



International Rates and Services

Making parcel delivery **simple**, **reliable** and **affordable** for small business.

Delivery zones | time frame

Zone 1

New Zealand
10-20 working days

Zone 2

North America, Western Europe, Asia and the Pacific
21-28 working days

Zone 3

Rest of the world
25-30 working days

[View full list of countries](#)

Contact us

Sendle Business Team

sendle.com/help
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Due to the cancellation of many international flights and country-specific restrictions, overseas transit times may be delayed. [See our full list of temporarily suspended destinations.](#)

Plans	Standard <i>No GST required for international deliveries</i>			Premium <i>No GST required for international deliveries</i>			Pro <i>No GST required for international deliveries</i>		
	Zone 1	Zone 2	Zone 3	Zone 1	Zone 2	Zone 3	Zone 1	Zone 2	Zone 3
Parcel size									
Up to 250g	\$18.45*	\$18.45*		\$13.45*	\$13.45*		\$13.45*	\$13.45*	
Up to 500g		\$20.75*	\$28.56*		\$19.37*	\$23.13*		\$18.43*	\$21.86*
Up to 1kg	\$23.09*	\$33.05*	\$47.64*	\$15.50*	\$30.49*	\$40.84*	\$15.50*	\$28.62*	\$35.92*
Up to 1.5kg	\$27.47*	\$49.68*	\$64.45*	\$26.22*	\$48.42*	\$61.19*	\$22.19*	\$42.73*	\$54.54*
Up to 2kg	\$30.60*	\$61.50*	\$80.26*	\$29.34*	\$58.86*	\$77.01*	\$25.08*	\$57.85*	\$69.17*
Above 2kg to 20kg	\$16.40* +\$7.54/kg	**	**	\$15.18* +\$7.33/kg	**	**	\$13.51* +\$7.24/kg	**	**
<p>* International exchange rate surcharges due to COVID-19: \$1.50 for Zone 1 (NZ) deliveries, \$2.50 for Zone 2 (Asia) deliveries, \$3.50 for Zone 2 (US & Canada) deliveries, \$5.50 for Zone 2 (UK & Europe) deliveries and \$9.50 for Zone 3 (Rest of world) deliveries. ** For some international destinations we are currently unable to send parcels weighing more than 2kg. Stay up to date with delivery times and COVID-19 news on the blog.</p>									
Services									
Free pickup	Yes			Yes			Yes		
Minimum order quantities	No			20 parcels / month			200 parcels / month		
Network extension	Global postal networks			Global postal networks			Global postal networks		
PO Box deliveries	Yes			Yes			Yes		
Velocity Frequent Flyer Points	Yes			Yes			No		
Carbon offset	All Sendle deliveries are 100% carbon neutral			All Sendle deliveries are 100% carbon neutral			All Sendle deliveries are 100% carbon neutral		
Contract	No lock-in contracts			No lock-in contracts			No lock-in contracts		
Packaging requirements	Flexibility of own packaging			Flexibility of own packaging			Flexibility of own packaging		
Shipping cover	All eligible parcels covered for loss up to \$100 .			All eligible parcels covered for loss up to \$100 .			All eligible parcels covered for loss up to \$300 .		



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Recognition



Plans	Standard	Premium	Pro
Operations			
Pickup and delivery hours	Monday to Friday, 8am – 4pm excluding public holidays & weekends	Monday to Friday, 8am – 4pm excluding public holidays & weekends	Monday to Friday, 8am – 4pm excluding public holidays & weekends
Same-day collection	Available if courier collects daily	Available if courier collects daily	Available if courier collects daily
Latest order time	11:59pm for the next business day (Monday-Friday)	11:59pm for the next business day (Monday-Friday)	11:59pm for the next business day (Monday-Friday)
Delivery network	Global postal networks	Global postal networks	Global postal networks
Pickup network	Sydney, Melbourne, Brisbane, Adelaide and Perth	Sydney, Melbourne, Brisbane, Adelaide and Perth	Sydney, Melbourne, Brisbane, Adelaide and Perth
Delivery method	Air & Road	Air & Road	Air & Road
Free return to sender	Yes	Yes	Yes
Duties and taxes	Delivery duty unpaid with postal clearance	Delivery duty unpaid with postal clearance	Delivery duty unpaid with postal clearance
Item and value declaration	Required	Required	Required
Tracking and customer support			
Free tracking	Delivery tracking dependent on global postal network provider	Delivery tracking dependent on global postal network provider	Delivery tracking dependent on global postal network provider
Integrated delivery dashboard	Yes	Yes	Yes
Customer service	Yes	Yes	Yes
Integrations			
Free eBay, Shopify, WooCommerce	Yes	Yes	Yes
Parcel Specifications			
Dangerous goods	No	No	No
Maximum parcel weight	20kg	20kg	20kg
Maximum parcel size (2kg and under)	Total Dimensions = up to 90cm <i>no side longer than 60cm</i>		
Maximum parcel size (2kg - 20kg)	Total Dimensions = up to 150cm <i>no side longer than 105cm</i>		



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Countries currently under UN Embargo: **Cuba, Guatemala, Iran, North Korea, Syria, Sudan (North).**

No shipments can be sent to these destination countries.

