PARCEL STAMP
General Terms and Conditions

Valid from 01.01.2027

GENERAL TERMS AND CONDITIONS FOR THE PARCEL STAMP

Valid from 01.01.2027 (Version no. 1/2027)

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1. Scope of application

These General Terms and Conditions (herein: "GTC") are applicable to the use of the offline parcel stamp, the online parcel stamp and the online express parcel stamp. By purchasing the respective parcel stamp, the customer accepts these GTC and the fees charged by Österreichische Post AG (herein: "Post").

2. Contractual relationship

Post enters into a contract with the customer (the purchaser of a parcel stamp, herein: "customer") on the basis of these GTC in the version valid at the time of conclusion of the contract. Any deviations from these GTC in individual instances require an express written agreement. The applicability of any general terms and conditions other than those of Post is expressly excluded.

Should general emergency situations hinder postal services, Post is relieved of its universal service obligation (pickup, sorting, carriage and delivery of parcels up to 10 kg for which postage is paid with a parcel stamp).

To purchase online parcel stamps, registration on the internet at post.at or paketmarke.at may be required.

If a parcel that has been posted using a parcel stamp does not comply with the provisions of these GTC, Post reserves the right to refuse acceptance of such parcel or return it at the expense of the customer (sender). Additionally, continued access to the online service may be denied for future use of online parcel stamps.

The sender acknowledges that Post is a mass carrier who aims to convey goods in bulk while following the simplest possible standardised handling procedures. Individual parcels are not continuously monitored throughout the process.

The parcel stamps are intended for use by the customer only. Resale is not permitted. In the event that an online parcel stamp or online express parcel stamp is passed on to a third party, the online customer remains responsible for the parcel stamps ordered and purchased.

3. Universal service

The following postal services, additional services and rate components are part of the universal service and therefore not subject to value-added tax (VAT) if the items do not exceed the weight limit of 10 kg and if they are posted on the basis of these GTC at a Post service location or through a rural delivery agent):

- offline parcel stamp mailing rate
- online parcel stamp mailing rate
- truck toll surcharge
- additional services for online parcel stamps

In the following sections, universal services are marked with (UD).

4. Offline parcel stamp – scope of services

The offline parcel stamp serves as postage for parcels and is available for purchase at the Post service locations. It is the customer's responsibility to affix the offline parcel stamp to the parcel.

Unless otherwise specified in these GTC, the carriage and delivery of parcels using an offline parcel stamp for postage is carried out in accordance with the GTC for Austria Parcels, or, for shipments abroad, in accordance with the GTC for International Parcels, in in each case in the version valid at the time of conclusion of the contract. These GTC can be accessed, among other sources, at post.at/agb.

5. Online parcel stamps – scope of services

The online parcel stamp/online express parcel stamp is a postage stamp for parcels that includes customisable design features and is available on the internet (at post.at; paketmarke.at) or other data processing facilities. These parcel stamps consist of a sender and recipient section, a barcode, a 2D code, a section for specifying any desired additional service(s), a section with additional information from Post, and a blank space. In this printable blank space, customers can use an image provided by Post for customisation. They also have the option to upload, save, and use their own images, designs, etc. for customising the parcel stamp. In such cases, customers are subject to certain obligations. See Section 8 for more details.

Immediately after payment has been made on the internet, the online parcel stamp/online express parcel stamp will be made available for the customer to print. In the event of unforeseen technical issues causing delays in availability, the time frame for availability will be extended by the duration of the interruption, and the online parcel stamp/online express parcel stamp will be made available immediately after the issue is resolved. If the stamp is not made available within 48 hours, the customer may withdraw from the contract.

Unless otherwise specified in these GTC, the carriage and delivery of parcels using an online parcel stamp for postage is carried out in accordance with the GTC for Austria Parcels, or, for shipments abroad, in accordance with the GTC for International Parcels, in in each case in the version valid at the time of conclusion of the contract. These GTC can be accessed, among other sources, at post.at/agb.

It is at the discretion of Post to limit the maximum number of parcel stamps per order or the maximum value of an order.

