

# Domestic Value-Added Services

The following value-added services are available for the UPS domestic services highlighted in the Description column.

Available Options	Description	Fee
Certificate of Origin	<b>Air Freight</b> – Can be prepared by UPS on behalf of the shipper for goods manufactured and originating within the U.S. – Shipments from the U.S. to Canada and Puerto Rico.	\$25.00
For All <a href="#">Collect on Delivery (C.O.D.) Services</a>	<b>Package</b> – UPS will attempt to collect the amount shown on C.O.D. tag or package label, then send payment to you. – If payment cannot be collected after three attempts, the package will be returned. – C.O.D. service is available for packages shipped throughout the U.S. and Puerto Rico. – Business or personal checks are accepted as payment. Currency is not accepted for payment. – C.O.D. service is not available when using a UPS 3 Day Select® or UPS Ground shipping document.  <b>Less-Than-Truckload</b> – C.O.D. is accepted on your behalf when requested.	<b>Package</b> \$11.00  <b>Less-Than-Truckload</b> 6% of C.O.D. amount with a minimum charge of \$95.00 and maximum charge of \$5,400.00
UPS C.O.D.	<b>Package</b> To request a C.O.D. electronically: – Service is available by using WorldShip®, UPS Internet Shipping, UPS CampusShip®, the UPS Developer Kit or a UPS Ready® solution. – The shipping system will produce a barcoded address label that contains all C.O.D. information. To request a C.O.D. using a manual tag: – Type or print an address label and attach it to the top of the package. – Complete the UPS C.O.D. tag per the instructions on the tag and specify the exact amount due. – Attach C.O.D. tag to each package requiring collection, covering the address label. – Retain the “Shipper Receipt” portion for your records.	\$11.00
<a href="#">C.O.D. Direct</a> ®*	<b>Package</b> – Receive C.O.D. payments generally within six business days of package delivery. – Direct transfer of funds into your designated accounts; timely alert of non-sufficient funds. – Receive daily reports of payments received, net deposits to accounts and total returned items. – Must have minimum annual 50 C.O.D. tags to qualify. – No additional fee beyond the C.O.D. tag rate. Please contact your account representative for more details.	Contractual service
<a href="#">C.O.D. Automatic</a> ®*	<b>Package</b> – Receive advanced C.O.D. funds in as few as two days. – Direct transfer of funds into your designated accounts; timely alert of non-sufficient funds. – Online access to statement history, check images and downloadable transaction details. – Must have minimum annual C.O.D. remittances of \$30,000.00 to qualify.	Contractual service
Delayed Deposit for C.O.D. Direct and C.O.D. Automatic*	<b>Package (additional feature of C.O.D. Direct and C.O.D. Automatic)</b> – Eliminates manual handling of checks held for delayed deposits by electronically scheduling future deposits directly into your designated accounts; includes online, self-service capabilities.	Contractual service
<a href="#">C.O.D. Secure</a> ®*	<b>Package</b> – Receive all the benefits of C.O.D. Automatic, along with protection for returned C.O.D. checks up to a specified limit. – Must have minimum annual C.O.D. remittances of \$50,000.00 and at least 50 C.O.D. tags to qualify.	Contractual service
Dangerous Goods	<b>Air Freight</b> – Dangerous Goods can be shipped via UPS Next Day Air® Freight NGS only. – Non-conforming freight may be subject to service delays.	\$61.20
<a href="#">Declared Value for Carriage</a>	<b>Package</b> – UPS’s liability for loss or damage to a shipment is limited to \$100.00 without a declaration of value. – The maximum declared value is \$50,000.00 per package. UPS’s liability for loss or damage can be increased up to \$50,000.00 (subject to terms and conditions) by making a declaration of value for an additional charge.  – Declared Value charges for freight collect and third-party shipments may be billed to your shipper account. – Refer to <a href="#">ups.com/terms</a> for more information.	<b>Package</b> – \$0.00-\$100.00 \$0.00 – \$100.01-\$50,000.00 for each \$100.00 (or portion of \$100.00) of the total value declared \$0.85 – Minimum \$2.55

\*Visit [upscapital.com/cod](#) or call 1-877-263-8772 for more information.

## Notes:

- Fuel surcharges apply to value-added services and other charges associated with pickup, transport and delivery. For current fuel surcharges, where applicable, visit [ups.com](#) for package, [ups-scs.com/surcharges](#) for Air Freight and [ltl.upsfreight.com](#) for UPS Freight®.
- Value-added services may vary for UPS Express Critical®. Visit [upsexpresscritical.com](#) for more information.

# Domestic Value-Added Services

The following value-added services are available for the UPS domestic services highlighted in the Description column.

