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## **DMA AIRFREIGHT PROCEDURE AND TERMS AND CONDITIONS**

### **AIRFREIGHT PROCEDURE**

Once you send us the weight and measurements of the  we will send you the provincial quote (final quote will be submitted when we receive the package after checking the weight and measurements). If you are happy with the quote we will arrange the collection. Depending on your postcode and how urgent !! we will decide either we come and collect or use the local courier (collection cost is same).

Once we receive the package we will submit the final invoice you to settle over the phone or online bank transfer. When we receive the funds we will despatch the package  on the next available air shipment. We will provide you the tracking link <https://dmalogistics.co.uk/tracking/> you to track your package until it reaches your destination.

### **WEIGHT CALCULATION**

Actual weight

If you want to send a parcel by Airfreight the shipping rate is always based on a certain weight combined with a destination you ship to. The weight that is calculated, may be what the scale indicates, called the actual weight or it may be the weight according to the dimensions of the parcel called: volumetric weight. If your shipment has a weight of 5kg according to the scale, this means the actual weight is 5kg. Actual weight simply means, the weight the scale shows and what you experience when you lift the parcel.

Volumetric Weight

It may also be that the volumetric weight is used to determine the shipping costs. Density is the counterpart of the actual weight (what the scale shows you, remember?). In the word volumetric weight is embedded the word "volume".

You can determine the volumetric weight of your parcel package as follows. Multiply Length x Width x Height in centimetres and then divide it by a certain factor. Air cargo / airfreight transport companies use factor 6000. Express courier services like TNT Express, DHL and FedEx use factor 5000. Suppose you want to send a parcel with dimensions 60x40x40 cm by a courier express company. The volumetric weight you simply calculate by: LxWxH in cm dividing by factor 5000. In our example the volumetric weight is:  $60 \times 40 \times 40 / 5000 = 19.2\text{kg}$ . To calculate, just check our volumetric weight calculator.

What's the difference?

To determine the shipping rate, we always use the highest weight. In the example the weight of the parcel containing the two bricks in accordance with the scale is 5kg. The

volumetric weight was 19.2kg, so we use the 19.2kg to determine the shipping rate. This 19.2kg is the highest weight compared to the actual weight. In theory, this means that your package could be filled until the scale indicates 19.2kg (actual weight). This would allow you to profit the fullest from the dimensions of the package

The actual weight is what the scale indicates. The volumetric weight is based on the dimensions of the parcel in cm divided factor 5000 or 6000. Courier companies simply want to know how much space your parcel needs in their aircraft.

### **DOOR TO DOOR**

You can do door to door shipment by providing Detailed packing list (each item should be listed)-No responsibility for missing items or custom duty.

- Agreed to pay if there is any additional tax/duty, demurrage charges at the destination. Both shipper's and consignee's ID copy must be submitted with correct contact numbers All the due payments must settle before loading of your cargo.

How do we prepare the packing list?

- We will be providing a list to be filled with our terms and conditions. You must list every item with quantities and the commercial value. If the list is not sufficient you may add an extra sheet and after filling the form you must sign and date the declaration. If the list is incomplete subject to custom duty at the destination.

## **DOOR TO DEPOT**

. We will send your cargo to our nominated custom bonded Warehouse, then you/ your consignee can clear your cargo personally. This must be planned before the shipment leaving from UK.

Benefits of Door to Depot are.

\*We will offer reduced rate (please refer our price list)

\*You can avoid/minimize custom duty if you are eligible for tax allowance

\*Your package will be opened in front of you.

What are the restricted items

## **CUSTOM DUTY AND OTHER DESTINATION CHARGES**

Duty tax is purely charged by the Sri Lanka customs and DMA will not hold any responsibility on such occasions. Duty/penalties can be charged on various reasons:

If you pack any other taxable items (if you are not sure, please contact DMA team before packing If you pack any commercial goods and commercial quantities

## **CUSTOM DUTY AND OTER DESTINATION CHARGES ARE NOT ADDED TO THE PRICE**

If your shipment on door-to-door basis we will be not able to provide you an individual custom receipt for your tax amount as the customs not issuing individual invoices for door-to-door shipments. If you are expecting an individual receipt, you may have to plan your shipment on Door to depot (collecting from our nominated bonded warehouse in Colombo) This must be planned before the shipment leaving from UK.

## **TERMS AND CONDITIONS**

New Payment Policy:

All airfreight shipments must be fully paid before processing, starting November 15, 2025.

Late Payment Consequences:

Unpaid shipments will be held in the warehouse. If a payment is delayed, the shipment will miss its initial schedule and be rolled over to the next week's consolidated shipment.

Expedited Invoicing:

Invoices will be produced within 24 hours of goods collection to help customers make timely payments.

Customer Recourse:

If a customer faces a payment issue, they should contact DMA Airfreight to discuss a solution. Options may include arranging an alternative payment plan or addressing any underlying issues, as this is often preferable to legal action.

**Customer Relations:**

While a customer-first approach is generally encouraged, businesses like DMA Airfreight have the right to enforce payment terms. When facing non-payment, companies are advised to document all communication and consider pausing services as an interim step.

**TRACKING**

You can log on to our website [www.dmalogistics.co.uk](http://www.dmalogistics.co.uk) and type your invoice number and track your parcel for more information please visit [www.dmalogistics.co.uk](http://www.dmalogistics.co.uk)

For more clarification, please contact us on  
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