

UPS shipping conditions (Germany)

Carrier: UPS | Country: Germany (DE) | Applies to: JTL Shipping 2.0 – Central Rates

Overview

This article covers the shipping conditions for UPS when using JTL Shipping central rates. These conditions are set by UPS and apply to all customers shipping via the JTL Shipping platform. Important: unlike some other carriers, UPS does not include standard parcel insurance with a fixed compensation cap per parcel. Instead, UPS liability is governed by international transport conventions and is calculated per kilogram of the affected goods, not per parcel. This means that low-weight, high-value shipments may receive significantly less compensation than the goods are worth. Customers shipping high-value items should consider adding Declared Value for Carriage (see Liability Limits) or activating Shipping Protection via Cover Genius.

When activating UPS as a carrier in JTL Shipping, you will be asked to agree to the carrier's terms and conditions (T&Cs). Please review these conditions carefully before creating your first shipment.

International shipping (DAP): When shipping to a country outside of the EU with a DAP (Delivered At Place) shipping method, the import costs, taxes and customs fees are charged to the recipient. If the recipient refuses the shipment or fails to pay customs duties, the parcel will be returned to the sender. In this case, the return shipping costs (including freight and a fuel surcharge) will be charged to the customer's JTL Shipping account. A processing fee of EUR 7.85 per undeliverable shipment applies. UPS may also charge a Duty and Tax Forwarding surcharge (EUR 7.60 per shipment) when the payer of duties and taxes is not located in the destination country. To avoid unexpected customs fees, we strongly recommend using UPS Paperless Invoice for all international shipments, as a paper commercial invoice incurs a surcharge of EUR 21.25 per shipment.

Shipping methods – time-definite (express)

UPS Express Plus

Description	Early-morning delivery for the most time-sensitive shipments. Ideal when parcels must arrive by the start of the business day.
Weight	0–70 kg
Max. dimensions	Length: 274 cm, width: 76 cm, girth (L + 2W + 2H): 400 cm
Tracking	Yes – full end-to-end tracking
Delivery time	Next business day by 9 a.m.

Delivery attempts	Single (1) attempt. If delivery is unsuccessful, the parcel is delivered to a nearby UPS Access Point. The recipient is notified via UPS InfoNotice. Parcels are held at the Access Point for a limited period (varies by location). If not collected, the parcel is returned to the sender and return shipping costs are charged to the customer's JTL Shipping account.
Delivery days	Mon – Fri (except public holidays)
Carrier insurance	No standard per-parcel insurance. UPS liability is governed by the Warsaw/Montreal Convention (air: 19 SDR/kg) or CMR Convention (road: 8.33 SDR/kg). For a 2 kg parcel, this means a maximum liability of approximately EUR 20–38, regardless of goods value. To increase coverage, declare a higher value for carriage (max. USD 50,000) or add Shipping Protection; a minimum surcharge of 1.0% or EUR 8.85 applies.
Money-back guarantee	Yes – shipping fee refund if delivery not attempted by guaranteed time (conditions apply)
Pick-up	Yes (see pick-up section)
Drop-off	Yes – UPS Access Point or UPS Store
Destinations	Domestic (DE) and international

Additional services available: Incoterm DAP, Saturday Delivery and Adult Signature Required

UPS Express

Description	Next-morning delivery across Europe and time-definite delivery worldwide. Ideal for urgent shipments that must arrive during the morning.
Weight	0–70 kg
Max. dimensions	Length: 274 cm, width: 76 cm, girth (L + 2W + 2H): 400 cm
Tracking	Yes – full end-to-end tracking
Delivery time	Next business day by 10:30 a.m.
Delivery attempts	Single (1) attempt. If delivery is unsuccessful, the parcel is delivered to a nearby UPS Access Point. The recipient is notified via UPS InfoNotice. Parcels are held at the Access Point for a limited period (varies by location). If not collected, the parcel is returned to the sender and return shipping costs are charged to the customer's JTL Shipping account.
Delivery days	Mon – Fri (except public holidays)

Carrier insurance	No standard per-parcel insurance. UPS liability is governed by the Warsaw/Montreal Convention (air: 19 SDR/kg) or CMR Convention (road: 8.33 SDR/kg). For a 2 kg parcel, this means a maximum liability of approximately EUR 20–38, regardless of goods value. To increase coverage, declare a higher value for carriage (max. USD 50,000) or add Shipping Protection; a minimum surcharge of 1.0% or EUR 8.85 applies.
Money-back guarantee	Yes – shipping fee refund if delivery not attempted by guaranteed time (conditions apply)
Pick-up	Yes (see pick-up section)
Drop-off	Yes – UPS Access Point or UPS Store
Destinations	Domestic (DE) and international

