

# Rate Card - Fulfillment by TikTok Shop (FBT)

Effective as of July 7, 2024



## FBT Discount

Valid from July 7, 2024 to September 30, 2024

Starter Pack Sellers New to FBT	Gold Existing FBT Sellers	Diamond Existing FBT Sellers
<ul style="list-style-type: none"> <li>FREE Fulfillment</li> <li>FREE Storage</li> </ul>	<ul style="list-style-type: none"> <li>20% Discount on Fulfillment Fees</li> </ul>	<ul style="list-style-type: none"> <li>50% Discount on Fulfillment Fees</li> </ul>
<p>Qualifying Criteria</p> <p>Launch with FBT between July 7, 2024 and September 30, 2024, by sending stock</p>	<p>Qualifying Criteria</p> <p>Sell on TikTok Shop through FBT for &gt;= 5,000 orders/month in the past 3 months and use FBT to fulfill 60% or more of your TikTok Shop order volume</p>	<p>Qualifying Criteria</p> <p>Sell on TikTok Shop through FBT for &gt;= 20,000 orders/month in the past 3 months and use FBT to fulfill 60% or more of your TikTok Shop order volume</p>

Offer valid from July 7, 2024 to September 30, 2024

Note: This offer is at FBT's discretion and terms may be subject to change. Sellers' tier status i.e. Diamond or Gold will remain the same from July 7, 2024 to September 30, 2024. Any adjustments in tier eligibility will be reviewed by end of September 2024. [Learn More](#)

## United Kingdom Fees

Valid from July 7, 2024 to December 31, 2024

Fulfillment by TikTok Shop typically supports the fulfillment of items under 30kg and within 610 x 457 x 457 mm. Whitelisting is required for items larger and/or heavier than these limits.



[Watch this video](#) to learn how FBT pricing works.

### Receiving Fees (VAT Included)

Inbound Type	Palletized Rate	Loose-Loaded Rate
Container (20ft)	Free	£ 145.53
Container (40ft)	Free	£ 206.16
Small Parcel	Free	Free
Truckload	Free	Free

### Fulfillment Fee (VAT Included)

Item Category	Length (cm)	Width (cm)	Height (cm)	Gross Weight (grams)	Rate
XS	33	23	4	500	£ 0.78
S	40	30	15	3,000	£ 1.08
M	50	40	30	10,000	£ 1.80
L	61	46	46	30,000	£ 3.00
XL*	120	60	60	15,000	£ 4.20

\* The Fulfillment service for XL products are invite-only and the rate does NOT include packaging fees.

Both dimensions and weight will be deciding factors. If any one of these dimensions — Length, Width, Height or Weight — exceeds the size category threshold, the item will fall into the next category. The Fulfillment fee includes TTS packaging material fees. Any custom packaging will incur an additional charge.

### Storage<sup>1</sup> Fee (VAT Included)

Aging	Rate (per CBM/Day)
0 - 30 Days	£ 0.12
31 - 90 Days	£ 0.30
90+ Days	£ 0.72

1. The minimum chargeable volume is 0.001 cubic meters (CBM) per SKU per day. Storage fees are calculated daily at 23:59:59, based on the total cubic meters of all your SKUs. This includes both items ready for sale and defective goods.

## Inbound Surcharge

### Inbound Surcharge (VAT Included)

Inbound Defect Issue		Rate
Service Scope	Unit of Measure	Rate
Product has no barcode	per item <sup>1</sup>	£ 0.12
Barcode not working		
Inbound with unexpected SKU		
Damaged package		
Damaged product		
Product discrepancy		
Quantity discrepancy		
Loose item without carton	per carton <sup>2</sup>	£ 1.92
Mixed SKUs without physical separation inside carton		
Missing carton label		
Multiple labels on single carton		

1. Cap of £600 per/shipment. Charged upon Issue status is "Solved". If the correct barcode issue cannot be resolved by the merchant within 1 working day from the issue reporting date, additional relabel fee will be charged before putaway. Return fee is not included. For quantity discrepancy screening: 5% and above is charged.

2. Cap of £600 per/shipment. Charged upon Issue status is "Solved".

### Inbound Capacity Management Fee

Service Scope	Unit of Measure	Rate
Booked inbound but no show or fail to notify 24 hours in advance	per shipment <sup>3</sup>	£ 24.00
Under booking capacity (i.e. booked small parcel LTL, but came as palletized >10 pallets or container)		
Inbound with unconfirmed IBR status		
Early or late inbound arrival (+/- 2 hours)	per pallet <sup>4</sup>	£ 6.00
Unsafe Pallet		
Overweight Pallet		
Oversized Pallet		

3, 4. Charged upon Issue status is "Solved". The management fee is for inbounding either container or articulated lorries with loads over 15 Cbm.

### Inbound Surcharge - Value Added Service (VAT Included)

Relabelling <sup>1</sup>		Rate
Service Scope	Unit of Measure	Rate
Sticking SKU label including supplies	per item	£ 0.24

1. Relabelling is a service that is only available post inbound incidence. The service is not open to all merchants without an inbound incidence.

## Value Added Services

### Return to Merchant<sup>1</sup> (VAT Included)

Type	Rate
Per Item	£ 0.36

1. Pick, pack, and loading of bulk shipment back to merchant. Merchant is responsible for arranging shipping, charged when packing is completed, packing supplies not included and fee is capped at £ 1500 per shipment.

### Prep Service<sup>1</sup> (VAT Included)

Type	Rate
Bubble Mailer (Provided by TikTok Shop)	£ 0.60
Packaging Material (Provided by Merchant)	£ 0.41

1. The fee for the value-added service is charged upon completion of the order. Eligible items must have a maximum weight of 960g, with the longest side measuring less than 25cm and the second longest side measuring less than 19cm.

### Kitting<sup>1</sup> (VAT Included)

Combine two (or more) separate SKUs into a single new SKU

Type	Rate
First 2 items (per set)	£ 0.42
Goods beyond first 2 items (per item)	£ 0.24

1. The fee for the Value-Added Service order is charged upon completion. The rate applies specifically to packing using flat cartons and bubble mailers only.

### Customer Order Return Handling Fee<sup>1</sup> (VAT Included)

Type	Rate
Returns Processing Fee (per unit)	£ 1.80

1. Storage fees will apply to returned products that are defective and put away for collection by merchants.

## Buyer Rate Card

VAT Included	Rate
Standard	£ 3.48
Express	£ 4.13