



Annual General Price Increase 2021

Dear Valued Customer,

We write to you as we come towards the end of a very much unprecedented year that has posed challenges for us all in both business and our own personal lives. We sincerely hope that you, your family and those close to you are staying safe and well and that your business has been finding ways to managed through these difficult times.

The economic environment remains an ever changing landscape, with the cost of exporting and importing being driven by unpredicted inflation levels (both here in the UK and elsewhere globally), along with important administrative costs related to regulatory and security measures, which are constantly updated by national and international authorities.

As a result, from **1 January 2021**, prices will increase by an average of **4.9% for our international express products**. We have also made some changes to optional services and surcharges which we will distribute shortly. All these changes are effective from 1 January 2021.

In addition, as you are of course aware, on 31 December 2020, the United Kingdom will leave the European Union Customs Union. While we are used to dealing with a wide variety of trade barriers and obstacles, this development implies the incurrence of significant additional operational costs. In order to ensure the continued service excellence our customers expect, from 1 January 2021 a fee will be levied on all dutiable shipments between the UK and European Union countries, both inbound and outbound. With the information that is currently available, the intention is that this fee will be set at £0.25 per kg with a minimum charged amount of £4.50 per shipment. Please note that Fuel Surcharge will be added to this fee. This fee may be adjusted, or applied differently, should circumstances change significantly. Please note that no Brexit fee will be applied to goods moving between Northern Ireland and the EU, based on current customs laws, however, should this customs position change, we may need to revisit this position.

Please do not hesitate to contact us if you have any questions. In the meantime, we look forward to continuing our partnership and to actively supporting you in making your business successful.

In closing, may we take this opportunity to wish you all a Happy, Healthy & Prosperous 2021. We look forward to working with you all in the forthcoming year ahead and hope we all have brighter days ahead.

Yours Sincerely,

Jonny, Mike & Anthony