates		
Scottish Mainland ND	All other scottish postcodes	Scottish mainland 2-5 days DD8,DD9,FK16
Scottish Highlands ND	AB10 - AB16, AB21 - AB25 - AB31-AB32 AB39-AB41 AB51-52, IV1-20 IV25,IV30-37, IV63, FK17-FK21, PA21-35,PA39-39, PH15-26 PH49-50	
Scottish Highlands 2-5 days	AB30-33,AB38, AB42-45, AB53-56, IV21-24, IV26-28 IV40 IV52,54, PA36, PA40 PH30-41, KW1-KW14	
Scottish offshore UP TO 10KG 2-5 Day service	PA20 PA41-49 PA60-78 PH42- PH44 ZE1-ZE3, IV41-51 IV55-56, KA27-KA28 KW15 KW17, HS1-HS9	

Please see below

We have highlighted some key points from our product information and terms and conditions, please read and sign, then return to customersevice@dexl.co.uk if you have any further Questions, please call our customer services team.

Product Information - Further detail can be found on Page 3					
Maximum weight for any single item is 30 kilos					
Items between 160cm to 205cm will be charged as Excess Freight note dimensions cannot exceed 205x30x30cm					
Items measuring over 120 x 55 x 50 cm (Not exceeding 160 x 60 x 60 cm) will be charged as non-conveyorable freight					
NC & XS consignments are limited to a maximum of 2 items					
ND consignments are limited to a maximum of 20 items					
Any unboxed goods are now classed as XS please refer to the APC product guide for details					
XS length guide is 2.05cm/30cm/30cm					
Volumetric formulas are sometimes used, please use the following formula to check your volume (height x length x width in (cm) divide by 6000					
Terms and Conditions of Carriage					
A full postal address is required for all consignments. Incorrect or incomplete postal addresses may result in your consignment being mis-routed to the wrong area and correction of this would be chargeable					
Incorrectly manifested goods will be changed and fines will be applied to your account, please refer to the APC product guide for details					
Cancelled consignments must be deleted off your system or cancelled via the office by 6pm on the day of manifest, failure to do this will result in charges still being applied					
Due to the covid19 pandemic, we are still operating a non-signature policy					
GIT cover is a maximum of £100 for any parcel £50 for a mail pack or courier pack, additional insurance is available as an extra cost					
Any claims for damage, you will need to notify us within 3 days from the day of delivery, please refer to the full T&Cs of carriage sent separately					
Any claim for loss - must have at least one scan in transit and you must notify us within 10 days, please refer to the full T&Cs of carriage sent separately					
Photos of damaged goods and packaging is required and a copy of the sales and cost invoices is required for all claims, failure to provide this will result in your claim being closed					
Please be advised PERISHABLES or items highly likely to spoil are sent at your own risk and are not covered by GIT.					
Wines, sprits and beers are not included in the GIT for damages and you can only claim for loss to a maximum of £50					
We are unable to offer service credits for non-next day delivery's or downgrades for time services, extreme cases will be looked into individually					
Agreed Trading Profile and Acceptance					
Consignments per month				Average weight per consignment	
Product Type				Average monthly spend	
Print		Signature		Date	
I confirm that I accept the Terms & Conditions of carriage of APC Overnight					

Product	Service Code	Max Length	Max Width	Max Height	Max Weight Per Item	Max Items Per Consignment
Mail Pack  37.5cm x 29.5cm	MP	37.5cm	29.5cm	N/A	1kg	1
		The item must physically fit into the pre printed, recyclable Mail Pack, but not exceed 1kg. Ideal for documents and other small items. EXCLUDES ALL LIQUIDS. Use the "LP" or "LQ" Service.				
Courier Pack  54.5cm x 45.5cm	CP	54.5cm	45.5cm	N/A	5kg	1
		The item must physically fit into the pre printed, recyclable Courier Pack, but not exceed 5kg. Ideal for documents and other small items. EXCLUDES ALL LIQUIDS. Use the "LP" or "LQ" Service.				
Lightweight Parcel  45cm x 35cm x 20cm	LW MUST BE BOXED	45cm	35cm	20cm	5kg	1
		MUST BE BOXED Otherwise will need to be booked on an alternative service i.e Excess Parcel (XS) as the item isn't boxed. EXCLUDES ALL LIQUIDS. Use the "LP" or "LQ" Service.				
		 The APC Branded LW Box is available via your local APC Network Depot. Customers are welcome to use their own box.				
Standard Next Day Parcel  120cm x 55cm x 50cm	ND MUST BE BOXED	120cm	55cm	50cm	30kg*	20
		MUST BE BOXED Otherwise will need to be booked as an Excess Parcel (XS)				
		MAX 60CM X 60CM X 60CM PARCEL CAN ALSO TRAVEL AS ND				
Non - Conveyable Parcel  160cm x 60cm x 60cm	NC MUST BE BOXED	160cm	60cm	60cm	30kg*	2
		or 120cm combined				
		MUST BE BOXED Otherwise will need to be booked as an Excess Parcel (XS) Item must not exceed the dimensions specified. The longest dimension must not exceed 1.6m. The sum of the second and third dimension must not exceed 1.2m.				
Excess Parcel  205cm x 30cm x 30cm	XS	205cm	30cm	30cm	30kg*	2
		Item must not exceed the dimensions specified. Items that exceed the maximum dimension of the Excess service are not suitable for transit via the APC Overnight Network.				

For more information, please contact your local APC Network Depot

Use APC Expect to send delivery alerts to your customer



*Items between 25kg-30kg require safety sticker

