

# Terms and Conditions

As a user of this software, you are acknowledging that any use of this software, including any transactions you make, are done in compliance with the terms and conditions listed below.

FLCI	Fast Lane Couriers
Carrier	FLCI or Third Party Agent (see below)
Consignment/Goods	Documents and/or parcel/s sent via any of our services to an individual address.
Consignee/Receiver	The person or persons receiving the consignment.
Consignor/Sender	The person or persons sending the goods.
You/Your	Either the Sender or receiver (whoever arranges the shipment).
Airway Bill	The documentation placed on the goods (AWB).
Third Party	The order placed though FLCI will utilise the systems of other major carriers.
Working Day	Monday to Friday from 08:30 to 17:30hrs, excluding public and bank holidays.

## **Fast Lane Courier's Limited Obligation to the Customer**

- ✓ FLCI will arrange delivery of the consignment/s either through via our own fleet and/or through a Third Party service with a reputable carrier.
- ✓ FLCI may not come into direct contact with the goods having arranged for the collection through a Third Party service.
- ✓ The Carrier has the right to refuse a consignment for given reasons, such as insufficient packaging or the consignment being larger than stated when the order was placed. In addition, FLCI retain the right to refuse any user or order from our system.
- ✓ All queries/claims must be directed through FLCI at support@wedelivertheworld.com, in the first instance, who will then contact the relevant Carrier on the Sender's behalf. If the Carrier (other than FLCI) is contacted directly, FLCI may not be able to assist you with your query at a later date.
- ✓ Bookings made via Fast Lane's online booking system are as requested by the customer. If your collection does not occur, you must contact FLCI so that an alternative collection can be booked as soon as possible. The automated system books and charges for the delivery only. If the goods have to be returned for any reason, you will be contacted and charged for the return delivery.
- ✓ All quotes provided by our automated system or through our Customer Services Team are for transit only and are excluding any Customs Duties or other Taxes that may apply.
- ✓ All prices quoted on this software are in Pounds Sterling.
- ✓ Any service can be cancelled but those done via our automated system may be subject to a cancellation fee.
- ✓ Tracking is available either through our website or software or by phoning our Customer Services Team.
- ✓ Our agents drivers should always attempt delivery to the original address in the first instance. If there is no one in, attempt delivery to a neighbour in the same street, on the same side of the road, within 2 doors of the original delivery address. Where

delivery is being attempted to a block of flats or maisonette/campus etc the delivery will only be made to an alternative neighbouring address on the same floor. GOODS will NOT BE LEFT SAFE UNLESS THERE IS INSTRUCTION TO DO SO

- ✓ By agreeing to these terms and conditions you also agree that this in no way forms part of a legally binding agreement or contract. The contract only begins once collection has been made after such times the collection agent/driver has performed a security check to ensure correct packaging and that the goods are not prohibited will an air waybill be signed entering into the final agreement. Refund of monies to the client before or at the time of collection or the sending of prohibited items cancels any agreement or proposed contract in full.
- ✓ FLCI withhold the right to refuse any customer the use of its services at any time.
- ✓ Fast Lane and its agents cannot guarantee collection times / days on heavy weight shipments. Please bear this in mind when placing a booking. For further information please contact Customer Service at [support@wedelivertheworld.com](mailto:support@wedelivertheworld.com)

### **Inspection of Parcels**

- ✓ FLCI, or any of their appointed Agents, have the right to open and inspect your shipment without you being given prior notice. This is fully within the rights of any Customs Authority and Security Services.

### **Surcharges**

By entering the weight and dimensions in our online quoting system (or if by phone, to one of our representatives), you are paying for transit only, based on the information (e.g. weight & dimensions of each parcel) that you have provided. Once the goods have been scanned at our agent's depot for weight and dimensions, if your parcel is found to be heavier or larger than the initial information you provided us with, you may be charged an additional amount and will be required to pay for the additional weight as well as an additional £5.00 administration fee. In using our services, you are agreeing that, once notified, you will settle any outstanding monies, relating to these additional charges for weight/volume, immediately. Refusal to pay will result in us handing the matter over to our external collection agency and may further be construed as fraudulent use of our service; an act which is punishable under law.

