



**ORANGE
CONNEX**

DE Fulfilment Business 2022 Price Guide

*The rate card is effective from 22 June 2022 (DE local time), and please note that all rates are exclusive of VAT and/or local taxes.

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Version Number	Date Modified	Effective Date	Updated Contents
DE20220124-01	24 January 2022	23 February 2022	DE Return Centre 2022 rate card updates
DE20220130-02	30 January 2022	29 March 2022	DE Fulfilment Centre 2022 rate card updates
DE20220303-03	3 March 2022	29 March 2022	Add Fulfilment Base Price+Additional Item Fee for High-value Products Service
DE20220428-04	28 April 2022	1 May 2022	Inventory Disposal Service Fee updates
DE20220610-05	10 June 2022	13 June 2022	Add Packing Material-Boxes
DE20220611-06	11 June 2022	22 June 2022	DE Domestic Standard Service rate card updates

【Fee Structure】 Fulfilment Centre Service

<p>Fulfilment Service Fees =Base Price+Optional Fulfilment Service Fees</p>	<p>The Fulfilment Base Price per order is calculated based on the actual weight of the outbound package, including the packing material.</p>
	<p>Optional Fulfilment Service Fees=Additional Item Fee+Outbound Packaging Fee+Oversize Handling Fee+Minimum Label Handling Fee+Lithium Battery Labelling Fee</p>
	<ul style="list-style-type: none"> Additional Item Fee: Fulfilment base price includes the first item, and each additional item fee is charged for more than 1 item in a package. The item number of bundle SKUs is counted as total pieces in the bundle, and the additional item fee is charged the same way as for non-bundle SKUs. <p>e.g.1: An order contains Bundle SKU C (SKU A*1+SKU B*2), the total additional items are counted as 2. e.g.2: An order contains Bundle SKU C (SKU A*1+SKU B*2) and SKU D*2, the total additional items are counted as 4.</p>
	<ul style="list-style-type: none"> Outbound Packaging Fee: If Orange Connex packaging service is applied, we will charge a packaging fee (including packaging and packing materials) based on your product size.
	<ul style="list-style-type: none"> Oversize Handling Fee: Certain oversized orders may have an added Oversize Handling Fee.
	<ul style="list-style-type: none"> Minimum Label Handling Fee: We will charge you an additional fee if the largest surface of a 'ship-in-own-packaging' item package is less than 15*10 cm.
	<ul style="list-style-type: none"> Lithium Battery Labelling Fee: For non-prepacked orders that include lithium batteries packed with equipment items or standalone lithium batteries, we will label the packages with lithium battery labels during the outbound process according to the local dangerous goods regulations.
<p>Storage Fees</p>	<p>The storage fee is charged for all items stored in our Fulfilment Centre based on a seller's inventory volume. Storage charges will start from the day of inventory putaway, and the outbound day is free of charge.</p>
	<p>Inventory items that have been in our Fulfilment Centres for more than 365 days will be charged a long-term storage fee instead of the regular storage fee.</p>
	<p>The minimum storage fee is €0.01 per SKU per day.</p>
<p>Additional Service Fees</p>	<p>Value-added Service Fees</p>
	<p>Floor-stacking Unloading Surcharge</p>
	<p>Inbound Irregularity Surcharge</p>

*Orange Connex Fulfilment Centres do not accept buyer returns. If the Return Service is needed, please open the service. Please note all returns must be sent to our independent Return Centre.

【Fee Structure】 Return Centre Service

Inbound Handling Fee	Orange Connex will charge you an inbound handling fee for each return package received. This fee is applied based on the return package actual weight.
Storage Fee	We offer 7 days of free storage, and you will be charged from the 8th day. The storage fee is calculated for all returns stored in our Return Centre based on the total volume of a seller's return packages per day, and the package outbound day is free of charge. e.g.: The return package arrived on 17 October 2021 and was put away on 18 October. The storage fee would only start to be charged from 25 October. The minimum package volume to charge is 0.01CBM.
Additional Service Fees	Return Shipping Label Fee
	Value-added Service Fees
	Outbound Fulfilment Fee

Contact Us

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Working Hours:

Monday to Friday: 9 am-6 pm

Saturday & Sunday & Public Holiday: Closed

Website: <https://www.orangeconnex.de>

Orange Connex Fulfilment Platform: <https://fulfillment.orangeconnex.com>

Fulfilment Service Summary:

- All DE fulfilment service fees are calculated based on the actual weight of an order package.
- DE Domestic Economy Service supports delivery to Packstation and P.O. Box/Postfach, DE Domestic Standard Service supports delivery to Packstation and Postfiliale. For more information, please refer to the Service Restrictions on our website.
- DE International Standard Service supports delivery from DE Fulfilment Centre to 26 Pan-European countries, including France, Italy, Spain and Belgium.
- Remote areas may require a longer delivery time. For more information, please refer to the Service Restrictions on our website.

*Please be reminded that the time shown in this price guide is the DE local time.

Service Restrictions		
	DE Domestic Economy Service	DE Domestic Standard Service
Estimated Delivery Timescale	1-3 Working Days	1-2 Working Days
Dimension Limits* (cm)	Length≤35.3, Width≤25, Height≤5	Length≤200 Length+2*(Width+Height) ≤360
Weight Limits (kg)	Actual Weight≤1	Actual Weight (Item without Battery)≤31.5 Actual Weight (Item with Battery)≤30
Shipping Lithium Batteries	All standalone lithium batteries are prohibited.	Allow shipping standalone lithium batteries.
	We can ship lithium batteries contained in equipment or packed with equipment. The power rating must be≤100Wh or lithium content≤2g (excluding shipping to Ireland).	
Cutoff Time	Monday to Friday 4 pm	
Last Mile Tracking	Available	Available
Last Mile Claims	Not available	Available

*Length=Longest Side, Width=Median Side, Height=Shortest Side

Service Restrictions		
	DE Domestic Freight Service*	DE International Standard Service*
Estimated Delivery Timescale	2-4 Working Days	5-8 Working Days
Dimension Limits* (cm)	Per Item including the size of the pallet: Length≤240, Width≤220, Height≤120	Length≤120, Width≤60, Height≤60 Length+2*(Width+Height) ≤300
Weight Limits (kg)	Per Item Weight≤100 Per Order Weight≤2,500	Actual weight≤30
Shipping Lithium Batteries	Allow shipping standalone lithium batteries.	All standalone lithium batteries are prohibited.
	We can ship lithium batteries contained in equipment or packed with equipment. The power rating must be≤100Wh or lithium content≤2g (excluding shipping to Ireland).	
Cutoff Time	Monday to Friday 4 pm	
Last Mile Tracking	Available	
Last Mile Claims	Available	

*Length=Longest Side, Width=Median Side, Height=Shortest Side

Fulfilment Service Summary



*DE Domestic Freight Service supports ship-in-own packaging only.

*Our DE International Service destination countries: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Spain, Finland, France, Greece, Croatia, Hungary, Republic of Ireland, Italy, Lithuania, Luxembourg, Latvia, Malta, Netherlands, Poland, Portugal, Romania, Sweden, Slovenia and Slovakia.

Rate Card Contents:

Fulfilment Base Price+Additional Item Fee*

Oversize Handling Fee

Outbound Packaging Fee

Minimum Label Handling Fee

Lithium Battery Labelling Fee

*You can opt for our High-value Product Service for the selected high-priced or top branded products, for instance. The service scope includes a dedicated storage area with full CCTV coverage, daily area lockout with limited access, etc. Please consult our Service Centre for detailed information regarding the High-value Product Service. If you choose to use this service, a 2% charge will be added to the Regular Fulfilment Base Price+Additional Item Fee, and the final settlement is subjected to the amount on the bill.

*Please refer to Frequently Asked Questions for examples of Fulfilment Service Fees calculation.

