



# EXPRESS MAIL SERVICE

**General terms and conditions**

**Index of products and prices and conditions**

Valid from 01.05.2020 to 30.06.2020 \*

\* Description: This is the deadline according to § 26a ZustG (amended by 12. COVID-19-law)



## INDEX OF PRODUCTS AND PRICES FOR THE GENERAL TERMS AND CONDITIONS FOR EMS AUSTRIA AND INTERNATIONAL

Valid from 01.05.2020 to 30.06.2020 \* (issue no. 3/2020)

\* Description: This is the deadline according to § 26a ZustG (amended by 12. COVID-19-law)

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## SERVICE OFFER EMS AUSTRIA AND INTERNATIONAL

Express Mail Service (EMS) is the acronym used both nationally and internationally for express postal services. With the EMS service Post transports certified shipments the posting of which must be confirmed by Post and the handover must be confirmed by the recipient.

### TRANSPORT RESOURCES / COMPENSATION

All of Post' transport resources (letter containers, roll containers, etc.) made available to customers free of charge shall remain property of Post; any inappropriate use (e.g. intermediate transport to third parties and/or transmission, in-house transports/use, material storage, etc.) is not allowed.

Transport resources may not be stored ahead for longer than a week.

Post is entitled to claim damages in case of damage or loss.

## 1 EMS AUSTRIA

When shipping a domestic EMS shipment, delivery takes place (see point 3.1.3). on the working day following posting insofar as the shipment was posted before the closing time defined in the corresponding post office's services overview and no other form of posting was agreed with the sender or recipient.

### 2 Size and weight limits

#### 2.1 Mindestmaße:

9 cm width and 14 cm length.

#### 2.2 Minimum size:

Standard EMS shipment:

100 cm length; 60 cm width; 60 cm height

Special transport:

Maximum length: 200 cm

Maximum girth: 360 cm (= length + circumference)

#### 2.3 Maximum weight:

31,5 kg

#### 2.4 Determination of the weight

The weight of EMS shipments as well as surcharges due to shape and size are determined by Post.

## 3 Index of products and prices

Express shipments are subject to VAT in accordance with the applicable Austrian legislation. All indicated fees and supplements are therefore gross prices incl. VAT.

### 3.1 Transport Service

#### 3.1.1 Standard EMS shipment

Rectangular, up to size:

100 cm length; 60 cm width; 60 cm height



#### 3.1.2 Special transport

EMS shipments that exceed the standard size or cannot be transported on conveyors because of their shape and/or internal condition must be sorted manually and transported separately by Post (e.g. rolls, round EMS shipments, unpacked items, cages, glass, electronic devices, etc.). In detail, these are:

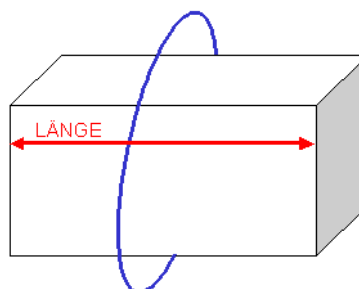
- Non-rectangular EMS shipments smaller than 100 x 60 x 60 cm



- EMS shipments larger than 100 x 60 x 60 cm – in all shapes



- up to the following maximum size: Length 200 cm and girth ("GURTMASS") 360 cm (= length + circumference) (circumference = 2 x width + 2 x height)



and/or

- Adequately packaged EMS shipments (in all shapes up to the max. size length 200 cm and girth 360 cm) with content that is fragile or sensible to vibrations. Post handles such EMS shipments with special care. (Items



that are sensible to vibrations are CD/DVD players, electronic articles, notebooks, computers and accessories, coffee machines, etc.) EMS shipments with a content that is fragile or sensible to vibrations must be labelled with the following "fragile" sticker, in absence of which the liability of Post for breakage or damage due to vibrations is excluded:



### 3.1.3 Delivery

#### 3.1.3.1 Delivery Standard and Special transport

- **EMS Delivery by 12:00 p.m. from Monday to Friday**

The delivery of EMS shipments takes place on the working day following posting (Monday to Friday) in Austria by 12:00 p.m.