Additional charges will be confirmed in writing only where you have provided an e-mail address.

Surcharges may be levied (where applicable) on services where there is a cost for re-delivery, remote area collection/delivery and for Saturday collection/delivery.

You are paying for the transit charges only. You are required to pay any, additional Customs charges that may arise.

If your shipment should require additional documentation, Customer Services will contact you. If this cannot be provided, you will face delays and could be required to pay an additional premium for transit clearance or the cost for return delivery.

FLCI reserve the right to stop and/or hold goods for an indefinite period of time where the customer owes any outstanding monies. Where the customer refuses payment, it is agreed that FLCI are within their rights to sell these goods in order to cover whatever outstanding costs exist with regard to that customer.

By accepting these terms and conditions you also give us the permission to charge your credit/debit card for any weight discrepancies or extra charges that may be charged to us by our agents due to the supply of incorrect information at the time of your booking. For more information, please see the Charges section within this document.

### **Delay, Damage and/or Loss**

You are responsible for making sure that your goods are packaged to a professional standard. FLCI reserve the right to dismiss any claim where goods were not packaged to such a standard. Please refer to our Packaging section for advice and instructions.

In the event of damage, all packaging must be kept for inspection by the Carrier. The goods must be available for inspection in the state in which they were delivered, at the address they were delivered to. If the goods are moved, repaired or if the packaging is not kept, no consideration will be given to your claim.

Goods must be signed for as "damaged" when they are delivered, if that is the case. If goods cannot be inspected upon delivery, they should be signed for as "unchecked". If goods are signed for without written comment stating "damaged", "unchecked" or they are signed as "in good condition", you will not be able to proceed with any claim.

Remote areas both in the U.K. (Offshore Islands, areas of Scotland, Wales, Cornwall) and internationally may be subject to additional delays.

FLCI will not consider any liability for delays where the reason/s fall outside the reasonable control of the Carrier.

For shipments transported on the DHL service, notice of your claim must be received in writing by Fast Lane within 10 days of the scheduled delivery date in the event of loss. For shipments transported on the DHL service, notice of your claim must be received in writing by Fast Lane within 14 days of receipt in the event of damage.

For shipments transported on the TNT service, notice of your claim must be received in writing by Fast Lane within 7 days of the scheduled delivery date in the event of loss or within 7 days of receipt in the case of damage.

For shipments collected by City Link, notice of your claim must be received in writing within three working days of the scheduled delivery date both in the case of loss or damage and full details of your actual claim within seven working days of the scheduled delivery date. For information on time limits to claims for any other service, please contact [support@wedelivertheworld.co.uk](mailto:support@wedelivertheworld.co.uk) prior to placing the booking.

All claims must include a full description of goods and packaging, evidence of the amount you are claiming, reason for the claim and supporting documentation.

All transit times are given as estimations. It is important that you be aware that unforeseen delays can occur for innumerable reasons and plan for such possibilities. We use a number of trusted Agents to make deliveries and are

fully confident that they will get your goods to their destination as fast as is possible but, where other companies make claims of 'guaranteed' delivery times, we do not wish to instil a false sense of security to any of our Clients. While it is most likely that the goods shipped will arrive in good time, we would advise you to communicate with those receiving the goods and inform them of the possibility of delays.

Please note Fast Lane and its agents cannot cover damage to glass, ceramics, china or similar, under their standard liability. We strongly urge our customers to enquire about additional insurance which may be possible.

FLCI will make every reasonable effort to deliver the shipment according to their regular delivery schedules but these are not guaranteed and do not form any part of the contract. FLCI is not liable for any damages or consequential loss caused by delays. (Definition of consequential loss:- 'We will not pay for any indirect losses, which result from the incident that caused you to claim. For example replacing locks if your keys are delayed or lost, your claim can only be for the keys themselves')

## **Insurance**

Each service comes with a limited amount of liability as standard. Standard cover is paid at £10 per kilo up to a maximum of £250, whichever is the less, if sent domestically with City Link. Our agent's liability in respect of any one Shipment transported is limited to its actual cash value and shall not exceed the greater of \$US 100 or: \$US 20.00/kilogram or \$US 9.07/lb for Shipments transported by air or other non-road mode of transportation or USD\$10/kg or USD\$4.54/lb for shipments transported by road (not applicable to the U.S.A.).