Available Options	Description	Fee
<a href="#">Declared Value for Carriage</a> (continued)	<p><b>Air Freight</b></p> <ul style="list-style-type: none"> <li>UPS's liability for all losses is limited to \$50.00 per shipment or \$0.50 per pound, whichever is greater.</li> <li>Shipper may declare a value in excess of these limits, subject to maximum allowable values for an additional charge.</li> <li>For more information, refer to the "<a href="#">UPS Air Freight Terms and Conditions of Contract for UPS Air Freight Services in the United States, Canada and International</a>" at <a href="#">ups-scs.com/terms</a>.</li> </ul> <p><b>Less-Than-Truckload</b></p> <ul style="list-style-type: none"> <li>UPS's liability for losses is limited to the lesser of: (1) the actual invoice value of the commodities lost, damaged, or destroyed; (2) the amount determined from the applicable limited liability provisions of the National Motor Freight Classification (NMFC); (3) the limits provided by contract, if applicable; or (4) the <a href="#">UPS Freight® 102 Series Tariff</a>.</li> <li>Shipper may declare a value in excess of these limits, subject to maximum allowable values for an additional charge.</li> <li>For more information, refer to the <a href="#">UPS Freight 102 Series Tariff</a> at <a href="#">upsfreight.com/tariff Item 166</a>.</li> </ul>	<p><b>Air Freight</b></p> <ul style="list-style-type: none"> <li>-\$0.85 per \$100.00 of Declared Value; minimum of \$16.70</li> </ul> <p><b>Less-Than-Truckload</b></p> <ul style="list-style-type: none"> <li>-3% of the amount of excess liability requested, subject to a minimum charge of \$65.00 per shipment</li> </ul>
Delivery Change Options	<p><b>Package</b></p> <p><a href="#">UPS Delivery Intercept®</a>:</p> <ul style="list-style-type: none"> <li>As a shipper, and after you tender your packages to UPS, you can request that UPS return the package to you, reroute the package to a new address, have the package held for pickup or have the package delivered on a future date. When the package is tracked, the status of the intercept will be displayed.</li> <li>Shippers can request a UPS Delivery Intercept through the Shipping History within WorldShip® 9.0 or higher, UPS CampusShip®, UPS Internet Shipping, Quantum View Manage® or UPS tracking on <a href="#">ups.com</a>®. A UPS Delivery Intercept can also be requested by calling 1-800-PICK-UPS®.</li> </ul> <p><b>Delivery Change Request:</b></p> <ul style="list-style-type: none"> <li>After the first delivery attempt has occurred, consignees may request a Delivery Change Request to change a package's delivery location or time, have the package held for pickup or request the package to be returned to the sender. The consignee submits the request by using the Tracking application on <a href="#">ups.com</a>, or by calling 1-800-PICK-UPS. A UPS InfoNotice® number is required to change the destination delivery address.</li> </ul>	<p>UPS Delivery Intercept:</p> <ul style="list-style-type: none"> <li>-\$12.00 per package for web requests</li> <li>-\$17.00 per package for phone requests</li> <li>No charge for Will Call</li> </ul> <p>Delivery Change Request:</p> <ul style="list-style-type: none"> <li>-\$5.00 per package for web requests</li> <li>-\$6.00 per package for phone requests</li> <li>No charge for Return to Sender and Will Call</li> </ul> <p>Additional transportation fees may apply. Refer to <a href="#">ups.com/terms</a> for more information.</p>
For All Delivery Confirmation Services	<p><b>Package</b></p> <ul style="list-style-type: none"> <li>Confirmation of delivery is made available online or by mail.</li> <li>Service is available by using WorldShip, UPS Internet Shipping, UPS CampusShip, UPS Mobile™, the UPS Developer Kit or a UPS Ready® solution meeting the most current specifications set forth in the <i>UPS Guide to Labeling</i>.</li> <li>Refer to <a href="#">ups.com/terms</a> for more information.</li> </ul>	
<a href="#">UPS Delivery Confirmation</a>	<ul style="list-style-type: none"> <li>Confirmation of delivery, without a signature, can be mailed or viewed online.</li> </ul>	\$2.00
Signature Required	<ul style="list-style-type: none"> <li>UPS will obtain a signature on delivery, and include it with the delivery confirmation information. (UPS may obtain, at its discretion, an electronic acknowledgment of receipt from the recipient when this option is selected.)</li> </ul>	\$3.75
Adult Signature Required	<ul style="list-style-type: none"> <li>UPS will obtain the signature of an adult age 21 or older on delivery, and include it with the delivery confirmation information.</li> </ul>	\$4.75
<a href="#">Hold for Pickup</a>	<p><b>Package</b></p> <ul style="list-style-type: none"> <li>UPS will deliver the package to a selected UPS Customer Center and call the recipient for pickup, usually by 8:30 a.m. on the scheduled day of delivery.</li> <li>Recipient will be required to present a government-issued photo ID.</li> <li>If a recipient's representative is picking up the package, a letter on company letterhead authorizing release or a company ID may be required.</li> <li>Packages not picked up within five business days will be returned to the shipper.</li> <li>Hold for Pickup service is not available for Saturday Delivery.</li> <li>For each package, customers must prepare a label including the words "Hold for Pickup," the recipient's name and telephone number and the full address of the UPS Customer Center.</li> <li>Apply a UPS Hold for Pickup label above the address label on the package.</li> <li>Select "Order Supplies" from the left side of the <a href="#">ups.com</a> homepage or call 1-800-PICK-UPS to order Hold for Pickup labels.</li> <li>Visit <a href="#">ups.com</a> or call 1-800-PICK-UPS for the most convenient UPS Hold for Pickup location.</li> </ul>	No charge

## Notes:

- Fuel surcharges apply to value-added services and other charges associated with pickup, transport and delivery. For current fuel surcharges, where applicable, visit [ups.com](#) for package, [ups-scs.com/surcharges](#) for Air Freight and [ltl.upsfreight.com](#) for UPS Freight.
- Value-added services may vary for UPS Express Critical®. Visit [upsexpresscritical.com](#) for more information.

# Domestic Value-Added Services

The following value-added services are available for the UPS domestic services highlighted in the Description column.