Additional services available: Incoterm DAP, Saturday Delivery, Adult Signature Required

UPS Express 12:00

Description	Guaranteed delivery by 12 p.m. on the next business day. Available for domestic shipments (i.e. within Germany).
Weight	0–70 kg
Max. dimensions	Length: 274 cm, width: 76 cm, girth (L + 2W + 2H): 400 cm
Tracking	Yes – full end-to-end tracking
Delivery time	Next business day by 12 p.m.
Delivery attempts	Single (1) attempt. If delivery is unsuccessful, the parcel is delivered to a nearby UPS Access Point. The recipient is notified via UPS InfoNotice. Parcels are held at the Access Point for a limited period (varies by location). If not collected, the parcel is returned to the sender and return shipping costs are charged to the customer's JTL Shipping account.
Delivery days	Mon – Fri (except public holidays)
Carrier insurance	No standard per-parcel insurance. UPS liability is governed by the Warsaw/Montreal Convention (air: 19 SDR/kg) or CMR Convention (road: 8.33 SDR/kg). For a 2 kg parcel, this means a maximum liability of approximately EUR 20–38, regardless of goods value. To increase coverage, declare a higher value for carriage (max. USD 50,000) or add Shipping Protection; a minimum surcharge of 1.0% or EUR 8.85 applies.
Money-back guarantee	Yes – shipping fee refund if delivery not attempted by guaranteed time (conditions apply)

Pick-up	Yes (see pick-up section)
Drop-off	Yes – UPS Access Point or UPS Store
Destinations	Domestic (DE) only

UPS Express 12:00 is a Germany-specific domestic service not available in all countries.

UPS Express Saver

Description	Low-cost express option with guaranteed delivery by the end of the next business day. Ideal when important shipments must arrive by end of day.
Weight	0–70 kg
Max. dimensions	Length: 274 cm, width: 76 cm, girth (L + 2W + 2H): 400 cm
Tracking	Yes – full end-to-end tracking
Delivery time	By the end of the next business day
Delivery attempts	Single (1) attempt. If delivery is unsuccessful, the parcel is delivered to a nearby UPS Access Point. The recipient is notified via UPS InfoNotice. Parcels are held at the Access Point for a limited period (varies by location). If not collected, the parcel is returned to the sender and return shipping costs are charged to the customer's JTL Shipping account.
Delivery days	Mon – Fri (except public holidays)
Carrier insurance	No standard per-parcel insurance. UPS liability is governed by the Warsaw/Montreal Convention (air: 19 SDR/kg) or CMR Convention (road: 8.33 SDR/kg). For a 2 kg parcel, this means a maximum liability of approximately EUR 20–38, regardless of goods value. To increase coverage, declare a higher value for carriage (max. USD 50,000) or add Shipping Protection; a minimum surcharge of 1.0% or EUR 8.85 applies.
Money-back guarantee	Yes – shipping fee refund if delivery not attempted by guaranteed time (conditions apply)
Pick-up	Yes (see pick-up section)
Drop-off	Yes – UPS Access Point or UPS Store
Destinations	Domestic (DE) and international

Additional services available: Incoterm DAP and Adult Signature Required

Shipping methods – day-definite

UPS Standard

Description	Reliable, scheduled day-definite ground delivery throughout Europe. Europe's fastest ground service, ideal when you need speed at a competitive price.
Weight	0–70 kg
Max. dimensions	Length: 274 cm, width: 76 cm, girth (L + 2W + 2H): 400 cm
Tracking	Yes – full end-to-end tracking
Delivery time	1–5 business days (domestic DE typically 1–2 days)
Delivery attempts	Single (1) attempt. If delivery is unsuccessful, the parcel is delivered to a nearby UPS Access Point. The recipient is notified via UPS InfoNotice. Parcels are held at the Access Point for a limited period (varies by location). If not collected, the parcel is returned to the sender and return shipping costs are charged to the customer's JTL Shipping account.
Delivery days	Mon – Sat (Saturday delivery available)
Carrier insurance	No standard per-parcel insurance. UPS liability under the CMR Convention is limited to 8.33 SDR per kg of the affected goods. Where conventions do not apply: EUR 510 per shipment or 8.33 SDR/kg, whichever is higher. To increase coverage, declare a higher value for carriage (max. USD 50,000) or add Shipping Protection; a minimum surcharge of 1.0% or EUR 8.85 applies.
Money-back guarantee	Yes – day-definite guarantee (conditions apply)
Pick-up	Yes (see pick-up section)
Drop-off	Yes – UPS Access Point or UPS Store
Destinations	Domestic (DE) and international within Europe

Saturday delivery: In Germany, UPS Standard parcels are eligible for Saturday delivery at no additional cost. No special processing, contracts or system changes are required.

