



# Service Guide

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# 1. Our Service

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Amazon Shipping offers a fast, affordable shipping service with delivery you can count on to your end customers. This includes arranging pickup and delivery up to 7 days a week in eligible locations across mainland United Kingdom.

Once on-boarded, Shippers can purchase shipping labels through their [Seller Central](#) or Amazon Shipping accounts, or through authorized integrators, package these Shipments and present them for pick-up at a pre-scheduled time. See [Section 2](#) of this guide for details on appropriate packaging and labelling.

This Service Guide is intended to provide an overview of both the service offered, the requirements for shipping with us, and a description of our applicable surcharges and handling charges. Shippers who utilize the Amazon Shipping service must adhere to the [Amazon Shipping Terms and Conditions](#), the [Amazon Shipping Policies](#) (the T&Cs and Policies, collectively, the “Agreement”), and this Shipping Guide.

Your failure to adhere to the Agreement or this Shipping Guide may result in Amazon Shipping: 1) imposing Handling Charges; 2) rejecting vehicles and/or Shipments or refusing pickup; 3) returning or disposing of Shipments; 4) denying claims; 5) pausing or suspending access to your account; and/or 5) terminating your account and the Agreement.

# 2. Shipment Preparation

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This Service Guide supplements the requirements for preparing Shipments detailed in the [Shipping Policies](#).

## 2.1 Packaging & labelling requirements

- a) Shipments must not exceed the maximum weight and maximum size specified in your rate card.
- b) Shipments must not be wrapped in shiny or reflective packaging that may interfere with our scanning capabilities.
- c) Shipments must not have plastic strapping or banding on the outside.
- d) Shipments containing sharp objects must have heavy cardboard around sharp edges and points to ensure packaging is not pierced.
- e) Shipments must not have external bubble wrap, plastic strapping or banding on the outside.
- f) Shipments containing glass or other items deemed to be fragile must be marked as “Fragile” on the outer packaging with appropriate text or icon.
- g) Shipments must be able to withstand a drop of 1.8m.
- h) Shipments containing liquids or any other items that may leak must be placed in a leak-proof liner and double corrugated box and sealed with water-activated tape to prevent leakage and damage to other Shipments.
- i) Previously used packaging is acceptable, provided that it is undamaged and all labels or markings related to the prior Shipment have been removed.
- j) Shipments containing fresh cut flowers and live potted plants require specific packaging to protect the items during transit. Download to our [Flowers and Potted Plants packaging guide](#).
- k) Shipping labels must be 10 centimetres x 15 centimetres (4 inches x 6 inches) using black ink on a plain white background, printed entirely within the borders of the label.
- l) The shipping label, along with any other required labels, should be placed on a single surface and single side of the package, preferably the largest surface away from the edges. The label shall not be directly printed on the packaging.
- m) Packaging must be larger than the shipping label to ensure labelling requirements are met.
- n) Shippers approved to ship permissible Dangerous Goods and who have signed a Dangerous Goods addendum are responsible for ensuring that such Shipments are packaged, labelled, and marked in accordance with the applicable packaging, labelling, and marking regulations found in the Agreement concerning the International Carriage of Dangerous Goods by Road (ADR).

Eligible shipping partners who meet the required operational standards may qualify for our **Verified Partner Program (VPP)**, which provides certain packaging requirement exceptions at Amazon’s discretion. VPP members may be eligible for the following packaging exceptions, at Amazon’s discretion: Ship in Own Container (SIOC) whereby shipments may be in their original packaging without additional outer packaging, and shipping liquid products without leakproof liner. Specific product packaging requirements are enforced, and some product exclusions may apply. Refer to the [Verified Partner Program page on Shipper Central](#) for additional details, including information on how to apply for the Program. Participation in the Program does not limit Amazon’s right to enforce all other applicable requirements and policies. VPP members remain responsible for any surcharges that may arise from shipping with VPP benefits (including Ship in Own Container or liquids without liners).