Available Options	Description	Fee
<a href="#">Hold at Destination</a> <a href="#">Airport for Pickup (HAPU)</a>	<b>Air Freight</b> – Freight is to be held at the carrier’s destination location for pickup by the recipient. – HAPU requires a consignee name and phone number. – All services will be billed door-to-door.	No charge
<a href="#">Proof of Delivery (P.O.D.)</a>	<b>Package</b> – Proof of Delivery of a shipment via e-mail, fax or mail is subject to a charge which will be assessed to the shipper.	\$3.00
Saturday Delivery	<b>Package</b> – For time-critical shipments, UPS offers the convenience of Saturday Delivery. – Available with UPS Next Day Air® Early A.M.®, UPS Next Day Air® and UPS 2nd Day Air® Services, and with UPS Returns® Services. – Not available with UPS Next Day Air Saver®, UPS 2nd Day Air A.M.® or UPS 3 Day Select® Services. – UPS Next Day Air Early A.M. shipments are guaranteed one hour later than the guaranteed weekday delivery time to most UPS Next Day Air Early A.M. destinations. – UPS Next Day Air shipments are guaranteed an hour and a half later than the guaranteed weekday delivery time to destinations where the weekday guaranteed delivery time is either 10:30 a.m. or 12:00 p.m.* – UPS 2nd Day Air shipments are guaranteed by end of day to destinations where UPS Next Day Air is committed by 10:30 a.m. or 12:00 p.m.* – Each Express Envelope or package must bear a Saturday Delivery routing label. – Service fees are billed to the payer of the transportation charges. – A Saturday Delivery fee applies to UPS Hundredweight Service® for UPS Next Day Air and UPS 2nd Day Air shipments delivered on Saturday. For Saturday Delivery, each UPS Hundredweight Service package must bear a Saturday Delivery routing label. – Refer to <a href="#">ups.com</a> ® or call 1-800-PICK-UPS® for delivery areas. <b>Air Freight</b> – Saturday Delivery may be selected by the shipper for UPS Next Day Air® Freight and UPS Next Day Air® Freight NGS where available. – Shipments delivered on Saturday must be picked up on Friday.	<b>Package</b> \$15.00  <b>Air Freight</b> \$24.50 per 100 lbs.: – \$53.40 minimum in U.S. and Canada – \$55.60 minimum in Puerto Rico
Saturday, Sunday or Holiday Delivery	<b>Less-Than-Truckload</b> – Delivery service is available on non-business days such as Saturdays, Sundays and holidays upon request.	<b>Less-Than-Truckload</b> \$190.50 per person, per hour with \$450.00 minimum charge
Saturday Pickup	<b>Package</b> – Available with UPS Next Day Air Early A.M., UPS Next Day Air, UPS Next Day Air Saver, UPS 2nd Day Air A.M. and UPS 2nd Day Air. – Includes packages tendered to UPS on Saturday, including packages dropped off at retail locations. – If a Saturday Pickup is scheduled but nothing is shipped, the service fee will be assessed. – Additional pickup fees will apply for UPS On-Call Pickup®. <b>Air Freight</b> – Saturday Pickup may be selected by the shipper for UPS Next Day Air Freight and UPS Next Day Air Freight NGS where available.	<b>Package</b> \$15.00  <b>Air Freight</b> \$24.50 per 100 lbs.: – \$53.40 minimum in U.S. and Canada – \$55.60 minimum in Puerto Rico
Saturday, Sunday or Holiday Pickup	<b>Less-Than-Truckload</b> – Pickup service is available on non-business days such as Saturdays, Sundays and holidays upon request.	<b>Less-Than-Truckload</b> \$190.50 per person, per hour with \$450.00 minimum charge





\*Saturday Delivery may vary based on location. Refer to [ups.com](#) for more information.

## Notes:

- Fuel surcharges apply to value-added services and other charges associated with pickup, transport and delivery. For current fuel surcharges, where applicable, visit [ups.com](#) for package, [ups-scs.com/surcharges](#) for Air Freight and [ltl.upsfreight.com](#) for UPS Freight®.
- Value-added services may vary for UPS Express Critical®. Visit [upsexpresscritical.com](#) for more information.

# Domestic Value-Added Services

The following value-added services are available for the UPS domestic services highlighted in the Description column.


Available Options	Description	Fee
Scheduled Pickup Options	<b>Package</b> - UPS offers the greatest number of reliable and convenient pickup options for your package shipments. - UPS uses innovative technology and efficiency to operate an environmentally responsible transportation network. - One UPS driver will pick up all of your packages - Air, International and Ground Services. That can mean a lower carbon footprint for UPS and you. - To adjust your pickup preferences, or for more information, log in at <a href="https://www.ups.com">ups.com</a> <sup>®</sup> .	
 <a href="#">UPS Smart Pickup</a> <sup>®*†</sup>	- UPS uses innovative technology to automatically arrange a pickup only when you have packages to ship. - When you process a shipment using WorldShip <sup>®</sup> 2010 or higher, UPS Internet Shipping or UPS CampusShip <sup>®</sup> , the system automatically notifies a UPS driver to make a UPS Smart Pickup that same day. - This option is best for customers who may not always ship a package every day but still want the convenience of an automatic Scheduled Pickup. - Having UPS come to your business only when you have a package to ship saves fuel and can reduce carbon emissions.	\$10.00 Flat charge per week regardless of weekly billing
<a href="#">Daily Pickup</a> <sup>*</sup>	- A UPS driver automatically stops at your location once each business day, as scheduled. - This option is best for customers who ship every day and want the convenience of an automatic Scheduled Pickup.	Weekly Billing Total: - \$0.00-\$74.99 \$22.00 - \$75.00 or more \$11.00
 <a href="#">Daily On-Route Pickup</a> <sup>†</sup>	- A UPS driver makes a pickup at your location once each business day while making deliveries in your area, even if there are no packages delivered. - This option provides the convenience of automatic Scheduled Pickup while saving fuel and reducing carbon emissions from extra trips.	Weekly Billing Total: - \$0.00-\$74.99 \$20.00 - \$75.00 or more \$10.00
 <a href="#">Day-Specific Pickup</a> <sup>*†</sup>	- A UPS driver automatically stops at your location on days you decide are best for your business. - Select which days of the week, Monday through Friday, you would like UPS to make Scheduled Pickups. - This option is best for customers who ship on specific days. - The weekly service fee will vary based on the number of pickup days selected.	Weekly Billing Total: 1-2 days 3 days 4 days - \$0.00-\$74.99 \$10.00 \$15.00 \$20.00 - \$75.00 or more \$10.00 \$10.00 \$10.00
 <a href="#">UPS carbon neutral</a>	<b>Package</b> - UPS calculates the CO <sub>2</sub> emissions associated with the transport of your shipment and purchases carbon offsets to balance out the CO <sub>2</sub> impact. - Available to shippers using WorldShip, UPS Internet Shipping, UPS CampusShip, the UPS Developer Kit or an approved UPS Ready solution. - When you select this option through a UPS authorized shipping system, the shipping label will include a carbon neutral indicator. Your recipient will also receive UPS carbon neutral branded correspondence if you select e-mail notifications.	- UPS Air Services and UPS 3 Day Select <sup>®</sup> : \$0.20 - UPS Ground: \$0.05

\*Customers who select this Scheduled Pickup option receive one UPS On-Call Pickup<sup>®</sup> of air or international packages per day at no extra charge for shipments tendered after their Scheduled Pickup time. (For Day-Specific Pickup, the total number of free UPS On-Call Pickups for the week will not exceed the number of selected pickup days.)

