

## **Patra Express: Frequently Asked Questions (FAQ)**

**Q:** Can I send other packages via the Patra Express (i.e. other than items purchased online and delivered by the retailer to Nomad International)?

**A:** Yes, you or your family can send other items to Patra via the Patra Express. The items do not need to come directly from the retailer. Please send the items to “your name” at “our address”. So all items must be delivered to:

[Your Name]  
Nomad International Ltd  
DSV Solutions Building  
Oxney Road  
Peterborough PE1 5YP

You must still place your order online. In the box that says “Retailer / Person Delivering to Nomad” please state if they are a friend / family member and their name (eg: “Friend: Mr Dawkins”), or just state “Post” or “Courier” if you are using these methods to deliver the goods to our Peterborough warehouse.

Items must be clearly labelled with the name of the person placing the order, so that we can identify them easily when they arrive.

**Q:** What are some popular things that people send with the Patra Express service?

**A:** TVs and furniture from UK retailers are popular, as are sofas, appliances like vacuum cleaners and many other home products. People have sent canoes, snowboards, lawnmowers, spa baths and thousands of other things on our Crete and Patra Express services. Flat-packed kitchens are also very popular, as are wood-burning stoves.

**Q:** Can I send goods from Patra to the UK with the Patra Express?

**A:** Yes, you can. The system simply works in reverse. Please still put your Patra address in the form on our web site but choose the “From Patra” option. Deliver your goods to our Charadro depot, or you can arrange collection from your home in Patra for a small additional cost. There are no additional collection fees in Peterborough or Charadro – these are now included in our transport prices. We will notify you of their arrival and you can come and collect them.

**Q:** Can I send olive oil from Patra to the UK?

**A:** Yes, you can! Depot-to-depot transport from Patra to Peterborough is fine (and inexpensive) for olive oil. The only thing we cannot do is deliver olive oil to your home or business in the UK – olive oil has to be collected from our Peterborough warehouse. We have tried many different carriers for olive oil deliveries in the UK, but we simply have not found one that we can trust to not spill it or damage the canisters. So we must insist that olive oil is collected from our depot in Peterborough.

**Q:** I'm not buying from a retailer, and I can't drop my parcels in to your warehouse – can Nomad collect them from me?

**A:** Yes. For large consignments (household removals) we always transport everything ourselves, door-to-door. For removals to or from Greece, [Nomad's door-to-door removal services](#) are second to none. The idea of the “depot-to-depot” system was just to make things cheaper for people who are only sending small consignments. By eliminating the costs of sending one of our removal vehicles and a professional removal team to your door on a dedicated run just to deliver (for example) two items, we can eliminate a lot of the cost of transport – so the “depot-to-depot” Patra Express service was born.

However, we understand that even with small consignments, sometimes it is useful to have an option for collection from your home in the UK and delivery to us (or vice versa). Therefore for the UK leg, we have partnered with UPS to give you an option of transporting your items through this leg of the journey. UPS provide the best prices and service (even better than our previous partners, Parcelforce), so we can arrange transport at even cheaper prices now.

UPS pricing is dependent on the weight of the items as well as their dimensions, so we have to give you an individual quote for this. But as a quick guide, the cost is approximately £12.90 per parcel up to 20kg, from anywhere in mainland UK to our warehouse. This price gets cheaper per parcel with multiple parcels.

In select cases we also work with other trusted partners. But in general we prefer to handle collections and deliveries ourselves, using our own trusted team.

We can also arrange collection/delivery in Patra of course – the pricing for this is not on our pricing calculator so if you need this service please just ask and we will give you a quote for it. More details are below.

**Q:** What about collection / delivery to my home in Patra?

**A:** We can help you with this as well. Again, it is important to remember that the reason for developing the Patra Express service was to keep the cost of transport down for our customers, for small consignments or for shopping that they purchase from UK retailers. That is why for these small consignments we normally recommend “depot-to-depot” Patra Express transport, instead of our normal [door-to-door removal service](#).

But we do appreciate that not everyone can collect items from our depot in Charadro, Patra (or deliver to Charadro for items being sent back to the UK). **So we do offer a Patra-based parcel collection and delivery service, at a discounted rate, using our own Nomad team.** The pricing is based on the distance our team has to travel and the number and size of the items, so we need to quote each consignment individually – if you would like a quote for collection/delivery to your home in Patra, please just give us a call or send us an email and we will calculate this quote for you.