Economy Service Fulfilment Base Price+Additional Item Fee				
Estimated Delivery Timescale	Dimension and Weight Limits	Weight up to and Including (kg)	Standard Price	eBay Price
1-3 Working Days	0<L≤35.3 cm 0<W≤25 cm 0<H≤2 cm	0.5	€ 2.69	€ 2.49
	0<L≤35.3 cm 0<W≤25 cm 2<H≤5 cm		€ 3.09	€ 2.89
	0<L≤35.3 cm 0<W≤25 cm 0<H≤5 cm	1	€ 3.09	€ 2.89
	Additional Item		€ 0.24	

Standard Service Fulfilment Base Price+Additional Item Fee				
Dimension and Weight Limits	Estimated Delivery Timescale	Weight up to and Including (kg)	Standard Price	eBay Price
≤120*60*60 cm L+2*(W+H) ≤360 cm ≤31.5 kg (Without battery) ≤30 kg (With battery)	1-2 Working Days	0.5	€ 4.28	€ 3.78
		1	€ 4.47	€ 3.97
		2	€ 5.02	€ 4.52
		5	€ 5.78	€ 5.03
		10	€ 6.67	€ 5.92
		15	€ 8.88	€ 7.88
		20	€ 10.01	€ 9.01
		25	€ 14.87	€ 13.12
		31.5	€ 16.08	€ 14.33
Additional Item		€ 0.24		

Oversize Handling Fee				
Weight Limits (kg)	Girth Limits	Dimension Limits	Charging Method	Price
≤31.5 kg (Without battery) ≤30 kg (With battery)	L+2*(W+H)≤300 cm	120 < L ≤175 cm or W > 60 cm	Per Package	€ 3.85

≤31.5 kg (Without battery) ≤30 kg (With battery)	L+2*(W+H)≤300 cm	175 < L ≤ 200 cm W ≤ 80 cm H ≤ 60 cm	Per Package	€ 5.22
	300 < L+2*(W+H) ≤ 360 cm	120 < L ≤ 200 cm or W > 60 cm		€ 23.17

Freight Service Fulfilment Base Price+Additional Item Fee

Dimension and Weight Limits	Estimated Delivery Timescale	Weight up to and Including (kg)	Standard Price	eBay Price
Per Item including the size of the pallet: ≤240*220*120 cm Per Item ≤100 kg Per Order ≤2,500 kg Per Order ≤8 Pallets	2-4 Working Days	40	€ 100	€ 90
		60	€ 110	€ 95
		80	€ 115	€ 100
		100	€ 120	€ 105
		200	€ 145	€ 130
		250	€ 185	€ 165
		300	€ 210	€ 210
		350	€ 245	€ 220
		400	€ 270	€ 240
		450	€ 300	€ 270
		500	€ 325	€ 290
		600	€ 380	€ 340
		700	€ 435	€ 390
		800	€ 480	€ 430
		900	€ 535	€ 480
		1,000	€ 570	€ 510
		1,100	€ 610	€ 545
		1,200	€ 650	€ 585
		1,300	€ 695	€ 625
		1,400	€ 740	€ 665
		1,500	€ 770	€ 690
		1,600	€ 830	€ 745
		1,700	€ 870	€ 780
		1,800	€ 910	€ 815
		1,900	€ 945	€ 850
		2,000	€ 990	€ 890
2,100	€ 1,045	€ 940		
2,200	€ 1,085	€ 975		
2,300	€ 1,125	€ 1,010		
2,400	€ 1,170	€ 1,050		
2,500	€ 1,215	€ 1,090		
Additional Item		€ 1.10	€ 1.00	
Palletisation Fee		€ 22.00	€ 20.00	

Outbound Packaging Fee*		
Packaging Size Tiers	Criteria	Price
Small Product	Length ≤ 35 cm, and Volume ≤ 4,625 cm ³	€ 0.43
Medium Product	Length ≤ 45 cm, and Volume ≤ 40,848 cm ³	€ 0.54
Large Product	Length > 45 cm, or Volume > 40,848 cm ³	€ 1.52

* If Orange Connex packaging service is applied, we will charge a packaging fee (including packaging and packing materials) based on your product size.

*Packaging Size Tier is based on the length (longest side) and the volume of a product. If you are shipping multiple SKUs in the same package, the packaging size tier would be based on the longest side of all items and the summed volume of all products.

*DE Domestic Freight Service supports ship-in-own packaging only.

e.g.1: If a package contains 1 product, the dimension is 15*10*2 cm. As the product's length is 15 cm, and the volume is 300 cm³, the small product packaging would apply, and €0.43 of the outbound packaging fee is charged.

e.g.2: If a package contains 3 products, and the dimension of each product is respectively 15*10*8 cm, 50*20*20 cm, and 30*15*10 cm, the longest side would be counted as 50 cm, and the total volume would be 1,200+20,000+4,500=25,700 cm³. Thus, the large product packaging would apply, and €1.52 of the outbound packaging fee is charged.

*Please refer to the Appendix-Packing Material Reference List for our available packing materials.

[Appendix-Packing Material Reference List](#)

* The final settlement of the Oversize Handling Fee is subjected to the amount on the bill.

Minimum Label Handling Fee		
Applied Situation	Charging Method	Price
Ship-in-own-packaging item: The largest surface of the package < 15*10 cm	Per Label	€ 0.17

Lithium Battery Labelling Fee		
Applied Situation	Charging Method	Price
If you opt for packaging service, and the package includes lithium batteries packed with equipment or standalone lithium batteries	Per Label	€ 0.23

Rate Card Contents:

Fulfilment Base Price+Additional Item Fee*

Outbound Packaging Fee

Minimum Label Handling Fee

Lithium Battery Labelling Fee

*You can opt for our High-value Product Service for the selected high-priced or top branded products, for instance. The service scope includes a dedicated storage area with full CCTV coverage, daily area lockout with limited access, etc. Please consult our Service Centre for detailed information regarding the High-value Product Service. If you choose to use this service, a 2% charge will be added to the Regular Fulfilment Base Price+Additional Item Fee, and the final settlement is subjected to the amount on the bill.

*Please refer to Frequently Asked Questions for examples of Fulfilment Service Fees calculation.

