

How many characters am I allowed to use for a reference?

Our system supports a reference for up to 10 characters that can be made up of Alpha/Numeric data.

What is a Customs Invoice?

This is an invoice that is used by customs to determine the amount of duty tax to apply to the shipment if the goods are travelling to a Non EU destination.

What is the difference between Deferred and Express?

Express is the quickest delivery option whereas Deferred generally takes longer for the goods to arrive.

What is the maximum weight I can put into a box?

The maximum actual or volumetric weight that can be packed into any one box is 30kg. Any shipments over this weight that cannot physically travel in more than one box should be classed as a pallet.

What is volumetric weight?

Volumetric weight, also known as Dimensional weight

How do I calculate the dimension weight of my shipment?

You simply need to multiply the height x width x length in centimetres. If the shipment is going via air courier simply divide this figure by 5000 and if the shipment is going via road divide by 4000. You then simply round the total up to the next whole kg and if this figure is greater than the actual weight you will be charged on the dimensional (as opposed to the actual) weight of the consignment.

What does transit time mean?

Transit time is the amount of time a consignment takes [in days] to be delivered

Does transit time include weekends or public holidays?

Transit time is based on working days and does not include weekends or public holiday.

What is DDP?

DDP is a term used by freight and courier companies and means "Delivery Duties Paid". This service enables the shipper to pay for any duties taxes that are levied by customs as opposed to the consignee. This is only available to certain destinations so please check with the Customer Service team to see if your destination country offers this service.

What is Free Domicile?

Free Domicile is very similar to the term "DDP" although this service means the shipper is responsible for both duties and local taxes that are levied by customs. Again, this is only available to certain destinations so please check first before shipping.

How do I calculate duties and taxes?

Every product shipped through the freight and courier network falls into a category and has a "tariff code" assigned to it. This tariff code has a percentage linked to it that is used by Customs to calculate the duty taxes to be applied. The percentage is used on the entire shipment value and freight costs associated with the shipment.

How can I pay for duties and taxes?

If available to the destination, then there is a fee to be paid for selecting either DDP or Free Domicile service in addition to the taxes that are levied by customs, which are invoiced upon receipt of the customs charge.

Are my goods insured?

We operate to BIFA 2005 terms and conditions, which means your goods are insured on a limited liability basis. All claims are settled using a measure of value called an "SDR" this stands for "special drawing right". This is a standard measurement that the freight industry uses based on the weight of the item to appropriate a nominal value we would compensate you for in the event of loss or damage whilst in storage or transit. The value of an SDR fluctuates but is normally around £0.80 / £0.85 per kilo.

What is the European Union?

The European Union is a group of countries located primarily in Europe. If a shipment is travelling from a country within this union to another country within the union then the shipment is not eligible for customs inspection and therefore exempt from any duties or taxes to be applied.

What is domestic?

Domestic is a term used by the courier and freight industry for shipments travelling within the UK.

Which carrier will my consignment be travelling with?

We use a number of different suppliers and agents to ensure we are offering the best prices available at the time of shipping. Each shipment travels with one of our preferred partners and this information is available by talking directly to one of the Customer Service Team members.

How do I track and trace my shipment?

Unless your consignment is going on a mail service or via Groupage haulage then your shipment will have a tracking number assigned to it. This tracking number will be given to you where you can either use this directly on the agents website or alternatively by talking to the Customer Service Tea.

How do I obtain a hard copy POD?

Most information is stored so that people can access it online. In some cases the need may arise where a physical copy of a driver's run sheet or the recipients signature is required. In such cases you will need to speak to the Customer Service Team so that we can obtain this for you directly from the supplier.

How do I claim for damages?

You need to ensure that you sign for the parcel at the time of delivery as "Damaged". You will then need to contact the Customer Service Team who will issue the necessary forms for you to complete your claim.

How much will my shipment cost?

Depending on the size of your shipment, where the goods are going to and how fast you want the goods to arrive all have a factor in calculating the cost for delivery. With this information you can obtain a quote online or through our Customer Service Team.

Can I get my parcel collected?

If you have an account with us and wish to send out a consignment then we will collect your parcel from you once booking has been made.

What is the difference between mail and courier?

Mail is the most economic way of sending out small letters and packs. There are various weight limits for this service and predominantly all of the shipments do not have a tracking number, which means they cannot be traced. All courier shipments will contain a tracking number and have full traceability. There aren't any weight limits for this type of service.

