

X2X COURIER

TERMS AND CONDITIONS OF CARRIAGE

Last updated: 20 September 2026

1. About these Terms

These Terms and Conditions of Carriage ("Terms") govern all courier, collection, delivery and related services provided by X2X Courier ("X2X", "we", "us" or "our") to any customer ("you" or "the Customer"). By booking a collection or delivery, creating an account, handing a Consignment to us, or otherwise using our services, you agree to be bound by these Terms.

These Terms apply to the exclusion of any other terms that you seek to impose or incorporate, or which are implied by law, trade custom, practice or course of dealing, except to the extent that such exclusion is not permitted by law.

Please read these Terms carefully. They contain important information about your rights and our liability, including limits on compensation if a Consignment is lost, damaged or delayed.

2. Definitions

"Consignment" means any parcel, envelope, document, pallet or other item accepted by us for carriage, including its contents and packaging.

"Contract" means the contract between you and X2X for the Services, comprising these Terms, the booking confirmation, any written quotation, and any additional service terms notified to you at the time of booking.

"Prohibited Items" means items we do not accept for carriage, as described in clause 7 and as updated on our website from time to time.

"Receiver" means the person or organisation named as the delivery addressee.

"Sender" means the person or organisation who consigns the goods to us.

"Services" means collection, carriage, delivery, storage incidental to carriage, and any related services we agree to provide.

"Working Day" means Monday to Friday, excluding public holidays in England and Wales (or in the relevant collection or delivery country, where different).

3. The Contract

3.1 A Contract is formed when we accept your booking, whether online, by telephone, by email, via an app, or by collecting a Consignment from you.

3.2 You warrant that you are either the owner of the Consignment or authorised by the owner to accept these Terms on the owner's behalf, and that you have authority to bind the Sender and any person on whose behalf you book.

3.3 We may refuse to accept any Consignment, cancel a booking, or suspend Services at our discretion if we reasonably believe that these Terms would be breached, that a Consignment is unsafe or illegal, or that payment will not be made.

3.4 These Terms do not confer any rights on any third party under the Contracts (Rights of Third Parties) Act 1999, except that a Receiver may take delivery of a Consignment as contemplated by these Terms.

4. Our Services

4.1 We provide same-day, next-day, timed, overnight and scheduled courier services within the United Kingdom and, where offered, international services through ourselves or partner carriers.

4.2 Quoted transit times, collection windows and delivery windows are estimates only and are not guaranteed unless we have expressly agreed a guaranteed timed service in writing and you have paid the applicable surcharge.

4.3 We may use subcontractors, agents and partner networks to perform all or part of the Services. We remain responsible to you for performance of the Services subject to these Terms.

4.4 We may reroute a Consignment, use alternative transport modes, or consolidate consignments where reasonably necessary.

4.5 Proof of delivery (POD), including an electronic signature, photograph, GPS timestamp or delivery scan, shall be conclusive evidence of delivery unless you provide compelling evidence to the contrary within 14 days of the claimed delivery date.

5. Your Obligations

5.1 You must provide complete and accurate collection and delivery addresses, contact names, telephone numbers, special instructions and item descriptions at the time of booking.

5.2 You must pack each Consignment securely and appropriately for the nature of the contents and the journey, using packaging that can withstand ordinary handling in a multi-drop courier network. Fragile items must be clearly marked and internally protected.

5.3 You must ensure that the Consignment is available for collection at the agreed time and place, and that the Receiver (or an authorised person at the delivery address) is available to accept delivery during the relevant window.

5.4 You must declare the correct weight, dimensions and contents. We may weigh and measure any Consignment. If the actual weight or dimensions exceed those declared, we may charge the difference plus an administration fee.

5.5 You must not tender Prohibited Items or Restricted Items without our prior written consent and all required licences or documentation.

5.6 You are responsible for all applicable customs duties, taxes, export and import formalities on international consignments, and for providing accurate customs documentation.

6. Collections and Deliveries

6.1 If we are unable to collect because the Consignment is not ready, the address is incorrect, or access is refused, a wasted journey charge may apply.

6.2 If we are unable to deliver because the Receiver is not available, we may leave the Consignment in a safe place if you or the Receiver have authorised this, leave a calling card, attempt a further delivery, or hold the Consignment for collection. Storage and redelivery charges may apply after the first unsuccessful attempt.

6.3 We may deliver to a neighbour, reception, security desk or other reasonable alternative at the same premises if the named Receiver is unavailable, unless you have instructed otherwise in writing before despatch.