†Visit [ups.com/pickupoptions](https://www.ups.com/pickupoptions) to learn more.

## Notes:

- Fuel surcharges apply to value-added services and other charges associated with pickup, transport and delivery. For current fuel surcharges, where applicable, visit [ups.com](https://www.ups.com) for package, [ups-scs.com/surcharges](https://www.ups-scs.com/surcharges) for Air Freight and [l1l.upsfreight.com](https://l1l.upsfreight.com) for UPS Freight<sup>®</sup>.
- Value-added services may vary for UPS Express Critical<sup>®</sup>. Visit [upsexpresscritical.com](https://www.upsexpresscritical.com) for more information.

 These options help you take action in reducing the climate impact associated with the transportation of your shipments.

DAILY / STANDARD LIST RATES

# Domestic Value-Added Services

The following value-added services are available for the UPS domestic services highlighted in the Description column.

Available Options	Description	Fee
<a href="#">UPS My Choice®</a>	<p><b>Package</b></p> <p>UPS My Choice helps shippers to:</p> <ul style="list-style-type: none"> <li>– Ensure delivery on the first attempt</li> <li>– Reduce tracking calls and returns</li> <li>– With two levels of membership, UPS My Choice provides recipients with online and mobile access to flexible delivery options to manage their home deliveries.</li> </ul>	
<b>UPS My Choice Member</b>	<ul style="list-style-type: none"> <li>– Proactive alerts via text, phone or e-mail the day before a delivery, the morning of delivery, and/or Confirmation of Delivery.</li> <li>– Recipients may give authorization online for UPS to deliver packages without a signature.</li> <li>– Hold for Will Call at a UPS Customer Center.</li> <li>– UPS will provide delivery information, typically a four-hour approximate delivery time.</li> </ul> <p>Service upgrades:</p> <ul style="list-style-type: none"> <li>– Reroute or reschedule delivery: <ul style="list-style-type: none"> <li>• Deliver to a UPS Retail Location*: Have packages delivered to a location of The UPS Store®.</li> <li>• Reschedule Delivery: Have packages delivered on a different day.</li> <li>• Deliver to Another Address: Reroute* delivery to another address.</li> <li>• Set a vacation and have all packages delivered to a location of The UPS Store or delivered on one of the three business days after the vacation ends.</li> </ul> </li> </ul>	Free
<b>UPS My Choice Premium Member</b>	<ul style="list-style-type: none"> <li>– Upgrade UPS SurePost®** to UPS Ground.</li> </ul> <p>Includes same features as a UPS My Choice Member, with unlimited rerouting and rescheduling. Annual fee does not include service upgrades.</p> <ul style="list-style-type: none"> <li>– Provides an online Delivery Planner to help manage and track recipients' home deliveries.</li> <li>– Ability to designate where the driver should leave packages (e.g., porch).</li> <li>– Leave a package with a neighbor (someone within sight of the original delivery address).</li> </ul> <p>Service upgrades:</p> <ul style="list-style-type: none"> <li>– Reroute and reschedule delivery options.</li> <li>– Confirmed Delivery Window: Select a two-hour confirmed delivery window.</li> <li>– Upgrade UPS SurePost** to UPS Ground.</li> </ul>	\$5.00 per package \$3.50 per package \$40.00 annual fee
<a href="#">UPS On-Call Pickup®</a>	<p><b>Package</b></p> <ul style="list-style-type: none"> <li>– With one pickup request, UPS will pick up all of your packages – Air, International and Ground Services.</li> <li>– Schedule a same-day or future-day pickup.</li> <li>– UPS On-Call Pickup gives you the convenience of having your shipment picked up at your home or office by scheduling a pickup via <a href="#">ups.com</a>® or by calling 1-800-PICK-UPS®.</li> <li>– At <a href="#">ups.com</a>, send an e-mail confirmation of your pickup request to multiple addresses, modify your pickup request, or cancel the request.</li> <li>– Fees are applied per pickup request regardless of the number of packages being picked up.</li> </ul>	<ul style="list-style-type: none"> <li>– Same-Day Pickup: \$6.50</li> <li>– Future-Day Pickup: \$5.50</li> <li>– Residential and area surcharges may apply</li> </ul>
<a href="#">Verbal Confirmation of Delivery</a>	<p><b>Package</b></p> <ul style="list-style-type: none"> <li>– To confirm delivery of your shipment, a UPS representative will call the preferred contact telephone number listed on your UPS Next Day Air® Early A.M.® package.</li> </ul>	\$3.00

\*For UPS My Choice options Deliver to a UPS Retail Location and Deliver to Another Address, transportation charges may apply for packages delivered beyond Zone 2 from the original delivery address.

\*\*UPS SurePost is a contract only, non-guaranteed economy residential service with final delivery typically provided by the U.S. Postal Service.

## Notes:

- Fuel surcharges apply to value-added services and other charges associated with pickup, transport and delivery. For current fuel surcharges, where applicable, visit [ups.com](#) for package, [ups-scs.com/surcharges](#) for Air Freight and [l1l.upsfreight.com](#) for UPS Freight®.
- Value-added services may vary for UPS Express Critical®. Visit [upsexpresscritical.com](#) for more information.

# Domestic Value-Added Services

## UPS RETURNS®

The following value-added services are available for all UPS domestic package services unless otherwise indicated.