UPS Expedited

Description	Scheduled day-definite delivery to destinations outside Europe. Ideal for less urgent international shipments beyond Europe.
Weight	0–70 kg
Max. dimensions	Length: 274 cm, width: 76 cm, girth (L + 2W + 2H): 400 cm
Tracking	Yes – full end-to-end tracking
Delivery time	Day-definite, varies by destination
Delivery attempts	Single (1) attempt. If delivery is unsuccessful, the parcel is delivered to a nearby UPS Access Point. The recipient is notified via UPS InfoNotice. Parcels are held at the Access Point for a limited period (varies by location). If not collected, the parcel is returned to the sender and return shipping costs are charged to the customer's JTL Shipping account.
Delivery days	Mon – Fri (except public holidays)
Carrier insurance	No standard per-parcel insurance. UPS liability under the CMR Convention is limited to 8.33 SDR per kg of the affected goods. Where conventions do not apply: EUR 510 per shipment or 8.33 SDR/kg, whichever is higher. To increase coverage, declare a higher value for carriage (max. USD 50,000) or add Shipping Protection; a minimum surcharge of 1.0% or EUR 8.85 applies.
Pick-up	Yes (see pick-up section)
Drop-off	Yes – UPS Access Point or UPS Store
Destinations	International (outside Europe)

Shipping methods – Access Point delivery

Access Point methods deliver parcels directly to a UPS Access Point for recipient pickup. Reduced weight and size limits apply compared with standard methods.

UPS Express to Access Point (0–20 kg)

Weight	0–20 kg
Max. dimensions	Length: 97 cm, girth (L + 2W + 2H): 300 cm
Max. declared value	USD 1,000 (or local currency equivalent)
Tracking	Yes – full end-to-end tracking
Delivery time	Next business day

UPS Express Saver to Access Point (0–20 kg)

Weight	0–20 kg
Max. dimensions	Length: 97 cm, girth (L + 2W + 2H): 300 cm
Max. declared value	USD 1,000 (or local currency equivalent)
Tracking	Yes – full end-to-end tracking
Delivery time	Next business day, by end of day

UPS Standard to Access Point (0–20 kg)

Weight	0–20 kg
Max. dimensions	Length: 97 cm, girth (L + 2W + 2H): 300 cm
Max. declared value	USD 1,000 (or local currency equivalent)
Tracking	Yes – full end-to-end tracking
Delivery time	1–5 business days

Important: The maximum declared value for parcels shipped to or dropped off at a UPS Access Point is USD 1,000 (or local currency equivalent). Parcels with a higher declared value cannot be delivered to an Access Point. International Dangerous Goods and International Special Commodities are excluded from Access Point delivery.

Return shipping methods

UPS Returns offers a complete range of reverse logistics services for customers who want to offer their recipients an easy return process.

Service	Description	Surcharge
UPS 1 Attempt Returns Plus	UPS driver makes one (1) attempt to collect the return parcel. If unable to collect, the driver leaves the label for the recipient.	Per parcel (plus receiving shipping costs)
UPS 3 Attempts Returns Plus	UPS driver makes up to three (3) attempts on consecutive business days to collect the return parcel.	Per parcel (plus receiving shipping costs)
UPS Print Return Label	Generate a return label and include it in the outbound shipment or send separately. Available	Per parcel (plus receiving shipping costs)

	for returns from 135+ countries.	costs)
UPS Electronic Return Label	Return label sent via email, UPS tracking or mobile barcode. Available from BE, DE, FR, IT, NL, PL and UK.	Per parcel (plus receiving shipping costs)
UPS Returns Exchange	Deliver replacement and collect return at the same time. Ideal for replacements under warranty. Contractual service.	Per parcel (plus shipping costs)
UPS Returns Pack & Collect	Full control over collection: choose time/location and UPS provides packaging. Choice of 1 or 3 attempts. Contractual service.	Varies by attempts and box size
UPS Returns Manager	Free portal on ups.com for managing return policies. Pre-authorized returns with label generation via print, email or mobile barcode.	Free

For domestic and intra-EU return shipments, the entire return process can be handled with just the return label – no contract with the returning party is required. For non-EU returns, a return label and a commercial invoice are required.

