



United Kingdom

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Find more information about service scope, outbound fulfilment fees, preferred & assigned fulfilment fees, etc.

eBay fulfilment by **Orange Connex**

SERVICE & RATE GUIDE 2025

Credit

Effective from (UK local time)

1st March 2025

All rates are exclusive of VAT and/or local taxes.

Some Charges may have a delayed deduction. The final settlement of the fees will be subject to the amount on the bill.

Orange Connex reserves the right to modify the Rate Guide at any time as notice to you.

Version Control

Version Number	Effective Date	Updated Contents
UK20250301-01	1 March 2025	New format & design of 2025 rate guide

About eBay fulfilment

eBay fulfilment (eF) powered by Orange Connex (OC) offers sellers an exceptional fulfilment solution. This service efficiently manages the entire inventory process, providing sellers with protection against delivery-related issues. Embracing this fulfilment solution allows sellers to concentrate on sales, leading to a notable growth of over 10% in items sold for participants in the program. By entrusting fulfilment operations to eBay and Orange Connex, sellers can broaden their inventory and scale their eBay business, confident that expert care will be applied at every stage of the fulfilment process.



Comprehensive inventory management services

We will store and manage all your inventory in eBay's large fulfilment centres, helping you organize goods, receive orders, and process shipments.



Quick and efficient order fulfilment

Our fulfilment program automatically syncs order status changes back to your eBay seller account instantly. This keeps inventory quantities and order information on eBay up-to-date in real-time as we fulfil orders on your behalf.



Professional shipping services

Full visibility and better buyer experience for delivery.



eBay's site wide Limits

eF seller enjoy full exemption to any eBay site wide limits.



Localized Customer Services

Localized Customer Services team to help you with inquiries and provide you hand holding support.



Multi-channel Capability

One-stop fulfilment management platform to support both eBay and multi-channel orders.



Global Network

We run extensive shipping network to provide fast and reliable delivery, including options like assigned or preferred specific carriers for shipping. You also have the option to use OC's discounted shipping rates for products sold through eBay platform.



Inbound



Storage



Fulfilment



Return

Fulfilment Service Scope


[Download Excel Version](#)

Find more information about service scope, outbound fulfilment fees, preferred & assigned fulfilment fees, etc.

Domestic Fulfilment Service

	UK Domestic Economy Letter	UK Domestic Standard Letter	UK Domestic Standard	UK Domestic Express	UK Domestic Freight
Dimension Limits (cm)	L≤35.3, W≤25, H≤2.5	L≤35.3, W≤25, H≤2.5	L≤180, L+2*(W+H)≤420	L≤180, L+2*(W+H)≤420	L≤300, W≤160, H≤150
Weight Limits (kg)	Actual Weight≤0.75	Actual Weight≤0.75	Actual Weight≤30	Actual Weight≤30	Actual Weight≤150 Billable Weight≤2400
Billable Standard	Actual Weight	Actual Weight	Actual Weight	Actual Weight	Billable Weight (the greater of actual weight or volumetric weight)
Estimated Delivery Time	2-3 Working Days	1-2 Working Days	2 Working Days	1 Working Day	2-8 Working Days
Cutoff Time	Monday to Friday 4 pm	Monday to Friday 4 pm	Sunday to Friday 6 pm	Sunday to Friday 6 pm	Monday to Friday 4 pm
Last Mile Tracking	Not available	Not available	Available	Available	Available
Last Mile Claims	Not available	Not available	Available	Available	Available
Shipping to Northern Ireland	Available	Available	Available	Available	Available
Shipping Lithium Batteries	Not available	Not available	All standalone lithium batteries are prohibited, we can ship lithium batteries contained in equipment or packed with equipment. The power rating must be≤100Wh or lithium contents≤2g.		

International Fulfilment Service

	UK International Standard Service
Dimension Limits (cm)	<ul style="list-style-type: none"> Netherlands: L≤100, W≤78, H≤50, L+2*(W+H)≤300; France: L≤100, L+W+H≤150; Austria: L≤100, W≤60, H≤60, L+2*(W+H)≤300; Belgium & Republic of Ireland: L≤120, L+W+H≤150; Denmark & Finland & Sweden: L≤150, L+2*(W+H)≤300; Other Countries A*: L≤120, W≤60, H≤60, L+2*(W+H)≤300; Other Countries B*: L≤60, W≤40, H≤40
Weight Limits (kg)	IOSS: Netherlands: Actual Weight≤23, Denmark & Finland & Sweden: Actual Weight≤20, Other Countries: Actual Weight≤30 Non-IOSS: Republic of Ireland: Actual Weight≤30, Other Countries: Actual Weight≤20
Billable Standard	Actual Weight
Estimated Delivery Time	2-10 Working Days
Cutoff Time	Sunday to Friday 6 pm
Last Mile Tracking	Available
Last Mile Claims	Available
Shipping Lithium Batteries	All standalone lithium batteries are prohibited, we can ship lithium batteries contained in equipment or packed with equipment. The power rating must be≤100Wh or lithium contents≤2g.

Countries A: Germany, Italy, Luxembourg

Countries B: Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Greece, Hungary, Latvia, Lithuania, Malta, Poland, Portugal, Romania, Slovenia, Slovakia, Spain

Estimated Delivery Time (Working Days):

Malta: 2; Poland, Greece, Czech Republic, Cyprus, Hungary, Slovenia: 2-3

Bulgaria, Croatia, Lithuania, Latvia, Slovakia: 2-4; Romania: 2-5; Estonia: 3-4; Republic of Ireland: 3-5; Germany: 3-6; Netherlands: 4; France: 5; Belgium, Spain: 5-8;

Austria, Portugal: 6-9; Italy, Luxembourg: 8; Denmark, Finland, Sweden: 7-10

*Remote areas may require a longer delivery time.

*L=length/L=Longest Side, Width/W=Medium Side, Height/H=Shortest Side

Calculate Your Rates

Your total shipping cost =

Inbound Fee + Storage Fee + Fulfilment Fee + Optional Service Fee + Surcharge

*Some Charges may have a delayed deduction. The final settlement of the fees will be subject to the amount on the bill.



Inbound Service Fees = Inbound Handling Fee + Inbound Unloading Fee

Inbound Handling Fee

Calculated based on the actual count and weight of items received. Products weighing more than 20 kg per SKU will incur an extra charge called the Additional Weight Fee.

e.g. 5 SKUs with each weighted at 30 kg, the inbound handling fee = $5 * (£1.79 + £0.12 * 10) = £14.95$

Important Note:

The Inbound Handling Fee will be charged at midnight for items received and put away the previous day.

1.1 Inbound Handling Fee

Weight up to and Including (kg)	Price
0.5	0.27
1	0.32
3	0.39
5	0.63
10	0.98
15	1.38
20	1.79
>20	£1.79/piece+£0.12/kg

1.2 Unloading Fee

Unloading Type	Price
Express Cargo Arrival	£9.40/m³
Truck - Loose Cargo Arrival	£9.40/m³
Truck - Palletized Cargo Arrival	£5.50/m³

Inbound Unloading Fee

Calculated based on the unloading handling requirements, either loose cargo or palletized cargo.

Standard Inbound Guide

Create OC SKU

Upload item SKU/EAN/UPC to OC portal for review.

The website of OC portal is:

<https://fulfillment.orangeconnex.com/seller/login>

Create Inbound Orders

Create inbound order in OC portal and item not listed in inbound order will cause delay in put-away and the potential additional handling costs

Packing Your Items

Each item must be labeled with OC SKU/EAN/UPC (clear and scannable) Please pack and label your articles properly to avoid any damage

Maximum of 5 SKUs in each box, need physical isolation between SKUs (e.g., use cardboard or foam bags, etc.)

Booking ASN

Schedule an Advance Shipping Notice (ASN) appointment at least one day prior to delivery. The ASN is valid only for the scheduled appointment date. If the delivery appointment is missed, the ASN will automatically be cancelled by the system after midnight on that date.

For express delivery, you should upload the actual express tracking number and carrier information.

