

RECOMMENDED LOGISTICS PARTNER

RETAIL CIO CONNECT 2026 EXHIBITOR SHIPPING GUIDE

30 September-1 October 2026 | Ashridge House, Hertfordshire
Berkhamsted, Hertfordshire HP4 1NS

One booking. End-to-end support from collection to return delivery.

BOOK YOUR SHIPMENT



[Open booking page](#)

HOW TO BOOK YOUR RETAIL CIO CONNECT 2026 SHIPMENT

Complete one booking form for each shipment or collection or return shipment requirement. Have ready: contact and event details, collection address, pieces, dimensions, weights, contents, required dates, customs information and any additional services.

RETAIL CIO CONNECT SHIPPING PROCESS



LABELS, SUPPORT & ONSITE SERVICES

OUTBOUND LABELS

Shipment ID label: [PLEASE DOWNLOAD](#)
Consignment label: Provided by MRL before your collection.

RETURN LABELS

Shipment ID return label: [PLEASE DOWNLOAD](#)
Return consignment labels: Provided electronically before collection and physically with your shipment.

DEDICATED SUPPORT

Call: +44 (0)20 4502 1219
Email: enquiries@mailresourcelogistics.co.uk
Onsite services: Key service information is issued before the event when booked.

RETAIL CIO CONNECT 2026 VENUE HANDLING TARIFF GBP

Offloading and handling to the booth, including intermediate storage, forklift, pallet truck and labor

Service	Unit	Rate (EUR)
Handling of courier shipment only - up to 20 kg (max. 0.08 cbm)	Per shipment	GBP 50.00
Handling of courier shipment only - up to 50 kg (max. 0.20 cbm)	Per shipment	GBP 75.00
Minimum	Per shipment	GBP 155.00
301-500 kg	Per 100 kg	GBP 50.00
501-1,000 kg	Per 100 kg	GBP 45.00
1,001-1,500 kg	Per 100 kg	GBP 41.00
1,501-2,500 kg	Per 100 kg	GBP 38.00
Over 2,501 kg	Upon request	-

Keep all MRL labels and return instructions with your shipment throughout the event.

COURIER SERVICE GUIDE See page 2 for size limits, timed delivery, surcharges, dangerous goods and the returns policy.

COURIER SERVICE GUIDE

SIZE LIMITS, TIMED OPTIONS AND SURCHARGES

VOLUME WEIGHT DIVISOR: 5000:1

SIZE GUIDE

These maximum sizes can be exceeded, but surcharges apply. Please check with our quotes team: +44(0)20 450 21219 / enquiries@mailresourcelogistics.co.uk. Certain countries have smaller size restrictions.

PRE-SURCHARGE / SERVICE LIMITS

Pre-surgecharge

- Less than 30 kg per piece in dead weight
- Up to 70 kg per piece in volume weight
- Maximum dimension: 100 cm

Service limits

- Maximum length: 300 cm
- Maximum weight: 300 kg per pallet
- Maximum total shipment weight: 10,000 kg

TIMED DELIVERY OPTIONS

Pre 9:00 *	Pre 10:30	Pre 12:00 *	Saturday *
GBP 45.00	GBP 25.00	GBP 12.50	GBP 65.00

SURCHARGES

SURCHARGE	COST	WHEN APPLIED
Fuel Surcharge	Variable	All shipments
Demand Surcharge *	Variable	During periods of high demand; applied per kg
RAS: Remote Area Surcharge *	GBP 0.65/kg or GBP 25.00 minimum per shipment	Please check with enquiries@mailresourcelogistics.co.uk
OWP: Overweight Piece *	GBP 65.00 per piece	If any piece or pallet exceeds 70 kg in either dead or volume weight
OSP: Oversized Piece *	GBP 20.00 per piece	If any one dimension exceeds 100 cm, or the second-longest side exceeds 80 cm
NCP: Non-Conveyable Piece *	GBP 20.00 per piece	If any piece or pallet is between 25 kg and 70 kg in dead weight. Also applies to pieces under 25 kg that may become entangled with, or damage, other packages or DHL handling systems, including packaging with wheels, straps, handles, excessive wrap, non-corrugated materials, cylindrical shapes or incomplete encasement.
NSP: Non-Stackable Pallets *	GBP 275.00 per pallet	Applied when requested by the shipper, or due to the pallet shape, content or packaging
Export Declaration	GBP 65.00 per shipment	Required for shipments exceeding a value threshold. May also apply to controlled commodities or shipments exceeding a specific weight threshold.

COURIER SURCHARGES

ADDITIONAL CHARGES, DANGEROUS GOODS AND RETURNS

SURCHARGES

SURCHARGE	COST	WHEN APPLIED
DDP / Free Domicile	GBP 30.00 or 2% of the fiscal charge, whichever is higher	Pre-alerts are mandatory and must be sent to enquiries@mailresourcelogistics.co.uk
Elevated Risk Surcharge *	GBP 27.50 per shipment	Countries in a state of war, civil unrest or continuous threats from terrorism
Restricted Destination Surcharge	GBP 35.00 per shipment	Countries subject to trade restrictions imposed by the UN Security Council
Address Correction	GBP 8.00 per shipment	Incorrect address at time of shipping or pickup causing delivery failure
Insurance	2% or GBP 20.00 minimum	Calculated using the declared shipment value
Adult Signature	GBP 6.50 per shipment	Delivery signature from an adult at the stipulated delivery address
Data Entry	GBP 4.50 per piece	When shipment data is entered manually on your behalf
On Hold	GBP 4.50 per piece	When a shipment cannot export for any reason

DANGEROUS GOODS

Other classes are available - please see the separate Dangerous Goods tariff.



SURCHARGE	COST	WHEN APPLIED
DG in Excepted Quantities	GBP 10.00	Substances and commodities in compliance with IATA DG regulations
Limited Quantities by Road	GBP 15.00	Substances and commodities in compliance with ADR regulations
Full Dangerous Goods	GBP 125.00	Substances and commodities fully regulated in compliance with IATA DG regulations
Dry ice (UN1845)	GBP 35.00	Used as a freezing agent for non-dangerous goods and dangerous goods

Dangerous Goods prices do not include packaging costs. For all Dangerous Goods enquiries, contact the DG team at enquiries@mailresourcelogistics.co.uk

IMPORTANT RATE NOTES

* All rates and surcharges shown in this courier guide are in GBP and are subject to variable fuel surcharges, Covid-related surcharges and VAT.
The main surcharges incurred are listed above.

UNDELIVERABLES / RETURNS POLICY

If goods cannot be delivered and are returned to the UK, import tariff charges will apply.