EMS shipments must be labelled with one of the following EMS time stickers:



#### 3.1.3.2 Time-dependent Delivery Standard and Special transport

- **EMS Delivery by 10:00 a.m. from Monday to Friday**

The delivery of EMS shipments takes place on the working day following posting (Monday to Friday) by 10:00 a.m. This service is only available for particular postal code zones. For further information, contact the Post Customer Service.

EMS shipments by 10:00 a.m. must be labelled with one of the following EMS time stickers:



- **Saturday delivery**

Saturday delivery takes place (only if the shipment is posted on Friday and at the explicit request of the sender) in Austria on Saturday (working day) by 12:00 p.m.

EMS shipments with Saturday delivery must be labelled with one of the following EMS time stickers:





It is not possible to post an EMS shipment with indication of the value and/or cash on delivery in combination with Saturday delivery.

### 3.2 Shipping fees

#### 3.2.1 Shipping fee standard EMS shipment:

Weight / shape / size	EUR inkl. VAT
up to 2 kg rectangular, < 100 x 60 x 60 cm	9,73 (net 8,11)
up to 4 kg rectangular, < 100 x 60 x 60 cm	10,93 (net 9,11)
up to 8 kg rectangular, < 100 x 60 x 60 cm	13,93 (net 11,61)
up to 10 kg rectangular, < 100 x 60 x 60 cm	14,93 (net 12,44)
up to 12 kg rectangular, < 100 x 60 x 60 cm	17,63 (net 14,69)
up to 20 kg rectangular, < 100 x 60 x 60 cm	22,43 (net 18,69)
up to 31,5 kg rectangular, < 100 x 60 x 60 cm	31,43 (net 26,19)

In addition to the shipping fee, the Austrian road toll surcharge for trucks must be paid for each EMS shipment:

	EUR incl. VAT
Austrian road toll surcharge for trucks	0,23 (net 0,19)

Surcharge for special transport (in addition to the shipping fee):

	EUR incl. VAT
Special transport	7,20 (net 6,00)

#### 3.2.2 Time-dependent surcharge in addition to the shipping fee per standard EMS shipment:

Transport Service	EUR incl. VAT
Delivery until 10:00 a.m.	10,80 (net 9,00)
Saturday delivery in a provincial capital	10,80 (net 9,00)
Saturday delivery Austria-wide (except for provincial capitals)	21,60 (net 18,00)

#### 3.2.3 EMS Return

	EUR
up to 10 kg incl. Austrian road toll surcharge for trucks and shape / size-dependent surcharge or special transport	5,00
over 10 kg incl. Austrian road toll surcharge for trucks and shape / size-dependent surcharge or special transport	6,00 (net 5,00)

### 3.3 Additional services

Post handles an EMS shipment specially as an additional service if it is requested by the sender upon posting and the fee for the corresponding additional service was paid in addition to the shipping fee.

#### 3.3.1 Collection

If desired and possible, EMS shipments can be collected directly from the sender. Post charges a fee for performing this additional service.

Post can limit the collection service to senders whose available appliances allow for the unrestricted performance of the collection service.

EMS shipments with an indication of the value are excluded from the collection service.

#### 3.3.2 Cash on delivery (COD)

The sender may commission Post (hereinafter "COD order") to only deliver an EMS shipment to the recipient against collection of a cash amount ("Nachnahmeauftrag"; hereinafter "COD amount"). The COD amount per order may not exceed EUR 25,000.00.

The COD order is placed paperlessly or rather electronically with an indication of the following information at a post office and during the time period intended for this purpose:

Jeweils sind vom Absender folgende Informationen anzugeben bzw. elektronisch zu übermitteln:

- Name and address of the sender;



- Name and address of the recipient of the EMS shipment (hereinafter "recipient");
- COD amount to be recovered in EUR;
- Name and address of the recipient of the recovered COD amount;
- Bank account at a bank belonging to the SEPA zone (with indication of the IBAN number) on which to transfer the recovered COD amount.