Deliver Your Items

Inbound non-express delivery notice should include:

- Consignee: "Orange Connex"
- "OC", "eBay fulfillment", "eF"
- Inbound Order#
- Total number of bulky/pallet
- Reserved ASN#



All fees are exclusive of VAT and other taxes that are payable by the seller.

Important Note:

If your incoming shipment does not meet Orange Connex inbound standard, additional charges may apply.

For detailed information, please click on the 'Surcharge' tab in the navigation bar above.

Have a question?

Please see our FAQ on page 20.



Fulfilment Fee = Fulfilment Base Price + Additional Item Fee

Fulfilment Base Price

The Fulfilment Base Price is charged depending on the service type to cover the cost of picking and packing each order's items. It is calculated based on either the actual weight or the billable weight of the shipped package. The billable weight factors in the package's volume including packing materials, not just its actual weight.

Additional Item Fee

An Additional Item Fee is charged for every item after the first item in a package. This fee applies to all SKUs, including bundled items. For bundles, the item count is calculated as the total number of pieces in the bundle. The Additional Item Fee for bundled SKUs is determined using the same calculation as for non-bundled SKUs.

e.g.1: In an order with Bundle SKU C (consisting of SKU A*1 + SKU B*2), the total additional items are counted as 2.

e.g.2: In an order with Bundle SKU C (SKU A*1 + SKU B*2) and SKU D*2, the total additional items are counted as 4.

Important Note:

We are currently unable to ship to British Forces Post Office (BFPO) addresses with postcodes starting with BF1 or BF2.

Additional fees beyond the Fulfilment Base Price may apply, see Surcharge section for more information.

2.1 UK Domestic Economy Letter Service (≤35.3*25*2.5 cm, actual weight≤0.75 kg)

Weight up to and Including (kg)	Base Price/Package	Additional Item Fee
0.10	£1.74	£0.51/piece
0.25	£1.76	
0.50	£1.79	
0.75	£1.81	

2.2 UK Domestic Standard Letter Service (≤35.3*25*2.5 cm, actual weight≤0.75 kg)

Weight up to and Including (kg)	Base Price/Package	Additional Item Fee
0.10	£2.22	£0.51/piece
0.25	£2.24	
0.50	£2.26	
0.75	£2.28	

2.3.1 UK Domestic Standard Service (L≤120 cm, L+2*(W+H)≤225 cm, actual weight≤30 kg)

Weight up to and Including (kg)	Base Price/Package	Additional Item Fee
2	£3.13	£0.51/piece
5	£3.82	
10	£4.05	
12	£4.49	
15	£4.62	
20	£11.01	
25	£12.39	
30	£13.78	

2.3.2 UK Domestic Standard Service (120<L≤180 cm Or L≤180 cm, 225<L+2*(W+H)≤420 cm, actual weight≤30 kg)

Weight up to and Including (kg)	Base Price/Package	Additional Item Fee
2	£11.01	£0.51/piece
5	£11.01	
10	£11.01	
12	£11.01	
15	£11.01	
20	£11.01	
25	£12.39	
30	£13.78	

2.4.1 UK Domestic Express Service (L≤120 cm, L+2*(W+H)≤225 cm, actual weight≤30 kg)

Weight up to and Including (kg)	Base Price/Package	Additional Item Fee
2	£3.91	£0.51/piece
5	£4.69	
10	£4.82	
12	£5.56	
15	£5.72	
20	£11.25	
25	£12.62	
30	£13.76	

2.4.2 UK Domestic Express Service (120<L≤180 cm Or L≤180 cm, 225<L+2*(W+H)≤420 cm, actual weight≤30 kg)

Weight up to and Including (kg)	Base Price/Package	Additional Item Fee
2	£11.25	£0.51/piece
5	£11.25	
10	£11.25	
12	£11.25	
15	£11.25	
20	£11.25	
25	£12.62	
30	£13.76	

All fees are exclusive of VAT and other taxes that are payable by the seller.

Have a question?

Please see our FAQ on page 20.

Important Note:

Items exceeding the dimensions (L > 180 cm or L + 2*(W + H) > 420 cm) or weighing over 30 kg can only be shipped via the UK Domestic Freight Service. Please contact our Customer Service Team prior to using this service so we can allocate your goods to the Freight Fulfilment Centre.

Freight service does not deliver to P.O. Box addresses or postcodes listed as unreachable in the [UK Freight Service Unreachable Postcode List](#).

For more details about Zone Guide, please refer to [the UK Freight Service Zone Guide](#).

Freight service only supports ship-in-own packaging.

The recipient's telephone number is required for Freight Service shipments.

Additional fees beyond the Fulfilment Base Price may apply, refer to Surcharge section for details.

Billable Weight for Freight Service

The billable weight used for fee calculations is whichever is greater between the actual weight or the volumetric weight. Volumetric Weight is calculated (in kg) as:

For Zone A & B: Length x Width x Height (in cm) / 5000

For Zone C & D: Length x Width x Height (in cm) / 3000

2.5 UK Domestic Freight Service (L≤300 cm, W≤160 cm, H≤150 cm, actual weights≤150 kg)

Billable Weight up to and Including (kg)	Base Price/Package			
	Zone A	Zone B	Zone C	Zone D
20	£20.52	£24.06	£43.51	£59.61
25	£24.37	£26.46	£47.34	£67.21
30	£28.21	£30.07	£49.91	£74.82
35	£30.79	£33.68	£53.75	£82.44
40	£34.63	£38.49	£57.59	£90.05
45	£38.48	£40.90	£60.14	£97.66
50	£42.34	£44.51	£63.99	£105.26
55	£88.53	£103.48	£152.30	£191.52
60	£89.81	£104.67	£153.58	£192.79
65	£91.09	£105.88	£154.86	£194.05
70	£94.94	£107.08	£156.15	£195.32
75	£96.22	£108.29	£157.43	£196.59
80	£97.50	£109.49	£158.71	£197.86
85	£98.78	£110.69	£159.99	£200.39
90	£100.08	£111.90	£161.26	£202.93
95	£101.36	£115.51	£163.82	£204.20
100	£102.64	£116.71	£165.10	£205.47
105	£106.49	£120.32	£168.95	£209.28
110	£115.47	£128.74	£180.46	£221.96
115	£119.32	£133.56	£185.59	£227.03
120	£125.74	£137.16	£189.42	£232.10
125	£129.58	£141.98	£194.54	£235.91
130	£134.72	£146.79	£198.39	£240.99
135	£138.57	£150.40	£204.78	£244.79
140	£143.69	£155.21	£208.62	£248.60
145	£148.83	£158.82	£213.74	£254.94
150	£153.96	£164.84	£217.58	£258.74

Zone A	Zone B	Zone C	Zone D
England, Wales and Isle of Wight	Central Belt of Scotland	Scottish Highlands	Northern Ireland

All fees are exclusive of VAT and other taxes that are payable by the seller.

Have a question?

Please see our FAQ on page 20.



Inbound

Fulfilment-eBay

Fulfilment-Standard

Storage

Optional Service

Surcharge

Return

IOSS Fulfilment Service

The IOSS (Import One Stop Shop) Fulfilment Service applies to shipments valued at €150 or less. For these shipments, the VAT is collected and remitted by eBay or other e-commerce platforms.

For certain HS codes of IOSS (Import One Stop Shop) Fulfilment Service, the weight limit will still be 20 KG. For more details about Freight Zone Guide, please refer to:

[International Service IOSS 20KG HS Code List](#)

Non-IOSS Fulfilment Service

The Non-IOSS Fulfilment Service applies to shipments valued over €150. For these shipments, VAT collection and remittance is not handled by e-commerce platforms. Customs clearance can impact delivery times for international shipping under the Non-IOSS arrangement.