## 2.2 Purchasing Labels

You can purchase shipping labels directly through Shipper Central, the Buy Shipping feature in Seller Central, or through a variety of other channels including approved ecommerce solutions. You can also integrate directly into your own systems using the Amazon Shipping API. Please note: not all features and capabilities of the Amazon Shipping service described in this Service Guide are available when purchasing labels outside of Shipper Central or the Amazon Shipping API. Similarly, merchant rating protection features available for shipping labels purchased through Buy Shipping may not be available for labels purchased through other channels, including Shipper Central.

## 2.3 Palletisation requirements

We may ask Shippers to palletise Shipments if their package volume or package mix is unsuitable for a loose load pick-up. If asked to palletize, Shippers must supply their own pallets and adhere to the below:

- a) Pallets must not exceed (i) 120 centimetres in length; (ii) 180 centimetres in height (including the height of the pallet); or (iii) 500 kilograms in gross weight (including the weight of the pallet).
- b) Pallets must be shrink-wrapped a minimum of three times around each point of the pallet.
- c) Pallets should be assembled with heavier items at the bottom and lighter items at the top to ensure stability.
- d) Labels must be printed from Shipper Central and applied to the center of the pallet, approximately one-third of the way down from the top, on the side that will be accessed by a pallet jack or forklift.
- e) Pallets should be clearly labelled on all four sides of the pallet with a 'P' (Premium speed) or 'S' (Standard speed).
- f) For more details, download our [Palletisation Guide](#).

## 2.4 Loading and Securing Requirements

When using a loading dock, the driver will reverse the vehicle into position while the Shipper's warehouse team is responsible for loading the goods and securing the load.

For yard loading with side access, the driver will position the vehicle while the Shipper's warehouse team will be responsible for loading the Shipment using a forklift, the driver will be responsible for securing the load.

In yard loading scenarios involving a tail lift, the Shipper's warehouse team is required to bring the goods to the vehicle, while the driver operates the tail lift safely. Shipper's warehouse team will be responsible for loading the goods and the driver will be responsible for securing the load.

## 2.5 Seals and handover documents

It is recommended that Shippers on a palletised pickups apply seals to the delivery vehicle once Shipments are loaded and to complete a handover document to record details of the pickup.

A **seal** is a metal or plastic tag that is used to lock a vehicle to prevent unauthorized access. Seals must have a unique serial number and be lockable.

If there is already a seal applied to a vehicle when it arrives for pick-up, the seal can be removed and the seal number verified against that of the previous Shipper's handover document, which will be provided by the driver. A new seal is then applied to the vehicle once the Shipments are loaded.

The **handover document** may be in either digital or paper format. The digital version is generated by the driver at the time of pickup and will require the Shipper's signature. When a paper version is required, the Shipper may need to download, complete, sign the document and hand it over to the driver. Regardless of the format, the document records details about the Shipments loaded onto the vehicle, as outlined below:

- Date of pickup
- Pickup & destination address
- Vehicle license plate number
- Number of pallets picked up
- Value of volume picked up
- Total weight of volume, seal number, and Vehicle Registration Identification (VRID)

Once completed, this can be handed to the driver for their signature.

## 2.6 Prohibiting carts from Luton vans

Shippers may not load carts into Luton vans. Carts are only permissible in trailers. All non-trailer vehicles containing carts will be rejected at Amazon's facilities.

## 2.7 Shipment Information

Do not include any special category data as defined under the GDPR (including but not limited to, genetic data, data concerning health, prescription names or types) in any API data fields (including Item Description, Item Title), Shipper Central, or Shipping Documents.

# 3. Shipping Restrictions

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## 3.1 Minimum Number of Shipments

The minimum number of Shipments a customer must ship to retain Service is 50 parcels per day on average. We reserve the right to discontinue Service upon 7 days' notice to customers who ship less than this volume. For the purposes of this requirement, Shipments per day are calculated by taking the total number of parcels shipped in each week and dividing it by the number of days Amazon Shipping collected Shipments from the warehouse in that week.

## 3.2 Prohibited Shipments

Prohibited Goods (as defined in the Amazon Shipping Policies) are prohibited from shipping via the network. Shipments must comply all applicable United Kingdom rules and regulations.

Please see the Amazon Shipping Policies for complete information about Prohibited Goods.