Our insurers will apply an excess of 1% of the consignments value on all shipments over £20,000.

It is important to note that standard liability terms are carrier dependant:

- Neither Night Freight or UK Mail offer any form of standard liability or refund of transit costs and as such we urge clients to opt for the additional insurance when offered.
- City Link offer a standard liability that does not include a transit refund.
- Parcel Force do not pay compensation for certain items (see <http://www.parcelforce.com/help-information/compensation-refunds-and-claims/items-we-exclude-compensation>), Parcel Force compensation levels are shown at <http://www.parcelforce.com/help-information/compensation-refunds-and-claims/inclusive-compensation>.

For all other carriers used by Fast Lane please contact customer services to obtain up to date standard liability confirmation.

During the booking process you will have an option to insure your goods fully. If in doubt, or if you have a unique request, please contact Fast Lane customer service ([support@wedelivertheworld.com](mailto:support@wedelivertheworld.com))

Insurance premiums are based on a percentage of the value of the goods sent and are as follows:

Country	Rate
United Kingdom	0.05%

EU and other Europe	0.075%
USA/Canada	0.125%
Hong Kong, Singapore, Taiwan, Japan, South Korea, Malaysia, Turkey, Australia, New Zealand, South Africa, Middle East	0.175%
Rest of World*	0.325%
Personal Effects shipments	0.75%

\* The following territories are excluded: Afghanistan, Angola, Cuba, Ethiopia, Iran, Iraq, Lebanon, Liberia, Libya, Myanmar, Nicaragua, Nigeria, North Korea, Rwanda, Sierra Leone, Somalia, Sudan, Syria, Uganda, Zimbabwe, Countries comprised by the former territories of the USSR and any other country where their local legislation decrees insurance must be effected locally, unless specially declared and accepted by Underwriters prior to shipment. Please contact Customer Services on support@wedelivertheworld.com for a quotation.

There is a Minimum premium per shipment of £13.00 of which £3.00 is an admin fee.

<b>Goods Value</b>	<b>Admin Fee</b>
<= £1000	£3.00
<= £2000	£4.00
<= £5000	£7.50
> £5000	£10.00

Fast Lane Couriers Limited is authorized and regulated by the FSA.

You must also be sure to keep any and all relevant documents showing intent to insure and the stated value of the goods to be shipped. Failure to do so will result in any claim being voided.

Please note it is the customers responsibility to ensure that their shipment does not contain any items listed in our restricted or prohibited items list. Our systems are highly automated and are not necessary checked for restrictions. Restricted or prohibited items sent insured through our services will not be covered by our insurance policy or standard liability.

Please note Fast Lane and its agents cannot cover damage to glass, ceramics, china or similar, under their standard liability. We strongly urge our customers to enquire about additional insurance which may be possible.

### **FLCI Liability**

FLCI will not be held responsible for any incorrect information that is given and no claims or refunds will be considered in that instance. The person placing the order is responsible for all information entered.

In using our service, you are paying for transit charges only and FLCI accept no liability for any Customs Duties or Taxes that may arise. In using our services, you are accepting full liability for any and all Customs Duties, Taxes and/or additional surcharges that may arise regarding the shipment of your goods.

Liability is limited to the company who are carrying the goods. FLCI reserve the right to deny liability where the goods have been sent via a Third Party where no additional insurance has been requested - in using our service you are accepting that no claim may be brought in such an instance.

It is important to note that neither Night Freight or UK Mail offer any form of standard liability or refund of transit costs and as such we urge clients to opt for the additional insurance when offered. It is important to also note that although City Link will offer a standard liability they do not offer a transit refund. For all other carriers used by Fast Lane please contact customer services to obtain up to date standard liability confirmation.