Dimension & Weight Limits

Dimension Limits (cm):

- Netherlands: L≤100, W≤78, H≤50, L+2*(W+H)≤300;
- France: L≤100, L+W+H≤150;
- Austria: L≤100, W≤60, H≤60, L+2*(W+H)≤300;
- Belgium & Republic of Ireland: L≤120, L+W+H≤150;
- Denmark & Finland & Sweden: L≤150, L+2*(W+H)≤300;
- Other Countries A*: L≤120, W≤60, H≤60, L+2*(W+H)≤300;
- Other Countries B*: L≤60, W≤40, H≤40

Weight Limits (kg):

- Netherlands: Actual Weight≤23
- Denmark & Finland & Sweden: Actual Weight≤20
- Other Countries: Actual Weight≤30

Important Note:

The UK International Standard Service does not ship to French postcodes starting with 97 or 98.

Additional fees beyond the Fulfilment Base Price may apply, refer to Surcharge section for details.

All fees are exclusive of VAT and other taxes that are payable by the seller.

2.6.1 UK International Standard Service - IOSS

Country	Code	Base Price/Package - Weight up to and Including (kg)								
		0.5	1	2	3	5	10	15	20	30
Netherlands	NL	£7.95	£8.28	£8.40	£8.62	£8.86	£9.59	£11.10	£12.73	£31.78
France	FR	£7.78	£8.99	£9.80	£10.80	£12.18	£15.53	£18.73	£27.47	£31.09
Austria	AT	£9.15	£9.65	£9.75	£10.07	£10.30	£11.41	£13.05	£14.32	£18.13
Belgium	BE	£10.71	£11.30	£11.63	£12.14	£13.26	£15.25	£19.75	£22.86	£26.88
Republic of Ireland	IE	£7.48	£7.95	£8.06	£8.54	£8.78	£9.94	£11.55	£13.16	£16.92
Germany	DE	£6.81	£7.17	£7.69	£8.61	£8.85	£10.80	£16.24	£17.51	£28.61
Italy	IT	£9.67	£10.36	£10.96	£13.47	£15.00	£20.45	£26.83	£28.10	£47.24
Luxembourg	LU	£7.80	£8.18	£8.44	£8.75	£9.53	£10.75	£14.03	£16.45	£19.91
Spain	ES	£7.39	£8.47	£9.40	£10.33	£12.78	£16.73	£23.05	£30.66	£35.65
Poland	PL	£9.21	£9.99	£10.09	£10.79	£11.04	£14.58	£22.52	£23.80	£28.35
Portugal	PT	£7.34	£8.90	£9.79	£11.08	£12.85	£19.25	£25.69	£31.58	£45.41
Greece	GR	£13.93	£20.80	£28.94	£36.61	£45.37	£67.49	£90.37	£112.98	£175.57
Czech Republic	CZ	£10.51	£11.46	£11.56	£12.22	£12.46	£17.84	£27.48	£28.76	£33.80
Bulgaria	BG	£21.83	£23.30	£24.27	£28.91	£29.15	£39.15	£53.56	£54.84	£61.39
Cyprus	CY	£15.00	£20.93	£32.05	£41.80	£53.58	£83.34	£113.75	£143.86	£194.95
Croatia	HR	£16.33	£17.44	£18.82	£20.04	£20.29	£26.93	£38.52	£39.81	£45.32
Hungary	HU	£10.54	£11.33	£11.43	£12.64	£12.88	£16.45	£24.74	£26.01	£30.63
Lithuania	LT	£14.37	£15.97	£16.09	£17.21	£17.44	£25.79	£28.32	£29.60	£36.47
Latvia	LV	£15.91	£17.67	£17.78	£19.03	£19.27	£28.57	£31.26	£32.54	£39.89
Malta	MT	£13.44	£18.76	£28.78	£33.22	£42.30	£65.18	£88.82	£112.19	£218.73
Romania	RO	£17.71	£19.06	£19.52	£21.58	£21.81	£29.56	£43.35	£44.64	£50.83
Slovenia	SI	£15.41	£16.37	£17.98	£18.62	£18.86	£23.45	£33.27	£34.56	£39.62
Slovakia	SK	£7.86	£8.54	£8.65	£9.99	£10.22	£13.19	£20.42	£21.70	£26.03
Estonia	EE	£15.09	£16.77	£16.88	£18.06	£18.30	£27.09	£29.69	£30.96	£38.06
Additional Item Fee		£0.51/piece								

2.6.2 UK International Standard Service - Non-IOSS

Country	Code	Base Price/Package - Weight up to and Including (kg)								
		0.5	1	2	3	5	10	15	20	30
Netherlands	NL	£15.24	£15.74	£15.83	£16.16	£16.39	£17.50	£19.11	£20.40	-
France	FR	£8.39	£10.01	£13.16	£19.66	£21.84	£26.79	£32.96	£39.14	-
Austria	AT	£11.97	£16.31	£19.14	£22.93	£28.64	£42.35	£57.30	£72.25	-
Belgium	BE	£10.70	£11.41	£13.22	£14.91	£18.55	£27.08	£36.83	£46.61	-
Republic of Ireland	IE	£12.93	£14.90	£14.99	£16.38	£16.62	£21.33	£24.12	£25.41	£33.42
Germany	DE	£8.39	£9.69	£12.22	£15.29	£17.82	£23.56	£30.57	£37.58	-
Italy	IT	£10.03	£13.07	£18.51	£32.37	£37.76	£51.44	£65.82	£80.01	-
Luxembourg	LU	£9.40	£11.13	£14.37	£16.16	£19.95	£28.84	£38.99	£49.14	-
Spain	ES	£9.29	£12.89	£18.70	£23.34	£27.56	£37.59	£48.86	£60.14	-
Poland	PL	£10.38	£14.15	£21.63	£30.61	£35.99	£48.90	£63.04	£77.20	-
Portugal	PT	£11.89	£16.67	£22.60	£25.86	£32.60	£48.97	£66.56	£84.17	-
Greece	GR	£13.91	£20.80	£28.93	£36.59	£45.36	£67.49	£90.35	£112.98	-
Czech Republic	CZ	£10.50	£13.43	£19.19	£23.10	£29.12	£43.61	£59.34	£75.06	-
Bulgaria	BG	£21.81	£26.79	£37.25	£43.22	£55.37	£85.22	£116.30	£147.39	-
Cyprus	CY	£14.99	£20.93	£32.04	£41.79	£53.56	£83.34	£113.74	£143.86	-
Croatia	HR	£16.31	£17.44	£18.81	£20.03	£23.52	£34.86	£47.41	£59.98	-
Hungary	HU	£11.20	£14.98	£22.42	£27.76	£34.32	£50.15	£67.20	£84.26	-
Lithuania	LT	£14.36	£15.97	£16.08	£17.19	£20.82	£32.13	£44.66	£57.24	-
Latvia	LV	£15.89	£20.24	£24.58	£29.47	£36.72	£54.32	£73.13	£91.97	-
Malta	MT	£16.77	£23.13	£31.97	£37.37	£48.42	£75.44	£103.71	£131.97	-
Romania	RO	£17.69	£19.06	£19.53	£22.72	£27.51	£38.97	£51.63	£64.31	-
Slovenia	SI	£15.40	£16.77	£22.81	£26.26	£32.77	£48.48	£65.43	£82.39	-
Slovakia	SK	£10.49	£14.29	£21.87	£26.11	£31.85	£45.62	£60.64	£75.65	-
Estonia	EE	£15.08	£16.77	£20.09	£22.86	£28.64	£42.56	£57.71	£72.86	-
Denmark	DK	£11.56	£13.56	£17.55	£27.60	£33.27	£46.90	£61.74	£76.60	-
Finland	FI	£14.48	£17.97	£21.34	£24.61	£31.41	£47.84	£65.49	£83.17	-
Sweden	SE	£11.16	£14.21	£20.23	£25.67	£31.71	£46.24	£62.00	£77.78	-
Additional Item Fee		£0.51/piece								

Have a question?

Please see our FAQ on page 20.



Inbound

Fulfilment-eBay

Fulfilment-Standard

Storage

Optional Service

Surcharge

Return

Fulfilment Fee = Fulfilment Base Price + Additional Item Fee

Fulfilment Base Price

The Fulfilment Base Price is charged depending on the service type to cover the cost of picking and packing each order's items. It is calculated based on either the actual weight or the billable weight of the shipped package. The billable weight factors in the package's volume including packing materials, not just its actual weight.