## 3.3 Dangerous Goods

Certain Dangerous Goods within UN Class 2 (division 2.1 and 2.2), Class 3, and Class 9 are available to ship with Amazon Shipping following a declaration of UN numbers and acceptance of our Dangerous Goods Addendum.

**Note:** Shipments that fall within permissible UN Classes, but that are otherwise prohibited by our Prohibited Items Policy (such as compressed gasses or goods requiring age verification) must not be shipped via our network.

Shippers are responsible for complying with all relevant packaging, labelling, and marking requirements. For more information on the requirements for shipping permissible Dangerous Goods, see the [Dangerous Goods Shipping Guide](#).

For complete information about Dangerous Goods, please see the Amazon Shipping Policies and the [Dangerous Goods Identification guide](#).

## 3.4 Shipment Inspections

Without liability to the Shipper, to the extent permitted by law, Amazon or its subcontractors, agents or third-party carriers may open, inspect, or scan by any means (e.g., X-ray) any Shipment at any time, at its own option or upon the request of the competent authorities.

# 4. Shipping Fees

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## 4.1 Providing Accurate Information

Shippers are required to provide accurate information regarding each Shipment, including its weight and dimensions. In addition to calculating the appropriate Shipping Fees, Amazon uses this information to identify the ship method(s) available and to determine whether Amazon can transport the Shipment.

## 4.2 Confirm Declared Shipment Information

Amazon may examine, re-weigh, or re-measure any Shipment to confirm declared Shipment information and all Shipping Fees. If Amazon determines that the weight or any dimension of your Shipments is greater than what you declared, then Amazon may charge for the Shipment on the basis of the dimensions and weight verified by us or refuse to carry the Shipment. See [Section 6](#) for information on additional handling charges that may apply.

## 4.3 Annual Rate Reviews and Charges Adjustments

We will review your shipping rates, commercial terms, surcharges and handling charges from time to time to reflect your latest circumstances. We will always contact you in advance if your rates are expected to change. The most common changes occur:

- **Contract renegotiation:** At the end of a fixed term contract and before you start the next one
- **Annual review:** During January to March each year, where we review terms of all shippers not on fixed term contracts

We may make changes outside these periods and at different frequencies where necessary, based on business needs, and if your business with us has meaningfully changed.

# 5. Surcharges

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Amazon may apply the following surcharges to your Shipments.

**The rates applied for these surcharges will be found within the [Amazon Shipping](#) account and are subject to change. Amazon reserves the right to introduce additional surcharges and to apply any or all of these as applicable.**

When a surcharge or handling charge has been applied, it will be added to your next invoice if you are on credit-based invoicing. You can find your invoices in your Shipper Central account under the Billing tab.

If you pay Shipping Fees via your Amazon Seller Payable account, applied surcharges and handling charges will be added to your Seller Central payments account along with your standard Shipping Fees.

## 5.1 Delivery Area Surcharge

A Delivery Area Surcharge applies to each Shipment delivered to remote or less-accessible areas (e.g., highlands and islands). See the current list of affected postcodes below:

Location	Affected Postcodes
<b>Aberdeen</b>	AB35-AB38, AB53-AB56
<b>Falkirk</b>	FK17-FK22
<b>Outer Hebrides</b>	All HS postcodes
<b>Isle of Man</b>	All IM postcodes
<b>Inverness</b>	All IV postcodes
<b>Kilmarnock</b>	KA27-KA28
<b>Kirkwall</b>	All KW postcodes
<b>Paisley</b>	PA17-PA18, PA20-PA38, PA41-PA80
<b>Perth</b>	PH3, PH5-PH7, PH10-PH11, PH13-PH50
<b>Portsmouth</b>	P030-P033, P035-P041
<b>Truro</b>	TR21-TR25
<b>Shetland</b>	All ZE postcodes
<b>Northern Ireland</b>	All BT postcodes

## 5.2 High Cube Surcharge

The High Cube Surcharge applies to packages requiring additional handling costs due to their size. Packages that are charged Tier 1 of the High Cube Surcharge, will not be charged tier 2. Tier 1 packages will be charged a higher rate than Tier 2 packages.