What is a UK four way pallet?

A pallet accessible with equipment from all four sides.

When does a consignment need to be accompanied by an invoice?

You will need an invoice for any consignment travelling outside the EU that is non documents over 5kgs. Documents over 5Kgs will need an invoice outside the EU. These invoices can be either in the form of a Pro Forma or a Commercial invoice.

What is a Commercial Invoice?

These are invoices travelling with goods that have been sold. They are used in exactly the same way as Pro Forma invoices for customs purposes.

What is a Pro Forma invoice and when would I need to send this?

If the goods that are being shipped have already been paid for by the consignee prior to them being shipped, the consignor is required to provide a Pro Forma invoice. This shows the amount paid in order that the receiving authorities can appropriate duty and tax in line with the value and commodity code.

What is a Commodity Code?

Every product is assigned a commodity code by Customs & Excise. This code denotes the level of duty payable against the product to the receiving customs authorities. This code and therefore the level of duty may change from country to country and varies by product.

What is DDP?

DDP stands for Delivery Duty Paid. This is when any duties applicable to the shipment are billed back to the shipper.

What is DDU?

DDU stands for Delivery Duty Unpaid. This is when consignee (or the recipient) is billed the duties and taxes relating to the shipment upon delivery.

What is free Domicile?

This is when both Duties and Taxes are billed back to the shipper as opposed to DDP when just the duty is billed back to the shipper.

Can I ship to a PO Box address?

Unfortunately we are unable to deliver to PO Box addresses within the UK, however this is our only option to certain international countries. As long as you have a contact name and valid telephone number for the receiver this is possible.

Why are some countries listed as 'quote only'?

To certain countries, primarily those that are either war torn or for political reasons delivery is somewhat difficult our services are restricted. For those listed as such in our zone guide please call the ILG Direct team for a quote and availability. They currently include Iran, Iraq and Cuba.

Can I arrange for a shipment to be collected from an alternative address and returned back to my location?

Quite simply yes! Please either call or email the ILG Direct team who will be able to arrange this collection for you.

Can I book a forward collection?

A forward collection is a consignments that is collected from a remote location to be forwarded on to another location. Again this is possible by means of the ILGD Team - please email or phone through the collection / delivery details along with pieces and weights and we will be happy to organise this for you.

What is domestic?

Domestic is a term used by the courier and freight industry for shipments travelling within the UK.

What is a next day service?

A next day service is exactly that! When collected day 1, a consignment will be delivered day 2 - any time up until 17.30 hours. This does not include weekends, so any consignments shipped on a Friday, will be delivered the following Monday.

Can I book a timed delivery in the UK?

We have a wide range of specialist timed services available from a pre 09.00, pre-10.30 or pre-mid-day as well as dedicated same day options upon request. Please refer to the web for timed services or the ILG Direct Team for a quote for more specialised requirements.

Can I have a timed delivery into Europe?

Yes! We are able to deliver to virtually all capital city in Europe before 09.00 on our Express Plus service or pre noon on our Express Service. Please call to confirm service availability.

Why do I need to put my dimensions in on the booking?

The dimensions of your parcel need to be detailed at the time of booking to determine if the dimensional weight is greater than the actual. If the dimensional weight is greater than the actual weight you will be charged for the former.

How do I calculate the dimension weight of my shipment?

You simply need to multiply the height x width x length in centimetres. If the shipment is going via air courier simply divide this figure by 5000 and if the shipment is going via road divide by 4000. You then simply round the total up to the next whole kg and if this figure is greater than the actual weight you will be charged on the dimensional (as opposed to the actual) weight of the consignment.

What is a EUR1 form?

An EUR1 form entitles originating UK or EU goods to lower import duties, usually zero in certain countries.

What is a Certificate of Origin – 'C of O'?

A C of O is a document signed by the exporter and must be witnessed by an agency such as the Chamber of Commerce. This is required by certain countries and almost all of the Middle East countries and certifies the country of origin. A C of O does not necessarily relate to the country the goods are shipped from, but rather the country where the goods are actually produced.

What is an ATR form?

This applies to Turkey only and is a form that enables your customer in Turkey to claim preferential rates of duty on goods imported. Please call the ILGD Team should you require more information.