Additional Item Fee

An Additional Item Fee is charged for every item after the first item in a package. This fee applies to all SKUs, including bundled items. For bundles, the item count is calculated as the total number of pieces in the bundle. The Additional Item Fee for bundled SKUs is determined using the same calculation as for non-bundled SKUs.

e.g.1: In an order with Bundle SKU C (consisting of SKU A*1 + SKU B*2), the total additional items are counted as 2.

e.g.2: In an order with Bundle SKU C (SKU A*1 + SKU B*2) and SKU D*2, the total additional items are counted as 4.

Important Note:

We are currently unable to ship to British Forces Post Office (BFPO) addresses with postcodes starting with BF1 or BF2.

Additional fees beyond the Fulfilment Base Price may apply, see Surcharge section for more information.

2.1 UK Domestic Economy Letter Service (≤35.3*25*2.5 cm, actual weight≤0.75 kg)

Weight up to and Including (kg)	Base Price/Package	Additional Item Fee
0.10	£1.92	£0.56/piece
0.25	£1.95	
0.50	£1.97	
0.75	£1.99	

2.2 UK Domestic Standard Letter Service (≤35.3*25*2.5 cm, actual weight≤0.75 kg)

Weight up to and Including (kg)	Base Price/Package	Additional Item Fee
0.10	£2.44	£0.56/piece
0.25	£2.46	
0.50	£2.49	
0.75	£2.51	

2.3.1 UK Domestic Standard Service (L≤120 cm, L+2*(W+H)≤225 cm, actual weight≤30 kg)

Weight up to and Including (kg)	Base Price/Package	Additional Item Fee
2	£3.44	£0.56/piece
5	£4.20	
10	£4.46	
12	£4.94	
15	£5.08	
20	£12.11	
25	£13.63	
30	£15.16	

2.3.2 UK Domestic Standard Service (120<L≤180 cm Or L≤180 cm, 225<L+2*(W+H)≤420 cm, actual weight≤30 kg)

Weight up to and Including (kg)	Base Price/Package	Additional Item Fee
2	£12.11	£0.56/piece
5	£12.11	
10	£12.11	
12	£12.11	
15	£12.11	
20	£12.11	
25	£13.63	
30	£15.16	

2.4.1 UK Domestic Express Service (L≤120 cm, L+2*(W+H)≤225 cm, actual weight≤30 kg)

Weight up to and Including (kg)	Base Price/Package	Additional Item Fee
2	£4.31	£0.56/piece
5	£5.16	
10	£5.31	
12	£6.12	
15	£6.30	
20	£12.38	
25	£13.89	
30	£15.14	

2.4.2 UK Domestic Express Service (120<L≤180 cm Or L≤180 cm, 225<L+2*(W+H)≤420 cm, actual weight≤30 kg)

Weight up to and Including (kg)	Base Price/Package	Additional Item Fee
2	£12.38	£0.56/piece
5	£12.38	
10	£12.38	
12	£12.38	
15	£12.38	
20	£12.38	
25	£13.89	
30	£15.14	

All fees are exclusive of VAT and other taxes that are payable by the seller.

Have a question?

Please see our FAQ on page 20.



Important Note:

Items exceeding the dimensions (L > 180 cm or L + 2*(W + H) > 420 cm) or weighing over 30 kg can only be shipped via the UK Domestic Freight Service. Please contact our Customer Service Team prior to using this service so we can allocate your goods to the Freight Fulfilment Centre.

Freight service does not deliver to P.O. Box addresses or postcodes listed as unreachable in the [UK Freight Service Unreachable Postcode List](#).

For more details about Zone Guide, please refer to [the UK Freight Service Zone Guide](#).

Freight service only supports ship-in-own packaging.

The recipient's telephone number is required for Freight Service shipments.

Additional fees beyond the Fulfilment Base Price may apply, refer to Surcharge section for details.

Billable Weight for Freight Service

The billable weight used for fee calculations is whichever is greater between the actual weight or the volumetric weight. Volumetric Weight is calculated (in kg) as:

For Zone A & B: Length x Width x Height (in cm) / 5000

For Zone C & D: Length x Width x Height (in cm) / 3000

2.5 UK Domestic Freight Service (L≤300 cm, W≤160 cm, H≤150 cm, actual weight≤150 kg)

Billable Weight up to and Including (kg)	Base Price/Package			
	Zone A	Zone B	Zone C	Zone D
20	£22.57	£26.47	£47.86	£65.57
25	£26.81	£29.11	£52.07	£73.93
30	£31.03	£33.08	£54.90	£82.30
35	£33.87	£37.05	£59.13	£90.68
40	£38.09	£42.34	£63.35	£99.06
45	£42.33	£44.99	£66.15	£107.43
50	£46.57	£48.96	£70.39	£115.79
55	£97.38	£113.83	£167.53	£210.67
60	£98.79	£115.14	£168.94	£212.07
65	£100.20	£116.47	£170.35	£213.46
70	£104.43	£117.79	£171.77	£214.85
75	£105.84	£119.12	£173.17	£216.25
80	£107.25	£120.44	£174.58	£217.65
85	£108.66	£121.76	£175.99	£220.43
90	£110.09	£123.09	£177.39	£223.22
95	£111.50	£127.06	£180.20	£224.62
100	£112.90	£128.38	£181.61	£226.02
105	£117.14	£132.35	£185.85	£230.21
110	£127.02	£141.61	£198.51	£244.16
115	£131.25	£146.92	£204.15	£249.73
120	£138.31	£150.88	£208.36	£255.31
125	£142.54	£156.18	£213.99	£259.50
130	£148.19	£161.47	£218.23	£265.09
135	£152.43	£165.44	£225.26	£269.27
140	£158.06	£170.73	£229.48	£273.46
145	£163.71	£174.70	£235.11	£280.43
150	£169.36	£181.32	£239.34	£284.61

Zone A	Zone B	Zone C	Zone D
England, Wales and Isle of Wight	Central Belt of Scotland	Scottish Highlands	Northern Ireland

All fees are exclusive of VAT and other taxes that are payable by the seller.

Have a question?

Please see our FAQ on page 20.



Inbound

Fulfilment-eBay

Fulfilment-Standard

Storage

Optional Service

Surcharge

Return

IOSS Fulfilment Service

The IOSS (Import One Stop Shop) Fulfilment Service applies to shipments valued at €150 or less. For these shipments, the VAT is collected and remitted by eBay or other e-commerce platforms.

For certain HS codes of IOSS (Import One Stop Shop) Fulfilment Service, the weight limit will still be 20 KG. For more details about Freight Zone Guide, please refer to:

[International Service IOSS 20KG HS Code List](#)

Non-IOSS Fulfilment Service

The Non-IOSS Fulfilment Service applies to shipments valued over €150. For these shipments, VAT collection and remittance is not handled by e-commerce platforms. Customs clearance can impact delivery times for international shipping under the Non-IOSS arrangement.

Dimension & Weight Limits

Dimension Limits (cm):

- Netherlands: L≤100, W≤78, H≤50, L+2*(W+H)≤300;
- France: L≤100, L+W+H≤150;
- Austria: L≤100, W≤60, H≤60, L+2*(W+H)≤300;
- Belgium & Republic of Ireland: L≤120, L+W+H≤150;
- Denmark & Finland & Sweden: L≤150, L+2*(W+H)≤300;
- Other Countries A*: L≤120, W≤60, H≤60, L+2*(W+H)≤300;
- Other Countries B*: L≤60, W≤40, H≤40

Weight Limits (kg):

- Netherlands: Actual Weight≤23
- Denmark & Finland & Sweden: Actual Weight≤20
- Other Countries: Actual Weight≤30

Important Note:

The UK International Standard Service does not ship to French postcodes starting with 97 or 98.

Additional fees beyond the Fulfilment Base Price may apply, refer to Surcharge section for details.

All fees are exclusive of VAT and other taxes that are payable by the seller.

