

Delivery Rates

Size (cm/kg)	3 Hours Express	Specific Delivery Slot	Next Day Delivery	Same Day Delivery	2 Way Round Trip (Same Day)	1 Hour Rush
DOCUMENTS	\$ 14	\$ 18	\$ 9	\$ 11	\$ 23	\$ 21
<60 CM (H+L+W) & MAX 1KG	\$ 14	\$ 18	\$ 9	\$ 11	\$ 23	\$ 21
<80 CM (H+L+W) & MAX 5KG	\$ 16	\$ 20	\$ 10	\$ 12	\$ 25	\$ 23
<100 CM (H+L+W) & MAX 8KG	\$ 18	\$ 22	\$ 12	\$ 14	\$ 27	\$ 25
<120 CM (H+L+W) & MAX 10KG	\$ 20	\$ 24	\$ 15	\$ 17	\$ 31	\$ 27
<140 CM (H+L+W) & MAX 15KG	\$ 22	\$ 26	\$ 17	\$ 19	\$ 35	\$ 29
<160 CM (H+L+W) & MAX 20KG	\$ 25	\$ 29	\$ 20	\$ 22	\$ 40	\$ 32
<200 CM (H+L+W) & MAX 25KG	\$ 28	\$ 32	\$ 24	\$ 26	\$ 45	\$ 35
HALF VAN LOAD (MAX 50KG)	\$ 33	\$ 38	-	-	-	\$ 38
BULKY/HEAVY (1.7M VAN, MAX 350KG)	\$ 50	\$ 60	-	-	-	\$ 60
BULKY/HEAVY (2.4M VAN, MAX 500KG)	\$ 60	\$ 70	-	-	-	\$ 70
10FT LORRY (OPEN, MAX 700KG)	\$ 100	\$ 110	-	-	-	\$ 110
10FT LORRY (COVERED, MAX 700KG)	\$ 100	\$ 110	-	-	-	\$ 110
10FT LORRY (TAILGATE, MAX 700KG)	\$ 120	\$ 130	-	-	-	\$ 130
14FT LORRY (TAILGATE, MAX 900KG)	\$ 180	\$ 190	-	-	-	\$ 190
14FT LORRY (COVERED, MAX 900KG)	\$ 160	\$ 170	-	-	-	\$ 170

- **3-hours Express:** Pickup and Delivery will be completed in 3 hours.
- **1 Hour Rush:** Delivery will be completed in 1 hour.
- ***Specific Delivery Slot:** For time-sensitive deliveries that have to be delivered at a specific time or outside the Standard Operating hours of 9am - 10pm. Please note that agents may arrive 30 minutes before or after the specific time.
- **Same Day Delivery:** Pickup and delivery within 6 hours. For same day deliver to office locations (before 6pm), delivery has to be booked before 12noon.
- **Next Day Delivery:** Pick up today and to be delivered by the next day till 10pm. It could be delivered earlier on the day of pickup. Preferred timings could be indicated for 9am - 5pm, 5pm-10pm or 9am-10pm. For guaranteed delivery timing, please choose specific slot delivery.
- **2 Way Round Trip:** Pickup from Point A and then deliver to Point B, after that pickup from Point B and back to Point A on the same day.
- \$2 surcharge applies for each parcel delivered or pickup within Downtown, Orchard and CBD areas.
- \$10 entry fee is also required for pickup or delivery into Sentosa, Changi Airport, Changi Aviation Centre and Tuas South 637, 636 postal code
- \$4 surcharge applies for pickup or delivery to Tuas area, for postal codes starting with 627, 628, 629, 638, 639.
- \$15 surcharge applies for pickup or delivery to Changi Airline house area.
- \$2 distance surcharge applies for deliveries more than 18km from collection to delivery point.
- Agents are able to wait up to only 20mins, any additional waiting time may be charged at \$0.40 per min. Due to Covid19 situation manpower restriction, agents may have to wait longer for order collection without charge.
- Senders are responsible for selecting the right size, delivery fee top up and penalties are imposed for discrepancies. Item must be ready for collection during pick up slot.
- All contents have to be packed in a single sealed package. Senders are responsible for adequate packaging protection. Bottles have to be sealed at cap and fragile items labelled as fragile.
- Cancellations made after request have been accepted and if agent is on the way to pick up are subjected to 50% cancellation fee and cap. Pls refer to FAQ for details.
- Change in delivery location or wrong address would be charged as a new delivery.
- Returning of parcel back to you is charged at \$7 or 50% of the delivery size rate, whichever is higher. This is subjected to surcharges if any.
- Ewallet credits are valid for 12 months from the top up date. There is no refund of credits upon expiry
- For Corporate Accounts, there is a minimum requirement of 10 Deliveries a month. If un-met, there will be a \$10 admin charge per month applied.
- For van and lorry trips, if the item cannot be carry by a single person (one carton more than 25kg) or cartons are loose and require more than 20 minutes for loading, please add additional manpower at \$40 per person per trip.
- Equipment such as pallet jacks are at additional cost

For bulk deliveries and volume discounts, please feel free to contact us at sales@uparcel.sg.