**Q:** What about insurance?

**A:** Insurance is available on all consignments. In fact, we have **reduced** the cost of insurance from 2.5% + IPT down to **2.0% + IPT** for all Patra Express consignments.

Insurance is optional – if you would like to take out insurance please let us know the value of the goods you are sending and insurance will be charged at 2.0% + IPT of this value. (GST does not apply to insurance – IPT does – but it is at a lower rate of 10%, so the effective total cost including taxes is 2.20% of the value of the goods). Please see the Insurance Prospectus for more information – this can be downloaded from the Patra Express page of our website.

We previously offered £150.00 of free insurance cover for all consignments with additional cover charged at 2.5% + IPT, but we found that such a tiny percentage of people were experiencing damages or making claims that it made sense to eliminate the free basic insurance so that we could lower the cost of insurance for those people who wish to take it.

Although we experience very few damages with Patra Express consignments and claims are very rare, we do still recommend that our customers take insurance. If you do not take out insurance you may not receive any compensation in the unlikely event that your goods do not arrive in perfect condition. Despite taking the best care, there is still always a risk of damage during international transport, so we recommend insurance for this reason.

**Q:** Where can I find out more about the terms and conditions of the insurance?

**A:** On the Nomad International Terms & Conditions and Insurance Prospectus documents which you can download from the Patra Express page on our web site.

**Q:** What cannot be transported via the Patra Express?

**A:** Any of the prohibited goods listed in Appendix A at the end of this document.

**Q:** How long do the goods take to arrive in Patra?

**A:** Transit time from departure in the UK to arrival in Patra is normally 6 days.

**Q:** How often does the Patra Express depart?

**A:** Currently we are running 2 Patra Express services per month on average, except during the November to January period when we will be running one service per month on average.

**Q:** How can I find out the upcoming departure schedule?

**A:** The most up-to-date information regarding our departure dates is always on the Patra Express page of our web site, towards the bottom of the Page at “Step 6”.

**Q:** How long will my goods stay in storage once they arrive in Peterborough?

**A:** This depends on the timing of their arrival in Peterborough, compared to the departure of the next Patra Express service. The maximum time between arrival of the last item in your consignment at our Peterborough warehouse and departure on the Patra Express service would be one month, although this would be considered very rare. Usually there are two Patra Express services per month, in which case the maximum storage time would be two weeks, and an average time would be one week.

**Q:** Is there any charge for storage?

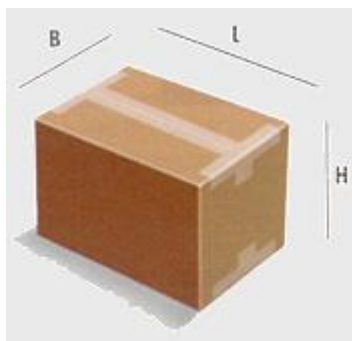
**A:** As long as all of the items in your consignment arrive at Nomad International within two weeks of each other, there is no charge for storage. If we need to store some of your goods for longer than this in order to wait for delivery of the rest of your goods, storage will be charged at a rate of £15.00 + VAT per week from the time the first item arrived in Peterborough. If you suspect that some items will take a long time to arrive, we recommend that you order them as a separate consignment, and have the other goods delivered via the Patra Express on an earlier consignment. This planning must be made in advance – you cannot divide a consignment into parts once the order has been placed.

**Q:** I would like to order my goods in advance and have them stored at Nomad International in Peterborough for a while. Is this possible? If so, what would be the cost for storage in this case?

**A:** Yes, this is fine. Storage is charged at £15.00 + VAT per week per consignment of up to 250 cubic feet.

**Q:** How do I calculate the volume of my goods?

**A:** The volume in cubic feet is calculated by multiplying the length of the object (in cm) x the height (in cm) x the breadth (in cm) and dividing this figure by 28300. Or you can download the volume calculator from the Patra Express page of our web site.



**Q:** What about calculating volume for irregular shapes?

**A:** Use the longest measurement across each of the dimensions (the length at the longest point, the breadth at the widest point, the height at the highest point).