6.4 We may require signature on delivery. If you instruct us to leave a Consignment unattended ("authority to leave"), we are not liable for loss or damage after the Consignment has been left in accordance with that instruction.

6.5 Undeliverable consignments may be returned to the Sender at your cost. If a Consignment remains unclaimed for 28 days after we notify you that it is undeliverable, we may dispose of or sell it and apply the proceeds towards our charges and costs.

6.6 We do not deliver to PO Boxes unless expressly agreed. Some locations (for example airside, secure sites, islands and remote areas) may attract a surcharge or be excluded.

7. Prohibited and Restricted Items

7.1 We do not accept, and you must not tender, any of the following without our prior written consent:

- Illegal goods, counterfeit goods, or goods that infringe intellectual property rights.
- Firearms, ammunition, explosives, fireworks, flammable liquids or gases, and other dangerous goods except where we have agreed in writing to carry them under applicable dangerous goods regulations.
- Cash, bullion, precious metals, loose precious stones, negotiable instruments payable to bearer, and high-value jewellery unless a high-value service has been agreed in writing.
- Human remains, body parts, organs, or infectious substances.
- Live animals (other than, where expressly agreed, certain live invertebrates or aquarium fish packed in accordance with our instructions).
- Perishable food, temperature-sensitive pharmaceuticals or biological samples unless a dedicated temperature-controlled service has been booked.
- Lithium batteries that are damaged, recalled, or not packed in accordance with applicable transport regulations.
- Any item that is illegal to send by post or courier under UK law or the law of any country of transit or destination.

7.2 Restricted items (including but not limited to alcohol, aerosols, certain batteries, works of art and antiques) may only be carried if declared, correctly packed, and accepted by us in writing.

7.3 If you tender a Prohibited or undeclared Restricted Item, we may refuse, return, detain, destroy or hand the item to the authorities without liability to you, and you will indemnify us against all resulting losses, costs and claims.

8. Charges and Payment

8.1 Charges are as quoted at the time of booking or as set out in your account rate card. Quotes are based on the information you provide and may be adjusted if weight, dimensions, destination, service level or access requirements differ.

8.2 Unless otherwise agreed in writing, payment is due immediately on booking for ad hoc customers, and within 14 days of invoice for approved account customers.

8.3 All charges are exclusive of VAT, which will be added at the prevailing rate where applicable.

8.4 Additional charges may apply for waiting time beyond a reasonable period (typically 10 minutes) at collection or delivery, congestion or ULEZ charges, ferry or island deliveries, out-of-hours work, redelivery, address correction, and undeclared oversize or overweight items.

8.5 If you fail to pay on time, we may suspend Services, charge interest at 8% per annum above the Bank of England base rate (or the statutory rate under the Late Payment of Commercial Debts (Interest) Act 1998 if higher), and recover reasonable debt collection costs.

8.6 You may not withhold or set off any amount due to us against any claim you may have, except where required by law.

8.7 Fuel and operational surcharges may be applied and varied on reasonable notice to reflect market conditions.

9. Cancellation

9.1 You may cancel a booking before the driver has been despatched without charge. Once a driver has been despatched, a cancellation or wasted journey fee may apply.

9.2 We may cancel a Service if events outside our reasonable control prevent performance, if you breach these Terms, or if we reasonably suspect fraud or illegal activity. Prepaid charges for Services not performed will be refunded except where cancellation is due to your breach.

10. Liability for Loss, Damage and Delay

10.1 Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot be limited or excluded by law.

10.2 Subject to clause 10.1, our total liability for loss of or damage to a Consignment arising from our negligence or breach of contract is limited to the lesser of: (a) the repair or replacement cost of the lost or damaged items; (b) £100 per Consignment for standard service, unless you have purchased enhanced cover; or (c) the amount of any enhanced cover you purchased and we confirmed in writing before collection.

10.3 Enhanced cover, where offered, is not insurance sold by us as an insurer. It is an increase in our contractual liability cap, subject to the exclusions in these Terms and any cover schedule provided at booking. You should consider arranging your own goods-in-transit insurance for high-value items.

10.4 We are not liable for:

- Loss, damage or delay caused by inadequate or unsuitable packaging.
- Inherent vice, wear and tear, latent defect, or the nature of the goods (including perishable, fragile or temperature-sensitive items sent without an appropriate service).
- Consequential, indirect or special loss, including loss of profit, revenue, business, contracts, goodwill, data, or production, even if we were advised of the possibility of such loss.
- Delay, unless you booked a guaranteed timed service and the delay was caused solely by our negligence, in which case our liability is limited to a refund of the service charge for that Consignment.
- Loss or damage to Prohibited Items or undeclared Restricted Items.
- Acts or omissions of the Sender, Receiver or any third party not engaged by us.
- Events beyond our reasonable control, including severe weather, traffic accidents not caused by us, industrial action, terrorism, epidemic, cyber-attack, utility failure, or acts of government.