Loss or damage under the following conditions will not be covered:

- ✓ Acts of God
- ✓ Consequence of War or terrorism
- ✓ Insufficient packaging / Incorrect labelling
- ✓ Prohibited contents

FLCI will deal only with the person who placed the order.

In no case whatsoever shall any liability of the company however arising and not withstanding any lack of explanation exceed the value of the relevant goods or £250 or £10 per kilo whichever is less, in the case of Domestic shipments sent via City Link or if shipped via our agents the liability in respect of any one Shipment transported is limited to its actual cash value and shall not exceed the greater of \$US 100 or: \$US 20.00/kilogram or \$US 9.07/lb for Shipments transported by air or other non-road mode of transportation or USD\$10/kg or USD\$4.54/lb for shipments transported by road (not applicable to the U.S.A.). Where evidence is not forthcoming, following a formal request, for such, from Fast Lane Couriers Ltd, The Company reserves the right to refuse the issue of compensation of any sort, indefinitely or at least until such time as the requested evidence is received and that it is within the timings allocated for the submissions of claims, as outlined under Insurance & Claims.

Liability is limited to the cost of transit only when the goods have not been fully insured (and, in such instances, also to the insured value if a claim is raised and proved). Other than where full (additional) insurance is taken out, liability will be limited to the 'standard liability' of the particular service used and, thereby, will not, automatically, include reimbursement of the transit costs. We will not be liable for any further claims. Nor will we, in any circumstances, accept liability for; any loss of forecasted profit(s), administrative inconvenience, disappointment, indirect or consequential loss and/or damage arising from any problem in relation to the service you have ordered. (Definition of consequential loss:- 'We will not pay for any indirect losses, which result from the incident that caused you to claim. For example replacing locks if your keys are delayed or lost, your claim can only be for the keys themselves')

FLCI shall not be responsible for any injury, death or otherwise loss that results from assisting in the lifting of parcels into the vehicle of the delivery agent who is picking up the parcel.

Any claim must be submitted, in writing, to us within 10 days of receipt in the case of

loss and 14 days in the case of damage when the goods have been insured for DHL shipments. For TNT shipments any claim must be submitted, in writing, to us within 7 days of receipt in the case of loss or damage.

Please note Fast Lane and its agents cannot cover damage to glass, ceramics, china or similar, under their standard liability. We strongly urge our customers to enquire about additional insurance which may be possible.

Please note, if the receiver has signed for the goods "In good condition" claims for damaged will be rejected by our agents.

### **Obligation of the Customer**

You are responsible for ensuring that you have read through all relevant sections of this software, to ensure that you have a full understanding of the service you will receive and are aware of what you must know in order to ensure the collection and delivery run as smoothly as they can.

You are responsible for ensuring that all details regarding the collection and delivery addresses are full and correct. Contact telephone numbers are required with the delivery details and no consideration will be given for refunds where the details were either not provided in full or were incorrect.

Please Note: For each separate shipment (to a single delivery point), of one or more items, it is your responsibility to ensure that you fill out, in full, an Air Waybill. It is important that you recognise that each individual shipment must be recorded on its own Air Waybill and also that you must make sure to take a copy for your own records. Without an AWB, it may be impossible to track your shipment or, indeed, to prove that it has been collected at all. Failure to fill out all the required fields within the AWB may result in delays to delivery. We do not advise that you allow the driver to fill this for you; it is your responsibility to make certain that all information included on the AWB is full, clear and accurate. When signing the AWB, you are accepting that all the details entered are correct and if there are errors, the responsibility for any such will be considered as your own.

When booking different services from our software, it is the customer's responsibility to make sure the correct parcel/s are given to the correct courier service. If you are booking various services for collection on the same day please note that DHL Express and DHL Economy Euro are two completely different services and will be collected by different drivers. Failure to ensure this procedure may result in extra charges to the customer.