5.1. Online express parcel stamp

The primary feature of the online express parcel stamp is priority delivery. Parcels with an online express parcel stamp are usually delivered to any destination in Austria by 1:00 p.m. on the next business day (Monday through Friday) after posting. Parcels must be posted Monday

through Friday at a Post service location before the service location's closing time as specified in the service overview.

6. Validity and use

The parcel stamp (in all versions) may only be used once for the shipment of a single, machine-processable, cuboid and adequately packaged parcel. The validity period is indicated on the offline version of the parcel stamp. After the validity period has ended, parcel stamps will expire without any replacement or compensation.

A parcel with an online parcel stamp or an online express parcel stamp must be posted at a Post service location or another designated acceptance location promptly after printing, and in any event no later than 14 calendar days following the day the stamp has been purchased online.

For online parcel stamps/online express parcel stamps that are not downloaded and used within that time limit, a refund of the parcel stamp fee can be requested within six months after expiration of the time limit specified above. In that case, customers are required to contact the Post customer service and provide the invoice along with the order and tracking number(s). It is the customer's responsibility to observe the expiration dates specified herein.

6.1. Fees, dimensions and maximum weights

The fees for the offline parcel stamp and the online parcel stamp are net fees, i.e. exclusive of any legally owed taxes and fees, particularly VAT.

The fees for the online express parcel stamp are gross fees, i.e. inclusive of any legally owed taxes and fees, particularly VAT.

The price of all types of parcel stamps is determined by the longest and shortest side of the parcel. The sum of the longest and shortest side of the parcel determines the type of parcel stamp required (PM 45, PM 70 or PM 120).

Allowable measurement deviation: + 1 cm.

The total of the longest and shortest side of the parcel, plus allowable measurement deviation, must not exceed 121 cm.

In the event of any changes to fees or products, parcel stamps that have already been paid for and printed remain valid for use within the validity period as specified in Section 6.

Once a parcel stamp has been paid for, the selected type of parcel stamp, and, in the case of online parcel stamps/online express parcel stamps, the selected additional service(s), can no longer be changed. Upgrading to a different type of parcel stamp or adding additional services, as well as returning or exchanging parcel stamps at Post, is not possible. For additional services, see Section 13.

6.1.1 Mailing rates for offline parcel stamp and online parcel stamp (in each case incl. truck toll surcharge):

OFFLINE PARCEL STAMP (US)

Parcel stamp	Longest + shortest side of the parcel	EUR/item
PM 45 Austria	may add to a maximum of 45 cm	5.91
PM 45 **) Germany	may add to a maximum of 45 cm	13.32
PM 45 all other EU countries **)	may add to a maximum of 45 cm	17.24
PM 70 Austria	may add to a maximum of 70 cm	8.53
PM 70 **) Germany	may add to a maximum of 70 cm	19.60
PM 70 all other EU countries)**	may add to a maximum of 70 cm	23.57
PM 120 Austria	may add to a maximum of 120 cm	11.17
PM 120 **) Germany	may add to a maximum of 120 cm	25.88
PM 120 all other EU countries **)	may add to a maximum of 45 cm	29.91

ONLINE PARCEL STAMP (STANDARD) AUSTRIA (US)

Parcel stamp	Longest + shortest side of the parcel	EUR/item
PM 45 Austria	may add to a maximum of 45 cm	5.21
PM 70 Austria	may add to a maximum of 70 cm	7.83
PM 120 Austria	may add to a maximum of 120 cm	10.47

ONLINE PARCEL STAMP GERMANY **) (US)

Parcel stamp	Longest + shortest side of the parcel	EUR/item
PM 45 Germany	may add to a maximum of 45 cm	12.62
PM 70 Germany	may add to a maximum of 70 cm	18.90
PM 120 Germany	may add to a maximum of 120 cm	25.18

ONLINE PARCEL STAMP ALL OTHER EU COUNTRIES **) (US)

Parcel stamp	Longest + shortest side of the parcel	EUR/item

PM 45 EU	may add to a maximum of 45 cm	16.54
PM 70 EU	may add to a maximum of 70 cm	22.87
PM 120 EU	may add to a maximum of 120 cm	29.21

All of the mailing rates specified above include the following truck toll surcharge for shipments within Austria:

	EUR
Truck toll surcharge (US)	0.29

(UD) – universal service, not subject to VAT

All of the mailing rates specified above include the following truck toll surcharge for shipments abroad:

	EUR
Truck toll surcharge (US)	0.43

(UD) – universal service, not subject to VAT

**) Excluding EU overseas territories and all territories that are not part of the EU customs and tax territory. For more information, please contact the Post customer service (see Section 23).

