T: 0800 281857
E: admin@storafile.co.uk
W: www.storafile.co.uk

24 September 2026

Dear Customer,

NOTICE OF TEMPORARY FUEL SURCHARGE

I am writing to give you advance notice of a temporary fuel surcharge that Stor-a-File will apply to transport charges. It will appear on invoices issued from 1 November 2026.

Why we are doing this

The disruption to Middle East oil supply has moved UK diesel a long way from where it sat when our current rates were set, and it has moved sharply again this month.

The Department for Energy Security and Net Zero recorded the average UK retail diesel price at 158.9 pence per litre in March 2026. In the week ending 21 September 2026 it stood at 195.53 pence — a rise of 23 per cent in six months, and above the April peak of 192.14 pence. Against the 143 pence average that prevailed through summer 2025 and into early 2026, when our current transport rates were set, diesel is up almost 37 per cent.

We have absorbed that for as long as we sensibly can. We are now at the point where we either recover part of it or cut the service, and we would rather do neither quietly.

What is changing

Item	Position on invoices issued from 1 November 2026
Fuel surcharge	12.5% applied to transport charges
What it applies to	Collection, delivery, retrieval and courier charges only
What it does NOT apply to	Storage rental, scanning, shredding, destruction and materials — all unchanged
Shown on your invoice as	A separate line: ‘Fuel Surcharge’
Applies from	Invoices issued on or after 1 November 2026. As we invoice a month in advance, the first affected invoice covers December service.
Review	Monthly, against the published UK diesel pump average
Withdrawal	Removed in full once diesel returns to and holds below 160 pence per litre

What is not changing

- Your storage rates are unaffected by this notice.
- Your annual rate review remains as set out in our Terms and Conditions — once a year, by RPI. This surcharge is separate from that and does not form part of it.

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- The surcharge is temporary and carries an explicit withdrawal trigger. It is not a permanent uplift to your rate card.
- Your service levels, collection frequency and points of contact are unchanged.

What this means in practice

For a customer spending £200 a month on collections and deliveries, the surcharge adds £25 a month. If you would like a figure specific to your account, or you would prefer to consolidate movements into fewer, fuller runs to reduce the charge, please contact us and we will work it through with you.

If you want to discuss it

We would rather have the conversation than surprise you on an invoice. If this presents a difficulty for your organisation, or if your contract carries a signed pricing schedule that you believe this should not apply to, please contact us before 1 November 2026 and we will review your account individually.

Yours sincerely,

Francis Taylor

Commercial Director

For and on behalf of Stor-a-file Ltd