Volumetric weight

UPS calculates both the actual weight and the volumetric (dimensional) weight of your shipment. **UPS always charges based on whichever weight is higher.**

Volumetric weight formula: Length (cm) × width (cm) × height (cm) ÷ 5,000

Girth formula: Length + (2 × width) + (2 × height)

Always enter the higher value (actual weight or volumetric weight) under “weight” when creating a label in JTL Shipping. This ensures that you select the correct shipping method and avoid surcharges. If the declared weight is lower than the actual or volumetric weight, UPS will apply an overweight surcharge, which is passed on to the customer via JTL Shipping. Parcels with an actual weight exceeding 25 kg require a “Heavy Package” label. Any failure to apply this label will result in an additional handling surcharge.

Parcel specifications

Dimension	Standard and Express	Access Point
Maximum weight	70 kg	20 kg
Maximum length	274 cm	97 cm
Maximum width	76 cm	–
Maximum girth (L + 2W + 2H)	400 cm	300 cm
Maximum declared value	USD 50,000/EUR 50,000	USD 1,000/EUR 1,000

General packaging requirements

- Parcels must be securely packaged in a sturdy corrugated box or UPS-approved packaging.
- The shipping label must be placed on the largest flat surface of the parcel.
- Remove or cover any old labels or barcodes from previously used boxes. This is especially important for boxes with old dangerous goods labels, as this will cause delays.
- Fragile items require cushioning material on all sides with at least 5 cm of padding.
- Liquids must be sealed in a leak-proof inner container.
- Parcels exceeding 25 kg require a “Heavy Package” label.
- Important: Parcels that are not fully enclosed in a corrugated cardboard shipping container or whose outer packaging is not corrugated cardboard (e.g. canvas, leather, metal or hard/soft plastic), will incur a UPS additional handling surcharge. Cylindrical items (barrels, drums, pails and tubes) will also incur this surcharge. Proper packaging avoids unnecessary costs and protects your rights to assert claims. Improperly packaged shipments may have claims reduced or rejected.

Pick-up and drop-off

Pick-up

UPS offers flexible pick-up options in Germany. Unlike some other carriers, UPS does not require a minimum monthly parcel volume for pick-up services: as long as the required information is provided in the pick-up request, a collection can be arranged. Pick-up options are available for all UPS service types.

To request a pick-up, use the JTL Shipping platform. For on-call collections, you will need to provide the following: pick-up address, number of parcels, total weight, pick-up date and preferred time window.

Pick-up type	Description
Day-specific collection	UPS driver always visits on selected weekdays (Mon – Fri). Fee depends on number of days selected.
Daily on-route collection	UPS driver makes a daily collection at your location on each business day while delivering in your area.
On-call collection (same day)	One-time pick-up request for the same day – call UPS or book online at ups.com.
On-call collection (future day)	One-time pick-up request for a future date.
UPS Smart Pickup	Combines day-specific collection with on-demand flexibility. Driver only comes when you have a parcel.

Drop-off

- **UPS Access Points** – convenience stores, parcel shops, newsagents and petrol stations (more than 4,100 in Germany, including 394 lockers)
- **UPS Stores** – full-service UPS retail outlets
- **UPS Customer Centres** – UPS-operated facilities
- **UPS Lockers** – 24/7 self-service parcel lockers

Network in Germany: More than 4,100 UPS Access Point locations in Germany (including 394 lockers), part of a European network of over 62,000 locations across 23 countries.

UPS My Choice

UPS My Choice gives your recipients the flexibility to personalise their last-mile delivery experience. Recipients can self-enrol via a simple email sign-up process.

Delivery change options for recipients

- Reschedule delivery to another day
- Redirect delivery to another address
- Redirect to a nearby UPS Access Point
- Request redelivery to the original address (after Access Point delivery)
- Hold at a UPS Customer Centre
- Leave with neighbour
- Leave at a designated location (e.g. porch – with authorised shipment release only)

Notification features

- Delivery alerts via SMS, email or UPS Mobile App
- 1–4 hour estimated delivery window
- Day-of-delivery schedule updates
- Delivery confirmation including delivery photo

Customer benefits: UPS My Choice helps increase successful first-time deliveries, reduce “Where is my order?” (WISMO) service calls and improve the overall customer experience.