2.6.1 UK International Standard Service - IOSS

Country	Code	Base Price/Package - Weight up to and Including (kg)								
		0.5	1	2	3	5	10	15	20	30
Netherlands	NL	£8.75	£9.11	£9.24	£9.48	£9.75	£10.55	£12.21	£14.00	£34.96
France	FR	£8.56	£9.89	£10.78	£11.88	£13.40	£17.08	£20.60	£30.22	£34.20
Austria	AT	£10.07	£10.62	£10.73	£11.08	£11.33	£12.55	£14.36	£15.75	£19.94
Belgium	BE	£11.78	£12.43	£12.79	£13.35	£14.59	£16.78	£21.73	£25.15	£29.57
Republic of Ireland	IE	£8.23	£8.75	£8.87	£9.39	£9.66	£10.93	£12.71	£14.48	£18.61
Germany	DE	£7.49	£7.89	£8.46	£9.47	£9.74	£11.88	£17.86	£19.26	£31.47
Italy	IT	£10.64	£11.40	£12.06	£14.82	£16.50	£22.50	£29.51	£30.91	£51.96
Luxembourg	LU	£8.58	£9.00	£9.28	£9.63	£10.48	£11.83	£15.43	£18.10	£21.90
Spain	ES	£8.13	£9.32	£10.34	£11.36	£14.06	£18.40	£25.36	£33.73	£39.22
Poland	PL	£10.13	£10.99	£11.10	£11.87	£12.14	£16.04	£24.77	£26.18	£31.19
Portugal	PT	£8.07	£9.79	£10.77	£12.19	£14.14	£21.18	£28.26	£34.74	£49.95
Greece	GR	£15.32	£22.88	£31.83	£40.27	£49.91	£74.24	£99.41	£124.28	£193.13
Czech Republic	CZ	£11.56	£12.61	£12.72	£13.44	£13.71	£19.62	£30.23	£31.64	£37.18
Bulgaria	BG	£24.01	£25.63	£26.70	£31.80	£32.07	£43.07	£58.92	£60.32	£67.53
Cyprus	CY	£16.50	£23.02	£35.26	£45.98	£58.94	£91.67	£125.13	£158.25	£214.45
Croatia	HR	£17.96	£19.18	£20.70	£22.04	£22.32	£29.62	£42.37	£43.79	£49.85
Hungary	HU	£11.59	£12.46	£12.57	£13.90	£14.17	£18.10	£27.21	£28.61	£33.69
Lithuania	LT	£15.81	£17.57	£17.70	£18.93	£19.18	£28.37	£31.15	£32.56	£40.12
Latvia	LV	£17.50	£19.44	£19.56	£20.93	£21.20	£31.43	£34.39	£35.79	£43.88
Malta	MT	£14.78	£20.64	£31.66	£36.54	£46.53	£71.70	£97.70	£123.41	£240.60
Romania	RO	£19.48	£20.97	£21.47	£23.74	£23.99	£32.52	£47.69	£49.10	£55.91
Slovenia	SI	£16.95	£18.01	£19.78	£20.48	£20.75	£25.80	£36.60	£38.02	£43.58
Slovakia	SK	£8.65	£9.39	£9.52	£10.99	£11.24	£14.51	£22.46	£23.87	£28.63
Estonia	EE	£16.60	£18.45	£18.57	£19.87	£20.13	£29.80	£32.66	£34.06	£41.87
Additional Item Fee		£0.56/piece								

2.6.2 UK International Standard Service - Non-IOSS

Country	Code	Base Price/Package - Weight up to and Including (kg)								
		0.5	1	2	3	5	10	15	20	30
Netherlands	NL	£16.76	£17.31	£17.41	£17.78	£18.03	£19.25	£21.02	£22.44	-
France	FR	£9.23	£11.01	£14.48	£21.63	£24.02	£29.47	£36.26	£43.05	-
Austria	AT	£13.17	£17.94	£21.05	£25.22	£31.50	£46.59	£63.03	£79.48	-
Belgium	BE	£11.77	£12.55	£14.54	£16.40	£20.41	£29.79	£40.51	£51.27	-
Republic of Ireland	IE	£14.22	£16.39	£16.49	£18.02	£18.28	£23.46	£26.53	£27.95	£36.76
Germany	DE	£9.23	£10.66	£13.44	£16.82	£19.60	£25.92	£33.63	£41.34	-
Italy	IT	£11.03	£14.38	£20.36	£35.61	£41.54	£56.58	£72.40	£88.01	-
Luxembourg	LU	£10.34	£12.24	£15.81	£17.78	£21.95	£31.72	£42.89	£54.05	-
Spain	ES	£10.22	£14.18	£20.57	£25.67	£30.32	£41.35	£53.75	£66.15	-
Poland	PL	£11.42	£15.57	£23.79	£33.67	£39.59	£53.79	£69.34	£84.92	-
Portugal	PT	£13.08	£18.34	£24.86	£28.45	£35.86	£53.87	£73.22	£92.59	-
Greece	GR	£15.30	£22.88	£31.82	£40.25	£49.90	£74.24	£99.39	£124.28	-
Czech Republic	CZ	£11.55	£14.77	£21.11	£25.41	£32.03	£47.97	£65.27	£82.57	-
Bulgaria	BG	£23.99	£29.47	£40.98	£47.54	£60.91	£93.74	£127.93	£162.13	-
Cyprus	CY	£16.49	£23.02	£35.24	£45.97	£58.92	£91.67	£125.11	£158.25	-
Croatia	HR	£17.94	£19.18	£20.69	£22.03	£25.87	£38.35	£52.15	£65.98	-
Hungary	HU	£12.32	£16.48	£24.66	£30.54	£37.75	£55.17	£73.92	£92.69	-
Lithuania	LT	£15.80	£17.57	£17.69	£18.91	£22.90	£35.34	£49.13	£62.96	-
Latvia	LV	£17.48	£22.26	£27.04	£32.42	£40.39	£59.75	£80.44	£101.17	-
Malta	MT	£18.45	£25.44	£35.17	£41.11	£53.26	£82.98	£114.08	£145.17	-
Romania	RO	£19.46	£20.97	£21.48	£24.99	£30.26	£42.87	£56.79	£70.74	-
Slovenia	SI	£16.94	£18.45	£25.09	£28.89	£36.05	£53.33	£71.97	£90.63	-
Slovakia	SK	£11.54	£15.72	£24.06	£28.72	£35.04	£50.18	£66.70	£83.22	-
Estonia	EE	£16.59	£18.45	£22.10	£25.15	£31.50	£46.82	£63.48	£80.15	-
Denmark	DK	£12.72	£14.92	£19.31	£30.36	£36.60	£51.59	£67.91	£84.26	-
Finland	FI	£15.93	£19.77	£23.47	£27.07	£34.55	£52.62	£72.04	£91.49	-
Sweden	SE	£12.28	£15.63	£22.25	£28.24	£34.88	£50.86	£68.20	£85.56	-
Additional Item Fee		£0.56/piece								

Have a question?

Please see our FAQ on page 20.

Storage Fee

A Storage Fee is charged for all items stored in our Fulfilment Centre, based on the seller's total inventory volume. Storage fees start accruing on the inventory put away day and end on the day items are shipped out.

Important Note:

The minimum storage fee is £0.01 per SKU per day.

Batteries containing nickel-chromium, lead-acid, nickel-zinc, or with a power over 100W built-in/pure batteries are prohibited from storage.

(m ³ /Day)				
Stock age	Q1	Q2	Q3	Q4
0-30 Days	£0.22	£0.22	£0.22	£0.43
31-60 Days	£0.55	£0.55	£0.55	£0.76
61-90 Days	£0.77	£0.77	£0.77	£0.98
91-120 Days	£0.99	£0.99	£0.99	£1.20
121-180 Days	£1.50	£1.50	£1.50	£1.71
181-365 Days	£2.00	£2.00	£2.00	£2.21
Over 366 Days	£4.30	£4.30	£4.30	£4.51

e.g.1:

Item A Dimension=60*60*30 cm. Item A was stored on April 1, 2023, with a quantity of 300 and shipped on April 2, 2023, with a quantity of 50, with no further transactions since then,

Storage Fee for 1 April 2023=£0.2*(0.6*0.6*0.3*300) m³=£6.48

Storage Fee for 2 April 2023=£0.2*(0.6*0.6*0.3*(300-50)) m³=£5.4

---Inventory remains no change---

Storage Fee for 1 April 2024=£3.50*(0.6*0.6*0.3*(300-50)) m³=£94.50

e.g.2:

Item B Dimension=10*5*2 cm. Item B has been put away on 1 April 2023 with quantity 5.