6.1.2 Additional services for online parcel stamp Austria:

ADDITIONAL SERVICES (AUSTRIA) (US)	
Service	**EUR/item**
Personal delivery (see section 13.1)	3.27
Recipient notification by email (see Section 13.2)	free of charge
Preferred Post branch/preferred collection point (see Section 13.3)	free of charge

6.1.3 Maximum weight offline parcel stamp and online parcel stamp:

Maximum parcel weight: 10 kg.

Parcels weighing more than 10 kg will not be accepted by Post and will be returned to the customer.

6.1.4 Mailing rates for online express parcel stamp (in each case incl. truck toll surcharge):

ONLINE EXPRESS PARCEL STAMP AUSTRIA		
Express parcel stamp	**Longest + shortest side of the parcel**	**EUR/item incl. VAT**
PM 45 Austria	may add to a maximum of 45 cm	11.24 (9.37 net)
PM 70 Austria	may add to a maximum of 70 cm	13.74 (11.45 net)

ONLINE EXPRESS PARCEL STAMP AUSTRIA		
Express parcel stamp	**Longest + shortest side of the parcel**	**EUR/item incl. VAT**
PM 120 Austria	may add to a maximum of 120 cm	16.26 (13.55 net)

The mailing rates specified above include the following truck toll surcharge:

	EUR/item incl. VAT
Truck toll surcharge	0.35 (0.29 net)

ADDITIONAL SERVICES ONLINE EXPRESS PARCEL STAMP (AUSTRIA)	
Service	**EUR/item incl. VAT**
Personal delivery (see section 13.1)	3.92 (3.27 net)
Recipient notification by email (see Section 13.2.)	free of charge
Preferred Post branch/preferred collection point (see Section 13.3)	free of charge

6.1.5 Maximum weight online express parcel stamp:

Maximum parcel weight: 31.5 kg.

Parcels weighing more than 31.5 kg will not be accepted by Post and will be returned to the customer.

7. Creating and printing online parcel stamps

Online parcel stamps/online express parcel stamps can only be created at post.at or paketmarke.at. Using the software provided for this purpose is free of charge for customers.

In the software application, the user needs to input all details required to create the online parcel stamp/online express parcel stamp.

Prior to payment, the parcel stamp(s) created online will be placed in a shopping cart. Here, the sender can check, modify, delete, preview and test print each parcel stamp before proceeding to payment and finalising the purchase.

The customer is responsible for verifying the accuracy of the information he/she provides. Any errors are the liability of the customer. If the sender's or recipient's name or address are incorrect or incomplete, delivery cannot be effected.

Customers must adhere to the printer settings recommended by Post. The printout of the parcel stamp(s)

must be clearly legible, error-free, and allow for automated data capture, particularly of the 2D code (security feature) and barcodes. Misprints by the sender to not qualify for replacement of the parcel stamp(s).

Within the validity period outlined in Section 6, customers have as many print attempts as needed to successfully print out their parcel stamp(s).

The parcel stamp(s) must be printed on standard white paper or recycled paper with a minimum weight of 80g/m^2. Alternatively, standard label (paper sheets) may be used.

The online parcel stamp/online express parcel stamp (DIN A5 format) must be affixed to the entire surface of the parcel. This requires an area of 15 x 21 cm.

7.1. Payment for online parcel stamps

Payment for the online parcel stamp/online express parcel stamp can be made using any of the payment options listed on the post.at and paketmarke.at webpages.

If payment is made by credit card, the customer is required to ensure that the card has sufficient funds to cover the respective invoice amount.

Any transfer fees and bank charges as well as any online internet fees that may arise shall be borne by the customer.