[eBay Price] International Fulfilment Base Price+Additional Item Fee

Dimension and Weight Limits	Estimated Delivery Timescale	Weight up to and Including (kg)	Country								
			Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Spain	Finland
≤120*60*60 cm L+2*(W+H)≤ 300 cm	5-8 Working Days	1	€ 5.77	€ 6.51	€ 10.13	€ 27.19	€ 8.46	€ 6.21	€ 14.15	€ 7.43	€ 12.03
		2	€ 5.99	€ 6.84	€ 10.35	€ 27.30	€ 9.12	€ 6.21	€ 14.15	€ 8.24	€ 12.03
		3	€ 6.41	€ 8.75	€ 10.78	€ 27.77	€ 10.93	€ 6.49	€ 15.32	€ 10.03	€ 12.61
		4	€ 6.53	€ 8.87	€ 10.90	€ 27.89	€ 11.05	€ 6.61	€ 15.44	€ 10.15	€ 12.73
		5	€ 6.53	€ 8.87	€ 10.90	€ 27.89	€ 11.05	€ 6.61	€ 15.44	€ 10.15	€ 12.73
		6	€ 8.32	€ 11.86	€ 11.53	€ 28.58	€ 15.05	€ 7.16	€ 17.67	€ 12.61	€ 14.81
		7	€ 8.32	€ 11.86	€ 11.53	€ 28.58	€ 15.05	€ 7.16	€ 17.67	€ 12.61	€ 14.81
		8	€ 8.32	€ 11.86	€ 11.53	€ 28.58	€ 15.05	€ 7.16	€ 17.67	€ 12.61	€ 14.81
		9	€ 8.32	€ 11.86	€ 11.53	€ 28.58	€ 15.05	€ 7.16	€ 17.67	€ 12.61	€ 14.81
		10	€ 8.32	€ 11.86	€ 11.53	€ 28.58	€ 15.05	€ 7.16	€ 17.67	€ 12.61	€ 14.81
		11	€ 11.04	€ 17.76	€ 13.26	€ 30.32	€ 22.39	€ 8.44	€ 20.46	€ 19.40	€ 18.48
		12	€ 11.26	€ 17.98	€ 13.48	€ 30.54	€ 22.61	€ 8.66	€ 20.68	€ 19.62	€ 18.70
		13	€ 11.48	€ 18.20	€ 13.70	€ 30.76	€ 22.83	€ 8.88	€ 20.90	€ 19.84	€ 18.92
		14	€ 11.70	€ 18.42	€ 13.92	€ 30.98	€ 23.05	€ 9.10	€ 21.12	€ 20.05	€ 19.14
		15	€ 11.92	€ 18.64	€ 14.14	€ 31.20	€ 23.27	€ 9.32	€ 21.34	€ 20.27	€ 19.36
		16	€ 12.14	€ 18.86	€ 14.36	€ 31.42	€ 23.49	€ 11.05	€ 25.66	€ 20.49	€ 24.00
		17	€ 12.36	€ 19.08	€ 14.58	€ 31.64	€ 23.71	€ 11.27	€ 25.88	€ 20.71	€ 24.21
		18	€ 12.58	€ 19.30	€ 14.80	€ 31.86	€ 23.93	€ 11.49	€ 26.10	€ 20.93	€ 24.43
		19	€ 12.80	€ 19.52	€ 15.02	€ 32.07	€ 24.15	€ 11.71	€ 26.32	€ 21.15	€ 24.65
		20	€ 13.02	€ 19.74	€ 15.24	€ 32.29	€ 24.37	€ 11.93	€ 26.54	€ 21.37	€ 24.87
		21	€ 19.69	€ 27.94	€ 18.56	€ 34.52	€ 36.71	€ 12.14	€ 26.76	€ 31.05	€ 25.09
		22	€ 19.91	€ 28.16	€ 18.78	€ 34.74	€ 36.93	€ 12.36	€ 26.97	€ 31.27	€ 25.31
		23	€ 20.13	€ 28.38	€ 19.00	€ 34.96	€ 37.15	€ 12.58	€ 27.19	€ 31.49	€ 25.53
		24	€ 20.35	€ 28.59	€ 19.22	€ 35.18	€ 37.37	€ 12.80	€ 27.41	€ 31.71	€ 25.75
		25	€ 20.57	€ 28.81	€ 19.44	€ 35.40	€ 37.59	€ 16.13	€ 31.09	€ 31.93	€ 30.13
		26	€ 20.79	€ 29.03	€ 19.66	€ 35.62	€ 37.80	€ 16.35	€ 31.31	€ 32.15	€ 30.35
		27	€ 21.01	€ 29.25	€ 19.88	€ 35.84	€ 38.02	€ 16.57	€ 31.53	€ 32.37	€ 30.57
		28	€ 21.23	€ 29.47	€ 20.10	€ 36.06	€ 38.24	€ 16.79	€ 31.75	€ 32.59	€ 30.79
		29	€ 21.45	€ 29.69	€ 20.32	€ 36.28	€ 38.46	€ 17.01	€ 31.97	€ 32.81	€ 31.00
		30	€ 21.67	€ 29.91	€ 20.54	€ 36.50	€ 38.68	€ 17.23	€ 32.19	€ 33.03	€ 31.22
		Additional Item	€ 0.22								

[eBay Price] International Fulfilment Base Price+Additional Item Fee

Dimension and Weight Limits	Estimated Delivery Timescale	Weight up to and Including (kg)	Country								
			France	Greece	Croatia	Hungary	Republic of Ireland	Italy	Lithuania	Luxembourg	Latvia
≤120*60*60 cm L+2* (W+H)≤ 300 cm	5-8 Working Days	1	€ 6.51	€ 27.19	€ 10.13	€ 8.46	€ 18.02	€ 7.43	€ 14.15	€ 6.51	€ 14.15
		2	€ 6.84	€ 27.30	€ 10.35	€ 9.12	€ 18.02	€ 8.24	€ 14.15	€ 6.84	€ 14.15
		3	€ 8.75	€ 27.77	€ 10.78	€ 10.93	€ 18.76	€ 10.03	€ 15.32	€ 8.75	€ 15.32
		4	€ 8.87	€ 27.89	€ 10.90	€ 11.05	€ 18.88	€ 10.15	€ 15.44	€ 8.87	€ 15.44
		5	€ 8.87	€ 27.89	€ 10.90	€ 11.05	€ 18.88	€ 10.15	€ 15.44	€ 8.87	€ 15.44
		6	€ 11.86	€ 28.58	€ 11.53	€ 15.05	€ 21.69	€ 12.61	€ 17.67	€ 11.86	€ 17.67
		7	€ 11.86	€ 28.58	€ 11.53	€ 15.05	€ 21.69	€ 12.61	€ 17.67	€ 11.86	€ 17.67
		8	€ 11.86	€ 28.58	€ 11.53	€ 15.05	€ 21.69	€ 12.61	€ 17.67	€ 11.86	€ 17.67
		9	€ 11.86	€ 28.58	€ 11.53	€ 15.05	€ 21.69	€ 12.61	€ 17.67	€ 11.86	€ 17.67
		10	€ 11.86	€ 28.58	€ 11.53	€ 15.05	€ 21.69	€ 12.61	€ 17.67	€ 11.86	€ 17.67
		11	€ 17.76	€ 30.32	€ 13.26	€ 22.39	€ 24.67	€ 19.40	€ 20.46	€ 17.76	€ 20.46
		12	€ 17.98	€ 30.54	€ 13.48	€ 22.61	€ 24.89	€ 19.62	€ 20.68	€ 17.98	€ 20.68
		13	€ 18.20	€ 30.76	€ 13.70	€ 22.83	€ 25.11	€ 19.84	€ 20.90	€ 18.20	€ 20.90
		14	€ 18.42	€ 30.98	€ 13.92	€ 23.05	€ 25.33	€ 20.05	€ 21.12	€ 18.42	€ 21.12
		15	€ 18.64	€ 31.20	€ 14.14	€ 23.27	€ 25.55	€ 20.27	€ 21.34	€ 18.64	€ 21.34
		16	€ 18.86	€ 31.42	€ 14.36	€ 23.49	€ 29.74	€ 20.49	€ 25.66	€ 18.86	€ 25.66
		17	€ 19.08	€ 31.64	€ 14.58	€ 23.71	€ 29.96	€ 20.71	€ 25.88	€ 19.08	€ 25.88
		18	€ 19.30	€ 31.86	€ 14.80	€ 23.93	€ 30.18	€ 20.93	€ 26.10	€ 19.30	€ 26.10
		19	€ 19.52	€ 32.07	€ 15.02	€ 24.15	€ 30.40	€ 21.15	€ 26.32	€ 19.52	€ 26.32
		20	€ 19.74	€ 32.29	€ 15.24	€ 24.37	€ 30.62	€ 21.37	€ 26.54	€ 19.74	€ 26.54
		21	€ 27.94	€ 34.52	€ 18.56	€ 36.71	€ 30.84	€ 31.05	€ 26.76	€ 27.94	€ 26.76
		22	€ 28.16	€ 34.74	€ 18.78	€ 36.93	€ 31.06	€ 31.27	€ 26.97	€ 28.16	€ 26.97
		23	€ 28.38	€ 34.96	€ 19.00	€ 37.15	€ 31.28	€ 31.49	€ 27.19	€ 28.38	€ 27.19
		24	€ 28.59	€ 35.18	€ 19.22	€ 37.37	€ 31.50	€ 31.71	€ 27.41	€ 28.59	€ 27.41
		25	€ 28.81	€ 35.40	€ 19.44	€ 37.59	€ 35.69	€ 31.93	€ 31.09	€ 28.81	€ 31.09
		26	€ 29.03	€ 35.62	€ 19.66	€ 37.80	€ 35.91	€ 32.15	€ 31.31	€ 29.03	€ 31.31
		27	€ 29.25	€ 35.84	€ 19.88	€ 38.02	€ 36.13	€ 32.37	€ 31.53	€ 29.25	€ 31.53
		28	€ 29.47	€ 36.06	€ 20.10	€ 38.24	€ 36.35	€ 32.59	€ 31.75	€ 29.47	€ 31.75
		29	€ 29.69	€ 36.28	€ 20.32	€ 38.46	€ 36.57	€ 32.81	€ 31.97	€ 29.69	€ 31.97
		30	€ 29.91	€ 36.50	€ 20.54	€ 38.68	€ 36.79	€ 33.03	€ 32.19	€ 29.91	€ 32.19
		Additional Item	€ 0.22								

