

Logistics Know How

These are important delivery matters that can be a little complicated so we have done our best to demystify them in this easy guide to:

- How to calculate volumetric weight
- Hazardous and prohibited goods, and their delivery restrictions
- Claims and insurance

Calculating Volumetric Weight

Volumetric weight is a figure that considers the volume of a package rather than simply the dead weight. In plain English speak – an enormous box of feathers may not weigh much but because of the space it takes up in the vans, our carriers have to impose a volumetric charge. Below is a guide to show you how to calculate...

For all UK and International despatches, where the price is based on the weight of the parcel or consignment, our network partners calculate the volumetric weight of packages based upon their dimensions to determine the price you pay.

You can calculate the volumetric weight of your parcel by using the following:

Calculation

Multiply the length x height x width of your parcel in centimetres.

Divide the answer by 4500

The result is the volumetric weight. This figure should be compared with the actual weight in kilogrammes. Whichever is the greater figure will be used to calculate your consignment price.

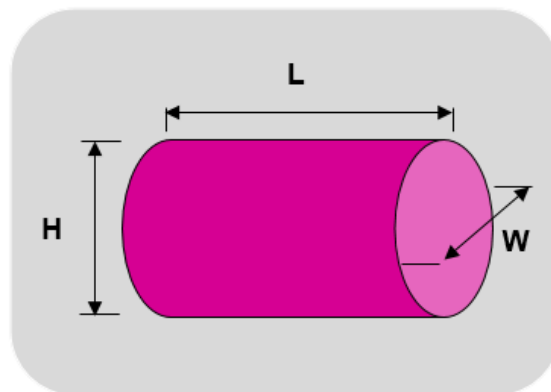
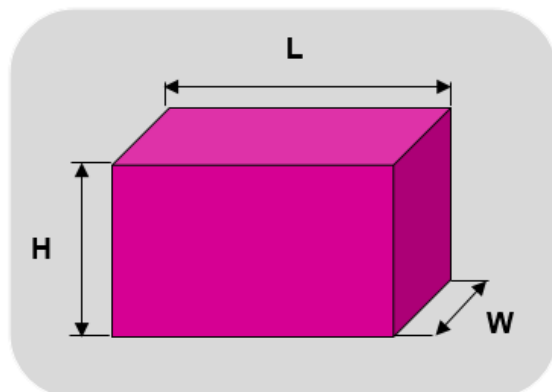
Please note that you need to round all weights up to the next half kilogram for international express parcels and up to the next kilo for all economy and domestic shipments.

Example

Assume the actual weight of your package is 18kgs, and the dimensions are 60cm x 55cms x 80cms.

60cm x 55cm x 80cm = 59kgs

4500



The volumetric weight is therefore 59kgs, which is greater of the actual weight of 18kgs, and so the volumetric weight would be used in calculating the price to be charged.

Please note that, if your package is irregularly shaped, the volumetric weight is calculated based on the dimensions of the smallest cubic shape the package will fit into.

Multiple parcel consignments

If you are sending more than one package in your consignment, simply calculate the volumetric weight of each package as outlined, then use the greater of the volumetric or actual weight for each package in order to get the total weight for pricing.

Example

	Actual Weight	Volumetric
Package 1	18	59
Package 2	10	5
Package 3	8	10

The actual consignment weight is 36kgs

The chargeable weight is 79kgs

The importance of volumising

It is important that packages are volumised by you and entered as these weights directly alter the carrier utilised.

Failure to do so can result in you being charged far more than expected, and the carriers can and will apply surcharges for under declared goods.

despatchlab has been designed to ensure your packages are routed via the most cost effective means possible. This ensures that there are no nasty surcharges to contend with at a later date.

If in doubt – shout and we'll run you through it.

General Prohibitions and Restrictions

To comply with strict transport regulations and in line with other parcel delivery companies, Diamond Logistics does not carry any goods classified as dangerous in the latest edition of the International Civil Aviation Organisation's Technical Instructions.

Diamond Logistics also prohibits other materials and products that may be hazardous to our staff and operation. Please note that the examples quoted are not exhaustive lists. There may be other specific items not listed in the terms of conditions which certain destinations will not accept, and some items are prohibited from being sent on services.

We also list some goods which are not covered by our inclusive compensation and detail some occasions where the delivery speed guarantee does not apply. Please remember that this section provides a guide and should be read in conjunction with the Diamond Logistics Term and Conditions of Carriage – [which can be found HERE](#).

Restricted goods

We can carry the following items for you, but with conditions applied, either by us or the destination authorities. The restrictions fall within the areas below. For further information please contact your local service centre.

Alcoholic beverages

Alcoholic content should not be greater than 70%. Alcohol that will result in excise duty may not be exported using Express air services internationally.

Clients sending alcohol on economy international services should note that most destinations only accept items sent between licensed senders and recipients. Quantity and value limitations differ by destination country. Please contact the relevant Customs authority for more information.

Batteries

Dry batteries (for example AA or AAA batteries in good condition and in their original sealed retail packaging may be despatched. All batteries in laptops, cameras, mobile phones and similar electronic goods must be secured within the device and packaged securely.

Biological Substance (Category B)

All Infectious Substances assigned to Category B must be posted in packaging that complies with Packing Instructions 650. The total sample volume/mass in any package shall not exceed 50ml/g. Infectious Substances assigned to Category B are only permitted for destinations within the United Kingdom.

