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**Dear Valued Customers**

**Rate & Weight Guide for shipments outbound to local destinations**

This is a guide on how to fill up the correct shipment weight when shipping to local destinations. The density of a package is one of the factors affecting the shipping rate. In general, a less dense package which is large but lightweight occupies more space in comparison to its actual weight. Thus, shipping rate is based on chargeable weight. Chargeable weight is determined based on the actual weight or volumetric weight, whichever is greater.

**Volumetric weight**

To calculate volumetric weight for shipment outbound to local destinations, multiply the length by height by width in centimetres (cm) then divide the total sum by 6000. Shipment may be re-weighed and/or re-measured by GDEX to confirm this calculation.

**Domestic volumetric weight (in kilograms):**  
Length (cm) x Width (cm) x Height (cm) / 6000

Thank you for your continued support. We promise to continue delivering service you trust.

If you have any questions, please do not hesitate to contact your Sales Account Manager or our Customer Service Hotline at 03 - 6419 5003.

Yours faithfully  
For **GDEX Express Sdn Bhd**

**Vincent Thoo**  
Head, Business Group