The Person handing the shipment to the Agent is entirely responsible for ensuring all details written on the Air Waybill and any other accompanying documentation is complete and accurate. Fast Lane Couriers will not accept responsibility for failure to have that information on hand when the shipment is collected.

It remains the responsibility of the Person placing the order to investigate matters relating to Customs procedures and Duties, Taxes and/or additional charges that may apply upon entry into any Nations where such procedures apply. Fast Lane will accept no responsibility for such omissions by the Customer.

Please note it is the customers responsibility to ensure that their shipment does not contain any items listed in our restricted or prohibited items list. Our systems are highly automated and are not necessary checked for restrictions.

Restricted or prohibited items sent insured through our services will not be covered by our insurance policy or standard liability.

Please note that certain countries customs authorities will insist on either our agents or an outside broker being used. The receiver will be responsible for any additional charges for these brokers as well as any duties and taxes that are levied. Fast Lane will provide advice to help facilitate this but will in no way be responsible for these charges.

All shipments containing used automotive parts such as engines and gearboxes that may have been exposed to potentially hazardous/ flammable/ toxic etc. substances MUST be drained of all fluids and certified as such before collection can be arranged. The parts MUST either be crated or strapped to a pallet. Failure to do so will cause delays or could result in the item being stopped in transit for the customer to collect at their own expense. For further assistance please e-mail [support@wedelivertheworld.com](mailto:support@wedelivertheworld.com)

## **Insurance and Claims**

Each service comes with only limited liability cover as standard (See Liability).

It is important to note that neither Night Freight or UK Mail offer any form of standard liability or refund of transit costs and as such we urge clients to opt for the additional insurance when offered. It is important to also note that although City Link will offer a standard liability they do not offer a transit refund. For all other carriers used by Fast Lane please contact customer services to obtain up to date standard liability confirmation.

Fast Lane Couriers Limited are authorized and regulated by the FSA. Our services include an option to insure your goods. This may be arranged when booking on-line or directly with Customer Services.

Where insurance is taken for coverage of goods in transit, it is entirely the responsibility of the Individual sending the goods to make sure that all details regarding shipment insurance have been correctly filled out, both when placing an order and when the shipment is passed over to the collecting Agent. Insurance will only begin when the Agent has collected the goods and will end at the time when the shipment is received, unless signed for as "Damaged" or "Unchecked". Should it be necessary to raise a claim it is imperative that the shipment not be moved from the point of delivery, that all packaging be kept (should an inspection be required) and that the original Air Waybill copy, issued to the Consignor, be kept for submission. Failure on any of these points may result in the claim being voided.

It is recommended that photographic evidence be provided in the event of a claim as evidence as to the state of the goods, this will be considered in part with the findings of any investigation undertaken.



No consideration will be given where any shipment is found to have been insufficiently packed for transit, where the value of the goods is not supported by documentary evidence or where any of the shipment contents are found to be prohibited commodities.

If shipment details are found to have been incorrect or incomplete, no consideration will be given to any claim.

Please note Fast Lane and its agents cannot cover damage to glass, ceramics, china or similar, under their standard liability. We strongly urge our customers to enquire about additional insurance which may be possible.

Notice of your claim must be received in writing by Fast Lane within (10 days for DHL, 7 days for TNT, 3 days for City Link) of receipt/ scheduled delivery date (as applicable) of the shipment, to [claims@wedelivertheworld.com](mailto:claims@wedelivertheworld.com)

### **Liability of the Customer**

Fast Lane maintain that the sole responsibility for all information entered (either online or through our Customer Services Team directly) when placing an order for shipping, rests with the person placing that order and it is for that person to ensure that the information is fully complete and entirely correct. Where information has not been provided or entered incorrectly, resulting in loss, delay or damage to the shipment, Fast Lane International denies any liability whatsoever. No refunds or claims will be considered in such instances.

In using the services provided by Fast Lane, you are accepting that Fast Lane are, in no way, responsible for any additional charges relating to Customs Duties, Taxes and/or any additional surcharges relating to the clearance or processing of any given shipment. It is entirely the responsibility of either the Consignor or Consignee to bear these costs and no consideration will be given to compensation in these situations.