7.1.1 If, after placing an order, the customer initiates a payment stop for the payment method selected but proceeds to use the shipping service(s) for an online parcel stamp/online express parcel stamp, Post reserves the right to block that customer's Post online account.

8. Obligations of the customer

It is not permitted to replicate, modify, supplement, or otherwise manipulate parcel stamps (all versions) or their components. Such parcel stamps may not be used for the postage of parcels.

Customers may not mail parcels that exceed the maximum dimensions and weight limits. Parcels must be labelled with the type of parcel stamp that corresponds to the parcel's dimensions.

If the customer violates the foregoing requirements, the parcel will be returned at the customer's expense. In instances where a violation is only discovered/can only be discovered after a parcel has already been mailed, Post reserves the right to impose supplemental charges accordingly. For online parcel stamps/online express parcel stamps, Post is authorised to block this service in the event of any violations.

When customising the online parcel stamp/online express parcel stamp, customers may not use any images, (text) motifs, graphics, logos or similar materials that are immoral and/or violate applicable law. Post reserves the right to delete or exclude any such images, (text) motifs, graphics, logos or similar customer-uploaded materials from the production of an online parcel stamp/online express parcel stamp without giving any reasons for such action.

The customer confirms that all rights to the submitted image, (text) motif, graphic, logo or similar material (in particular copyrights, trademark rights, etc.) are held by the customer and that, particularly in cases where persons are depicted in the image, these persons consent to their likeness being published on the online parcel stamp/online express parcel label, or, if the image/motif is considered a work within the meaning of the Austrian Copyright Act as amended, the customer is authorised to edit, replicate and disseminate it.

In instances where the customer uploads his/her own images, (text) motifs, graphics, logos or similar materials, the customer grants Post the royalty-free right to edit and replicate the image for the purpose of producing the ordered parcel stamp.

The return address specified must be located in Austria.

For parcels addressed to recipients who are not natural persons, a designated recipient, including first and last name, or, at a minimum, a designated department, should also be provided.

9. Items excluded from carriage

The following items are excluded from carriage:

- parcels without or with insufficient packaging;
- goods of particular value, such as valid domestic and foreign means of payment; securities; precious metals (e.g. gold, silver, platinum); jewellery (excluding costume jewellery), gemstones and precious stones (crystals); watches made of precious metals, watches decorated with precious metals and/or precious stones (crystals) and/or gemstones; fine jewels; gold nuggets; gold and silver coins; cheques; credit cards, debit cards and ATM cards; domestic and foreign savings books; valid domestic and foreign postage stamps; valid domestic and foreign telephone cards; admission tickets; transportation tickets and airline tickets; vouchers and coupons; paintings and antiques; antiquarian manuscripts; urns containing ashes; works of art; furs; official documents (e.g. passports, driver's licenses) and other representations of value of all kinds, as well as monetary instruments and documents of all kinds;
- items with a value of more than EUR 510.00;
- tobacco products;
- alcohol/alcoholic beverages;
- living or dead animals and plants as well as perishable (decaying) goods of all kinds;
- human remains (including ashes), organs, or body parts;
- breakable goods and/or goods that are fragile/sensitive to shock (fragile goods include CD/DVD players;

electronic goods; notebooks; computers and accessory equipment; coffee machines, etc.);

- parcels whose contents, packaging or carriage do not comply with applicable legal provisions;
- parcels whose contents or exterior quality could cause personal injury, infection or property damage;
- all hazardous goods and substances as defined in the provisions of the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) as well as waste and hazardous substances as defined in the Austrian Waste Management Act (Abfallwirtschaftsgesetz – AWG);
- parcels whose contents have not yet been released for free circulation within the EU at the time of posting; and
- moving goods without packaging.

For cross-border shipments, the following items are additionally excluded from carriage:

- parcels mailed to territories that are not part of the EU customs and tax territory and to EU overseas territories;
- firearms of any kind (such as guns, handguns, hunting weapons, flare guns, toy guns, sport guns, alarm guns, etc.), including parts or imitations of such firearms, as well as ammunition;
- military devices as well as reproductions thereof;
- personal effects;
- carnet ATA goods;
- parcel deliveries against a letter of credit or FCR (= Forwarders Certificate of Receipt);
- goods prohibited from import or export under the regulations of the respective destination countries;
- the combination of battery-powered electrical/electronic devices with liquids, aerosols and gels (LAG) in one shipment.

