



Dear Valued Customer,

Hope you all are keeping safe and well during these unprecedented times.

Please be advised our services will now be open from this week for collections and deliveries. However, during these times there are still restriction and delays in place for certain destinations for exports. This is due to grounding of airlines, which as you can imagine, has created a backlog of deliveries and reduced cargo space. COVID-19 has put the aviation industry under immense pressure and due to this, the airlines have increased their rates and we unfortunately we must add these charges onto our tariff. Please see below updated tariff information.

| Country | Export Surcharge per kg | Import Surcharge per kg |
|---|--------------------------------|--------------------------------|
| INDIA | £ 3.50 | £ 3.50 |
| USA | CONFIRM WITH VIP | CONFIRM WITH VIP |
| HONG KONG | CONFIRM WITH VIP | CONFIRM WITH VIP |
| CHINA | CONFIRM WITH VIP | CONFIRM WITH VIP |
| ** These charges will be additional surcharge on top of normal tariff, and will be effective from May 2020 | | |

Please confirm with our customer services department on the destination and services available. Most countries have started to ease their lockdown and retail outlets have started to open in certain active zone priority.

The welfare of our staff and customers is of utmost importance to us, so please be aware of the following:

1. Our drivers have been provided with protection (hand gloves, face mask etc) to safeguard against the spread of the virus.
2. When collections and/or deliveries are being made this will be done by a non-contactable approach

Many thanks in advance for your continued support and understanding.

Best Regards

Tosh Verma