Liability is limited to the Agent responsible for the carriage of the shipment. Fast Lane reserve the right to deny liability where the goods have been shipped via one of our Third Party Agents and where no additional insurance has been arranged. In using our Service, you are accepting that no claim may be brought against Fast Lane International in such an instance.

#### **Loss under the following conditions will not be covered:**

- ✓ Acts of God (or similar Deity); pantheistic or transcendental.
- ✓ Consequence of War, including Police actions, Civic dispute, terrorism or any of a multitude of chaotic disorder scenarios.
- ✓ Insufficient packaging; where the goods have been found to be unsuitably protected during transit.

## Claims

Fast Lane will only deal with the Person who placed the order and contracts with the Person placing the order that liability is strictly limited to direct loss only and to the per kilo limits set out in this sub-section. All other types of loss or damage are excluded (including but not limited to; lost profits, income, interest, future business), whether such loss or damage is special or indirect and even if the risk of such loss was brought to the attention of Fast Lane International before or after acceptance of the shipment, since special risks can be insured within the online booking process. In no case whatsoever shall any liability of the company however arising and not withstanding any lack of explanation exceed the value of the relevant goods or £250 or £10 per kilo whichever is less, in the case of Domestic shipments sent via City Link or if shipped via DHL the liability in respect of any one Shipment transported is limited to its actual cash value and shall not exceed the greater of \$US 100 or: \$US 20.00/kilogram or \$US 9.07/lb for Shipments transported by air or other non-road mode of transportation or USD\$10/kg or USD\$4.54/lb for shipments transported by road (not applicable to the U.S.A.). Where evidence is not forthcoming, following a formal request, for such, from Fast Lane Couriers Ltd, The Company reserves the right to refuse the issue of compensation of any sort, indefinitely or at least until such time as the requested evidence is received and that it is within the timings allocated for the submissions of claims, as outlined under 'Insurance & Claims'.

It is important to note that neither Night Freight or UK Mail offer any form of standard liability or refund of transit costs and as such we urge clients to opt for the additional insurance when offered. It is important to also note that although City Link will offer a standard liability they do not offer a transit refund. For all other carriers used by Fast Lane please contact customer services to obtain up to date standard liability confirmation.

Fast Lane International reserves the right to address liability according to the standard terms of liability of our agents or other Third Party Agent who has carried the shipment.

Please note Fast Lane and its agents cannot cover damage to glass, ceramics, china or similar, under their standard liability. We strongly urge our customers to enquire about additional insurance which may be possible.

Claims are limited to one claim per shipment, settlement of which will be full and final for all loss or damage in connection therewith. If the Person placing the order regards these limits as insufficient, they must make a declaration of value and enquire after the availability of insurance with our Third Party Agents, where applicable (see Insurance and Claims).

## **Prohibited Items**

The sender agrees to abide by the below list of prohibited items and that he/she will not attempt to send any goods contained within this listing.

All shipments containing used automotive parts such as engines and gearboxes that may have been exposed to potentially hazardous/ flammable/ toxic etc. substances **MUST** be drained of all fluids and certified as such before collection can be arranged. The parts **MUST** either be crated or strapped to a pallet. Failure to do so will cause delays or could result in the item being stopped in transit for the customer to collect at their own expense. For further assistance please e-mail [support@wedelivertheworld.com](mailto:support@wedelivertheworld.com)

The list below, though not exhaustive, shows the majority and type of goods that are not permitted for carriage through our standard services. Please read this and if you remain uncertain, contact our Customer Services Team on [support@wedelivertheworld.com](mailto:support@wedelivertheworld.com).