[eBay Price] International Fulfilment Base Price+Additional Item Fee

Dimension and Weight Limits	Estimated Delivery Timescale	Weight up to and Including (kg)	Country							
			Malta	Netherlands	Poland	Portugal	Romania	Sweden	Slovenia	Slovakia
≤120*60*60 cm L+2*(W+H)≤ 300 cm	5-8 Working Days	1	€ 27.19	€ 6.51	€ 6.78	€ 8.46	€ 10.13	€ 11.54	€ 8.46	€ 8.46
		2	€ 27.30	€ 6.84	€ 6.78	€ 9.12	€ 10.35	€ 11.54	€ 9.12	€ 9.12
		3	€ 27.77	€ 8.75	€ 7.21	€ 10.93	€ 10.78	€ 12.16	€ 10.93	€ 10.93
		4	€ 27.89	€ 8.87	€ 7.33	€ 11.05	€ 10.90	€ 12.28	€ 11.05	€ 11.05
		5	€ 27.89	€ 8.87	€ 7.33	€ 11.05	€ 10.90	€ 12.28	€ 11.05	€ 11.05
		6	€ 28.58	€ 11.86	€ 8.69	€ 15.05	€ 11.53	€ 14.08	€ 15.05	€ 15.05
		7	€ 28.58	€ 11.86	€ 8.69	€ 15.05	€ 11.53	€ 14.08	€ 15.05	€ 15.05
		8	€ 28.58	€ 11.86	€ 8.69	€ 15.05	€ 11.53	€ 14.08	€ 15.05	€ 15.05
		9	€ 28.58	€ 11.86	€ 8.69	€ 15.05	€ 11.53	€ 14.08	€ 15.05	€ 15.05
		10	€ 28.58	€ 11.86	€ 8.69	€ 15.05	€ 11.53	€ 14.08	€ 15.05	€ 15.05
		11	€ 30.32	€ 17.76	€ 10.48	€ 22.39	€ 13.26	€ 15.95	€ 22.39	€ 22.39
		12	€ 30.54	€ 17.98	€ 10.70	€ 22.61	€ 13.48	€ 16.17	€ 22.61	€ 22.61
		13	€ 30.76	€ 18.20	€ 10.92	€ 22.83	€ 13.70	€ 16.39	€ 22.83	€ 22.83
		14	€ 30.98	€ 18.42	€ 11.14	€ 23.05	€ 13.92	€ 16.61	€ 23.05	€ 23.05
		15	€ 31.20	€ 18.64	€ 11.36	€ 23.27	€ 14.14	€ 16.83	€ 23.27	€ 23.27
		16	€ 31.42	€ 18.86	€ 13.54	€ 23.49	€ 14.36	€ 22.55	€ 23.49	€ 23.49
		17	€ 31.64	€ 19.08	€ 13.76	€ 23.71	€ 14.58	€ 22.77	€ 23.71	€ 23.71
		18	€ 31.86	€ 19.30	€ 13.98	€ 23.93	€ 14.80	€ 22.99	€ 23.93	€ 23.93
		19	€ 32.07	€ 19.52	€ 14.20	€ 24.15	€ 15.02	€ 23.21	€ 24.15	€ 24.15
		20	€ 32.29	€ 19.74	€ 14.42	€ 24.37	€ 15.24	€ 23.43	€ 24.37	€ 24.37
		21	€ 34.52	€ 27.94	€ 14.64	€ 36.71	€ 18.56	€ 23.65	€ 36.71	€ 36.71
		22	€ 34.74	€ 28.16	€ 14.86	€ 36.93	€ 18.78	€ 23.87	€ 36.93	€ 36.93
		23	€ 34.96	€ 28.38	€ 15.08	€ 37.15	€ 19.00	€ 24.09	€ 37.15	€ 37.15
		24	€ 35.18	€ 28.59	€ 15.30	€ 37.37	€ 19.22	€ 24.31	€ 37.37	€ 37.37
		25	€ 35.40	€ 28.81	€ 17.84	€ 37.59	€ 19.44	€ 28.22	€ 37.59	€ 37.59
		26	€ 35.62	€ 29.03	€ 18.06	€ 37.80	€ 19.66	€ 28.44	€ 37.80	€ 37.80
		27	€ 35.84	€ 29.25	€ 18.28	€ 38.02	€ 19.88	€ 28.66	€ 38.02	€ 38.02
		28	€ 36.06	€ 29.47	€ 18.50	€ 38.24	€ 20.10	€ 28.88	€ 38.24	€ 38.24
		29	€ 36.28	€ 29.69	€ 18.72	€ 38.46	€ 20.32	€ 29.10	€ 38.46	€ 38.46
		30	€ 36.50	€ 29.91	€ 18.94	€ 38.68	€ 20.54	€ 29.32	€ 38.68	€ 38.68
		Additional Item	€ 0.22							