Claims and compensation

If an issue occurs with your UPS parcel shipment, you can initiate a claim via JTL Shipping. JTL acts as the intermediary between you and UPS. UPS recognises the following claim categories:

- (a) damage in transit;
- (b) lost shipment/non-delivery;
- (c) delayed shipment;
- (d) delivered but not received (tracking shows delivered, recipient denies receipt);
- (e) partial delivery (missing items).

For Express services with a money-back guarantee, a separate claim category exists for guaranteed service refunds (see money-back guarantee below).

To file a claim:

1. Open JTL Shipping and find the affected parcel.
2. Select the applicable claim category.
3. Upload all of the documents required for your claim category (see required documentation below). The claim form will indicate which documents are required.
4. JTL will validate the documentation and forward the claim to UPS.
5. UPS investigates the claim. Investigation timelines vary: domestic claims are typically resolved within 5–10 working days, while international claims may take up to 30 working days due to coordination with UPS partner networks.
6. Once the investigation is complete, UPS settles the claim based on the applicable liability limit (see liability limits below). Credits are applied to the customer's JTL Shipping account.

Important: Claims must be reported to JTL Shipping within 48 hours of delivery or discovery of the issue (see JTL T&Cs, appendix H, section 11). Claims reported after 48 hours but within the UPS deadlines (see claim deadlines) may be processed at JTL's discretion.

Liability limits

Convention	Liability limit
Warsaw/Montreal (air)	19 SDR per kg of goods affected
CMR (road)	8.33 SDR per kg of goods affected
Where conventions do not apply	EUR 510 per shipment or 8.33 SDR per kg (whichever is higher)

In practice, this means that UPS's standard liability is calculated based on the weight of the affected goods, not their commercial value. For example: a 3 kg parcel containing electronics worth EUR 500 shipped via UPS Standard (road/CMR) would have a maximum UPS liability of approximately EUR 35 (3 kg × 8.33 SDR × approx. EUR 1.40 per SDR). The same parcel shipped via UPS Express (air/Montreal) would have a maximum liability of approximately EUR 80 (3 kg × 19 SDR × approx. EUR 1.40 per SDR). In both cases, the commercial value far exceeds the carrier's liability. UPS does not compensate for purely economic losses (lost profits, loss of business opportunities or consequential damages), even

when a Declared Value for Carriage has been made. UPS is also not liable for loss or damage that affects the packaging materials themselves.

Declared Value for Carriage: You can increase UPS's liability limit by declaring a higher value for carriage on the UPS shipping documents and paying a surcharge of 1.0% of the declared value (minimum EUR 8.85). The maximum declared value per parcel is USD 50,000 (or local currency equivalent). For Access Point deliveries, the maximum declared value is USD 1,000 per parcel. For jewellery and watches (excluding costume jewellery), the maximum is USD 500 per parcel. By declaring a higher value and paying the applicable surcharge, UPS's liability for proven loss or damage increases up to the declared amount. This surcharge is charged via JTL Shipping and appears on your invoice. Note: Declared Value for Carriage does not cover purely economic losses, consequential damages or loss of profits – it only increases the compensation cap for the physical goods.

Claim deadlines

Claim type	Deadline
Damage in transit	Within 48 hours of delivery
Lost/non-delivery	Within 48 hours of discovery
Delayed shipment	Within 48 hours of expected delivery date
Delivered but not received	Within 48 hours of delivery notification
Money-back guarantee	Within 15 calendar days of scheduled delivery

Required documentation

Several documents are required as follows, depending on your claim category. Claims with incomplete documentation cannot be forwarded to UPS.

For all claim types:

- Sales invoice or purchase invoice for the shipped goods
- Proof of shipment (tracking number is auto-populated from the platform)
- Description of parcel contents and exterior characteristics

Additional documents for damage in transit claims:

- Photo of the exterior of the parcel showing damage
- Photo of the interior cushioning and packaging material
- Photo of the shipping label with legible barcode
- Photo of the opened parcel from above
- Photo of the entire product
- Photo showing damage detail (recommended)
- Written confirmation from the recipient describing the damage
- The recipient must retain the original packaging and all damaged goods for potential UPS inspection. Disposing of packaging or goods before the investigation is complete may cause your claim to be rejected.