- ✓ Animal products such as skins, furs, horns (including Ivory and Ivory products);
- ✓ Goods of exceptional value such as works of art, antiques, precious metals or stones;
- ✓ Money or any items considered as negotiable items, e.g. credit or bankcards, stocks, cheques, event tickets, and bonds;
- ✓ Dangerous or hazardous materials, these relate particularly to any items that hold a UN number; including items considered to be inflammable, explosive, corrosive, toxic, magnetic, radioactive, biohazards, pressurised containers etc.;
- ✓ Live animals of any sort;
- ✓ Perishable items such as, but by no means limited to: milk, cheese, meats, etc;
- ✓ Counterfeit or pirated goods or materials;
- ✓ Stolen property or goods obtained as a result of criminal activity. When intercepted, such items will be seized and the Police informed;
- ✓ Narcotics; illegal drugs. Restrictions may also apply to prescription medications to certain destinations;
- ✓ Human and animal remains;
- ✓ Pornographic materials;
- ✓ Dry ice;
- ✓ Medical, biological, botanical, chemical and sundry compound samples;
- ✓ Jewellery - including watches, rings, necklaces, pendants or brooches;
- ✓ Perfume and other, similar, alcohol based products - such items can be regarded as containing hazardous accelerants (this may also include consumable alcoholic beverages);
- ✓ Weapons or items that may be construed as lethal. These included guns, knives, swords, daggers replicas or otherwise.
- ✓ Plasma Screens
- ✓ Tobacco

While not prohibited, unless a licensed distributor in both the country of origin and

the U.S.A. shipments of alcohol are not allowed for carriage.

While not prohibited, foodstuffs destined to the U.S.A. are strictly regulated. We advise you contact [www.fda.gov](http://www.fda.gov) and investigate the Prior Notice for entry of foodstuffs guidelines.

Added to this list, there may also be restrictions placed on many other goods, depending on the destination country. For example, it is not allowed to send alcohol to the majority of Muslim countries or to the U.S.A., certain categories of food, wood or plant based products to Australia or even certain textile articles to Canada as you will encounter problems unless you meet certain strict protocols for entry where applicable. Duties and taxes also can vary considerably depending on the product and the destination country. For example Ukraine, Turkey, Russia, Nigeria and Ghana amongst others have extremely high rates of duties applied by the local customs authorities and can vary considerably from product to product. If you have any questions regarding possible restrictions or prohibitions, we would advise that you contact the proper Customs Authority. The following link will assist you in locating the correct website: [Customs](#). Alternatively, you may email us at [support@wedelivertheworld.com](mailto:support@wedelivertheworld.com) for further assistance.

## **Charges**

In the event that you are utilising Fast Lane International's services on a personal basis, you agree that you shall be personally liable to pay the applicable charges to the extent such charges are not already included in your original quote. In the event that you are utilising Fast Lane International's services on behalf of your employer, you state that you are authorised to carry out such activities, that you are not using Fast Lane International's account fraudulently and that your employer has consented to and agrees to be liable for payment of any applicable charges to the extent such charges are not already included in your original quote.

## **Surcharges Arising from Weight and/or Dimension Discrepancies as provided by you**

(a) If during the our agent's reweighing process, it is deemed that you have underestimated your weight and/or dimensions to an extent such that the amount Fast Lane International is charged by our agent increases to compensate for this discrepancy, you agree for Fast Lane International to allow your parcel to continue to be processed and delivered without delay and you give consent for us to contact you to and give further consent to make prompt payment for any additional charges between the weights and dimensions you originally provided us and those measured at the agent's depot. By accepting our terms and conditions on our software, you agree to this and further consent to paying us any additional charges as incurred from our agents.

[Note: The our agents reweighing system was developed in consultation with the UK Weighing Federation, and the equipment used fulfils the requirements of the Trading Standard Weights and Measures Act 1985].

## **Additional charges**

(a) a £5.00 reprocessing fee shall be added per booking that is found to be inaccurate in regard to the original weights and/or dimensions provided where such inaccuracy results in additional charges incurred by Fast Lane International from our agents;

(b) the additional fee charged to Fast Lane's account by our agents to compensate for any incorrect weights and/or dimensions that you provide where such discrepancy results in additional fees.

These Terms and Conditions, to the extent that the same are relevant, apply to the booking of parcel delivery services (including but not limited to our agents or other recognised express parcel delivery companies as well as local parcel deliveries where Fast Lane International's own vehicle fleet is used).

