

Same as Standard+ service with the addition of manually recording a return reason & action from paperwork / returns form.

Plus each additional item in package - Custom Standard £0.60 additional item £0.50 additional item £0.65 additional item

Fee for each additional item in the same package on Custom Standard+ including manually recording of returns reason & action from paperwork or return form.

Grading - Includes 1st Item £2.95 per package £2.35 per package £3.20 per package

The Grading service includes all that is offered on our Standard+ service, with the addition of a basic visual inspection of the items to report on the condition for resale. Items are graded A, B or C. Supporting notes are added for any issues found on B & C graded items. Restrictions on products suitable for this service apply.

Plus each additional item for grading in same package £2.50 additional item £2.00 additional item £2.70 additional item

This fee is for each additional item in the same package on the Grading service.

Photo Standard - Includes 1st Item £2.95 per package £2.40 per package £3.15 per package

Same as Standard+ with the addition of 2 photos

Plus each additional item Photo Standard £2.55 additional item £2.05 additional item £2.70 additional item

Fee for each additional item in the same package with 2 photos included

Photo Grading B's & C's - Includes 1st item £3.40 per package £2.75 per package £3.65 per package

Same as Grading Service with addition of 2 photos of each item graded B or C only.

Plus each additional item Photo Grading B's & C's £3.05 additional item £2.40 additional item £3.25 additional item

Fee for each additional item in the same package

Photo Grading - Includes 1st item £3.40 per package £2.75 per package £3.65 per package

Same as Grading Service with addition of 2 photos of the 1st item

Plus each additional item Photo Grading £3.05 additional item £2.40 additional item £3.25 additional item

Fee for each additional item in the same package - 2 photos per item

FBA removal service per Package up to 2kg £1.70 £1.40 £1.80

For processing FBA removal packages up to 2kg in weight plus the Incoming item scan fee below.

FBA removal service per Package 2kg to 5kg £3.30 £2.65 £3.55

For processing FBA removal packages from 2kg to 5kg in weight plus the item count / scan fee below.

FBA removal service per Package 5kg to 10kg £5.35 £4.30 £5.75

For processing FBA removal packages, from 5kg to 10kg in weight plus the Incoming item scan fee below.

FBA removal service per Package 10kg+ £10.20 £8.25 £11.00

For processing FBA removal packages over 10kg in weight plus the Incoming item scan fee below.

Pallet receiving fee - FBA removals £32.50 £26.50 £35.00

Pallet receiving fee - FBA removals plus the Incoming item scan fee below.

Item Incoming scan fee per item <1000 items £0.26 £0.21 £0.30

Each item in the package carton or pallet is scanned, counted or recorded.

Item Incoming scan fee per item >1000 items £0.15 £0.12 £0.18

Each item in the package carton or pallet is scanned, counted or recorded.

B2B Box receiving fee - A £2.30 £2.00 £2.65

Box receiving fees charged per box / carton received & stored as boxes.

B2B Box receiving fee - B	£2.75	£2.40	£3.30
Box receiving fees charged per box / carton received & stored as boxes.			
B2B Box receiving fee - C	£3.25	£2.75	£3.80
Box receiving fees charged per box / carton received & stored as boxes.			
B2B Box receiving fee - D	£2.85	£2.25	N/A
Box receiving fees charged per box / carton received & stored as boxes.			
B2B Pallet Receiving fee - whole pallets	£20.00	£16.00	£22.00
Pallet fee is applicable only if pallet is to be received, stored and shipped out as a pallet. If the pallet is to be broken down / split for shipping out as boxes, then box receiving fees apply.			
Incoming fee per item	£0.26	£0.20	£0.30
Fee charged per item / product for incoming B2C fulfilment customers.			

Outgoing Fees

Box Prep Fee - Std - up to 20kg Vol weight	£3.90 per box	£3.20 per box	£4.10 per box
Consolidation and box prep for boxes up to 20kg volumetric weight (60x40x40cm or similar)			
Box Prep Fee - Lge >20kg Vol weight	£4.50 per box	£3.65 per box	£4.70 per box
Consolidation and box prep for boxes over 20kg volumetric weight (e.g. 70x50x50cm or similar)			
Pallet Prep Fee / New Pallet Build	£27.50 per pallet	£22.00 per pallet	£30.50 per pallet
Fee for building/preparing a new pallet. Includes Pallet, shrink wrapping, tape & labels applied.			
Transfer of items to EU Consolidation hub - Small items	£0.55	N/A	£0.55
Fee for transfer of small items to our consolidation hub in Germany from other EU hubs for low volume sellers. All your EU returns can then be consolidated and shipped from one location.			
Transfer of items to EU Consolidation hub - Medium item	£1.10	N/A	£1.10
Fee for transfer of medium sized items to our consolidation hub in Germany from other EU hubs for low volume sellers. All your EU returns can then be consolidated and shipped from one location.			
Transfer of items to EU Consolidation hub - Large Items	£1.55	N/A	£1.55
Fee for transfer of large sized items to our consolidation hub in Germany from other EU hubs for low volume sellers. All your EU returns can then be consolidated and shipped from one location.			
Fulfillment order / Shipping request fee	£1.60	£1.35	£1.80
Order fee charged per shipment request / order. The cost for each order / request will incur - Order fee + Pick fee + Shipping / Collection fee + packaging if new packaging is used.			
B2B / Whole Box Pick & Prep fee	£1.50	£1.30	£1.70
Box pick & prep fee charged per box / carton picked and labels applied. Each order / request will incur - Order fee + Box Pick fee + Shipping / Collection fee.			
B2B Pallet Pick & Prep - Whole pallets only	£9.00	£7.50	£10.00
Pallet Pick & Prep fees for whole / sealed pallets only with labels applied. Each order / request will incur - Order fee + Pallet Pick fee + Shipping / Collection fee.			