Additional documents for lost/non-delivery claims:

- Shipment confirmation or proof of handover (if no initial carrier scan is available)
- Written confirmation from the recipient that the parcel was not received

Additional documents for delivered-but-not-received claims:

- Written confirmation from the recipient that the parcel was not received, despite tracking showing delivery
- UPS may provide delivery proof data (signature image, GPS coordinates or delivery photo) as part of the investigation

Additional documents for partial delivery claims:

- List of expected items vs. received items
- Photos showing received contents
- Sales invoice itemising all shipped products

If you cannot supply a purchase invoice (e.g. for pre-owned products or products you have made yourself), you may upload a signed statement that estimates the product value (in PDF format). Reimbursement may be reduced if you cannot supply a purchase invoice. Customers with Shipping Protection (Cover Genius) active on the parcel should file their claim through the Shipping Protect process instead.

Investigation and settlement

After UPS receives your claim with a full set of documentation, the following process applies:

Investigation: UPS investigates each claim individually. For domestic parcels (i.e. within Germany), investigations are typically completed within 5–10 working days. For international parcels, investigations may take up to 30 working days. During this period, UPS may contact the sender, recipient or courier and may request physical inspection of damaged goods.

Settlement calculation: Compensation is based on the applicable liability convention (see liability limits). If a Declared Value for Carriage was declared and the surcharge paid, UPS's liability increases up to the declared amount. Without a declared value, compensation is limited to the convention-based, per-kg amount. Compensation is always based on the proven value of the goods and not on the retail price or expected revenue.

Credit payout: After the investigation is complete, UPS issues a credit note. The value of the credit note is applied to the customer's JTL Shipping account.

Money-back guarantee

UPS offers a money-back guarantee on shipping fees for certain Express services and selected destinations. If UPS fails to attempt delivery within the guaranteed time, UPS will refund the shipping fee (net of surcharges, VAT, duties and levies) on request. Importantly, the money-back guarantee only covers a refund of the shipping fee: it does not cover the value of the goods, does not constitute a guarantee that the shipment will arrive by a particular time and does not create any additional liability beyond the shipping fee refund.

Conditions

- Shipping documents and labels must be correctly completed
- All required customs documents must be included (or submitted via UPS Paperless Invoice at least 15 minutes before the collection cut-off time)
- A Saturday delivery label must be present where applicable
- The parcel must be handed over to UPS before the collection cut-off time
- Claims must be submitted within 15 calendar days of the scheduled delivery
- The parcel must not require additional handling, be subject to an oversize pallet charge or include a Large Package surcharge. UPS does not provide a money-back guarantee for parcels requiring additional handling, as potential delays in processing these parcels are expected. Accordingly, UPS will not refund shipping charges if such parcels are not delivered by the normally scheduled time.

The money-back guarantee does not constitute a guarantee that the parcel will arrive by a particular time: it only covers a refund of the shipping fee.

Label validity

Label validity	UPS labels created via JTL Shipping should be used within 7 days of creation. Labels not used within this period may become invalid.
Label corrections	Labels can be updated (e.g. to correct an address or adjust a weight) before the initial scan by UPS. Address corrections may incur a surcharge after the initial scan.
Cancellation	Unused labels that have not been scanned by UPS can be cancelled in JTL Shipping. Cancellation is not possible after the initial UPS scan.

Surcharges

UPS may apply surcharges in certain situations. All surcharges are shown excluding VAT.

Delivery and area surcharges

Surcharge	Description
Residential delivery	Applied for deliveries to private/residential addresses. Reduced by EUR 1.50 if delivered to an Access Point.
Extended area	Applied for collections/deliveries in areas defined by UPS as extended areas.
Remote area	Applied for deliveries/collections in hard-to-reach areas.

Parcel surcharges

Surcharge	Description
Additional handling	Items not fully enclosed in corrugated cardboard, parcels exceeding 100 cm length or 76 cm width, or parcels over 25 kg.
Large package	Total measurement (L + 2W + 2H) exceeds 300 cm but is within 400 cm. Min. invoiceable weight: 40 kg.
Over maximum limits	Parcels exceeding a weight of 70 kg, a length of 274 cm or a girth of 400 cm. Parcel will not be accepted but surcharge still applies.
Paper commercial invoice	Applied when a paper commercial invoice is submitted instead of using UPS Paperless Invoice for international shipments
Missing/invalid account	Account number for invoicing is incorrect or missing. UPS therefore has to search for the correct account.
Recipient refuses to pay	If the recipient or third party selected to pay the shipping fee refuses to make this payment. Costs are passed on to the sender.
Shipping fee correction audit	Applied when shipping fee corrections during an invoice period exceed 25% of the original net amount.