## **Payment**

You accepting these Terms and Conditions hereby constitutes authority for Fast Lane International to compute and debit the total charges under each booking against your account with the specified card issuing organisation, on completion of each booking. Any terms and conditions notified to you at the time of booking relating to the payment method chosen by you for any booking will be incorporated into the terms and conditions of that booking Agreement.

You agree to pay upon demand all rates, charges, (including those applicable to additional amounts owing as a result of discrepancies determined between the weight and dimensions of your parcel provided at time of booking and those as measured by our agent's depot) plus applicable VAT, which apply to your booking. You understand that you can be informed of the amounts of all such rates, charges and taxes by requesting such information from [support@wedelivertheworld.com](mailto:support@wedelivertheworld.com).

Unless stated otherwise in any invoice issued by Fast Lane, you must pay all invoices for Fast Lane bookings within 30 days from the date of invoice.

## **E-Billing and electronic correspondence**

Provided the necessary consent has been obtained from you, Fast Lane International may issue invoices in respect of any booking electronically or otherwise, and you hereby agree to receive and pay such invoices.

Fast Lane International may, at its option and on notice to you, decide to cease issuing electronic invoices or vary any aspect of the electronic invoices to be issued and the method of delivery.

You understand that where an electronic invoice is provided in respect of a particular booking, no paper invoice may be provided and decision to send a paper invoice rests solely with Fast Lane.

You will be responsible for verifying all electronic invoices in accordance with the instructions provided with each invoice.

By agreeing to our Terms and Conditions you also agree that you would like to receive updates via email on products and services that are relevant to the services you have booked with Fast Lane Couriers Limited. We will at no time allow access to or sell your information to third parties and you can unsubscribe at anytime directly from the e-mails we send you.

### **Credit Card Billing**

You agree that all charges will be billed to the credit card designated by you at time of the applicable booking and that your provision of the necessary credit card details required to electronically process your order will be deemed to have been made on any applicable future charges to your credit card for applicable surcharges incurred.

### **Error in Charges**

You understand that all charges are not final and are subject to review and to recalculation. You agree to pay any undercharges discovered on review of your booking once it has been completed and Fast Lane has had the opportunity to finalise your transaction by comparing what we originally quoted you and what our agent charged us. You agree to be liable to pay for any additional charges that arise as a result of a difference between the weight and/or dimensions of your parcel as stated by you during the quoting and booking process and those measured by our agent's weighing and measuring system. You authorise any such additional charges to be made by the method of payment designated during the booking process.

### **Collections**

All charges, fees and expenses are due at Fast Lane International's demand. If you do not pay all charges when due, you agree to pay a late charge of the lesser of 1.5% (one and a half percent) per month or the highest interest rate permitted by law, on the past due balance. You will pay any collection costs and our reasonable solicitor's fees. If you don't pay any amount when due, if the law permits, you may contact me or my employer at my place of business about payment.

## **General Information**

Fast Lane International's registered offices are located at  
5 Clarefield Drive, Maidenhead, Berkshire, SL6 5DW.

You may contact us on [support@wedelivertheworld.com](mailto:support@wedelivertheworld.com)

Email enquiries should be addressed to: [support@wedelivertheworld.com](mailto:support@wedelivertheworld.com)  
Our company registration number is 2276054.  
Our VAT number is 442323482.

Fast Lane International Limited provides local, domestic and international express parcel deliveries. For non-local (e.g. domestic and international), Fast Lane most often utilises the services of own agents, the global leaders in express delivery. For full details of our service and prices, including information on Customs charges and duties that you might be charged on applicable parcels, and for complete information on our delivery and cancellation policies, our privacy statement and information on the security systems utilised to collect credit card payments online and over the phone, please visit: [www.wedelivertheworld.co.uk](http://www.wedelivertheworld.co.uk).

If you require further assistance or have any questions our customer service support team, at [support@wedelivertheworld.com](mailto:support@wedelivertheworld.com), will be more than happy to help you.