Parcels that are transported in passenger planes, cargo-only planes and mail-only planes (airmail) will be subject to a security check before being loaded into the plane in accordance with the stipulations of "Regulation (EC) No. 300/2008 of the European Parliament and of the Council of 11 March 2008 on common rules in the field of civil aviation security" including any regulations amending or supplementing the same, as well as applicable EU and national rules.

Unless they have been registered, processed in accordance with the applicable legal and administrative provisions and duly subjected to the security measures that are in place, parcels containing prohibited items within the meaning of these rules and regulations will be excluded from further transport by air, and the local security authorities will be notified. Detailed information on this process is provided by the Post customer service (see Section 23).

Post is not obliged to verify whether the contents are excluded from carriage. However, Post is entitled to open parcels if there are sufficient grounds for suspicion (e.g. due to substances leaking out, noises and/or smells being detected, etc.) that parcels contain goods that are excluded from carriage.

10. Packaging

The customer is obliged to ensure that the parcel is a cuboid, is properly packaged (= both inside and out) for transport and sealed securely. The packaging and sealing must effectively protect the contents of the parcel from loss and damage during the entire carriage process and must be able to withstand the stress that the goods are typically exposed to during carriage, such as pressure, impact and falling. The packaging must not allow inference about the nature or value of the contents and must prevent access to the contents without leaving visible traces of tampering.

Post is not obliged to check the packaging/cuboid shape.

The parcel must be sealed with standard commercial adhesive tape. Using string or cord that covers the parcel stamp or parts thereof is not permitted.

Recommendations for "Parcel packaging and labelling for best results" are available at post.at.

11. Prepayment with parcel stamp (all versions)

The customer must affix a parcel stamp to each parcel in a visible position, placing the parcel stamp on the largest surface of the parcel.

The customer may only use the parcel stamp once for the shipment of a single parcel.

Only one parcel stamp may be used per parcel. It is not permitted to tie together/bundle several parcels into one shipment and use a single parcel stamp for postage.

Postage paid with a parcel stamp may not be supplemented by other digital or conventional stamps (e.g. postage stamps) or any other labels.

12. Posting

Parcels must be posted at a Post service location or another designated acceptance location within the maximum period of validity.

13. Additional services Austria

Only the additional services specified below are available, and only for the online parcel stamp/online express parcel stamp:

13.1. Personal delivery

The parcel is only handed over to the natural person named in the address; the recipient is required to show proof of identity.

13.2. Recipient notification by email

If the additional service "recipient notification by email" has been selected, the recipient of the parcel will be notified by email of the expected delivery date of the parcel immediately after it has been posted.

If the recipient's details (in particular email and telephone number) are provided by the sender, the sender hereby confirms that he/she is authorised to share this information for the purpose of providing postal services and agrees to indemnify and hold Post harmless in this regard.

13.3. Preferred Post branch / Preferred collection point

Parcels can also be sent to a preferred Post branch or a preferred collection point. The preferred Post branches can be found by using the branch locator at post.at. A collection point is an automated delivery device for self-collection typically located in the self-service zones of the Post branches. When creating a parcel stamp, the mobile telephone number (or email address) and the name of the recipient are recorded. After arrival of the parcel, the recipient will be notified electronically by text message or email (the correctness and technical functionality of the contact details provided must be verified by the sender and the recipient - otherwise Post does not assume liability). The recipient can collect the parcel immediately after receiving this electronic notification. If the parcel is not collected within 3 days, a reminder text message or email is sent to the recipient.

Parcels that cannot be placed at a preferred collection point will be held for collection at a Post service location.

The additional service specified in Section 13.1 can only be combined with delivery to a preferred Post branch.

No additional fees (in addition to the carriage fee) are charged for the preferred Post branch/preferred collection point service options.

13.4. Additional services not offered

The shipping options “cash on delivery”, “declaration of value”, “hazardous goods – limited quantity (LQ)”, “Saturday delivery”, “delivery by 10 a.m.”, “small bulky goods”, “large bulky goods” and “fragile” are not offered, as the parcel stamp does not support the corresponding additional services.

