

Orange Connex UK Fulfilment for eBay Sellers Rate Card 2023

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Orange Connex reserves all rights to charge for value added services and inbound exceptional surcharges. For details of surcharges, service limitations as well as general terms and conditions, please refer to the [full version of rate card for 2023](#).

**The rate card is effective from 18 February 2023 (UK local time), and please note that all rates are exclusive of VAT and/or local taxes.*

Orange Connex UK Fulfilment for eBay Sellers Rate Card 2023

At Orange Connex we believe in creating an exemplary experience for our customers that consistently adds value to their business. Focusing on your needs, we aim to provide uncomplicated, efficient, reliable and cost-effective fulfilment solutions for you in a spirit of honest and open collaboration.

Orange Connex offers a technology driven end- to-end supply chain management solution which, coupled with our extensive resources and know-how, will give you increased flexibility to handle growing order volume seamlessly. As part of our commitment to quality management, we are always looking for new ways to improve what we do and delight our customers.

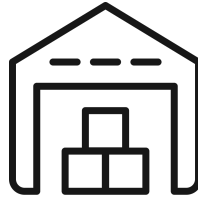
*If you prefer, you can use our [rate calculator](#) to estimate your fees!

Calculating service fees



Inbound service fee

Receiving and stocking, based on item weight.



Storage service fee

Charged per cubic metre per day.



Fulfilment service fee

A flat fee per order, based on the outbound shipping weight. If an outbound order contains more than 1 item, additional per piece rate will apply.

Inbound Service Fees & Other Fulfilment Surcharges

Inbound Handling Fee		
Weight up to and Including (kg)	Base Price	Additional Weight*
0.5	£0.26/PC	/
1	£0.31/PC	/
3	£0.38/PC	/
5	£0.62/PC	/
10	£0.97/PC	/
15	£1.37/PC	/
20	£1.78/PC	/
>20	£1.78/PC	£0.12/KG

*Additional weight fee: If the weight of the SKU exceeds 20 kg, additional weight fee would be applied for weight exceeding 20 kg. e.g. 5 SKUs with each weight at 30 kg means the inbound handling fee would be $5 \times (\£1.78 + \£0.12 \times 10) = \£14.90$

Inbound Service Surcharge*			
Service	Charging Method	Price	
Floor-stacking Unloading Surcharge	Loose Cartons	Per m ³	£9.40
	Pallets	Per m ³	£0.60

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

Storage fee

Storage Fees						
Service	Charging Standard	Charging Method	Price			
			Q1	Q2	Q3	Q4
Storage Fee	Day 0-Day 30	m ³ /Day	£0.20	£0.20	£0.20	£0.41
	Day 31-Day 60		£0.50	£0.50	£0.50	£0.71
	Day 61-Day 90		£0.70	£0.70	£0.70	£0.91
	Day 91-Day 120		£0.90	£0.90	£0.90	£1.11
	Day 121-Day 180		£1.50	£1.50	£1.50	£1.71
	Day 181-Day 365		£2.00	£2.00	£2.00	£2.21
	Above 365 days		£3.50	£3.50	£3.50	£3.71

Fulfilment - UK Domestic Service

UK Domestic Standard Letter Service				
Service	Estimated Delivery Timescale	Weight up to and Including (kg)	Standard Price	eBay Price
UK Domestic Economy Letter Service ≤35.3*25*2.5 cm ≤0.75 kg	2-3 Working Days	0.10	£1.83	£1.66
		0.25	£1.85	£1.68
		0.50	£1.89	£1.71
		0.75	£1.91	£1.73
		Additional Item	£0.56	£0.51
UK Domestic Standard Letter Service ≤35.3*25*2.5 cm ≤0.75 kg	1-2 Working Days	0.10	£2.24	£2.03
		0.25	£2.26	£2.05
		0.50	£2.28	£2.07
		0.75	£2.30	£2.09
		Additional Item	£0.56	£0.51

UK Domestic Standard Service					
Estimated Delivery Timescale	Dimension Limits	Weight up to and Including (kg)	Standard Price	eBay Price	
2 Working Days	$L \leq 120$ cm $L + 2*(W+H) \leq 225$ cm	2	£3.29	£2.99	
		5	£4.02	£3.65	
		10	£4.26	£3.87	
		12	£4.72	£4.29	
		15	£4.86	£4.41	
		20	£9.71	£8.82	
		25	£10.93	£9.93	
		30	£12.14	£11.03	
		$120 < L \leq 180$ cm or $225 < L + 2*(W+H) \leq 420$ cm	2	£9.71	£8.82
	5		£9.71	£8.82	
	10		£9.71	£8.82	
	12		£9.71	£8.82	
	15		£9.71	£8.82	
	20		£9.71	£8.82	
	25		£10.93	£9.93	
	30		£12.14	£11.03	
	Additional Item			£0.56	£0.51