If the information is transmitted electronically, the sender must also comply with the provisions of the Post's labelling and notification data primer (Belabelungs- und Avisodatenfibel available at [https://post.at/geschaefentlich\\_versenden\\_paket\\_versand\\_kunden\\_versandsoftware.php](https://post.at/geschaefentlich_versenden_paket_versand_kunden_versandsoftware.php)) in force at the time the contract is concluded.

EMS shipments with cash on delivery with a valuable content according to point 3.3.4 of the current version of the Index of products and prices must be posted with an indication of value.

A later amendment of the COD amount, in particular of the COD amount to be collected, is not possible.

EMS shipments with cash on delivery are only handed over against collection of the COD amount indicated by the sender. The identity of the recipient will be checked in case of doubt.

The collected COD amount is transferred on the bank account at a bank belonging to the SEPA zone indicated by the sender and in the name of the recipient indicated by the sender. The recipient of the recovered COD amount can be a person other than the sender.

Right of retention:

For the purpose of securing all receivables of Post against the sender Post is entitled to retain the recovered COD amount in the amount of its receivables or to set off its receivables against this COD amount, respectively.

This additional service cannot be combined with Saturday delivery.

The following sticker must be used for the labelling of EMS shipments with cash on delivery:



### 3.3.3 Personal delivery

EMS shipments are preferably delivered to the natural person indicated in the address, otherwise to the person entitled to receive the item or a substitute addressee. The word "Personal" must appear on the address side of the EMS shipment.

### 3.3.4 EMS shipment with declaration of value

Items with a value exceeding EUR 1,500.00 are only accepted in EMS shipments with indication of the value, in absence of which Post's liability is limited according

to point 5.3.4 of the General Terms and Conditions EMS. The sender must indicate the actual value (market value).

The following items are only accepted in EMS shipments with indication of the value, in absence of which Post's liability is limited according to point 5.4 of the General Terms and Conditions:

- Valid domestic and foreign means of payment;
- Securities;
- Precious metals (e.g. gold, silver, platinum);
- Jewellery (except costume jewellery), gemstones and precious stones (crystals);
- Jewels;
- Gold nuggets;
- Gold and silver coins;
- Cheques;
- Credit, cheque and cashpoint cards;
- Domestic and foreign passbooks;
- Valid domestic and foreign stamps;
- Valid domestic and foreign prepaid telephone cards;
- Entrance tickets;
- Transport and flight tickets;
- Vouchers and coupons;
- Paintings and antiquities.

The sender must indicate the actual value (market value). It is not authorised to indicate a value that exceeds the actual value of the content of the shipment. The maximum indicated value is EUR 25,000.00.

In case of damage or loss, the maximum compensation shall correspond to the declared actual value. This additional service cannot be combined with Saturday delivery.

Only for EMS shipments with an indication of the value Post's service includes continuous monitoring of the EMS shipment between posting and delivery.

EMS shipments with an indication of the value must be sealed so that it is not possible to open the EMS shipment without damaging the sealing. The packaging may not bear any underlines or notes at the time of posting.

If the indicated value exceeds EUR 1,500.00, the packaging as well as any strapping must be secured with sealing wax imprints, seals or another equivalent sealing method so that all ends of the packaging are held tight, accessing the content is impossible without any visibly noticeable damage to the packaging or the sealing, and the packaging and strapping cannot be opened or stripped without damaging the sealing.

The following sticker must be used for the labelling of EMS shipments with indication of the value:



### 3.3.5 Sender info (via SMS or email)

When posting an EMS shipment, the sender can select the free service option "Sender info" and indicate either their mobile phone number or email address. As soon as the EMS shipment is successfully delivered to the recipient and the takeover of the EMS shipment was confirmed, the sender receives a one-time SMS or email with a confirmation of the successful delivery. If the delivery attempt fails or delivery is otherwise hindered, the sender is informed of it in a one-time SMS or email.

### 3.3.6 Recipient info (via SMS or email)

When posting an EMS shipment, the sender can select the free service option "Recipient info" and indicate either the mobile phone number or email address of the recipient. The recipient then receives once either an aviso SMS or an email before delivery which contains information on the delivery (EMS tracking number, date and time of delivery).