14. Delivery

The (physical) delivery of parcels using an offline or an online (standard) parcel stamp for postage is governed by the GTC for Austria Parcels, or, for shipments abroad, the GTC for International Parcels, in in each case in the version valid at the time of conclusion of the contract.

These GTC can be accessed, among other sources, at post.at/agb.

Parcels with an online express parcel stamp are usually delivered by 1:00 p.m. on the next business day (Monday through Friday) after posting. In all other respects, (physical) delivery is governed by the GTC for Austria Parcels in the version valid at the time of conclusion of the contract.

15. Redirection

If the recipient has placed a redirection order, parcels that are postmarked with a parcel stamp (in any version) will be redirected in accordance with the provisions of the recipient’s redirection order.

16. Undeliverable parcels / Returns – costs

Undeliverable parcels are returned to the sender. Parcels containing goods that are excluded from carriage and parcels whose return could cause personal injury, health hazards or property damage will not be returned. In such instances, the sender will be notified of the undeliverability and of the location where the parcel can be collected within a period of one month. Parcels with a foreign sender address are not forwarded abroad and will be treated as dead parcels.

The customer (sender) bears all costs of returning a parcel. For the return of parcels with national parcel stamps, a carriage fee in accordance with the GTC for Austria Parcels, Index of Products and Prices (IPP) (in the version valid at the time of conclusion of the contract) will be applied. For the return of parcels with international parcel stamps (EU area), a carriage fee in accordance with the GTC for International Parcels, Index of Products and Prices (IPP) (in the version valid at the time of conclusion of the contract) will be applied.

Refusal to accept undeliverable parcels/returns is not permitted. If acceptance is refused nonetheless, the sender will also be charged for the resulting storage and disposal fees.

17. Dead parcels

Parcels that can neither be handed over to the recipient nor returned to the sender are deemed dead and will be opened by Post.

If the recipient or the sender can be determined upon opening, the parcel will be processed for onward transmission. In all other cases, parcels will be held for two months, starting from the first day of the month following opening of the parcel. Within this retention period, the sender can reclaim the parcel upon payment of the fees and expenses due on the parcel.

Upon posting a parcel, the sender agrees that dead parcels will become the property of Post after expiry of the retention period. After transfer of ownership, Post is

entitled to sell the contents of the parcel to cover all claims relating to the proper carriage of this parcel for the sender.

If both the recipient and the sender refuse to accept or take back the parcel, the parcel will be considered abandoned after a retention period of 14 calendar days and may be sold by Post. Contents that cannot be sold or that are spoiled may be destroyed.

18. Item inquiry

The customer may initiate an inquiry about the correct delivery of parcels sent to a recipient in Austria within three months and for parcels sent to other EU countries within six months from the day following the posting of the parcel at any Post service location upon presentation of the proof of posting. If the proof of posting cannot be presented, the tracking number must be provided.

The customer can track the progress of parcels at no charge on the webpage post.at/sendungsverfolgung.

The customer will be notified of the result of the inquiry. If the inquiry finds that the service was correctly performed by Post, the customer will be required to pay the inquiry fee – in accordance with the GTC for Austria Parcels, Index of Products and Prices or the GTC for International Parcels, Index of Products and Prices – upon notification of the result.

19. Liability

The liability of Post is governed by the GTC for Austria Parcels or, for shipments abroad, the GTC for International Parcels, in in each case in the version valid at the time of conclusion of the contract, unless otherwise specified below. These GTC can be accessed, among other sources, at post.at/agb.

For the online express parcel stamp, by way of derogation, a liability-triggering delay occurs if these parcels are delivered to the recipient or made available for collection at a Post service location later than two business days following the day the parcel was posted.