Tier	Details
<b>Tier 1 (Very High Cube)</b>	Packages where the <b>length + girth is greater than 245 cm</b> (approximately 125 L or above).  Length is defined as the longest side of the package and girth is defined as 2x (width + height).
<b>Tier 2 (High Cube)</b>	Packages with a <b>volume greater than 40 L</b> , calculated as L(cm) × W(cm) × H(cm) divided by 1000.

## 5.3 Non-conveyable Surcharge

The Non-conveyable Surcharge applies to each package that meets our Packaging & Labelling requirements but does not meet the requirements necessary for auto-sortation technology.

A package is classified as non-conveyable if it meets at least one of the following conditions:

- weight exceeds 15kg;
- shape is irregular (e.g., cylindrical, oval, round);
- lacks at least one firm flat surface or has protruding parts;
- contents are labelled as fragile;
- contains strapping on the outside of the box to support with handling and
- any other package that requires special handling, as determined by Amazon in its sole discretion

## 5.4 Return to Origin Surcharge

The Return to Origin Surcharge helps ensure a prompt and smooth return process for undeliverable packages. When a package cannot be delivered and is returned, this surcharge, equal to the original outbound package rate, covers the cost of transporting the package back to you quickly.

## 5.5 Peak Delivery Surcharge

The Peak Surcharge is applied to support timely deliveries during the busiest season and avoid delays. This surcharge supports the additional operational costs of scaling our network to support your customers and applies as a flat fee per package from **November 10, 2025 to January 9, 2026**.

## 5.6 Peak Forecast Surcharge

You may be asked to provide your volume forecast which will be used to plan and reserve capacity for you. If no forecast is provided, it will be calculated on your behalf. Between **November 16 and December 27, 2025**, a £0.75 surcharge per package will apply if your actual volume falls more than 20% below the forecast. This surcharge helps cover the cost of unused capacity when fewer packages are shipped than planned.

For example, if you forecast 10,000 packages, the application of the 20% buffer establishes a minimum threshold of 8,000 packages. If the actual volume shipped is 7,000, this results in a shortfall of 1,000 packages, to which the surcharge will be applied.

**With the exception of 5.4 and 5.6 the rates applied for these surcharges and fees will be found within the Amazon Shipping account on the [Shipping rates](#) page and are subject to change. Amazon reserves the right to introduce additional accessorial fees and to apply any or all of these as applicable.**

## 5.7 Fuel and Logistics Surcharge

This applies as a percentage to your shipping fees to account for fluctuations in fuel costs and the broader operational costs associated with transportation across the industry. The rate applied for this Surcharge can be found within your Amazon Shipping account on the Shipping rates page.

# 6. Handling Charges

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In the event a Shipment violates the requirements of this Shipping Guide or the Agreement, Amazon may charge you certain handling charges to cover our additional costs.

**The rates applied for these handling charges will be found within the Amazon Shipping account on the [Shipping rates page](#) and are subject to change. Amazon reserves the right to introduce additional handling charges and to apply any or all of these as applicable.**

When a surcharge or handling charge has been applied, it will be added to your next invoice if you are on credit-based invoicing. You can find your invoices in your Shipper Central account under the Billing tab.

If you pay Shipping Fees via your Amazon Seller Payable account, applied surcharges and handling charges will be added to your Seller Central payments account along with your standard Shipping Fees.

## 6.1 Misdeclaration Handling Charge

This handling charge is applied to each Shipment that we find to have been under-declared in terms of dimensions and/or weight to the extent that the incorrect rate tier has been charged. You will be charged the difference in commercial rate, plus a flat handling charge per package.

## 6.2 Oversize Handling Charge

The Oversize charge applies to each Shipment that exceeds the maximum allowable dimensions set out in your specific rate card.

## 6.3 Overweight Handling Charge

The Overweight charge applies to each Shipment that exceeds the maximum allowable weight set out in your specific rate card.

## 6.4 Non-compliant Packaging Handling Charge

The Non-compliant Packaging Charge applies to each Shipment that fails to comply with packaging requirements set out in [Section 2](#) of this guide.