### 3.3.7 Preferred postal branch / Preferred pickup station

EMS shipments can also be sent to a preferred postal branch or a preferred pickup station. The preferred postal branches can be found by using the branch locator on post.at. The pickup station is an automatic delivery appliance for self-collection which is usually placed in self-service zones.

If case of sending to a preferred postal branch or preferred pickup station the mobile phone number (or email address) and name of the recipient is recorded upon posting of the EMS shipment. Once the EMS shipment has arrived, the recipient receives an automatic notification SMS or email (the accuracy and technical capability of the indicated means of contact must – excluding liability of Post – be ensured by the sender and recipient). The recipient can pickup the EMS shipment immediately after receiving this electronic

notification. If it is not picked up within 3 days, a reminder SMS or email is sent to the recipient.

### 3.4 Fee for additional services

The following fee is charged for every additional service used in addition to the shipping fee:

Additional service	EUR incl. VAT
Collection from the sender	By agreement
Cash on delivery fee – Transfer to bank account	4,20 (net 3,50)
Personal delivery per EMS shipment	3,72 (net 3,10)
For an EMS shipment with indication of value up to EUR 500.00	6,00 (net 5,00)
For an EMS shipment with indication of more than EUR 500.00: Per started EUR 100.00	1,20 (net 1,00)
Sender-Info	free of charge
Recipient-Info	free of charge
Preferred postal branch / Preferred pickup station	free of charge

### 3.4.1 Fee for other services

	EUR incl. VAT
Enquiry	4,80 (net 4,00)
Poste restante	1,20 (net 1,00)



#### 4 EMS INTERNATIONAL

The service area EMS International includes the acceptance, transport, customs clearance (if applicable) and delivery of the international EMS shipment.

#### 5 Shipping terms

##### 5.1 Transport services

The delivery of EMS International shipments usually takes place within the period indicated in the country information or the EMS delivery times calculator (see post.at/ems) if the EMS shipment was posted before the closing times for posting as defined in the service overview of the corresponding post office.

For further information, contact Post Customer Service and post office.

The sender must use and fill out the form according to point 1.7.2 of the GTC EMS.

Import duties and customs are charged solely to the recipient of the EMS shipment.

EMS shipments from abroad which must be presented to customs have priority over all other shipments.

EMS shipments from abroad are usually delivered on the working day following the day of entry in Austria or the day following customs clearance, unless another form of delivery was agreed.

##### 5.2 Size and weight limits

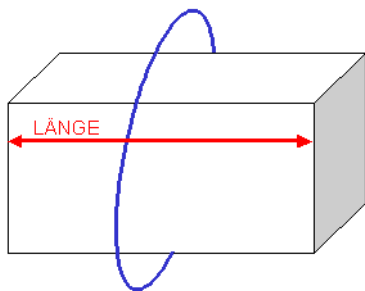
###### 5.2.1 Minimum size:

9 cm width and 14 cm length.

###### 5.2.2 Maximum size:

Maximum length: 120 cm

Maximum girth ("GURTMASS"): 360 cm (= length + circumference) (Circumference = 2 x width and 2 x height)



The EMS shipment must be packaged and rectangular.



###### 5.2.3 Maximum weight:

31,5 kg

The weight of EMS shipments is determined by Post.

#### 6 Index of products and prices

EMS shipments to an EU country (tariff zones 1a and 1b) are subject to value-added tax. All indicated fees and surcharges are gross prices incl. VAT.

All indicated fees and surcharges for EMS shipments to third countries (tariff zones 2 to 5) are net prices, i.e. excluding all legal fees, the value-added tax (VAT) in particular.