UK Domestic Express Service					
Estimated Delivery Timescale	Dimension Limits	Weight up to and Including (kg)	Standard Price	eBay Price	
1 Working Day	$L \leq 120$ cm $L + 2*(W+H) \leq 225$ cm	2	£4.31	£3.91	
		5	£5.16	£4.69	
		10	£5.31	£4.82	
		12	£6.12	£5.56	
		15	£6.30	£5.72	
		20	£12.38	£11.25	
		25	£13.89	£12.62	
		30	£15.14	£13.76	
		$120 < L \leq 180$ cm or $225 < L + 2*(W+H) \leq 420$ cm	2	£12.38	£11.25
	5		£12.38	£11.25	
	10		£12.38	£11.25	
	12		£12.38	£11.25	
	15		£12.38	£11.25	
	20		£12.38	£11.25	
	25		£13.89	£12.62	
	30		£15.14	£13.76	
	Additional Item			£0.56	£0.51

Fulfilment - UK Domestic Service

Domestic Freight Service and Packaging

Freight Service Fulfilment Base Price*						
Estimated Delivery Timescale	Dimension and Weight Limits	Billable Weight up to and Including* (kg)	eBay Price			
			ZoneA	ZoneB	ZoneC	ZoneD
2-8 Working Days	L≤300 cm W≤160 cm H≤150 cm Actual Weight≤150 kg	20	£17	£21	£36	£49
		25	£20	£23	£39	£56
		30	£23	£26	£41	£62
		35	£25	£29	£44	£68
		40	£28	£34	£47	£75
		45	£32	£36	£49	£81
		50	£35	£39	£53	£87

*The billable weight is the greater of the actual weight or the volumetric weight. Volumetric Weight (kg) = L*W*H cm/5000 for ZoneA&B, L*W*H cm/3000 for ZoneC&D.

*Refer to the [excel sheet](#) to check on all zones.

*To check weight which is up to 150kg, check out the [full original rate card](#).

Freight Service Surcharges*			
Service	Applied Situation	Charging Method	Price
Remote Area Surcharge	Apply to all packages delivered to Isle of Wight (PO30-41).	Per Package	£15
London Congestion Fee	Apply to all packages delivered to London addresses with postcodes starting with EC, E1-E18, E20, N1-N22, NW1-NW11, SW1-SW20, SE1-SE28, WC, W1-W14.	Per Package	£2
Re-delivery Fee*	Only one time for free delivery. If the package cannot be delivered due to the recipient's reasons, the fee will occur per each attempt thereafter if required.	Per Consignment Per Attempt	Fulfilment Service Fees*50%

*The final settlement of Re-delivery Fee is subjected to the amount on the bill.

Outbound Packaging Fee*		
Packaging Size Tiers	Criteria	Price
Type A	Length≤33 cm, and Volume≤1,357 cm ³	£0.48
Type B	Length≤35 cm, and Volume≤13,036 cm ³	£0.98
Type C	Length≤45 cm, and Volume≤40,848 cm ³	£1.49
Type D	Length≤60 cm, and Volume≤87,438 cm ³	£2.21
Type E	Length>60 cm, or Volume>87,438 cm ³	£3.49
Stretch Wrap	/	£3.27

*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.

Special Handling Fees

Handling Fee	Applied Situation	Charging Method	Price	eBay Price
Minimum Label Handling Fee	Ship-in-own-packaging item: The largest surface of the package < 15*10 cm	Per Label	£0.20	N/A
Lithium Battery Labelling Fee	If you opt for packaging service, and the package includes lithium batteries packed with equipment or standalone lithium batteries	Per Label	£0.33	N/A
Oversize Handling Fee*	If a shipment's actual weight is below 150 kg, but the volumetric weight exceeds 150 kg, the package will be charged every 10 kg or part thereof.	Additional Charge per Package per 10 kg	£4.50	£4.00

e.g.1: When the billable weight of a package is 158kg, it is overweight by 8kg (158-150 = 8kg), but less than 10kg. Therefore, you will be charged an oversize handling fee of £4.50 (Standard Price), £4.00 (eBay Price).

e.g.2: When the billable weight of a package is 165kg, it is overweight by 15kg (165-150 = 15kg), which is more than 10kg but less than 20kg (10 kg*2=20 kg). Therefore, you will be charged an oversize handling fee of £4.50*2 = £9.00 (Standard Price), £4.00*2 = £8.00 (eBay Price).



Contact us

We hope this price guide has been useful, but should you need any further help or advice, please contact our Help Centre via:

Customer Service Tel:

+44 808 189 0571

eBay fulfillment by Orange Connex United Kingdom (orangeconnex.co.uk)

E-mail

UK.Fulfilment@orangeconnex.com

Working Hours

Monday - Friday 08:00 - 17:30

Saturday 08:00 - 16:30



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