[Standard Price] International Fulfilment Base Price+Additional Item Fee

Dimension and Weight Limits	Estimated Delivery Timescale	Weight up to and Including (kg)	Country								
			Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Spain	Finland
≤120*60*60 cm L+2*(W+H)≤ 300 cm	5-8 Working Days	1	€ 6.41	€ 7.23	€ 11.26	€ 30.21	€ 9.40	€ 6.90	€ 15.72	€ 8.26	€ 13.37
		2	€ 6.66	€ 7.60	€ 11.50	€ 30.33	€ 10.13	€ 6.90	€ 15.72	€ 9.16	€ 13.37
		3	€ 7.12	€ 9.72	€ 11.98	€ 30.85	€ 12.15	€ 7.21	€ 17.02	€ 11.15	€ 14.01
		4	€ 7.26	€ 9.85	€ 12.11	€ 30.99	€ 12.28	€ 7.34	€ 17.16	€ 11.28	€ 14.14
		5	€ 7.26	€ 9.85	€ 12.11	€ 30.99	€ 12.28	€ 7.34	€ 17.16	€ 11.28	€ 14.14
		6	€ 9.24	€ 13.17	€ 12.81	€ 31.76	€ 16.72	€ 7.96	€ 19.63	€ 14.01	€ 16.46
		7	€ 9.24	€ 13.17	€ 12.81	€ 31.76	€ 16.72	€ 7.96	€ 19.63	€ 14.01	€ 16.46
		8	€ 9.24	€ 13.17	€ 12.81	€ 31.76	€ 16.72	€ 7.96	€ 19.63	€ 14.01	€ 16.46
		9	€ 9.24	€ 13.17	€ 12.81	€ 31.76	€ 16.72	€ 7.96	€ 19.63	€ 14.01	€ 16.46
		10	€ 9.24	€ 13.17	€ 12.81	€ 31.76	€ 16.72	€ 7.96	€ 19.63	€ 14.01	€ 16.46
		11	€ 12.27	€ 19.73	€ 14.73	€ 33.68	€ 24.88	€ 9.38	€ 22.73	€ 21.55	€ 20.53
		12	€ 12.51	€ 19.98	€ 14.98	€ 33.93	€ 25.12	€ 9.62	€ 22.98	€ 21.79	€ 20.78
		13	€ 12.76	€ 20.22	€ 15.22	€ 34.17	€ 25.37	€ 9.87	€ 23.22	€ 22.04	€ 21.02
		14	€ 13.00	€ 20.46	€ 15.46	€ 34.42	€ 25.61	€ 10.11	€ 23.47	€ 22.28	€ 21.27
		15	€ 13.24	€ 20.71	€ 15.71	€ 34.66	€ 25.85	€ 10.36	€ 23.71	€ 22.52	€ 21.51
		16	€ 13.49	€ 20.95	€ 15.95	€ 34.90	€ 26.10	€ 12.28	€ 28.51	€ 22.77	€ 26.67
		17	€ 13.73	€ 21.20	€ 16.20	€ 35.15	€ 26.34	€ 12.52	€ 28.76	€ 23.01	€ 26.90
		18	€ 13.98	€ 21.44	€ 16.44	€ 35.39	€ 26.59	€ 12.77	€ 29.00	€ 23.26	€ 27.14
		19	€ 14.22	€ 21.68	€ 16.68	€ 35.63	€ 26.83	€ 13.01	€ 29.24	€ 23.50	€ 27.39
		20	€ 14.46	€ 21.93	€ 16.93	€ 35.88	€ 27.07	€ 13.26	€ 29.49	€ 23.74	€ 27.63
		21	€ 21.88	€ 31.04	€ 20.62	€ 38.35	€ 40.78	€ 13.49	€ 29.73	€ 34.50	€ 27.88
		22	€ 22.12	€ 31.28	€ 20.87	€ 38.60	€ 41.03	€ 13.73	€ 29.97	€ 34.74	€ 28.12
		23	€ 22.37	€ 31.53	€ 21.11	€ 38.84	€ 41.27	€ 13.98	€ 30.21	€ 34.99	€ 28.37
		24	€ 22.61	€ 31.77	€ 21.35	€ 39.09	€ 41.51	€ 14.22	€ 30.46	€ 35.23	€ 28.61
		25	€ 22.85	€ 32.01	€ 21.60	€ 39.33	€ 41.76	€ 17.92	€ 34.54	€ 35.48	€ 33.48
		26	€ 23.10	€ 32.26	€ 21.84	€ 39.57	€ 42.00	€ 18.17	€ 34.79	€ 35.72	€ 33.72
		27	€ 23.34	€ 32.50	€ 22.09	€ 39.82	€ 42.24	€ 18.41	€ 35.03	€ 35.96	€ 33.97
		28	€ 23.59	€ 32.74	€ 22.33	€ 40.06	€ 42.49	€ 18.66	€ 35.28	€ 36.21	€ 34.21
		29	€ 23.83	€ 32.99	€ 22.57	€ 40.31	€ 42.73	€ 18.90	€ 35.52	€ 36.45	€ 34.44
		30	€ 24.07	€ 33.23	€ 22.82	€ 40.55	€ 42.98	€ 19.14	€ 35.77	€ 36.70	€ 34.69
		Additional Item	€ 0.24								

[Standard Price] International Fulfilment Base Price+Additional Item Fee

Dimension and Weight Limits	Estimated Delivery Timescale	Weight up to and Including (kg)	Country								
			France	Greece	Croatia	Hungary	Republic of Ireland	Italy	Lithuania	Luxembourg	Latvia
≤120*60*60 cm L+2*(W+H)≤ 300 cm	5-8 Working Days	1	€ 7.23	€ 30.21	€ 11.26	€ 9.40	€ 20.02	€ 8.26	€ 15.72	€ 7.23	€ 15.72
		2	€ 7.60	€ 30.33	€ 11.50	€ 10.13	€ 20.02	€ 9.16	€ 15.72	€ 7.60	€ 15.72
		3	€ 9.72	€ 30.85	€ 11.98	€ 12.15	€ 20.84	€ 11.15	€ 17.02	€ 9.72	€ 17.02
		4	€ 9.85	€ 30.99	€ 12.11	€ 12.28	€ 20.98	€ 11.28	€ 17.16	€ 9.85	€ 17.16
		5	€ 9.85	€ 30.99	€ 12.11	€ 12.28	€ 20.98	€ 11.28	€ 17.16	€ 9.85	€ 17.16
		6	€ 13.17	€ 31.76	€ 12.81	€ 16.72	€ 24.10	€ 14.01	€ 19.63	€ 13.17	€ 19.63
		7	€ 13.17	€ 31.76	€ 12.81	€ 16.72	€ 24.10	€ 14.01	€ 19.63	€ 13.17	€ 19.63
		8	€ 13.17	€ 31.76	€ 12.81	€ 16.72	€ 24.10	€ 14.01	€ 19.63	€ 13.17	€ 19.63
		9	€ 13.17	€ 31.76	€ 12.81	€ 16.72	€ 24.10	€ 14.01	€ 19.63	€ 13.17	€ 19.63
		10	€ 13.17	€ 31.76	€ 12.81	€ 16.72	€ 24.10	€ 14.01	€ 19.63	€ 13.17	€ 19.63
		11	€ 19.73	€ 33.68	€ 14.73	€ 24.88	€ 27.41	€ 21.55	€ 22.73	€ 19.73	€ 22.73
		12	€ 19.98	€ 33.93	€ 14.98	€ 25.12	€ 27.66	€ 21.79	€ 22.98	€ 19.98	€ 22.98
		13	€ 20.22	€ 34.17	€ 15.22	€ 25.37	€ 27.90	€ 22.04	€ 23.22	€ 20.22	€ 23.22
		14	€ 20.46	€ 34.42	€ 15.46	€ 25.61	€ 28.14	€ 22.28	€ 23.47	€ 20.46	€ 23.47
		15	€ 20.71	€ 34.66	€ 15.71	€ 25.85	€ 28.39	€ 22.52	€ 23.71	€ 20.71	€ 23.71
		16	€ 20.95	€ 34.90	€ 15.95	€ 26.10	€ 33.04	€ 22.77	€ 28.51	€ 20.95	€ 28.51
		17	€ 21.20	€ 35.15	€ 16.20	€ 26.34	€ 33.29	€ 23.01	€ 28.76	€ 21.20	€ 28.76
		18	€ 21.44	€ 35.39	€ 16.44	€ 26.59	€ 33.53	€ 23.26	€ 29.00	€ 21.44	€ 29.00
		19	€ 21.68	€ 35.63	€ 16.68	€ 26.83	€ 33.78	€ 23.50	€ 29.24	€ 21.68	€ 29.24
		20	€ 21.93	€ 35.88	€ 16.93	€ 27.07	€ 34.02	€ 23.74	€ 29.49	€ 21.93	€ 29.49
		21	€ 31.04	€ 38.35	€ 20.62	€ 40.78	€ 34.27	€ 34.50	€ 29.73	€ 31.04	€ 29.73
		22	€ 31.28	€ 38.60	€ 20.87	€ 41.03	€ 34.51	€ 34.74	€ 29.97	€ 31.28	€ 29.97
		23	€ 31.53	€ 38.84	€ 21.11	€ 41.27	€ 34.76	€ 34.99	€ 30.21	€ 31.53	€ 30.21
		24	€ 31.77	€ 39.09	€ 21.35	€ 41.51	€ 35.00	€ 35.23	€ 30.46	€ 31.77	€ 30.46
		25	€ 32.01	€ 39.33	€ 21.60	€ 41.76	€ 39.66	€ 35.48	€ 34.54	€ 32.01	€ 34.54
		26	€ 32.26	€ 39.57	€ 21.84	€ 42.00	€ 39.90	€ 35.72	€ 34.79	€ 32.26	€ 34.79
		27	€ 32.50	€ 39.82	€ 22.09	€ 42.24	€ 40.14	€ 35.96	€ 35.03	€ 32.50	€ 35.03
		28	€ 32.74	€ 40.06	€ 22.33	€ 42.49	€ 40.39	€ 36.21	€ 35.28	€ 32.74	€ 35.28
		29	€ 32.99	€ 40.31	€ 22.57	€ 42.73	€ 40.63	€ 36.45	€ 35.52	€ 32.99	€ 35.52
		30	€ 33.23	€ 40.55	€ 22.82	€ 42.98	€ 40.88	€ 36.70	€ 35.77	€ 33.23	€ 35.77
		Additional Item	€ 0.24								