##### 6.1 Tariff zones

The countries of destination are divided into 6 zones for the collection of shipping fees (for more information on countries, please contact Post Customer Service):

###### Zone 1a:

Neighbouring EU countries

###### Zone 1b:

Other EU countries as well as Monaco

###### Zone 2:

Other European countries and non-European Mediterranean countries (Algeria, Egypt, Israel, Lebanon, Libya, Morocco, Palestine, Syria, Tunisia), Channel Islands (Jersey, Guernsey), Faroe Islands, Greenland

###### Zone 3:

West Asia, Africa (northern part) excl. Mediterranean countries, Canada, Marshall Islands, Micronesia as well as the United States of America incl. associated territories

###### Zone 4:

Africa (southern part), rest of America, South and East Asia, French and Dutch overseas territories

###### Zone 5:

Australia, New Zealand and Oceania, French overseas territories

##### 6.2 Fee for standard transport service

The amount of the standard fee depends on the tariff zone (according to point 6.1) the EMS shipment is transported to. The standard transport service fee is calculated from the unit price plus a surcharge per started kilogramme depending on the tariff zone.

Tariff zone	Unit price in EUR incl. VAT	Surcharge per started kg in EUR incl. VAT
1 a	39,94 (net 33,28)	3,60 (net 3,00)
1b	39,94 (net 33,28)	5,40 (net 4,50)





Tariff zone	Unit price in EUR	Surcharge per started kg in EUR
2	33,28	7,50
3	33,28	13,50
4	33,28	18,00
5	33,28	26,50

In addition to the standard fee, the Austrian road toll surcharge for trucks must be paid for each EMS shipment:

	EUR incl. VAT
Austrian road toll surcharge for trucks / Tariff zones 1a and 1b	0,23 (net 0,19)

	EUR
Austrian road toll surcharge for trucks / Tariff zones 2 up to 5	0,19

Shipping fee EMS return

	EUR
Regardless of weight (max. 31.5 kg) incl. Austrian road toll surcharge for trucks	20,00

### 6.3 Additional services

Post handles an EMS shipment specially as an additional service if it is requested by the sender upon posting and the fee for the corresponding additional service was paid in addition to the standard transport service fee.

#### 6.3.1 Collection

If desired and possible, EMS shipments can also be collected directly from the sender. Post charges a fee for performing this additional service.

Post can limit the collection service to senders whose available appliances allow for the unrestricted performance of the collection service.

#### 6.3.2 EMS Midday Europe

The delivery of EMS Midday Europe shipments not subject to customs clearance to important cities in the EU takes place on the working day (Monday to Friday) following the day of posting (Monday to Friday) by 12:00 p.m. if the shipment was posted before the closing time for posting defined in the service overview of the corresponding post office; however, this service is only available for specific postal code areas in those

important cities. (Posting with this additional service is only possible in selected post office in the provincial capitals). For further information, contact the Post Customer Service.

#### 6.3.3 EMS Saturday Europe

The delivery of EMS Saturday Europe shipments not subject to customs clearance to important cities in the EU takes place on the Saturday following the day of posting on Friday (working day) if the shipment was posted before the closing time for posting defined in the service overview of the corresponding post office; however, this service is only available for specific postal code areas in those important cities. (Posting with this additional service is only possible in selected post office in the provincial capitals). For further information, contact the Post Customer Service.

### 6.4 Fee for additional services

The following fee is charged for every additional service used in addition to the standard transport service fee:

Additional service	EUR incl. VAT
Collection from the sender	By agreement
EMS Midday Europe up to 5 kg	26,40 (net 22,00)
EMS Midday Europe up to 25 kg	38,40 (net 32,00)
EMS Midday Europe up to 31,5 kg	74,40 (net 62,00)
EMS Saturday Europe (per EMS-shipment, regardless of weight)	45,60 (net 38,00)

### 6.5 Fee for other services

	EUR
Customs clearance fee (for collecting the mandatory customs fees and settlement with customs)	10,00



## Österreichische Post AG

### Post Customer Service

Hotline Tel.: 0800 010 100

[post.at/kundenservice](https://post.at/kundenservice)

Headquarters, business area "Parcel Austria"

Rochusplatz 1, 1030 Vienna

[post.at](https://post.at) | [post.at/sendungsverfolgung](https://post.at/sendungsverfolgung)

Information about data protection: [post.at/datenschutz](https://post.at/datenschutz)

Legal form: joint-stock company

Headquarters in the political municipality of Vienna

registered under FN 180219d at the Commercial Court of Vienna

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