Pick & Pack Fee per Item	£0.60	£0.50	£0.65
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Fee charged for each item picked and packed in each order or shipping request.

Each order / request will incur an order fee + per item pick fee + any packaging used + shipping / collection fees.

Resell - Fulfillment Order Fee	£1.60	£1.35	£1.80
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For 2025 this was the Resell order fee including 1st item, amended for 2026 to be order fee only. Our Resell service is the pick, pack and ship of graded returns to your new customers.

Resell - Pick & Pack per item	£0.60	£0.50	£0.65
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Pick & Pack fee per item for Resell orders.

Resell service is the pick, pack and ship of graded returns to your new customers.

Default Packaging for Re sell orders	£0.40	£0.34	£0.45
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Includes small box / mailing bag / other material within price range. Other packaging used will be charged accordingly.

Other Fees

FBA storage fee per box up to 2kg per day	£0.04	£0.04	£0.04
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Storage fee per FBA box or package received, up to 2kg calculated and charged daily after 30 days. (First 30 days free storage)

FBA storage fee per box 2kg-5kg per day	£0.07	£0.07	£0.07
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Storage fee per FBA boxes or packages received, from 2kg to 5kg calculated and charged daily after 30 days. (First 30 days free storage)

FBA storage fee per box 5kg - 10kg per day	£0.09	£0.09	£0.09
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Storage fee per FBA boxes or packages received, from 5kg to 10kg calculated and charged daily after 30 days. (First 30 days free storage)

FBA storage fee per box 10kg+ per day	£0.10	£0.10	£0.10
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Storage fee per FBA boxes or packages received, 10kg + calculated and charged daily after 30 days. (First 30 days free storage)

FBA storage fee per Pallet per day	£0.90	£0.90	£0.90
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FBA storage fee per pallet, charged daily after day 1 from processing date.

Box Storage per week - XS	£0.28	£0.28	£0.28
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Box storage shown here is per week. Fees are calculated and charged daily.

Box storage per week - S	£0.56	£0.56	£0.56
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Box storage shown here is per week. Fees are calculated and charged daily.

Box storage per week - M	£0.63	£0.63	£0.63
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Box storage shown here is per week. Fees are calculated and charged daily.

Box storage per week - L	£0.70	£0.70	£0.70
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Box storage shown here is per week. Fees are calculated and charged daily.

Pallet storage per week	£7.00	£7.00	£7.00
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Pallet storage shown here is per week. Fees are calculated and charged daily.

Resell Item Storage fee daily - S	£0.02	£0.02	£0.02
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Storage fee for small resell items stored for more than 30 days, calculated per item per day.

Resell Item Storage fee daily - M	£0.03	£0.03	£0.03
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Storage fee for medium resell items stored for more than 30 days, calculated per item per day.

Resell Item Storage fee daily - L	£0.05	£0.05	£0.05
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Storage fee for large resell items stored for more than 30 days, calculated per item per day.

Insert Flyer / leaflet / brochure	£0.10	£0.10	£0.10
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Insert flyer / leaflet / brochure into an outgoing order package

Labeling / barcoding per item of new fulfillment stock	£0.40	£0.40	£0.40
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For printing and applying new labels to products that arrive as fulfillment stock that is not labelled. Note a minimum charge applies for requests with less than 15 labels.

Disposal - Category A per item	£0.55	£0.44	£0.60
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Our disposal fees are subject to approval and conditions regarding product type, size, and weight limitations.

Examples of Category A (small sized) products include jewellery, watches, phone cases, etc.

Disposal - Category B per item	£1.05	£0.80	£1.10
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Our disposal fees are subject to approval and conditions regarding product type, size, and weight limitations.

Examples of Category B (medium sized) products include t-shirts, fashion accessories, lightweight clothing, shoes, etc.

Disposal - Category C per item	£1.65	£1.30	£1.70
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Our disposal fees are subject to approval and conditions regarding product type, size, and weight limitations.

Examples of Category C (larger sized) products include bulky clothing, large boots, homewares, etc.

Late Penalty Charge - Per Box per month	£4.50	£4.50	£4.50
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Charge apply for delays in shipments caused by missing or delayed payment and/or customs information.

Late Penalty Charge - Per Pallet per month	£45.00	£45.00	£45.00
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Charge apply for delays in shipments caused by missing or delayed payment and/or customs information.

Oversized Item surcharge	£2.00	£1.60	£2.10
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Oversized Item surcharge applies to items received in customer returns packages over 1.20m and/or >5kg.

Labour charges for other work per hour	£35.20	£28.50	£42.00
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For other work performed as required and not normally covered by other fees, charged to the quarter hour.

Photo Request x 2 after processing	£1.85	£1.50	£2.00
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Fee for providing 2 photos of a returned item after processing.