[Standard Price] International Fulfilment Base Price+Additional Item Fee

Dimension and Weight Limits	Estimated Delivery Timescale	Weight up to and Including (kg)	Country							
			Malta	Netherlands	Poland	Portugal	Romania	Sweden	Slovenia	Slovakia
≤120*60*60 cm L+2*(W+H)≤300 cm	5-8 Working Days	1	€ 30.21	€ 7.23	€ 7.53	€ 9.40	€ 11.26	€ 12.82	€ 9.40	€ 9.40
		2	€ 30.33	€ 7.60	€ 7.53	€ 10.13	€ 11.50	€ 12.82	€ 10.13	€ 10.13
		3	€ 30.85	€ 9.72	€ 8.01	€ 12.15	€ 11.98	€ 13.51	€ 12.15	€ 12.15
		4	€ 30.99	€ 9.85	€ 8.14	€ 12.28	€ 12.11	€ 13.64	€ 12.28	€ 12.28
		5	€ 30.99	€ 9.85	€ 8.14	€ 12.28	€ 12.11	€ 13.64	€ 12.28	€ 12.28
		6	€ 31.76	€ 13.17	€ 9.66	€ 16.72	€ 12.81	€ 15.64	€ 16.72	€ 16.72
		7	€ 31.76	€ 13.17	€ 9.66	€ 16.72	€ 12.81	€ 15.64	€ 16.72	€ 16.72
		8	€ 31.76	€ 13.17	€ 9.66	€ 16.72	€ 12.81	€ 15.64	€ 16.72	€ 16.72
		9	€ 31.76	€ 13.17	€ 9.66	€ 16.72	€ 12.81	€ 15.64	€ 16.72	€ 16.72
		10	€ 31.76	€ 13.17	€ 9.66	€ 16.72	€ 12.81	€ 15.64	€ 16.72	€ 16.72
		11	€ 33.68	€ 19.73	€ 11.64	€ 24.88	€ 14.73	€ 17.72	€ 24.88	€ 24.88
		12	€ 33.93	€ 19.98	€ 11.89	€ 25.12	€ 14.98	€ 17.97	€ 25.12	€ 25.12
		13	€ 34.17	€ 20.22	€ 12.13	€ 25.37	€ 15.22	€ 18.21	€ 25.37	€ 25.37
		14	€ 34.42	€ 20.46	€ 12.38	€ 25.61	€ 15.46	€ 18.46	€ 25.61	€ 25.61
		15	€ 34.66	€ 20.71	€ 12.62	€ 25.85	€ 15.71	€ 18.70	€ 25.85	€ 25.85
		16	€ 34.90	€ 20.95	€ 15.04	€ 26.10	€ 15.95	€ 25.06	€ 26.10	€ 26.10
		17	€ 35.15	€ 21.20	€ 15.29	€ 26.34	€ 16.20	€ 25.30	€ 26.34	€ 26.34
		18	€ 35.39	€ 21.44	€ 15.53	€ 26.59	€ 16.44	€ 25.54	€ 26.59	€ 26.59
		19	€ 35.63	€ 21.68	€ 15.78	€ 26.83	€ 16.68	€ 25.79	€ 26.83	€ 26.83
		20	€ 35.88	€ 21.93	€ 16.02	€ 27.07	€ 16.93	€ 26.03	€ 27.07	€ 27.07
		21	€ 38.35	€ 31.04	€ 16.27	€ 40.78	€ 20.62	€ 26.28	€ 40.78	€ 40.78
		22	€ 38.60	€ 31.28	€ 16.51	€ 41.03	€ 20.87	€ 26.52	€ 41.03	€ 41.03
		23	€ 38.84	€ 31.53	€ 16.76	€ 41.27	€ 21.11	€ 26.77	€ 41.27	€ 41.27
		24	€ 39.09	€ 31.77	€ 17.00	€ 41.51	€ 21.35	€ 27.01	€ 41.51	€ 41.51
		25	€ 39.33	€ 32.01	€ 19.82	€ 41.76	€ 21.60	€ 31.36	€ 41.76	€ 41.76
		26	€ 39.57	€ 32.26	€ 20.07	€ 42.00	€ 21.84	€ 31.60	€ 42.00	€ 42.00
		27	€ 39.82	€ 32.50	€ 20.31	€ 42.24	€ 22.09	€ 31.84	€ 42.24	€ 42.24
		28	€ 40.06	€ 32.74	€ 20.56	€ 42.49	€ 22.33	€ 32.09	€ 42.49	€ 42.49
		29	€ 40.31	€ 32.99	€ 20.80	€ 42.73	€ 22.57	€ 32.33	€ 42.73	€ 42.73
		30	€ 40.55	€ 33.23	€ 21.04	€ 42.98	€ 22.82	€ 32.58	€ 42.98	€ 42.98
		Additional Item	€ 0.24							

Outbound Packaging Fee*

Packaging Size Tiers	Criteria	Price
Small Product	Length≤35 cm, and Volume≤4,625 cm ³	€ 0.43
Medium Product	Length≤45 cm, and Volume≤40,848 cm ³	€ 0.54
Large Product	Length>45 cm, or Volume>40,848 cm ³	€ 1.52

* If Orange Connex packaging service is applied, we will charge a packaging fee (including packaging and packing materials) based on your product size.

*Packaging Size Tier is based on the length (longest side) and the volume of a product. If you are shipping multiple SKUs in the same package, the packaging size tier would be based on the longest side of all items and the summed volume of all products.

e.g.1: If a package contains 1 product, the dimension is 15*10*2 cm. As the product's length is 15 cm, and the volume is 300 cm³, the small product packaging would apply, and €0.43 of the outbound packaging fee is charged.

e.g.2: If a package contains 3 products, and the dimension of each product is respectively 15*10*8 cm, 50*20*20 cm, and 30*15*10 cm, the longest side would be counted as 50 cm, and the total volume would be 1,200+20,000+4,500=25,700 cm³. Thus, the large product packaging would apply, and €1.52 of the outbound packaging fee is charged.

*Please refer to the Appendix-Packing Material Reference List for our available packing materials.

[Appendix-Packing Material Reference List](#)

Minimum Label Handling Fee

Applied Situation	Charging	Price
Ship-in-own-packaging item: The largest surface of the package < 15*10 cm	Per Label	€ 0.17

Lithium Battery Labelling Fee

Applied Situation	Charging	Price
If you opt for packaging service, and the package includes lithium batteries packed with equipment or standalone lithium batteries	Per Label	€ 0.23

Storage Fees						
Service		Charging Method	Q1	Q2	Q3	Q4
Normal Products	Storage Fee	m ³ /Day	€ 0.55	€ 0.55	€ 0.55	€ 0.55
	Long-term Storage Fee (Inventory Age>365 days)	m ³ /Day	€ 3.50			
High-value Products*	Storage Fee	m ³ /Day	€ 0.82	€ 0.59	€ 0.59	€ 0.82
	Long-term Storage Fee (Inventory Age>365 days)	m ³ /Day	€ 4.00			

*You can opt for our High-value Product Service for the selected high-priced or top branded products, for instance. The service scope includes a dedicated storage area with full CCTV coverage, daily area lockout with limited access, etc. Please consult our Service Centre for detailed information regarding the High-value Product Service.

*The final settlement of the High-value Products Storage Fee is subjected to the amount on the bill.

