RETURN PARCELS
General Terms and Conditions

Valid from 02.09.2026

GENERAL TERMS AND CONDITIONS FOR RETURN PARCELS

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Contents

1. Scope of application ... 3

2. Contractual relationship ... 3

3. Shipping conditions ... 3
3.1 Size and weight ... 3
3.2 Mode of transport ... 3
3.3 Calculation and payment of rates ... 3
3.4 Items excluded from transport ... 3
3.5 Packaging and sealing ... 4

4. Return label ... 4

5. Range of services ... 4
5.1 Posting ... 4
5.2 Handing parcels over to recipients ... 4
5.3 Confirmation of acceptance ... 4
5.4 Undeliverable return parcels ... 4

6. Item inquiry ... 4

7. Business Cockpit & Parcel Zone ... 4

8. Liability ... 4
8.1 Liability of Post ... 4
8.2 Exclusion of liability ... 5
8.3 Liability of the sender ... 5
8.4 Offsetting or retaining payment ... 5
8.5 Court of jurisdiction / Applicable law ... 5

9. Miscellaneous ... 5

1. Scope of application

These General Terms and Conditions (hereinafter: "GTC") govern the contractual relationships between Österreichische Post Aktiengesellschaft (hereinafter: "Post") and its customers in the service area of domestic and international return parcels.

2. Contractual relationship

Post provides its return parcel services in accordance with these GTC, as amended from time to time.

Post enters into a written agreement with the customer on the basis of these GTC. The applicability of any general terms and conditions/contractual terms other than those of Post is expressly excluded.

Should a return parcel not comply with the provisions of these GTC, Post reserves the right to refuse acceptance of the parcel or, if the return parcel is already in Post's custody, determine how it will be treated after consultation with the customer.

The customer acknowledges that Post is a mass carrier who aims to convey shipments in bulk while following the simplest possible standardised handling procedures, and that Post may carry out its services through third parties. Individual return parcels are not continuously monitored throughout the process.

3. Shipping conditions

A return parcel is a single-parcel/single-item shipment used by the recipient of a shipment to return all or part of the contents of the original shipment(s) to the original sender ("customer") of the shipment(s) without paying a carriage fee. Payment of the carriage fee for the return parcel is the responsibility of the customer.

3.1 Size and weight

Domestic Return Parcel:

For domestic return parcels, the following maximum dimensions and weights apply:

Standard dimensions: 100 x 60 x 60 cm. Maximum length of 200 cm, maximum girth (= length + circumference) (circumference = 2 x width + 2 x height) of 360 cm. Maximum weight: 31.5 kg.

International Return Parcel:

For international return parcels, the following maximum dimensions and weights apply:

Standard dimensions: 100 x 60 x 60 cm. Maximum length of 150 cm, maximum girth of 300 cm. Maximum weight: 30 kg. Different limits may apply, subject to the regulations applicable in the relevant country.

3.2 Mode of transport

Post may, at its sole discretion, choose the type, route and means of carriage. The contractually agreed times of transport are standard times, not guaranteed delivery times.

3.3 Calculation and payment of rates

3.3.1 The customer is obliged to pay the applicable charges for each return parcel by way of a payment deferral and to enter into a corresponding deferral agreement. The basis for invoicing is the parcel's acceptance scan.

3.3.2 In the event that fees are debited by Post from the account specified by the customer within the scope of the SEPA Direct Debit Scheme (SEPA CORE) or the SEPA Business-to-Business Direct Debit Scheme (SEPA B2B), the advance notice (pre-notification) shall be given by Post no later than one day before the debit is made.

3.4 Items excluded from transport

3.4.1 Excluded from transport are:

- Return parcels whose contents, external appearance or carriage do not comply with applicable legal provisions;
- Return parcels that are not suitable for Post's operating system due to their contents or physical characteristics;
- Return parcels whose contents or exterior characteristics may injure persons, harm their health or cause material damage;
- Living animals and perishable (decaying) goods of all kinds;
- Return parcels that are improperly packaged or labelled;
- Return parcels with a value over EUR 10,000.00;
- Hazardous goods, 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);
- Official documents (e.g. passports, driver's licenses) and other representations of value of all kinds, monetary instruments and documents of all kinds (e.g. securities, bills of exchange, savings books, vouchers, admission tickets).