**Q:** I don't know the dimensions of the items I am ordering in their flat-packed state – the retailer's web site only lists the dimensions of the items when assembled. Where can I find out this information?

**A:** You can estimate the dimensions of the packages and wait until they arrive at Nomad International Peterborough for us to determine the exact volume for you. If you are concerned about not knowing the cost for transport before you purchase the item, we would recommend calling the retailer to ask them the dimensions of the packed items. In most cases they should be able to help you.

**Q:** I don't understand what you mean about "volumetric weight", used as the basis for pricing by other carriers. Where can I find out more?

**A:** "Volumetric Weight" is a term used by many carriers to calculate the excess charge for objects that are large in size relative to their weight. Remember, Nomad International does **not** use volumetric weight in its Patra Express pricing. However, if you need to know more, the ParcelForce and DHL web sites explain more about how they calculate "volumetric weights". You can find them here: <http://www.parcelforce.com/send-worldwide/our-worldwide-prices/volumetric-charging> and here: [http://www.dhl.co.uk/en/tools/volumetric\\_weight\\_express.html](http://www.dhl.co.uk/en/tools/volumetric_weight_express.html).

**Q:** If I send a large number of parcels and the total volume is less than 3 cubic feet, will I still pay the minimum charge of £35.00 for the consignment?

**A:** There is a minimum charge of £10.00 per item (including VAT), so if you send 3 packages and the total volume is less than 3 cubic feet (for example), you will be charged £30.00. If you send 6 packages and the total volume is less than 5 cubic feet (for example), you will be charged £60.00. If the per-item charge works out at less than the charge based on volume, you will just be charged the normal rate based on volume. We need to set a minimum charge per item in order to cover the time and resources involved in labeling and monitoring the arrival of a large number of items that usually arrive from different retailers.

For orders of very small items (<1 cubic foot each) we have a **discounted pricing model** which is **£10.00** for the first item, and **£5.00** for every item thereafter. So if you are only ordering (say) a DVD from Amazon and a tie from your favourite UK football team, each of these items would be less than 1 cubic foot in size, so this order would be eligible for the "Small Order" pricing. So in this case the cost of transport would be £15.00 including VAT. If these items were added to a "normal" order, where at least one item is > 1cft in size, then the total volume would be used to calculate the price. For example, two large speakers in boxes measuring 60cm x 60cm x 45cm each would come to 13 cubic feet with a transport cost of £106.90. Adding the tie and DVD mentioned above (say 30cm x 10cm x 5cm and 25cm x 20cm x 5cm respectively) would add less than 1 cubic foot to the total volume, to the cost so the total would be unchanged at £106.90. If the dimensions were larger and they added (say) 1 cubic foot to the total volume, then the new price would be £114.70.

The Pricing Calculator on the Patra Express page of our website takes all of these factors into account and calculates the appropriate price. Just enter the dimensions of the items and the price will be calculated for you. This is the same calculator we use to calculate the price when the goods arrive at our warehouse.

## **Appendix A: Prohibited Goods**

### **Dangerous Goods, broken into the following nine UN hazard classes:**

**Class 1: Explosives:** Any chemical compound, mixture or device capable of producing an explosive-pyrotechnic effect, with substantial instantaneous release of heat and gas. All explosives are prohibited. Examples: Nitroglycerine; Fireworks; Blasting caps; Christmas Cracker Snaps; Igniters; Fuses; Flares; Ammunition, etc.

**Class 2: Gases compressed, liquified or dissolved under pressure:** Permanent gases which cannot be liquified at ambient temperatures; liquified gases, which become liquid under pressure at ambient temperatures; dissolved gases which are dissolved under pressure in a solvent.

1. All flammable compressed gases are prohibited. Examples: Hydrogen; Ethane; Methane; Propane; Butane; Cigarette lighters; Gas Cylinders for camping stoves, blowlamps, etc.
2. All toxic compressed gases are prohibited. Examples: Chlorine; Flourine, etc.
3. All non-flammable compressed gases are prohibited. Examples: Carbon Dioxide; Nitrogen; Neon; Fire Extinguishers containing such gases, etc.
4. All aerosols are prohibited.

