
Item drop-off

Supplementary terms



Applicable as of 4 Dezember 2025



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(Version No. 1/2025)

Recipients who issue a declaration of consent for item drop-off confirm that they are entitled to submit the consent for the "item drop-off" service on behalf of all persons named and indemnify and hold harmless Österreichische Post AG (herein "Post") against all claims.

Our delivery staff deposits/leaves the items, at the recipient's risk, directly at the specified delivery location without attempting direct delivery. The recipient agrees that all items deposited/left are deemed delivered and confirmed.

The "item drop-off" service is effective until it is revoked/withdrawn by either the recipient or Österreichische Post AG. Revocation takes effect one week after receipt of the revocation notice.

Post reserves the right to change the terms for the "item drop-off" service at any time. If the changes are exclusively beneficial to recipients, they are applicable as of the day they are notified. In case of changes that are not exclusively beneficial to recipients, Post will notify such changes no later than four weeks before they become effective. These changes also apply to existing contractual relationships and are deemed accepted unless the recipient objects within two weeks of notification. Any changes to the terms of the "item drop-off" service will be notified in an appropriate manner, e.g. in the form of a letter or online at post.at/p/a/empfangsoptionen. If customers object to the changes to the terms of the "item drop-off" service, their declaration of consent for the "item drop-off" service is deemed revoked by Post after one week (as of the day on which Post receives the customer's revocation notice).

Österreichische Post AG

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**Austrian Post Customer Service**

Hotline Tel.: 0800 010 100
post.at/kundenservice

post.at | post.at/sendungsverfolgung

Information on data protection can be found at post.at/datenschutz.

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