

# APC / Parcelforce Delivery Surcharges Policy (UK)

Policy for Wheels & Castors Ltd (www.wheelsandcastorsltd.co.uk)

When extra courier charges apply and how we confirm them.

Last updated: 19 February 2026

This document is a website policy template for publishing on WordPress/WooCommerce. Update anything shown in **[BRACKETS]** before publishing.

## 1) When surcharges apply

Some deliveries may attract an additional courier surcharge due to postcode, size/weight, or special handling. This applies to services via **APC Overnight (Next Day) and Parcelforce**.

- Remote / offshore / non-mainland areas (varies by courier)
- Oversize or overweight parcels
- Saturday delivery or timed services (where requested and available)

## 2) How we handle surcharges

- If a surcharge is required, we will contact you before dispatch with the additional cost.
- You can approve the surcharge to proceed, or cancel the order for a refund if the order has not dispatched.
- If the order has already dispatched, standard returns rules apply.

## 3) Examples (replace with your real rules)

Example area	Typical reason	What we do
Highlands/Islands	Courier zone surcharge	Quote before dispatch
Oversize items	Handling/weight band	Quote before dispatch
Timed/Saturday	Premium service	Only if requested

Courier zoning and surcharge rules change. Maintain this policy page when courier pricing changes.