Value-added Service Fees		
Service	Charging Method	Price
Labelling & Relabelling Fee	Per Label	€ 0.23
Photograph	Per Photo	€ 0.26
Product Packaging Fee*	Small Product	€ 0.43
	Medium Product	€ 0.54
	Large Product	€ 1.52
Batch Outbound*	Handling Fee	Per Piece
	Palletisation Fee	Per Pallet
Inventory Counting*	Per Piece	€ 0.27
Inventory Disposal Service	Handling Fee*	Per Piece
	Inventory Disposal Fee	Per kg

*Product Packaging Fee: Sellers could apply for packaging service for items that have arrived at the Fulfilment Centre but have not yet been put away or items that have been recorded as inventory. Packaging size tiers are listed below:

- Small Product Packaging: Length≤35 cm, and Volume≤4,625 cm³
- Medium Product Packaging: Length≤45 cm, and Volume≤40,848 cm³
- Large Product Packaging: Length>45 cm, or Volume>40,848 cm³

*Batch Outbound:

- If loose items need the packaging service, a packaging fee will be charged by us. The charging standard is the same as the product outbound packaging fee.
- If needed, Orange Connex could provide palletisation service for batch outbound upon seller's request.

*The final settlement of the Batch Outbound (Handling Fee and Palletisation Fee), the Inventory Counting Fee and Inventory Disposal Handling Fee is subjected to the amount on the bill.

*Inventory Counting: If you request the inventory counting and stocktaking report of appointed SKUs, please contact our Service Centre.

Floor-stacking Unloading Surcharge*

Container Size*	Charging Method	Price	Charging Standard
20GP	Per Container	€ 220	When floor-stacked ship >5 m ³ or >50 cartons
40GP	Per Container	€ 410	When floor-stacked ship >8 m ³ or >60 cartons
40/45HQ	Per Container	€ 460	

*We highly recommend that you palletise your inbound shipments, otherwise a floor-stacking unloading surcharge will be applied. The same surcharge rules apply to floor-stacking unloading of both truck shipments and freight containers.

*The final settlement of the Floor-stacking Unloading Surcharge is subjected to the amount on the bill.

Inbound Irregularity Surcharge*

Service	Charging Method	Price	Charging Standard
No ASN*	Per ASN	€ 150.00	Non-express shipments arrive at the Fulfilment Centre on a date that does not match the appointment date.
Missed ASN*	Per ASN	€ 30.00	Non-express shipments arrive at the Fulfilment Centre on the date that does not match appointment date.
Exceptional Carton Label	Per Carton	€ 1.50	Exceptional carton label includes no Orange Connex carton labels, unscannable labels, incorrect carton information, etc.
SKUs Mixture*	Per SKU	€ 2.00	A carton contains more than 5 SKUs, and we will charge you by the quantity of the SKUs exceeding 5.
SKU Discrepancy	Per SKU	€ 5.00	SKUs are excluded from the inbound order SKU list, including off-list items and unregistered SKUs, and we will charge you by the quantity of the wrong SKUs.
Mixed Inbound Orders in One Truck/Freight Container	Per Order	€ 5.00	If there are more than 10 inbound orders in one truck or freight container, we will charge you by the exceeded inbound order quantity.

*The final settlement of Inbound Irregularity Surcharge is subjected to the amount on the bill.

*Example:

No ASN:

e.g.1: A seller has not made an ASN appointment for Inbound Order A, but the shipments arrived on 23 January at the Orange Connex Fulfilment Centre.

e.g.2: The ASN appointment time of Inbound Order B was initially scheduled on 23 January at 10 am, and the seller cancelled it on 20 January and did not make any inbound appointments afterwards. However, the shipments arrived on 25 January at the Orange Connex Fulfilment Centre.

Missed ASN:

e.g.1: The ASN appointment time of Inbound Order C was scheduled on 23 January at 10 am, but Orange Connex Fulfilment Centre received the shipments on 22 January.

e.g.2: The ASN appointment time of Inbound Order D was scheduled on 23 January at 10 am, and the shipments did not arrive on time. The Orange Connex Fulfilment Platform cancelled this ASN appointment on 24 January at 12 am. The seller rescheduled the appointment time to 10 am on 26 January, but the shipments arrived at the Orange Connex Fulfilment Centre on 25 January.

e.g.3: The ASN appointment time of Inbound Order E was scheduled on 23 January at 10 am, and the shipments did not arrive on time. As a result, the Orange Connex Fulfilment Platform cancelled this appointment on 24 January at 12 am. The seller did not make any inbound appointments afterwards. However, the shipments arrived at the Orange Connex Fulfilment Centre on 26 January.

*The ASN appointment time of Inbound Order F was scheduled on 23 January at 4 pm, but the shipments arrived at the Orange Connex Fulfilment Centre on 23 January at 10 am. This situation does not count as missed ASN, so we will not charge you any additional fee.

SKUs Mixture:

e.g.: Inbound Order G has 3 cartons. Carton one contains 8 SKUs, exceeding the SKU limit by 3, so the SKUs Mixture Fee for carton one would be $2 \times 3 = \text{€}6$. Carton two contains 4 SKUs, fewer than the SKU limit, so no SKUs Mixture Fee would occur. Carton three contains 6 SKUs, exceeding the SKU limit by 1, so the SKUs Mixture Fee for carton three would be $2 \times 1 = \text{€}2$. Thus, the total SKUs Mixture Fee for Inbound Order G would be $6 + 2 = \text{€}8$.

Rate Card Instruction:

All service fees in the Return Centre are calculated from an order package perspective.

The label on a return package must show the exclusive identification code (6-digit) requested by the Orange Connex, or the package would not be regarded as an Orange Connex return.

Return Service Type:

- RMA (Return Merchandise Authorisation) indicates that the sellers provide us with tracking information for their return orders, and the buyers send the return packages to our Return Centre.
- Non-RMA means that the buyers return their packages directly to the Return Centre without notifying the sellers.

You shall provide the tracking information of the return package in our Fulfilment Platform, or the Return Centre can be regarded the package as a Non-RMA order.

We currently do not accept FBA returns and returns from countries where Return Centres are not located.

Inbound Handling Fee

Dimension and Weight Limits	Weight up to and Including (kg)	Return Service Type	
		RMA	Non-RMA
≤120*60*60 cm L+2* (W+H)≤360 ≤31.5 kg	10	€ 1.40	€ 2.30
	20	€ 2.80	€ 4.60
	30	€ 4.60	€ 6.90

Storage Fee

Charging Method	0-7 days	8-30 days	31-90 days	Over 90 days
Package/m ³ /Day	Free	€ 0.50	€ 1.80	€ 50.00

Return Shipping Label Fee*

Dimension and Weight Limits	Weight up to and Including (kg)	Charging Method	Price
≤120*60*60 cm L+2* (W+H)≤360 ≤31.5 kg	1	Per Package	€ 5.30
	2		€ 5.50
	3		€ 5.70
	4		€ 5.90
	5		€ 6.10
	10		€ 7.30
	20		€ 8.30
	31.5		€ 8.80

*Return label service is optional.

Value-added Service Fees

Service	Charging Method	Weight up to and Including (kg)		
		10	20	30
Photograph	Per Photo	€ 1.40	€ 2.80	€ 3.70
Re-packing	Per Package	€ 2.80	€ 4.60	€ 7.30
Disposal	Per Package	€ 0.50	€ 2.30	€ 6.40
Mobile Phone/Tablet PC Testing	Per Piece	€ 4.60	€ 4.60	€ 4.60
Parcel Split	Per Package	€ 1.10	€ 1.90	€ 3.20

Outbound Fulfilment Fee

Dimension and Weight Limits	Weight up to and Including (kg)	Charging Method	Price
≤120*60*60 cm L+2* (W+H)≤360 ≤31.5 kg	1	Per Package	€ 6.00
	2		€ 6.30
	3		€ 6.40
	4		€ 6.60
	5		€ 6.80
	10		€ 8.00
	20		€ 9.90
	31.5		€ 11.80

[Fulfilment Centre Service]

Q1: How is Storage Fee calculated?

Storage Fee will be calculated on each calendar day and the calculation method is:
Rate (€ per m³ per calendar day) * Total Volume of Stock (m³).

e.g.1: Normal Product Item A Dimension=60*60*30 cm. Item A has been put away on 1 April 2022 with quantity 300 and shipped on 2 April 2022 with quantity 50, and no further transactions since then.