# 7. Value Added Services

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Amazon offers certain optional **Value Added Services** detailed in this Section. These services may be applied to eligible Shipments based on: (i) your package value declarations; (ii) account-level thresholds you configure through [Shipper Central](#); or (iii) automatically based on Amazon's established package value-level thresholds, regardless of whether you have enabled or disabled these services at the account level ("**Automatic VAS**"). You may view and adjust account-level thresholds within ranges established by Amazon or enable or disable services at the account level through [Shipper Central](#) (except Automatic VAS").

The rates for Value Added Services vary by type. The per-package rates for Value Added Services is displayed in [Shipper Central](#) and are itemized separately on your invoices. However, pricing for Value Added Services may be customized based on commercial agreements.

We reserve the right to review and change Value Added Services and the rates for Value Added Services on 30 days' notice for initial implementation or material changes, and 7 days' notice for subsequent adjustments. If you utilize credit-based invoicing, the fee for any Value Added Service will be added to your next invoice. The invoices can be found in [Shipper Central](#) account under the Billing tab. If you pay Shipping Fees through your Amazon Seller Payable account, we'll include the VAS fees in your Seller Central payments account along with your standard Shipping Fees.

Value Added Services availability varies by geography, delivery location, Shipment type, and capacity. We make no guarantee regarding availability for any particular Shipment. In cases where a requested Value Added Service cannot be fulfilled, you will be notified and no charge will apply for that service.

## 7.1 One-Time Passcode Delivery

The Shipper can enable One-Time Passcode (OTP) Delivery on eligible Shipments. When enabled, the driver will enter a 6-digit passcode into their handheld device before marking the package as delivered. The system sends the passcode only to the intended Recipient via email and/or SMS. At the time of delivery, the Recipient must give the passcode to the driver to confirm in-person delivery. For OTP to work, the Shipper must provide a valid email address and/or phone number when creating the shipping label, and allow Amazon to send notifications to your recipients.

## 7.2 Signature on Delivery

When the Shipper enables Signature on Delivery (SOD), the driver captures the full name and signature of the Recipient or another person present at the delivery address. The system notifies the Recipient via email and/or SMS that their order requires a signature upon delivery, allowing them to make arrangements to receive the package. To enable SOD successfully, the Shipper must provide a valid email address and/or phone number when creating the shipping label, and allow Amazon to send notifications to your recipients.

# 8. Billing

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## 8.1 Schedule

Amazon may collect Shipping Fees and any additional amounts due, including surcharges and handling charges: (a) on a recurring monthly basis or (b) by deducting such amounts from the Shipper's Amazon Seller Central upon receipt of the Shipment by Amazon for delivery.

## 8.2 Invoice Fees

If Amazon chooses to invoice the Shipper directly, invoices will be available to download from the Amazon Shipping account and will be payable within the agreed payment terms. The Shipper will reimburse Amazon for all fees incurred in connection with Amazon's collection of amounts payable and past due.

# 9. Claims

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**Please refer to the Agreement for complete information about claims and the claims process.**

Shipping claims may be submitted for Shipments that become lost or damaged after being scanned the Amazon Shipping network. These claims are raised directly via the Shipper Central account. The below details the claims process further:

## 9.1 Filing Claims

Shipping claims must be filed directly through the Amazon Shipping account for loss or damaged Shipments. All required information must be provided within the Claims Window (28 days of the shipping date).

## 9.2 Request Further Information

We also maintain the right to request further information supporting your claims, including but not limited to evidence that you have refunded your Recipients for the price of the item the Shipment contained.

## 9.3 Provide Proof Of Value

If a claim relates to a Shipment that contains an item purchased outside the Amazon marketplace, Shippers are required to provide proof of the value of the item the Shipment contained. Failure to provide sufficient information will result in the claim being automatically rejected.

Please note that Amazon may deny claims for any Shipments that violate the requirements detailed in this Shipping Guide.

# 10. Customer Support

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Amazon Shipping's dedicated Shipper Support team is available 7 days a week to provide guidance on a range of topics including pick-up scheduling, billing queries, claims issues and support with Shipment tracking. Shippers can contact support by phone and chat from 8am to 8pm (GMT) and by email 24 hours a day, 7 days a week, each through the "contact us" page on your [Amazon Shipping](#) account.