Available Options	Description	Fee
<b>STANDARD RETURNS SOLUTIONS</b>		
<b>Authorized Return Service</b>	UPS provides you with preprinted return labels. – UPS will preprint the return label according to your specification. – You have the option of including a return label with the outbound shipment or distributing the label separately.	Contractual service
<b>Print Return Label</b>	– You generate the label and include it in an outbound shipment or distribute separately to your customer, who then applies the label to the package.	\$0.50 per label
<b>Electronic Return Label</b>	– UPS e-mails the label upon your request to your customer, who then prints the label and applies it to the package.	\$1.00 per label
<b>Print and Mail Return Label</b>	– UPS prints the label upon your request and mails it to your customer, who then applies the label to the package.	\$2.25 per label
<b>PREMIUM RETURNS SOLUTIONS</b>		
<b>UPS Returns® Exchange</b>	– UPS delivers a replacement item and picks up a like item for return during the same visit. – The new item is unpacked by the driver and customer; then using the delivery packaging, the old item is repacked for return to the shipper. – Replacement item won't be delivered until consignee has return item ready. – Voice, text and e-mail notifications are available to notify your customer of the upcoming exchange. – The outbound and return package tracking numbers are linked together.	Contractual service \$15.00 per exchange
<b>1 UPS Pickup Attempt Label</b>	– UPS delivers a return shipping label to your customer and collects the item for return. If the package cannot be picked up on the first attempt, UPS will leave the return label at the pickup location.	\$5.50 per label
<b>3 UPS Pickup Attempts Label</b>	– UPS delivers a return shipping label to your customer and collects the item for return. If the package cannot be picked up on the first attempt, UPS will only make two more pickup attempts over the next two business days.	\$7.50 per label
<b>UPS Returns® Flexible Access</b>	– A unique label allows consumers to ship a return package at any U.S. Postal Service® (USPS) location in addition to the thousands of UPS locations nationwide. – All packages are returned to the original shipper through UPS Ground.	Contractual service
<b>CUSTOM RETURNS SOLUTIONS</b>		
<b>Customized Returns</b>	– UPS can customize existing returns capabilities to address a customer's specific returns needs.	Contractual service
<b>Returns and The UPS Store®</b>	– The UPS Store provides product return and exchange programs that can be tailored to customers' needs, including leveraging The UPS Store network of 4,300+ locations.	Contractual service

### GENERAL INFORMATION REGARDING UPS RETURNS SERVICES

- Returns are offered via UPS Next Day Air® Early A.M.®, UPS Next Day Air®, UPS 2nd Day Air®, UPS 3 Day Select® and UPS Ground Service where available.
- See the value-added services section for notes about Saturday Delivery and other returns capabilities.
- A return shipment does not need to be originally delivered by UPS.
- Return packages must be UPS-compatible conforming to UPS packaging guidelines and fall within UPS size and weight limits.
- Shipments containing certain items including, but not limited to, Hazardous Materials or Dangerous Goods requiring shipping papers are not allowed in UPS Returns Services.
- Transportation charges and fees are billed when the package is delivered; Returns Exchange outbound transportation and accessorial fee is billed at the time of request.
- Refer to [ups.com/terms](https://www.ups.com/terms) for more information about UPS Returns Services.

# Export and Import

## Value-Added Services

The following value-added services are available for all UPS international package and UPS Worldwide Express Freight™ services unless otherwise noted.

Available Options	Description	Fee								
<b>Billing Options</b>	<ul style="list-style-type: none"> <li>UPS can bill shipping charges to the shipper, the receiver or a third party to and from most countries for no additional charge. Check your UPS shipping system or contact UPS for service availability.</li> <li>If the duties or the duties and taxes are billed outside the destination country, a Duty and Tax Forwarding Charge will be applied.</li> </ul>	\$15.00 per shipment for Duty and Tax Forwarding Charge								
<b>Certificate of Origin</b>	<ul style="list-style-type: none"> <li>Can be prepared by UPS on behalf of the shipper for goods manufactured and originating within the U.S.</li> </ul>	\$10.00 per shipment								
<b>Currency Conversion</b>	<ul style="list-style-type: none"> <li>Charges to a payer's account in a foreign currency will be converted to the payer's currency using a weekly exchange rate secured through major money center banks.</li> </ul>	0.75% of currency amount converted								
<b>Declared Value for Carriage</b>	<ul style="list-style-type: none"> <li>UPS's liability for loss or damage to a shipment is limited to \$100.00 without a declaration of value.</li> <li>The maximum declared value is \$50,000.00 per package/\$100,000.00 per pallet. UPS's liability for loss or damage can be increased up to \$50,000.00 per package or \$100,000.00 per pallet by making a declaration of value for an additional charge (subject to terms and conditions).</li> <li>For shipments with a declared value of more than \$50,000.00, multiply the total declared value by the rate to determine the declared value charge for the shipment.</li> <li>Declared Value charges for freight collect and third-party shipments may be billed to your shipper account.</li> <li>Refer to <a href="https://www.ups.com/terms">ups.com/terms</a> for more information.</li> </ul> <p><b>Less-Than-Truckload</b></p> <ul style="list-style-type: none"> <li>UPS's liability for losses is limited to the lesser of: (1) the actual invoice value of the commodities lost, damaged, or destroyed; (2) the amount determined from the applicable limited liability provisions of the National Motor Freight Classification (NMFC); (3) the limits provided by contract, if applicable; or (4) the <a href="#">UPS Freight® 102 Series Tariff</a>.</li> <li>Shipper may declare a value in excess of these limits, subject to maximum allowable values for an additional charge.</li> <li>For more information, refer to the <a href="#">UPS Freight 102 Series Tariff</a> at <a href="https://www.upsfreight.com/tariff">upsfreight.com/tariff</a> Item 166.</li> </ul>	<table> <tr> <td>- \$0.00-\$100.00</td> <td>\$0.00</td> </tr> <tr> <td>- \$100.01-\$50,000.00 for each \$100.00 (or portion of \$100.00) of the total value declared</td> <td>\$0.85</td> </tr> <tr> <td>- Minimum</td> <td>\$2.55</td> </tr> <tr> <td>- For shipments with a declared value of more than \$50,000.00: \$0.0085 times the declared value</td> <td></td> </tr> </table> <p><b>Less-Than-Truckload</b></p> <ul style="list-style-type: none"> <li>3% of the amount of excess liability requested, subject to a minimum charge of \$65.00 per shipment; \$50.00 per shipment to/from Mexico</li> </ul>	- \$0.00-\$100.00	\$0.00	- \$100.01-\$50,000.00 for each \$100.00 (or portion of \$100.00) of the total value declared	\$0.85	- Minimum	\$2.55	- For shipments with a declared value of more than \$50,000.00: \$0.0085 times the declared value	
- \$0.00-\$100.00	\$0.00									
- \$100.01-\$50,000.00 for each \$100.00 (or portion of \$100.00) of the total value declared	\$0.85									
- Minimum	\$2.55									
- For shipments with a declared value of more than \$50,000.00: \$0.0085 times the declared value										
<b>Electronic Export Information (E.E.I.)</b>	<ul style="list-style-type: none"> <li>UPS can file E.E.I. on your behalf when all required data is provided with the proper Power of Attorney.</li> <li>Providing E.E.I. as part of a shipment using WorldShip®, UPS Internet Shipping or UPS CampusShip® ensures that UPS has all the information to file E.E.I. in a timely manner.</li> <li>File E.E.I. free of charge at <a href="https://aesdairect.gov">aesdairect.gov</a>, the U.S. Government website designed for U.S. export shippers.</li> </ul>	\$10.00 per shipment								