**Class 3: Flammable Liquids:** Liquids, mixtures of liquids, or liquids containing solids in solution or suspension which give off a flammable vapour. Any liquid with a closed cup flash point below 60.5° C is prohibited. Examples: Acetone; Benzene; Cleaning Compounds; Gasoline; Lighter Fuel; Paint Thinners and Removers; Petroleum; Solvents, etc.

**Class 4.1: Flammable solids, self-reactive substances and solid desensitized explosives.**

**Class 4.2: Substances liable to spontaneous combustion and**

**Class 4.3: Substances which, in contact with water, emit flammable gases:**

Substances liable to spontaneous combustion. Substances which, in contact with water, emit flammable gases. Solid materials which are liable to cause fire by friction, absorption of water, spontaneous chemical changes, or retained heat from manufacturing or processing, or which can be readily ignited and burn vigorously. Examples: Matches (any type inc. safety); Calcium Carbide; Cellulose Nitrate products; Metallic Magnesium; Nitro-cellulose based film; Phosphorous; Potassium; Sodium; Sodium Hydride; Zinc Powder; Zirconium Hydride, etc.

**Class 5.1: Oxidizing substances and Class 5.2: Organic peroxides:**

Though not necessarily combustible themselves, these substances may cause or contribute to combustion of other substances. They may also be liable to explosive decomposition, react dangerously with other substances, and be injurious to health. All oxidising substances and organic peroxides are prohibited. Examples: Bromates; Chlorates; Components of Fibreglass repair kits; Nitrates; Perchlorates; Permanganates; Peroxides, etc.

**Class 6.1: Toxic substances and Class 6.2: Infectious substances:** Substances liable to cause death or injury if swallowed or inhaled, or by skin contact. All toxic substances are prohibited. Examples: arsenic, beryllium, cyanide, fluorine, hydrogen solenoid, infectious substance containing microorganisms or their toxins which are known or suspected to cause disease, mercury, mercury salts, mustard gas, nitrobenzene, nitrogen dioxide, pesticides, poisons, rat poison. Infectious substances assigned to

Category A are prohibited. Examples: ebola, foot and mouth disease, UN3291 clinical waste is prohibited.

**Class 7: Radioactive material:** All materials and samples that are classified as radioactive using Table 2-12 of the latest edition of the International Civil Aviation Organisation's Technical Instructions. Examples: Fissile Material (Uranium 235, etc.); Radioactive Waste Material; Uranium or Thorium Ores, etc.

**Class 8: Corrosive substances:** Substances which can cause severe damage by chemical action to living tissue, other freight, or the means of transport. All corrosive substances are prohibited. Examples: Aluminium Chloride; Caustic Soda; Corrosive Cleaning Fluid; Corrosive Rust Remover/ Preventative; Corrosive Paint Remover; Electric Storage Batteries; Hydrochloric Acid; Nitric Acid; Sulphuric Acid, etc.

**Class 9: Miscellaneous dangerous substances and articles :** Substances which present dangers not covered elsewhere. Examples: Asbestos; Dry Ice (solid carbon dioxide); Magnetised Material with a magnetic field strength of 0.159 A/m or more at a distance of 2.1m from the outside of the parcel.

### Other Prohibited Goods:

#### **Drugs / Controlled Substances**

##### **Prescription drugs**

##### **Living creatures**

##### **Plants**

##### **Human and animal remains**

#### **Biological Substances, Category B**

##### **Infectious substances**

##### **Diagnostic specimens**

##### **Perishable articles and foodstuffs**

Any foodstuffs to be transported must be in sealed containers and must not be considered perishable. They must be suitable for transport over a 6-7 day journey and storage for up to one month.

##### **Batteries – unless by prior arrangement (ask us)**

##### **Christmas crackers**

Unless they are in their original, unopened retail packaging

##### **Sharp objects**

Unless they are packaged appropriately and clearly labelled.

##### **Financial documents (including banknotes, coin collections, vouchers, cheques, bonds, shares and**

**other financial documents)**

**Counterfeit currency and postage stamps**

**Lottery tickets**

**Works of art – unless by prior arrangement (ask us)**

**Indecent, obscene or offensive articles**

**Filth**

Any material generally considered foul or disgusting is prohibited.