10.5 For international carriage, liability may instead be governed by the CMR Convention, the Montreal Convention, the Warsaw Convention, or other mandatory international rules, which may provide different limits. Where those rules apply and cannot be contracted out of, they prevail over this clause to that extent.

10.6 You must mitigate your loss. We may require salvage, inspection of packaging, and evidence of value (such as invoices) before considering a claim.

11. Claims Procedure

11.1 You must notify us of damage or partial loss in writing within 7 days of delivery, and of non-delivery within 14 days of the expected delivery date. Claims submitted after these periods may be rejected.

11.2 A formal claim with supporting evidence (booking reference, photographs of damage and packaging, proof of value, and a description of the loss) must be submitted within 28 days of the first notification.

11.3 The Receiver should note any visible damage on the POD at the time of delivery. Acceptance without comment is evidence that the Consignment was delivered in apparent good order, but does not prevent a claim for latent damage notified within the period in clause 11.1.

11.4 We will investigate and respond within a reasonable time. Payment of a claim may be made to the Customer of record. Title to recovered goods passes to us to the extent of any payment made.

12. Indemnity

You shall indemnify and keep us indemnified against all claims, losses, damages, costs and expenses (including reasonable legal fees) arising from: (a) your breach of these Terms; (b) inaccurate information or documentation you provide; (c) Prohibited or Restricted Items you tender; (d) inadequate packaging; (e) claims by the Sender, Receiver or any third party in excess of our liability under these Terms; and (f) injury, loss or damage caused by the Consignment.

13. Lien

We have a general and particular lien on all Consignments in our possession for all sums due from you, whether or not relating to that Consignment. If sums remain unpaid for 14 days after notice, we may sell or dispose of the Consignment and apply the proceeds towards the debt and our costs, accounting to you for any surplus.

14. Data Protection

14.1 We process personal data of Senders, Receivers and account contacts in order to perform the Contract, comply with law, prevent fraud, and improve our services. Our Privacy Notice (available on request or on our website) explains how we use personal data.

14.2 You warrant that you have a lawful basis to provide us with personal data of Receivers and other third parties, and that you have provided any required privacy notice to those individuals.

14.3 Tracking data, signatures, photographs taken as proof of delivery, and CCTV at our premises may be retained for operational, security and claims purposes.

15. Confidentiality

Each party shall keep confidential the other's non-public business information obtained in connection with the Services, except where disclosure is required by law, regulators, professional advisers, or subcontractors who need the information to perform the Services and are bound by equivalent obligations.

16. Complaints

If you are unhappy with our service, please contact us in writing with your booking reference and details of the complaint. We will acknowledge the complaint and aim to resolve it fairly and promptly. This does not affect your statutory rights or the claims procedure in clause 11.

17. Changes to these Terms

We may update these Terms from time to time. The version in force at the time of booking applies to that Contract. Material changes will be notified to account customers by email or via their account.

Continued use of the Services after the effective date constitutes acceptance of the updated Terms for future bookings.

18. General

18.1 If any provision of these Terms is held to be invalid or unenforceable, the remaining provisions shall continue in full force.

18.2 No failure or delay by us in enforcing any right shall constitute a waiver of that right.

18.3 You may not assign the Contract without our prior written consent. We may assign or novate the Contract to a successor or group company.

18.4 These Terms and the documents referred to in them constitute the entire agreement between you and us in relation to the Services and supersede all previous negotiations and representations. You acknowledge that you have not relied on any statement not set out in the Contract.

18.5 Nothing in these Terms creates a partnership, joint venture or employment relationship.

19. Governing Law and Jurisdiction

These Terms and any dispute or claim arising out of or in connection with them or the Services (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales. The courts of England and Wales shall have exclusive jurisdiction, except that we may bring proceedings in the courts of any country in which you are established or a Consignment is located.

20. Company Details and Contact

X2X Courier

[Insert full legal entity name, e.g. X2X Courier Limited]

Registered in England and Wales under company number [insert number]

Registered office: [insert address]

VAT number: [insert if registered]

Email: [insert email] Telephone: [insert number] Website: [insert website]

Please replace the bracketed details with your official company information before publishing these Terms.

By booking or using X2X Courier services you confirm that you have read, understood and agree to these Terms and Conditions of Carriage.

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