**Notes:**



- Fuel surcharges apply to value-added services and other charges associated with pickup, transport and delivery. For current fuel surcharges, where applicable, visit [ups.com](https://www.ups.com)® for package and [tl.upsfreight.com](https://tl.upsfreight.com) for UPS Freight.
- Value-added services may vary for UPS Express Critical®. Visit [upsexpresscritical.com](https://upsexpresscritical.com) for more information.



# Export and Import


## Value-Added Services

The following value-added services are available for all UPS international package and UPS Worldwide Express Freight™ services unless otherwise noted.

Available Options	Description	Fee
<b>Non-Resident Importer (NRI)</b>	<ul style="list-style-type: none"> <li>- Applicable when shipping to Canada.</li> <li>- A Non-Resident Importer is a shipper in the U.S. who acts as the importer of record to the Canadian government.</li> <li>- An NRI Account allows you to pay the duties, taxes and brokerage charges for shipments to Canada, simplifying the experience for your consignee.</li> <li>- Shipper files the Power of Attorney (clearance authorization) with UPS for clearance of goods in Canada and is responsible for the payment of all Canadian duties, taxes and brokerage fees.</li> <li>- UPS will automatically charge all Canadian duties, taxes and brokerage fees to the shipper's NRI brokerage account.</li> <li>- Consignee is not involved in the customs clearance process.</li> <li>- Shipper undertakes all importing responsibilities as required by Canadian law.</li> <li>- Shipper must maintain records on all importation into Canada for a period of time prescribed by the Canadian government (for U.S. NRI account holders, that period is six years).</li> <li>- NRI option can be utilized on air or ground shipments.</li> <li>- Contact your UPS representative if you would like to set up an NRI account.</li> </ul>	No charge
<b>Saturday Delivery</b>	<ul style="list-style-type: none"> <li>- Saturday Delivery is available for UPS Worldwide Express Plus®, UPS Worldwide Express® and UPS Worldwide Express Freight.</li> <li>- Each Express Envelope, Pak, package or pallet must bear a Saturday Delivery routing label.</li> <li>- Refer to <a href="https://www.ups.com">ups.com</a>® or call 1-800-782-7892 for delivery areas.</li> <li>- Available for UPS Worldwide Express Freight through UPS Internet Shipping, UPS CampusShip® and UPS Developer Kit.</li> </ul>	<b>Package</b> \$15.00 per shipment <b>UPS Worldwide Express Freight</b> \$200.00 per shipment
 <b>Scheduled Pickup Options</b>	<ul style="list-style-type: none"> <li>- UPS offers the greatest number of reliable and convenient pickup options.</li> <li>- UPS uses innovative technology and efficiency to operate an environmentally responsible transportation network.</li> <li>- One UPS driver will pick up all of your packages – Air, International and Ground Services. That can mean a lower carbon footprint for UPS and you.</li> <li>- To adjust your pickup preferences, or for more information, log in at <a href="https://www.ups.com">ups.com</a>.</li> <li>- Separate pickup must be scheduled for UPS Worldwide Express Freight via WorldShip®, UPS Internet Shipping, UPS CampusShip®, a UPS Ready® solution, UPS Developer Kit, <a href="https://www.ups.com">ups.com</a> or by calling 1-800-782-7892. The fee is included in the rate. No scheduled pickup options are valid for UPS Worldwide Express Freight.</li> </ul>	Refer to Scheduled Pickup Options in the domestic section for additional information
 <b>UPS carbon neutral</b>	<ul style="list-style-type: none"> <li>- UPS calculates the CO<sub>2</sub> emissions associated with the transport of your shipment and purchases carbon offsets to balance out the CO<sub>2</sub> impact.</li> <li>- Available to shippers using WorldShip, UPS Internet Shipping, UPS CampusShip, the UPS Developer Kit or an approved UPS Ready solution.</li> <li>- When you select this option through a UPS authorized shipping system, the shipping label will include a carbon neutral indicator. Your recipient will also receive UPS carbon neutral branded correspondence if you select e-mail notifications.</li> </ul>	Per package charge: - \$0.75: UPS Worldwide Express Plus, UPS Worldwide Express NA1®, UPS Worldwide Express, UPS Worldwide Saver®, UPS Worldwide Expedited®, UPS 3 Day Select® from Canada - \$0.10: UPS Standard™ Per pallet charge: - \$20.00: UPS Worldwide Express Freight

**Notes:**

- Fuel surcharges apply to value-added services and other charges associated with pickup, transport and delivery. For current fuel surcharges, where applicable, visit [ups.com](https://www.ups.com) for package and [tl.upsfreight.com](https://www.ups.com/freight) for UPS Freight®.
- Value-added services may vary for UPS Express Critical®. Visit [upsexpresscritical.com](https://www.ups.com/expresscritical) for more information.

 *[These options help you take action in reducing the climate impact associated with the transportation of your shipments.](#)*



# Export and Import

## Value-Added Services

The following value-added services are available for all UPS international package and UPS Worldwide Express Freight™ services unless otherwise noted.