Storage Fee for 1 April 2023=£0.20*(0.1*0.05*0.02*5) m³=£0.0001 < £0.01 (minimum charge), thus the actual Storage Fee=£0.01.

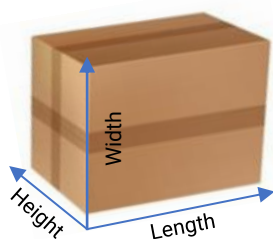


All fees are exclusive of VAT and other taxes that are payable by the seller.

Have a question?

Please see our FAQ on page 20.

We offer a diverse range of optional services, including packaging, labelling, high-value product storage, bulk picking services, disposal services, and various other offerings.



*Length(L)=Longest Side, Width(W)=Median Side, Height(H)=Shortest Side

Important Note:

If you are shipping multiple SKU items consolidated in the same package, packaging fees are calculated based on the longest single dimension across all enclosed products and the total summed volume of those items.

If your outbound order contains multiple Ship-In-Own-Packaging (SIOP) items, we advise pre-configuring your shipping preferences in the Seller Portal:

- Consolidation Preferred: Orange Connex will make efforts to consolidate items into fewer packages using our packaging materials. Standard packaging fees apply.
- Multiple Parcels Preferred: Your SIOP items will be fulfilled individually in their original packaging without consolidation.

If the item exceeds the size or weight limitations of the packaging materials, we will select appropriate packaging materials based on the actual situation.

Polybag: If you pre-select polybags as the preferred packaging method for your products, associated polybag fees will apply based on unit quantities and sizes used.

1. Packaging



- **Repackaging:** If your newly arrived inventory is found damaged during receiving inspection or existing stock requires new packaging, repackaging services are also available. To request repackaging, simply open an optional services order through OC portal detailing the items needing repackaging.
- **Outbound Packaging:** If you opt to use Orange Connex packaging materials for order fulfilment, a packaging fee based on box size and product dimensions will apply to cover materials and labour. Fees are determined by the longest side and total volume of your packaged product. Packaging fees are calculated based on product dimensions and the packaging materials used.

1.1 Box & Bubble Bag

Type	Price/Piece	Remarks
A	£0.49	L≤33 cm, and Vol≤1,357 cm ³
B	£1.01	L≤35 cm, and Vol≤13,036 cm ³
C	£1.53	L≤45 cm, and Vol≤40,848 cm ³
D	£2.28	L≤60 cm, and Vol≤87,438 cm ³
E	£3.59	L>60 cm, or Vol>87,438 cm ³

1.2 Polybag

Type	Price/Unit	Remarks
A	£0.15	L≤20 cm, and Vol≤700 cm ³
B	£0.16	L≤25 cm, and Vol≤1,760 cm ³
C	£0.20	L≤39 cm, and Vol≤9,157 cm ³
D	£0.27	L≤49 cm, and Vol≤17,570 cm ³
E	£0.38	L>49 cm, or Vol>17,570 cm ³

1.3 Stretch Wrap

Type	Price/Unit	Remarks
Stretch Wrap	£3.27	If any of your products use OC package and is not a fragile or a private product, when it exceed our maximum packaging box dimensions, we will secure items to pallets using stretch wrap for handling and shipping. Volumetric weight charges from the shipping carrier will apply.



【Bubble Bag】



【Box】



【Stretch Wrap】

All fees are exclusive of VAT and other taxes that are payable by the seller.

Have a question?

Please see our FAQ on page 20.

*Please refer to the [Packing Material Reference List](#) for our available packing materials.

2. Labelling



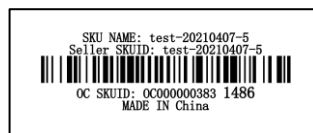
We offer a variety of optional labelling services, including:

OC SKUID Labels, Lithium Battery Warning Labels, Outer Carton Shipping Labels, Pallet Batch Labels

Important Note:

Outbound orders fulfilled with Orange Connex packaging that contain lithium batteries packed in or with equipment will automatically place lithium battery handling warning labels.

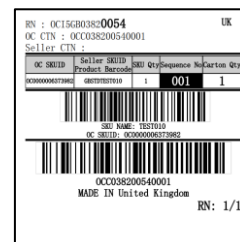
Type	Price/Label	Remarks
OC SKUID Label	£0.33	Applied for OC SKUID labels
Lithium Battery Label		Automatically applied to identify shipments containing lithium batteries.
Carton/Pallet Label		Available to print your carrier or other required labels offline. Please contact our Customer Service Team.



【 OC SKUID Label 】



【 Lithium Battery Label 】



【 Outer Carton Label 】

Important Note:

We do not provide loss coverage for Economy Letter Service or Standard Letter Service.

3. Outbound Optional Services



We provide the following optional services for outbound orders

Service Charge	Price (eBay)	Price (Standard)	Remarks
High Value Delivery Service Fee	£3.74/order		Lost Coverage: each package would apply for compensation up to £1000 if the product is lost during delivery. Detailed information regarding this specialized service can be obtained by contacting our dedicated Customer Service Team. We are committed to ensuring the utmost security and confidentiality for your valuable assets.
Signature Fee	£0.53/order	£0.58/order	This fee applies to UK Domestic Standard Service-Royal Mail as Preferred or Assigned Carrier Services. If the parcel is returned to our warehouse due to a failed delivery attempt, this fee will still apply.

All fees are exclusive of VAT and other taxes that are payable by the seller.

Have a question?

Please see our FAQ on page 20.

4. Batch Outbound

If you need to remove a large portion of your inventory from our fulfilment centre at once, our Batch Outbound Service is available. This service includes:

- Operational handling fees based on total pallet space, item sizes, and weights
- Material fees for palletizing, if those additional services are selected

Your batch outbound service cost =
Handling Fee + Material Fee + Pickup Delay Fee (if occurs)

Service Charge	Price	Remarks
Batch Outbound Handling Fee	£0.56/piece	0<SKU≤3 kg
	£0.94/piece	SKU>3 kg
Material Fee	£28.00/pallet	Pallet fee applied if products are requested to be packed onto pallets.
Pickup Delay Fee	£3.03/CBM/Day	Pickup Delay Fee will be charged if you do not pick up the goods by the latest pickup time.

Loose Carton Loading Fee

Loading of loose cartons is not included in our standard services. Please contact our Customer Service Team to arrange specialized loading services if required. Fees will be quoted based on shipment details.

Disposal Fee Calculation Example:

If disposing of 10 units of a product weighing 2 kg each (20 kg total), fees are calculated as:

£0.56 per unit x 10 units = £5.60

£0.55 per kg x 20 kg = £11

Total Disposal Fee = £16.60

5. Disposal

If you need to dispose of your inventory, we will charge you the handling fee and inventory disposal fee.

Service Charge	Price	Remarks
Off shelf Fee	£0.56/piece	0<SKU≤3 kg
	£0.94/piece	SKU>3 kg
Disposal Fee	£0.55/kg	/

All fees are exclusive of VAT and other taxes that are payable by the seller.

Have a question?

Please see our FAQ on page 20.

6. Others

We could also provide the various optional services as mentioned in the following list.

Service Charge	Price	Remarks
Photograph	£0.50/photo	/
SKU Remeasurement and Reweighing Fee	£3.70/piece	Verify dimensions or weights if initial measurements are disputed.
SKU Verification Fee	£2.65/piece	Photos taken of product packaging without unsealing.
	£4.45/piece	Items unpacked for internal photography and detailed condition checking. Repackaging provided but original state not guaranteed.
Inventory Counting Fee	£0.25/piece	On-demand stock checking of select items offered.
Serial Number Management Fee	£0.10/scan	Assign unique IDs and track products by serial numbers. The SN is only captured during the outbound process.
MSDS Paper Print Fee	£1.16/piece	Print safety data documents and label packaging upon request.