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ZONE 1		
New Zealand		10-20 working days

ZONE 2		
North America, Western Europe, Asia and the Pacific		21-28 working days
American Samoa	Isle of Man	Papua New Guinea
Austria	Italy	Philippines, Republic of the
Bangladesh	Japan	Portugal
Belgium	Jersey	Samoa
Bhutan	Kazakhstan	Singapore
Brunei Darussalam	Kiribati	Solomon Islands
Cambodia	Korea, Republic of (South K.)	Spain
Canada	Lao, People's Democratic Rep	Sri Lanka
China, People's Republic of	Luxembourg	Sweden
Cocos (Keeling) Islands	Macau	Switzerland
Cook Islands	Malaysia	Taiwan
Denmark	Maldives	Thailand
Fiji	Micronesia	Timor-Leste (East Timor)
Finland	Mongolia	Tonga
France	Myanmar	Tuvalu
French Polynesia	Nauru, Republic of	United Kingdom
Germany	Nepal	United States of America
Greece	Netherlands	Vanuatu
Guam	New Caledonia	Vietnam
Guernsey	Niue	
Hong Kong	Norfolk Island	
Iceland	Northern Mariana Islands	
India	Norway	
Indonesia	Pakistan	
Ireland	Palau, Republic of	

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ZONE 3

Rest of the world

25-30 working days

Afghanistan	Curaçao	Libya	San Marino
Åland Islands	Cyprus	Liechtenstein	São Tomé and Príncipe
Albania	Czech Republic	Lithuania	Saudi Arabia
Algeria	Djibouti	Macedonia, Republic of	Senegal
Andorra	Dominica	Madagascar	Serbia, Republic of
Angola	Dominican Republic	Malawi	Seychelles
Anguilla	Ecuador	Mali	Sierra Leone
Antarctica	Egypt	Malta	Sint Maarten (Dutch part)
Antigua and Barbuda	El Salvador	Marshall Islands	Slovakia
Argentina	Eritrea	Martinique	Slovenia
Armenia	Estonia	Mauritania	Somalia
Aruba	Ethiopia	Mauritius	South Africa, Republic of
Azerbaijan	Falkland Islands	Mayotte	South Georgia and the South Sandwich Islands
Bahamas	Faroe Islands	Mexico	Sudan, South
Bahrain	French Guiana	Moldova, Republic of	Suriname
Barbados	French Southern Territories	Monaco	Svalbard and Jan Mayen
Belarus	Gabon	Montenegro	Swaziland
Belize	Gambia	Montserrat	Tajikistan
Benin	Georgia	Morocco	Tanzania
Bermuda	Ghana	Mozambique	Togo
Bolivia	Gibraltar	Namibia	Tokelau
Bonaire, Sint Eustatius and Saba	Greenland	Nicaragua	Trinidad and Tobago
Bosnia and Herzegovina	Grenada	Niger	Tunisia
Botswana	Guadeloupe	Nigeria	Turkey
Bouvet Island	Guinea, Republic of	Oman	Turkmenistan
Brazil	Guinea, Republic of Equatorial	Palestine, State of	Turks and Caicos Islands
British Indian Ocean Territory	Guinea-Bissau	Panama, Republic of	Uganda
Bulgaria	Guyana	Paraguay	Ukraine
Burkina Faso	Haiti	Peru	United Arab Emirates
Burundi	Heard Island and McDonald Islands	Pitcairn	United States Minor Outlying Islands
Cameroon	Honduras	Poland	Uruguay
Cape Verde	Hungary	Puerto Rico	Uzbekistan
Cayman Islands	Iraq	Qatar	Vatican City State (Holy See)
Central African Republic	Israel	Réunion	Venezuela
Chad	Jamaica	Romania	Virgin Islands (British)
Chile	Jordan	Russian Federation	Virgin Islands (U.S)
Christmas Island	Kenya	Rwanda	Wallis and Futuna
Colombia	Kosovo	Saint Barthélemy	Western Sahara
Comoros, Dem. Rep. of	Kuwait	Saint Helena, Ascension and Tristan da Cunha	Yemen
Congo, Democratic Republic of	Kyrgyzstan	Saint Kitts and Nevis	Zambia
Congo, Rep. of the	Latvia	Saint Lucia	Zimbabwe
Costa Rica	Lebanon	Saint Martin (French part)	
Cote d' Ivoire (Ivory Coast)	Lesotho	Saint Pierre and Miquelon	
Croatia	Liberia	Saint Vincent and the Grenadines	