Available Options	Description	Fee
<a href="#">UPS Delivery Confirmation, Signature Required and Adult Signature Required (International, including Puerto Rico)</a>	<ul style="list-style-type: none"> <li>- UPS Delivery Confirmation is included with Signature Required and Adult Signature Required services. It is not available separately.</li> <li>- Available by using WorldShip®, UPS Internet Shipping, UPS CampusShip®, UPS Mobile™ or a UPS Ready® solution meeting the most current specifications set forth in the <i>UPS Guide to Labeling</i>.</li> <li>- Printed delivery confirmations are mailed or can be viewed online.</li> <li>- Refer to <a href="https://www.ups.com/terms">ups.com/terms</a> for more information.</li> </ul>	Per shipment charge: <ul style="list-style-type: none"> <li>- Signature Required: \$3.75</li> <li>- Adult Signature Required: \$4.75</li> </ul>
<a href="#">UPS On-Call Pickup®</a>	<ul style="list-style-type: none"> <li>- With one pickup request, UPS will pick up all of your packages – Air, International and Ground Services.</li> <li>- Schedule a same-day or future-day pickup.</li> <li>- UPS On-Call Pickup gives you the convenience of having your shipment picked up at your home or office by scheduling a pickup via <a href="https://www.ups.com">ups.com</a>® or by calling 1-800-782-7892.</li> <li>- Fees are applied per pickup request regardless of the number of packages being picked up.</li> </ul> <p><b>UPS Worldwide Express Freight</b></p> <ul style="list-style-type: none"> <li>- Pickup or drop-off must be scheduled for each UPS Worldwide Express Freight shipment via WorldShip, UPS Internet Shipping, UPS CampusShip, a UPS Ready solution, UPS Developer Kit, <a href="https://www.ups.com">ups.com</a> or 1-800-782-7892.</li> <li>- UPS Worldwide Express Freight pickup cannot be combined with Air, International or Ground Services package pickup.</li> </ul>	Refer to UPS On-Call Pickup in the domestic section for additional information  <b>UPS Worldwide Express Freight</b> No charge
<a href="#">World Ease®</a>	<ul style="list-style-type: none"> <li>- Simplifies customs clearance and reduces cost by grouping several shipments destined for one country or the entire European Union into a single shipment.</li> <li>- Available to and from 75 countries.</li> <li>- Through an automated shipment preparation process, summary documentation is prepared and transmitted with your shipments to UPS, enabling a single customs-clearance procedure covering all shipments in the consolidation.</li> <li>- This guaranteed service is an available feature of UPS Worldwide Express Plus®, UPS Worldwide Express NA1®, UPS Worldwide Express®, UPS Worldwide Saver®, UPS Worldwide Expedited® and UPS Standard™.</li> <li>- Multiple shipments travel together until customs clearance. Transit times may vary from traditional single-shipment transit times.</li> <li>- Call 1-800-782-7892 for more information.</li> </ul>	Contractual service

**Notes:**

- Fuel surcharges apply to value-added services and other charges associated with pickup, transport and delivery. For current fuel surcharges, where applicable, visit [ups.com](https://www.ups.com) for package and [t1.upsfreight.com](https://t1.upsfreight.com) for UPS Freight®.
- Value-added services may vary for UPS Express Critical®. Visit [upsexpresscritical.com](https://upsexpresscritical.com) for more information.

# Export and Import Value-Added Services

## UPS RETURNS®

The following value-added services are available for all UPS international package and UPS Worldwide Express Freight™ services unless otherwise indicated.

Available Options	Description	Fee
<b>STANDARD RETURNS SOLUTIONS</b>		
Print Return Label	- You generate the label and include it in an outbound shipment or distribute separately to your customer, who then applies the label to the package or pallet.	\$0.50 per label
Electronic Return Label	- UPS e-mails the label upon your request to your customer, who then prints the label and applies it to the package or pallet.	\$1.00 per label
Print and Mail Return Label	- UPS prints the label upon your request and mails it to your customer, who then applies the label to the package or pallet.	\$2.25 per label
<b>PREMIUM RETURNS SOLUTIONS</b>		
UPS Returns® Exchange*	- UPS delivers a replacement item and picks up a like item for return during the same visit. - The new item is unpacked by the driver and customer; then using the delivery packaging, the old item is repacked for return to the shipper. - Replacement item won't be delivered until consignee has return item ready. - Voice, text and e-mail notifications are available to notify your customer of the upcoming exchange. - The outbound and return package tracking numbers are linked together.	Contractual service \$15.00 (or local equivalent) per exchange
1 UPS Pickup Attempt Label	- UPS delivers a return shipping label to your customer and collects the item for return. If the package or pallet cannot be picked up on the first attempt, UPS will leave the return label at the pickup location.	\$5.50 per label
3 UPS Pickup Attempts Label*	- UPS delivers a return shipping label to your customer and collects the item for return. If the package cannot be picked up on the first attempt, UPS will only make two more pickup attempts over the next two business days.	\$7.50 per label
<b>CUSTOM RETURNS SOLUTIONS</b>		
Customized Returns	- UPS can customize existing returns capabilities to address a customer's specific returns needs.	Contractual service
Returns and The UPS Store®	- The UPS Store provides product return and exchange programs that can be tailored to customers' needs, including leveraging The UPS Store network of 4,300+ locations.	Contractual service