All fees are exclusive of VAT and other taxes that are payable by the seller.

Have a question?

Please see our FAQ on page 20.

1. Inbound Surcharge

Service	Description	Price
No ASN Scheduled	Receiving shipment without submitted ASN in our seller portal.	£6.30/m ³
Missed Appointment	Surcharge applied if scheduled appointment window is missed or after the latest receiving time (3pm local time) on that day.	£110.00/ASN
Late ASN Cancellation	Free cancellation if rescheduling notices given by 3pm local time the prior day. Labour fees applied for late cancellation. If your goods are not delivered on the scheduled date, we will also charge late cancellation fees and cancel the ASN at midnight.	£110.00/ASN
No/Invalid Tracking Numbers	For express shipments, make sure to upload a valid tracking number on the Orange Connex seller portal before inventory arrival at the Fulfilment Centre to avoid surcharge for the inbound.	£10.00/order
Carton Label Issue	Surcharges for shipments missing OC labels, unscannable labels, incorrect info, etc. Extra processing labour required.	£4.00/carton
Mixed SKU Cartons	If over 5 SKUs mixed per carton, this fee will be applied per additional SKU and will cause processing delays.	£3.20/SKU
Unregistered SKUs	Fees for SKUs not set up in advance in our system and can not be recognized.	£5.40/SKU
Unidentifiable SKUs (Not Listed in the Inbound Order)	Labour cost to resolve received units not matching stated inbound order SKU details.	£5.25/SKU
Excess Mixed Orders	Additional trailer/container processing charges if over 10 separate orders batched together.	£5.50/order
Inbound Exceptions Storage Fee	Long-term storage costs for unresolved exception inventory exceeding 7 days post-inspection.	£0.70/m ³ /day

All fees are exclusive of VAT and other taxes that are payable by the seller.

Have a question?

Please see our FAQ on page 20.



2. Delivery Surcharge

Applicable Services	Surcharge	Description	Charging Method	Price (eBay)	Price (Standard)
All	Postage Labelling	If the maximum surface of the SIOP Product <15*10 cm.	Per Label	£0.21	£0.21
All	Lithium Battery Labelling Fee	Automatically applied to identify shipments containing lithium batteries.	Per Label	£0.33	£0.33
All Services except for Freight	Outbound Packaging Fee	If Orange Connex packaging service is applied, we will charge a packaging fee (including packaging and packing materials) based on your product size.	Please refer to 'Packaging Fee' section		
UK Domestic Economy Letter & Standard Letter	Over Maximum Limits Fee	This fee will be charged if the actual measurements as measured by the carrier exceed the set limit.	Per Package	£6.04	£6.64
UK Domestic Standard & Express Service	Over Maximum Limits Fee 1	This fee will be charged if the actual measurements as measured by the carrier exceed the set limit. The fee for exceeding the maximum limits is different for each carrier. Only one fee (1 or 2) is charged, depending on which shipping service provider is ultimately selected for the shipment.	Per Package	£11.55	£12.71
	Over Maximum Limits Fee 2		Per Package	£21.00	£23.10
UK Domestic Freight	Oversized Surcharge	If the actual weight of the order package is ≤150 kg and the volumetric weight >150 kg, a surcharge will apply for every 10 kg or part thereof.	Per additional 10 kg per package	£4.41	£4.85
	Remote Area Surcharge	Apply to all packages delivered to Isle of Wight (PO30-41).	Per Package	£16.54	£18.19
	London Congestion Surcharge	Apply to all packages delivered to London addresses with postcodes starting with EC, E1-E18, E20, N1-N22, NW1-NW11, SW1-SW20, SE1-SE28, WC, W1-W14.	Per Package	£3.19	£3.51
	Redelivery Fee	If first delivery try unsuccessful due to consignee issue, reattempt fee is assessed.	Per Consignment per attempt	Fulfilment Service Fees*50%	
	Over Maximum Limits Fee	This fee will be charged if the actual measurements as measured by the carrier exceed the set limit.	Per Package	£21.00	£23.10
UK International Standard	Over Maximum Limits Fee	This fee will be charged if the actual measurements as measured by the carrier exceed the set limit.	Per Package	£21.00	£23.10

All fees are exclusive of VAT and other taxes that are payable by the seller.

Have a question?

Please see our FAQ on page 20.



What is Buyer Return Service?

If your customers are dissatisfied with the product, receive a damaged item, or experience issues requiring a return, we provide return services. Customers can easily return the package to our Return Centre.

To ensure smooth processing, include the unique 6-digit identification code provided by Orange Connex on all return packages. Additionally, our Return Centre offers outbound services, allowing you to create an outbound order through the OC seller portal.

Important Note:

Inbound: We currently do not accept FBA returns and returns from countries where Return Centres are not located.

Outbound: The outbound service only supports deliveries within domestic addresses.

Calculate Your Rates

Your return service cost =

Inbound Fee + Storage Fee + Fulfilment Fee + Optional Service Fee + Surcharge

*Some Charges may have a delayed deduction. The final settlement of the fees will be subject to the amount on the bill.



Inbound Handling Fee

Calculated based on the actual weight of each return package.

•RMA (Return Merchandise Authorisation)

You provided us with tracking information for the return orders, and the Buyers send their return packages to our Return Centre.

•Non-RMA

Buyers return packages directly to the Return Centre without notifying you.

Important Note:

You must provide tracking information for the return package on our OC Platform, otherwise the Return Centre will handle the package as a Non-RMA order.

If a package exceeds the maximum weight limit, we will charge the fee on a per kilogram basis.

Storage Fee

Calculated for all items housed in our Return Centre, taking into account the total volume of a seller's return packages per day.

We offer 7 days of free storage, and charges will commence from the 8th day onwards.

Important Note:

The minimum package volume to be charged storage fee is 0.01 CBM.

The volume retention for Return Storage Fee shall be rounded to 2 decimal places (rounded up), e.g. 0.053 CBM will be charged as 0.06 CBM.

Outbound Fulfilment Fee

Calculated based on the actual weight of each return package.

All fees are exclusive of VAT and other taxes that are payable by the seller.

Have a question?

Please see our FAQ on page 20.

Inbound Handling Fee

Dimension & Weight Limits	Weight up to and Including (kg)	RMA Price /Package	Non-RMA Price /Package
L≤100cm L+W+H≤230cm ≤30 kg	2	£1.38	£2.29
	10	£1.47	£2.38
	20	£4.59	£6.42
	30	£6.42	£8.72
	> 30	£0.28/kg	£0.42/kg

(Package/m³/Day)

Storage Fee

0-7 days	8-30 days	31-90 days	91-180 days	Over 180 days
Free	£0.67	£1.63	£4.41	£8.83

e.g.: If a return package arrives on October 17, 2023, and is stored on October 18, the storage fee will only be applied starting from October 25.

Outbound Fulfilment Fee

Dimension & Weight Limits	Weight up to and Including (kg)	Price/Package
L≤100cm L+W+H≤230cm ≤30 kg	2	£5.02
	3	£9.17
	5	£9.17
	10	£9.17
	20	£12.31
	30	£13.96

【Optional Service Fee】

Return Shipping Label Fee

Calculated Based on the actual weight of the return package.

You can cancel the return shipping label for free within 20 days of creation, otherwise, the return shipping label fee will apply. If you cancelled a label order but subsequently Buyer uses the cancelled label for parcel shipment, a handling fee of £30.00 will be charged.

1. Return Shipping Label Fee

Dimension & Weight Limits	Weight up to and Including (kg)	Price/Package
L≤100cm,L+W+H≤230cm ≤20 kg	2	£4.85
	3	£6.52
	5	£6.52
	10	£6.52
	20	£6.52

Other Optional Service Fee

Calculated based on the actual weight of the return package.