19.1. Exclusion of liability

The liability of Post is excluded, in particular, if

- the damage is attributable to inadequate packaging, the natural properties of the posted item, or fault on the part of the customer;
- the goods contained in the parcel are excluded from carriage as defined in Section 9 herein or have been seized or destroyed by an authority;
- the customer (sender) has allegedly committed fraudulent acts with the intention of receiving compensation; and
- any damage occurs that has been caused by unavoidable circumstances that are independent of the will of the parties. Such circumstances include, for example, unforeseeable and unavoidable operational disruptions, official interventions, labour disputes, riots/insurrections, wars, terrorist attacks, boycott measures, natural disasters, pandemics, epidemics, official measures, seizures of material goods, shortages of resources, materials, supplies, cyberattacks, sabotage, blackouts, disruptions of communication networks, and other unforeseeable and unavoidable impediments.

19.2. Liability of the customer (sender)

The customer is liable for all damages, costs and expenses caused by posting goods that are excluded from carriage or by disregarding the terms of carriage and shall compensate Post for expenses related thereto of no less than one-third of the mailing rate agreed. It is at the discretion of Post to claim damages, costs (in particular transportation cost) and expenditure in excess thereof. The customer shall indemnify and hold Post harmless with regard to claims by third parties. The acceptance of a parcel does not release the customer from his/her liability.

Additionally, the customer shall indemnify and hold Post harmless with regard to any claims made by third parties in connection with the contents provided by the customer for the creation of the parcel stamp(s).

The customer is liable for a period of three years from the date of posting the parcel for unpaid fees (insufficient postage) and for any expenditure that Post justifiably made on behalf of the customer in connection with the proper carriage. Post has the right to retain the parcel as a security for its claims and to realise the security by sale of the item if the customer (sender) and/or the recipient refuse to pay the fees or expenses for the shipment.

20. Reservation of Post's rights in instances of improper use of parcel stamps (all versions)

The use of invalid, copied or manipulated parcel stamps may constitute a criminal offense. In such instances, Post reserves the right to file a criminal complaint, block online access to the parcel stamp service, and assert claims for damages.

If Post identifies the misuse of a parcel stamp upon acceptance, during carriage, or upon delivery, the parcel using that parcel stamp for postage will be excluded from the shipment process and returned at the sender's expense.

21. Right of withdrawal

The right of withdrawal is excluded for online parcel stamps/online express parcel stamps, as these are individualised and personalised products tailored to individual needs (Section 18 (1) (3) of the Federal Act on Distance and Off-Premises Contracts – FAGG).

22. Court of jurisdiction / Applicable law

If a customer is not satisfied with the outcome of a dispute or complaint with Post, they may present their case to the regulatory authority. The regulatory authority must strive to find an amicable solution and recommend a course of action. Such recommendation is, however, neither binding nor contestable (Section 53 of the Austrian Postal Market Act). Post is obliged to participate in such proceedings and to provide all information necessary to enable an assessment of the situation.

Unless mandatory statutory provisions require otherwise, any disputes arising out of and in connection with a contractual relationship entered into on the basis of these GTC are subject to Austrian law, to the exclusion of the UN Convention on Contracts for the International Sale of Goods (CISG) and conflict of law provisions.

In the event of lawsuits against consumers who have their domicile or habitual residence in Austria or are employed in Austria, the court having competence is that of the domicile, habitual residence or place of employment. Otherwise, in the absence of mandatory statutory provisions to the contrary, the court with subject-matter jurisdiction for the third district of Vienna is agreed to have exclusive jurisdiction.

Should any provision of these GTC be or become invalid, this shall not affect the validity of the remaining provisions. The invalid provision shall be replaced by a provision that comes closest to the goal and purpose of the invalid provision.

23. Point of contact – Post customer service

For any questions related to orders, customers can reach out to the following point of contact, indicating their shopping cart or tracking number(s):

Österr. Post AG – Post-Kundenservice
Rochusplatz 1, 1030 Vienna
Hotline tel.: 0800 010 100
Internet: post.at/kundenservice

Österreichische Post AG
Headquarters, business area „E-Commerce Solutions“
Rochusplatz 1
1030 Vienna, Austria

Post-Customer Service
Hotline Tel.: 0800 010 100
post.at/kundenservice

post.at | post.at/sendungsverfolgung

Information about our data protection is provided under: post.at/datenschutz.
Registered under FN 180219d at the Commercial Court of Vienna. Headquarters in the political municipality of Vienna
Legal form: joint stock company
Print- and typesetting errors are reserved.