Billing and administrative surcharges

Surcharge	Description
Fuel surcharge	Variable surcharge based on current fuel costs. Applied to all shipping charges and most services.
Address correction	If UPS needs to correct an incomplete or incorrect address.
Paper invoice fee	Applied if you opt for paper invoices instead of electronic invoicing.
Late payment	Invoice not paid by the due date.
Missing/invalid account	Account number for invoicing is incorrect or missing.
International processing fee	Applied to certain import shipments (effective 8 September 2025).

Variable surcharges

- **Demand surcharge** – UPS may apply demand surcharges during peak periods to accommodate increased volume.
- **Capacity surcharge** – UPS reserves the right to apply capacity surcharges at its discretion during periods of high demand.
- **Surge fees** – UPS may designate specific periods for surge fees. These apply cumulatively to all other charges.

Additional services

Service	Description	Surcharge (EUR excl. VAT)
Cash on Delivery (COD)	UPS collects payment upon delivery. Available within DE, EU, Liechtenstein, Norway and Switzerland. Max. EUR 3,500 cash/day (DE).	0.30% or min. EUR 11.95 (domestic); 1% or min. EUR 27.85 (intl)
Declared Value	Increase UPS liability by declaring a higher value. Max. USD 50,000 per parcel.	1.0% of declared value, min. EUR 8.85
Signature Required	Requires recipient's signature upon delivery.	EUR 1.70 per shipment
Adult Signature Required	Ensures delivery only to a person of legal age.	EUR 4.60 per shipment
Direct Delivery Only	Parcel delivered only to address on label. No rerouting allowed.	EUR 2.20 per shipment
UPS Carbon Neutral	Offsets carbon emissions with verified carbon offsets.	EUR 0.25 (DE)/EUR 0.35 (EU)/EUR 0.90 (outside EU)

Saturday delivery

Service	Details	Surcharge
UPS Express – Saturday	Guaranteed delivery by 12 p.m. Saturday.	EUR 9.00 (domestic); EUR 16.50 (intl) per shipment
UPS Standard – Saturday	End-of-day Saturday delivery. Available in 8 European countries, including Germany.	No extra cost to Access Point; EUR 3.50 elsewhere

Prohibited and restricted items

UPS prohibits the following items from being shipped. Shipments containing prohibited items may be returned, seized or destroyed without compensation. A minimum administration fee of EUR 298.20 per parcel applies. This fee does not limit or exclude UPS's right to pursue further legal action against the sender for the violation(s). Shipments containing illegal drugs incur an additional fee of EUR 1,029.90 per parcel. The customer is responsible for ensuring all shipped goods comply with UPS's prohibited items list, and with all applicable laws and regulations in the origin, transit and destination countries.

- Alcoholic beverages (unless shipped under specific contract)
- Dangerous goods (unless approved – 7 of 9 hazard classes accepted)
- Weapons, firearms and ammunition
- Live animals
- Perishable food items (without approved packaging)
- Narcotics and illegal substances
- Cash, negotiable items and pre-paid cards
- Articles of exceptional value (art, antiques, precious stones, gold and silver)
- Ivory and ivory products
- Plants and seeds
- Pornographic material
- Tobacco and tobacco products
- Unaccompanied baggage and personal effects

Alcoholic beverages: UPS offers an alcohol shipping programme for beverages containing less than 70% alcohol and in containers of no more than 5 litres. Commercial alcohol shippers require a separate contract with UPS. Gift shipments within the EU are possible without a contract. Parcels containing alcohol must be clearly labelled as "alcoholic beverages" on the shipping label and documentation. Alcohol must not be combined with non-alcoholic products in the same parcel and must be prepared separately for UPS collection. For shipments to residential addresses, the "Adult Signature Required" service option must be selected. Alcohol regulations and excise duties vary by destination country – the sender is responsible for compliance. Alcohol shipments are excluded from UPS's standard prohibited items policy only when these conditions are met.