We do not accept your self-delivery to the return warehouse. If this happens, we will reject the packages and charge you a Face to Face / Onsite Return fee.

An additional piece fee will be charged for consolidating and resending orders with multiple returns.

If a package exceeds the maximum weight limit, we will charge the fee on a per kilogram basis.

2. Others

Service	Charging Method	Weight up to and Including (kg)				
		2	10	20	30	> 30
Photograph (at least 3 photos)	Per Photo	£0.88	£0.88	£0.88	£0.88	£0.88
Repacking	Per Package	£2.75	£2.75	£2.75	£2.75	£0.28/kg
Disposal	Per Package	£1.93	£1.93	£6.89	£12.85	£0.88/kg
Parcel Split-Handling Fee	Per Package	£1.47	£1.47	£2.75	£4.59	£0.28/kg
Parcel Split-Split & Repacking	Per Package	£1.47	£1.47	£2.75	£4.59	£0.28/kg
Mobile Phone/Tablet PC Testing	Per Piece	£7.07	£7.07	£7.07	£7.07	£7.07
Labelling Fee	Per Piece	£0.44	£0.44	£0.44	£0.44	£0.44
Face to Face / Onsite Return	Per visit	£88.29	£88.29	£88.29	£88.29	£88.29

【Surcharge】

Inbound Service Surcharge

Calculated based on the actual weight of the return package.

Inbound service surcharge refers to an additional fee or charge associated with the handling or processing of certain exceptional cases.

Merge Parcel

Merge Parcel Fee is calculated Based on the actual weight of the return package.

If you need us to merge multi-parcels into one, we will charge you a Merge Parcel fee.

Additional Picking Fee

If multiple packages are combined into a single package for shipment from the return warehouse, a Merge Parcel Fee will apply along with an Additional Picking Fee for each extra package. The additional picking fee is calculated as: the unit price per weight tier of the consolidated package × (number of consolidated packages - 1).

e.g. If your resend order contains three parcels, parcel A: 1kg, parcel B: 3.5 kg, parcel C: 6kg, then the Additional Picking Fee = £ 4. 59 x 2 = £ 9. 18

1. Inbound Service Surcharge

Service	Charging Method	Price
Inbound Warehouse with Pallets	Per Pallet	£22.08
Illegal/ Dangerous Product	Per Package	£44.14
Organic Products/Living Being	Per Package	£44.14
Wrong Declaration of Weight	Per Package	£26.49

2. Outbound Service Surcharge

Service	Charging Method	Weight up to and Including (kg)				
		2	10	20	30	> 30
Merge Parcel	Per Package	£1.38	£1.47	£4.59	£6.42	£0.28/kg
Additional Picking Fee	Per Package	£0.91	£1.10	£4.59	£6.42	£0.28/kg
Palletization	Per Pallet	£22.08	£22.08	£22.08	£22.08	£22.08

All fees are exclusive of VAT and other taxes that are payable by the seller.

Have a question?

Please see our FAQ on page 20.

Delivery Surcharge

Remote area postcodes listed in the list:

[UK Return Remote Postcode List](#)

3. Delivery Surcharge			
Surcharge	Description	Charging Method	Price
Irregular Parcel Surcharge	For packages with irregular shapes or do not meet packaging requirements by carriers (such as rolls, cylinders, triangles, and items without proper logistics packaging), we will charge this fee based on the final assessment by the delivery carrier.	Per Package	£8.03
Over Maximum Limits Fee	For packages whose dimension exceeds the carrier's maximum limits, we will charge this fee based on the final assessment by the delivery carrier.	Per Package	£31.45
Remote Area Surcharge	Nothern Ireland	Per Package	£14.31
	Scottish Island		£17.06
	Scottish Highland		£15.64
	Channel Isles		£18.99
	Isle of Man		£15.64

All fees are exclusive of VAT and other taxes that are payable by the seller.

Have a question?

Please see our FAQ on page 20.

[Fulfilment Centre Service]

Q1: If Orange Connex packaging service is applied, how is Packaging Fee calculated?

e.g.1: If a package contains 1 product with dimensions of 15*10*2 cm, and the product's length is 15 cm, resulting in a volume of 300 cm³, the Type A packaging applies. An Outbound Packaging Fee of £0.49 (including packing material) is charged.

e.g.2: If a package contains 3 products with the dimension of each product is 15*10*8 cm, 50*20*20 cm and 30*15*10 cm, the longest side would be counted as 50 cm, and the total volume is calculated as 1,200+20,000+4,500=25,700 cm³. According to the packaging size criteria, the Type D packaging would apply, and £2.28 of Outbound Packaging Fee (including the packing material) is charged.

Q2: How are Fulfilment Service Fees calculated?

e.g.1: Single item order with ship-in-own packaging, Order Actual Weight=2.4 kg, Item Package Dimension=15*10*3 cm, the seller selected UK Domestic Standard Service.

eBay Rate: Order Actual Weight=2.4 kg. The fulfilment service fee of this order=Base Price=£3.82.

e.g.2: Single item order without ship-in-own packaging, Item Dimension=12*9*4 cm, Item Weight=3 kg, Package Dimension=15*10*5 cm, Package Weight=0.1 kg. The item includes lithium batteries packed with equipment, and the seller selected UK Domestic Express Service.

Standard Rate: Order Actual Weight=3+0.1=3.1 kg, Packaging Size=Type A. The fulfilment service fee of this order=Base Price+Outbound Packaging Fee+Lithium Battery Labelling Fee=5.16++0.49+0.33=£5.98.

e.g.3: Multiple SKUs in one order without ship-in-own packaging. Product A*1 (10 kg, 10*10*5 cm), Product B*2 (1 kg, 12*12*12 cm). Package Dimension=50*50*50 cm, Package Weight=0.5 kg, Consignment Value=£50. The seller selected UK International Standard Service shipping to Germany.

eBay Rate: Order Actual Weight=(10+1*2)+0.5=12.5 kg, 3 SKUs in the order, Additional Item Fee=0.51*2=£1.02, Packaging Size=Type D.

The fulfilment service fee of this order=IOSS Base Price+Additional Item Fee+Outbound Packaging Fee=16.24+1.02+2.28=£19.54.

Q3: My product size is 27*13*2.5 cm, and I need Orange Connex to provide outbound packaging service. However, I failed to select UK Domestic Economy Letter as the shipping service.

A: You need to take both product size and outbound package size into account. The UK Domestic Economy Letter Service has a height limit of less than 2.5 cm, and since the item's height is already 2.5 cm, the UK Domestic Economy Letter Service is unavailable.

Q4: Which products are prohibited by the Orange Connex Fulfilment Centre?

A: For detailed information on restricted and prohibited items, please refer to our Seller Manual or consult our Customer Service Team.

Q5: What are the tax implications of international selling?

A: If you sell goods in any EU country, you may be required to register for Value Added Tax (VAT) in each country you sell in. It's the responsibility of each seller to ensure VAT compliance, and seeking professional advice is recommended if you are unsure of your obligations.

[Return Centre Service]

Q1: Does the Orange Connex Return Centre only accept returns from buyers who shipped from the Fulfilment Centre?

A: Our Return Centre can process the eBay sellers' returns, including those not shipped from the Orange Connex Fulfilment Centre. Please refer to our Seller Manual or consult our Customer Service Team to ensure your returns meet our receiving standards.

Q2: Can I use a non-Orange Connex return shipping label to send a package to your Return Centre?

A: You have the option to use our return shipping label service or purchase one directly from a carrier. If you choose not to purchase a shipping label from us, please provide your return package tracking information in OC portal.

Q3: How should I check the condition of the returned item?

A: The Return Centre aims to complete the receiving process within 24 hours (excluding Non-working Days). Our Return Centre associates will upload photos for you to assess the item's condition. You can then process buyer return requests and manage refunds on eBay. Additionally, we provide various value-added services, allowing you to handle the return goods.



SHIP NOW

Click and go to

[Orange Connex Fulfilment Platform](#)

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Working Hours

Monday to Friday: 8 am-5:30 pm

Saturday: 8 am-4:30 pm

Sunday & Public Holiday: Closed