Storage Fee for 1 April 2022=€0.55*(0.6*0.6*0.3*300) m³=€17.82

Storage Fee for 2 April 2022=€0.55*(0.6*0.6*0.3*(300-50)) m³=€14.85

-----Inventory remains no change-----

Storage Fee for 1 April 2023=€3.50*(0.6*0.6*0.3*(300-50)) m³=€94.50 (Long Term Storage Fee applies on stock aging more than 365 days)

e.g.2: Normal Product Item B Dimension=10*5*2 cm. Item B has been put away on 1 April 2022 with quantity 5.

Storage Fee for 1 April 2022=€0.55*(0.1*0.05*0.02*5) m³=€0.000275 < €0.01(minimum charge), thus the actual Storage Fee=€0.01.

Q2: How is Storage Fee displayed on billing statement?

A: If item was put away on Day 1, then the storage fee on the billing statement will be calculated and displayed from Day 1 till the day before the billing day.

Q3: If Orange Connex packaging service is applied, how is Packaging Fee calculated?

e.g.1: If a package contains 1 product, the dimension is 15*10*2 cm. As the product's length is 15 cm, and the volume is 300 cm³, according to the packaging size criteria (Length≤35 cm, and Volume≤4,625 cm³), the small product packaging would apply, and €0.43 of Outbound Packaging Fee (including the packing material) is charged.

e.g.2: If a package contains 3 products, and the dimension of each product is respectively 15*10*8 cm, 50*20*20 cm and 30*15*10 cm, the longest side would be counted as 50 cm, and the total volume would be 1,200+20,000+4,500=25,700 cm³. According to the packaging size criteria (Length>45 cm, or Volume>40,848 cm³), the large product packaging would apply, and €1.52 of Outbound Packaging Fee (including the packing material) is charged.

Q4: How are Fulfilment Service Fees calculated?

e.g.1: Single item order with ship-in-own packaging, Order Actual Weight=0.3 kg, Item Package Dimension=15*10*3 cm, the seller selected DE Domestic Economy Service.

eBay Rate: Order Actual Weight=0.3 kg. The Fulfilment service fee of this order=Base Price=€2.89.

Standard Rate: Order Actual Weight=0.3 kg. The Fulfilment service fee of this order=Base Price=€3.09.

e.g.2: Single item order without ship-in-own packaging, Item Dimension=12*9*4 cm, Item Weight=3 kg, Package Dimension=15*10*5 cm, Package Weight=0.1 kg. The item includes lithium batteries packed with equipment, and the seller selected DE Domestic Standard Service.

eBay Rate: Order Actual Weight=3+0.1=3.1 kg, Packaging Size=Small Product. The fulfilment service fee of this order=Base

Price+Outbound Packaging Fee+Lithium Battery Labelling Fee=5.03+0.43+0.23= €5.69.

Standard Rate: Order Actual Weight=3+0.1=3.1 kg, Packaging Size=Small Product. The fulfilment service fee of this order=Base Price+Outbound Packaging Fee+Lithium Battery Labelling Fee=5.78+0.43+0.23= €6.44.

e.g.3: Multiple SKUs in one order without ship-in-own packaging. Product A*1 (10 kg, 10*10*5 cm), Product B*2 (1 kg, 12*12*12 cm). Package Dimension=50*50*50 cm, Package Weight=0.5 kg. The seller selected DE International Standard Service shipping to France.

eBay Rate: Order Actual Weight=(10+1*2)+0.5=12.5 kg, 3 SKUs in the order, Additional Item Fee=0.22*2=€0.44, Packaging Size=Large Product. The fulfilment service fee of this order=Base Price+Additional Item Fee+Outbound Packaging Fee=18.20+0.44+1.52= €20.16.

Standard Rate: Order Actual Weight=(10+1*2)+0.5=12.5 kg, 3 SKUs in order, Additional Item Fee=0.24*2= €0.48, Packaging Size=Large Product. The fulfilment service fee of this order=Base Price+Additional Item Fee+Outbound Packaging Fee=20.22+0.48+1.52= €22.22.

Q5: My product size is 27*13*5 cm, and I need Orange Connex to provide outbound packaging service. However, I failed to select DE Domestic Economy as the shipping service.

A: You need to take both product size and outbound package size into account. The DE Domestic Economy Service's height limit needs to be less than 5 cm, and the item's height has already reached 5 cm. Therefore, the DE Domestic Economy Service was unavailable.

Q6: Single item order with ship-in-own packaging, item size is 19*5*5 cm. However, I failed to select DE Domestic Economy as the shipping service.

A: The largest surface of this package is 19*5 cm and smaller than the minimum label size requirement (15*10 cm). Labels can warp if placed on edges, making them unreadable to machines, so we need to wrap your item with appropriate packaging material. The overall height for both product and packaging has already exceeded the maximum service height. Therefore, the DE Domestic Economy Letter Service was unavailable.

Q7: Which products are prohibited by the Orange Connex Fulfilment Centre?

A: Please refer to our Seller Manual or consult our Service Centre for detailed information regarding restricted and prohibited items.

Q8: What are the tax implications of international selling?

A: If you sell goods in any EU country, it's likely you may be required to register for Value Added Tax (VAT) in each country you sell in. It's the responsibility of each seller to ensure they are VAT compliant, and you should seek professional advice if you are unsure of your obligations.

[Return Centre Service]

Q1: Does the Orange Connex Return Centre only accept returns from buyers who shipped from the Fulfilment Centre?

A: Our Return Centre can process the eBay sellers' returns, including those not shipped from the Orange Connex Fulfilment Centre. Please refer to our Seller Manual or consult our Service Centre to ensure your returns meet our receiving standards.

Q2: Can I use a non-Orange Connex return shipping label to send a package to your Return Centre?

A: You can use our return shipping label service or purchase one directly from a carrier. Please provide your return package tracking information in our Fulfilment Platform if you are not purchasing a shipping label from us.

Q3: How should I check the condition of the returned item?

A: The Return Centre should complete the receiving process within 24 hours (excluding Non-working Days). Our Return Centre associates will upload the photos for you to check the item conditions, and you can process buyer return requests and manage refunds on eBay. We also offer various value-added services, and you can opt for the services you need to handle the returns.

Country	Two-letter Abbreviation
Belgium	BE
Spain	ES
France	FR
Greece	GR
Hungary	HU
Republic of Ireland	IE
Italy	IT
Netherlands	NL
Portugal	PT
Austria	AT
Bulgaria	BG
Cyprus	CY
Czech Republic	CZ
Estonia	EE
Croatia	HR
Lithuania	LT
Luxembourg	LU
Latvia	LV
Malta	MT
Poland	PL
Romania	RO
Slovenia	SI
Denmark	DK
Finland	FI
Sweden	SE
Slovakia	SK

Note:

The following Packing Material information is for kind reference, subject to the actual packing condition by Fulfilment Centre.

【Boxes】

No.	Internal Dimension (cm)			Weight (g)
	L	W	H	
1	20.0	14.6	3.6	60
2	32.4	24.3	4.5	137
3	21.4	21.4	10.1	124
4	25.0	25.0	20.0	180
5	24.8	24.8	20.5	169
6	35.7	33.5	10.9	274
7	45.4	42.4	13.8	434
8	36.3	34.1	33.0	400
9	109.8	19.4	20.6	250
10	56.2	49.2	22.9	915
11	59.0	39.0	38.0	1114
12	79.0	46.0	39.0	1500
13	99.0	59.0	56.0	2519
14	119.0	59.0	58.0	2881

【Bubble Bags】

No.	Internal Dimension (cm)			Weight (g)
	L	W	H	
1	17.0	12.0	4.5	8
2	18.5	13.0	4.5	8
3	29.0	17.0	4.5	22
4	30.0	18.5	4.5	20