Dangerous goods

UPS can ship certain categories of dangerous goods (DG) by air and road to approved destinations. Most DG shipments require a contract with UPS.

Mode of transport	Regulation	Commodities accepted
Road (UPS Standard)	ADR	1,500+ commodities (EQ, LQ, fully regulated)
Air (UPS Express)	IATA	1,400+ commodities (EQ, LQ, PAX, CAO)

Accepted hazard classes: 7 of 9 classes. Excluded: Class 1 (Explosives), Class 7 (Radioactive), and Divisions 2.3, 4.3 and 6.2.

Lithium batteries: UPS accepts lithium metal and lithium-ion battery shipments via both Express (IATA) and Standard (ADR) services, subject to specific packaging instructions and surcharges.

Export documentation

UPS Paperless Invoice

UPS supports paperless commercial invoices for international shipments. Commercial invoice data is transmitted electronically, eliminating paper customs documents. Free of charge. No minimum company size. Registration at [ups.com](https://www.ups.com).

If a paper commercial invoice is submitted instead, a surcharge of EUR 21.25 per shipment applies.

Customs brokerage

UPS holds Authorised Economic Operator (AEO) status across Europe, which ensures fast-tracked customs processing. Routine customs clearance is included at no additional charge. Non-routine fees apply for additional services (see UPS Knowledge Base for full fee schedule).

Undeliverable shipments

The following applies if UPS is unable to deliver a shipment after all delivery attempts (including Access Point delivery) and the recipient does not collect the parcel within the holding period:

Domestic and EU shipments: UPS automatically returns the parcel via the UPS Standard service. The return shipping costs (including freight costs and fuel surcharge) are charged to the customer's JTL Shipping account. A processing fee of at least EUR 7.85 per undeliverable shipment applies.

International shipments (outside EU): UPS contacts the sender to determine the preferred course of action (return, abandon or redirect). Shipping costs and a processing surcharge are charged to the customer.

To minimise undeliverable shipments, ensure recipient addresses are complete and accurate.

Link your own contract

If you already have a direct customer contract with UPS, you can link it in JTL Shipping to access your individually negotiated rates. You can use these rates instead of – or in addition to – the central rates. With a direct contract, additional shipping methods may be available beyond the central rate selection (e.g. UPS Economy, UPS Worldwide Express Freight). See “Activate own contract with carrier” (“Eigenen Vertrag mit einem Versanddienstleister aktivieren”): <https://guide.jtl-software.com/jtl-cloud/shipping-2-0/eigenen-vertrag-mit-einem-versanddienstleister-aktivieren/>

Customer obligations

By using UPS via the JTL Shipping platform, the customer agrees to the following:

Packaging: All shipments must comply with UPS's packaging requirements (see parcel specifications above). Improperly packaged shipments may be refused, delayed or returned. Claims for damage in transit may also be rejected. Parcels must be fully enclosed in corrugated cardboard: non-standard outer packaging will incur handling surcharges.

Labelling: Shipping labels must be placed on the largest flat surface. All old labels and barcodes – especially old dangerous goods (DG) labels – must be removed from reused packaging. A failure to remove old DG labels causes delays and may result in surcharges.

Weight and dimensions: The customer must declare accurate values for weights and dimensions. If the actual or volumetric weight exceeds the declared weight, UPS will apply a surcharge, which is passed on to the customer's JTL Shipping account.

Prohibited items: The customer is solely responsible for ensuring that no prohibited or restricted items are shipped (see prohibited and restricted items above). Violations will incur a minimum administration fee of EUR 298.20 per parcel and may lead to the seizure or destruction of the shipment without compensation.

Claims reporting: All claims must be reported to JTL Shipping within 48 hours of delivery or discovery of the issue, in accordance with the JTL T&Cs, appendix H, section 11. Late claims may be rejected. For damage in transit claims, the recipient must retain the original packaging and damaged goods.

Customs documentation: For international shipments outside the EU, the customer is responsible for providing accurate and complete commercial invoices, customs declarations and HS codes. Incorrect or missing documentation may result in customs delays, surcharges or the return of the shipment at the customer's expense.

Dangerous goods: Customers shipping items that could be classified as dangerous goods must comply with IATA (air) and ADR (road) regulations. Most dangerous goods shipments require a separate contract with UPS. Any misdeclaration of dangerous goods may incur significant financial penalties.

Last updated: April 2026. These conditions are subject to change by UPS. JTL will notify customers of any significant changes via the JTL Shipping platform.