

Orange Connex UK Fulfilment for eBay Sellers Rate Card 2025

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Orange Connex reserves all rights to charge for value added services and inbound exceptional surcharges. For details of surcharges, service limitations as well as general terms and conditions, please refer to the full version of rate card for 2025.

*The rate card is effective from 2nd July 2025 (UK local time), and please note that all rates are exclusive of VAT and/or local taxes.



Orange Connex fulfilment rate card

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

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

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.

1.2 Unloading Fee

Unloading Type	Price
Express Cargo Arrival	£9.40/m ³
Truck - Loose Cargo Arrival	£9.40/m ³
Truck - Palletized Cargo Arrival	£5.50/m ³

Inbound Unloading Fee

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

Storage Fee

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

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Fulfilment - UK Domestic Service

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	£1.85	£0.51/piece
0.25	£1.94	
0.50	£1.96	
0.75	£2.01	
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	£2.35	£0.51/piece
0.25	£2.38	
0.50	£2.40	
0.75	£2.44	
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	
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	
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	
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	

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Fulfilment - UK Domestic Freight Service

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	£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

Fulfilment - UK Age Verification Service

Standard Delivery with Age Verification(L≤61 cm, W≤46 cm, H≤46 cm, actual weight≤20 kg)

Weight up to and Including (kg)	Base Price/Package	Additional Item Fee
2	£5.80	£0.51/piece
5	£6.53	
10	£6.77	
12	£7.24	
15	£7.37	
20	£12.24	

Express Delivery with Age Verification(L≤61 cm, W≤46 cm, H≤46 cm, actual weight≤20 kg)

Weight up to and Including (kg)	Base Price/Package	Additional Item Fee
2	£6.90	£0.51/piece
5	£7.77	
10	£7.92	
12	£8.75	
15	£8.93	
20	£15.12	

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Fulfilment - UK International Fulfilment Service

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								

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								

Orange Connex fulfilment rate card

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

Packaging

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

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

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.

Labelling

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.

Outbound Optional Services

Service Charge	Price (eBay)	Price (Standard)	Remarks
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.

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Batch Outbound

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.

Disposal

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	/

Others

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.

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Surcharge

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

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Surcharge

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
Standard & Express Delivery with Age Verification	Over Maximum Limits Fee	This fee will be charged if the actual measurements as measured by the carrier exceed the set limit.	Per Package	£11.55	£12.71

Click and go to
[Orange Connex Fulfilment Platform](https://orangeconnex.co.uk)

Call +44 (0)8081 890571

Contact UK.Fulfilment@orangeconnex.com

Website <https://orangeconnex.co.uk>

Working Hours

Monday to Friday: 8 am-5:00 pm

Saturday, Sunday & Public Holiday: Closed