Christmas Crackers

May only be despatched in complete made-up form and in their retail packaging, except if posting using BFPO services.

All crackers should have their bangers removed prior to despatch.

Financial documents

None of the following can be sent on any Worldwide export service. They can only be sent on a UK service; however, these items are excluded from compensation.

Money: bankers drafts, current bank notes, currency notes or coins, postal orders, cheques or dividend warrants; bearer securities including share warrants, scrips, or subscription certificates, bonds or relative coupons, unfranked postage stamps, or revenue stamps, (except a revenue stamp embossed or impressed on an instrument which has been executed); coupons, vouchers, tokens, lottery tickets, scratch cards or similar items which can be exchanged themselves or with any other item for money, goods or services; national insurance stamps; all tickets, including travel and events. Out of circulation coins (not made of Silver or Gold) are classed as Collectables.

Prohibited goods

As well as the Dangerous goods defined as those goods which meet the criteria of one or more of the nine UN hazard classes and therefore are Prohibited goods, the following other classifications of Prohibited goods also apply. We cannot carry these items and therefore these items are also not covered by our compensation.

In the event of Diamond Logistics having to return an item to the sender due to contravention of customs regulations for Prohibited items, the charges will not be refunded, and a return charge may apply.

They include:

- Arms and ammunition
- Counterfeit currency
- Drugs and certain substances – some exclusions apply please refer to terms and conditions for further information.
- Filth - Foul or disgusting material is prohibited
- Human and animal remains (including ashes) are prohibited via our overnight/international services
- Illegal Lottery tickets
- Indecent, obscene, or offensive communications, prints, photographs, books or other articles, and packets bearing grossly offensive, indecent or obscene words, marks or designs are prohibited. Any such items discovered in transit will be stopped and handed to HM Revenue & Customs or the police, who may take legal action against the sender and/or recipient.
- Infectious substances - Infectious Substances assigned to Category A are prohibited
- Items that are wet, leaking or emit an odour of any kind
- Miscellaneous manufactured articles
- Frozen food including foodstuffs and perishable food articles and beverages requiring refrigeration or other environmental control.
- Live animals or insects
- Perishables not otherwise listed
- Wet ice (frozen water)
- Plus, any other items that are outside of the standard Terms and Conditions

When things go wrong – Insurance, Compensation and Refunds

Compensation and refunds

Even with the most advanced systems, the unexpected can happen, which is why we provide extra ways to secure your peace of mind.

Inclusive compensation

Every time you use one of our express services, it comes with inclusive compensation cover for loss or damage of up to £100 per consignment. Some of our services have different levels – please refer to your rate agreement for further information on UK and international services.

Enhanced compensation*

For your added protection, you can also take out enhanced cover for loss or damage (please note that this is not an insurance policy). It's the ideal complement to our inclusive compensation. Goods must be brand new and in manufacturers or original packaging to qualify. Please refer to your rate proposal for details or contact your local service centre.

Making a claim

If you ever need to make a claim, we've made the process quick and easy:

- Complete and submit this form, together with a copy of your despatch documentation and proof of the value of goods despatched, within the time specified in our Conditions of Carriage, which does vary by product.
- Claims which overstate the value of the contents will be rejected. No payment towards the value of the contents will be made, although any relevant refunds for delay can be settled.
- No claim will be accepted for items strapped together.
- When claiming for damage, please ensure the damaged goods and packaging are kept in the condition they were in at delivery in case inspection is needed. Make sure to keep the package at the delivery address, and do not return to sender. Where a damage inspection is needed for perishable goods, please take, and keep a photograph of the item and the internal and external packaging at the time of arrival for inspection.
- Please refer to our Conditions of Carriage for full details of liability for delay, loss or damage, which can be found online at [Terms](#)

Items sent overseas

Claims for compensation for loss or damage will not be accepted where the goods shipped are prohibited by the country of destination. For some international destinations, there is no compensation payable for any service. The countries to which this restriction applies can vary so please refer to your account manager for details.

Goods Excluded from Compensation

Please be aware that the following goods are excluded from compensation. Please note this list is not definitive and may be changed from time to time

Fragile items

- Perishable foodstuffs and articles
- Money
- Valuable
- Antiques (objects over 100 years old).
- Articles made largely or wholly of gold, silver or other precious metals.
- Collectables - items which have appreciated in value either due to their scarcity or due to their being out of production are not excluded from cover, but any compensation payable for loss of, or damage to, any collectable shall be limited to the actual price paid for the item.
- Diamonds and other precious stones.
- Fur (except imitation).
- Jewellery (except imitation).
- Sim cards
- Watches

Other

Any items or commodity that by its inherent nature is particularly susceptible to damage, or the market value of which is particularly variable or difficult are also excluded from compensation cover.

The following items are goods excluded from compensation when using international services, in addition to the items listed above.

- Artwork – including any work created or developed by the application of skill, taste or creative talent for sale, display or collection. This includes without limitation items such as paintings, drawings, vases, tapestries, limited edition prints, fine art, statues, sculptures, collector's items, customised or personalised musical instruments or similar items.
- Film – or photographic images, including photographic negatives, photographic chromes and photographic slides.

If in doubt get in touch at info@diamondlogistics.co.uk