### GENERAL INFORMATION REGARDING UPS RETURNS SERVICES

- Offered via UPS Worldwide Express Plus®, UPS Worldwide Express NA1®, UPS Worldwide Express®, UPS Worldwide Express Freight, UPS Worldwide Saver®, UPS Worldwide Expedited® and UPS Standard™.
- Available to shippers using WorldShip® 2008 Version 10.0 or higher\*, UPS Internet Shipping, UPS CampusShip®, the UPS Developer Kit or an approved UPS Ready® solution\*.
- UPS automated shipping systems will allow you to produce a commercial invoice along with the label for international returns shipments.
- Service facilitates pickup and delivery of shipments in over 145 countries and territories.
- Available services vary by destination country.
- Transportation charges are billed based upon the scheduled delivery date.
- Your customers can give their package to a UPS driver; or drop it off at a UPS Drop Box (the maximum acceptable size is 16" x 13" x 3"; the maximum value is \$500.00), or any location that accepts UPS packages for shipment, such as locations of The UPS Store, any UPS Customer Center, UPS Express® locations, UPS Alliance Locations (Office Depot® and Staples®) or any UPS Authorized Shipping Outlet (**Note:** drop-off locations vary by country); or schedule a pickup by calling their local UPS office (see [ups.com](https://www.ups.com) for specific telephone numbers). Additional pickup fees apply. UPS Worldwide Express Freight shipments require a pickup or drop-off to be scheduled.
- Packages and pallets must be UPS-compatible. Shipments not originally delivered by UPS must fall within UPS size and weight limits and conform to UPS packaging guidelines.
- The exporter will be responsible for meeting export/import documentation requirements, regardless of who processes a shipment; to facilitate the export process, the exporter may receive an Instruction Sheet with every label delivered to them.
- Shipments containing certain items including, but not limited to, Hazardous Materials or Dangerous Goods requiring shipping papers are not allowed in UPS Returns Services.
- Regulations and requirements for documentation for individual commodities vary from country to country. It is essential to review commodity-specific documentation stipulations for both the country of origin and the country of destination. Depending on the commodity and its use, special licensing and notations for accompanying documentation may be required. See Export and Import rules on [ups.com](https://www.ups.com) for country-specific rules.
- Shipments that include a package or pallet valued at greater than \$1,000.00 (or local equivalent) must include a high value shipment summary obtained by the exporter with the labels, and signed by the driver.
- UPS provides third-country returns (where the international shipment is to be returned to a country other than the exporter's or processing party's country) only as a contractual service.

\*Not available for UPS Worldwide Express Freight.

# Export and Import Value-Added Services

## UPS IMPORT CONTROL®

The following value-added services are available for all UPS international package and UPS Worldwide Express Freight™ services unless otherwise indicated.

Available Options	Description	Fee
Print Label	- You generate the label(s) and distribute to your customer, who then applies the label(s) to the shipment.	\$0.50 per label
Electronic Label	- UPS e-mails the label(s) upon your request to your customer, who then prints and applies the label(s) to the shipment.	\$1.00 per label
Print and Mail Label	- UPS prints the label(s) upon your request and mails it to your customer, who then applies the label(s) to the shipment.	\$2.25 per label
1 UPS Pickup Attempt Label	- UPS delivers a shipping label to your customer and collects the shipment. If the shipment cannot be picked up on the first attempt, UPS will leave the label at the pickup location.	\$5.50 per label
3 UPS Pickup Attempts Label*	- UPS delivers a shipping label to your customer and collects the shipment. If the shipment cannot be picked up on the first attempt, UPS will only make two more pickup attempts over the next two business days.	\$7.50 per label
Invoice Removal	- UPS removes the commercial invoice prior to delivery, which keeps merchandise values confidential from the final consignee.	\$20.00 per shipment

### FOR ALL UPS IMPORT CONTROL SERVICES

- UPS Import Control enables importers to initiate UPS shipments from another country and have the shipment delivered to them or to an alternate location.
- This service allows importers to use their shipping system to generate labels and commercial invoices for an import shipment.
- Labels and commercial invoices can be forwarded to a supplier/exporter in another country by e-mail, mail or can be sent with a UPS driver with a pickup dispatch (all options appear above).
- The service includes import document preparation, pickup, customs clearance, visibility and delivery.

### GENERAL INFORMATION REGARDING UPS IMPORT CONTROL

- Offered via UPS Worldwide Express Plus®, UPS Worldwide Express NA1®, UPS Worldwide Express®, UPS Worldwide Express Freight, UPS Worldwide Saver®, UPS Worldwide Expedited® and UPS Standard™.
- Available to shippers using WorldShip® 2011 or higher\*, UPS Internet Shipping, UPS CampusShip®, the UPS Developer Kit or an approved UPS Ready® solution\*.
- UPS automated shipping systems will allow you to produce a commercial invoice along with the label for UPS Import Control shipments.
- Service facilitates pickup and delivery of shipments in over 145 countries and territories.
- Available services vary by destination country.
- Transportation charges are billed based upon the scheduled delivery date.
- Your customers can give their package to a UPS driver; or drop it off at a UPS Drop Box (the maximum acceptable size is 16" x 13" x 3"; the maximum value is \$500.00), or any location that accepts UPS packages for shipment, such as locations of The UPS Store®, any UPS Customer Center, UPS Express® locations, UPS Alliance Locations (Office Depot® and Staples®) or any UPS Authorized Shipping Outlet (**Note:** drop-off locations vary by country); or schedule a pickup by calling their local UPS office (see [ups.com](http://ups.com)® for specific telephone numbers). Additional pickup fees may apply. UPS Worldwide Express Freight shipments require a pickup or drop-off to be scheduled.
- Packages and pallets must be UPS-compatible. A UPS Import Control package or pallet must fall within UPS size and weight limits and conform to UPS packaging guidelines.
- The exporter will be responsible for meeting export/import documentation requirements, regardless of who processes a shipment; to facilitate the export process, the exporter may receive an Instruction Sheet with every label delivered to them.
- Shipments containing certain items including, but not limited to, Hazardous Materials or Dangerous Goods requiring shipping papers are not allowed in UPS Import Control shipments.
- Regulations and requirements for documentation for individual commodities vary from country to country. It is essential to review commodity-specific documentation stipulations for both the country of origin and the country of destination. Depending on the commodity and its use, special licensing and notations for accompanying documentation may be required. See [ups.com/importexport](http://ups.com/importexport) for country-specific rules.
- Shipments that include a package or pallet valued at greater than \$1,000.00 (or local equivalent) must include a high value shipment summary obtained by the exporter with the labels, and signed by the driver.

\*Not available for UPS Worldwide Express Freight.