3.4.2 Post is not obliged to verify whether the contents of return parcels are excluded from transport. However, Post is entitled – unless the law provides otherwise – to open return parcels if there is reasonable suspicion that they contain items that are excluded from transport. Post assumes no responsibility for the contents of any return parcels.

3.4.3 The acceptance of items excluded from shipment does not constitute a waiver of any exclusion from transport.

3.5 Packaging and sealing

The packaging (interior and exterior packaging) and sealing must protect the contents of the return parcel from loss and damage during the entire carriage process and must be able to withstand the stress that the shipped items are typically exposed to during carriage, such as pressure, impact and falling. Furthermore, the packaging must not allow inference about the nature or value of the contents and must prevent access without leaving visible signs of tampering. Post is not obliged to check the packaging. Recommendations for "Parcel packaging and labelling for best results" are available at post.at.

4. Return label

The customer must create the return label in the PLC or the returns portal, or as instructed in the labelling manual, and must provide it to the recipient. Only the label provided (and defined by Post) may be used. Return parcels without this label cannot be transported under these GTC.

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

5. Range of services

The services for return parcels comprise the acceptance, carriage and transshipment, the delivery and, if applicable, the storage or holding of return parcels.

5.1 Posting

Domestic return parcels can be posted at Post locations; international return parcels can be posted at the shipping partner abroad indicated on the return label.

5.2 Handing parcels over to recipients

Return parcels are delivered to the customer at the address provided.

5.3 Confirmation of acceptance

The receipt of the parcel is documented by Post if it is a shipment requiring documentation.

5.4 Undeliverable return parcels

5.4.1 Return parcels are undeliverable if delivery is not possible and they are also not redirected (in compliance with a valid redirection agreement between the customer and Post) to another address.

5.4.2 Undeliverable return parcels are returned to the sender at the sender's expense. If this is not possible, the sender will be notified of the undeliverability and the location where the parcel may be collected within a period of three months. Upon expiry of this period, uncollected return parcels become the property of Post.

5.4.3 If return parcels cannot be delivered or returned due to a lack of sufficient sender or recipient information (or for other reasons), Post may open the parcel in order to ascertain the identity of the sender/principal or recipient. If this proves unsuccessful, the contents may be disposed of upon expiry of an appropriate period or, if necessary, destroyed prior thereto.

6. Item inquiry

The customer can initiate an inquiry about the status of a return parcel within three months from the day of posting the parcel by providing the tracking number. The inquiry can be initiated on the next business day (Monday through Friday) following the day the parcel was posted. (The customer can track the progress of parcels / shipments at no charge by entering the tracking number on the webpage post.at/sendungsverfolgung.)

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, as amended – upon notification of the result.

7. Business Cockpit & Parcel Zone

The customer will be provided access to a password-protected Post webpage where the status of return parcels can be tracked at no charge.

8. Liability

8.1 Liability of Post

8.1.1 Post is liable under the provisions of the CMR Convention for loss of and damage to parcels during the time they are in its custody. Post has no liability for parcels containing items that are subject to one

of the prohibitions listed in Section 5 or have been seized or destroyed by an authority.

8.1.2 Damage shall be deemed proven where the parcel is rendered unusable as a result thereof. Damage arising in the course of proper and commonly accepted transportation and/or proper and commonly accepted processing and/or loading shall not constitute entitlement to compensation.

8.1.3 Post is only liable for actual damage sustained by the shipment or its contents. Any liability of Post in excess thereof, including liability for lost income, financial loss, consequential damage, loss of anticipated savings, loss of interest, as well as third-party claims for damages against the sender, etc. is excluded to the extent permitted by mandatory law.

8.1.4 The contractually agreed times of transport are standard times and do not constitute guaranteed delivery times.

8.1.5 In cases of intent and gross negligence – particularly in cases of provable loss or damage caused by Post or by persons attributed to it by law – Post is liable up to a maximum amount of EUR 510.00. The customer will have to prove the existence of intent or gross negligence.

8.1.6 Liability for slight negligence is excluded in cases of damage not governed by the CMR Convention. Furthermore, Post is only liable for direct damage up to a maximum amount of EUR 510.00; any liability in excess thereof, including liability for lost income, financial loss, consequential damage, loss of anticipated savings, loss of interest, as well as third-party claims for damages against the sender, etc., is excluded to the extent permitted by mandatory law. The customer will have to prove the existence of intent or gross negligence.

8.2 Exclusion of liability

8.2.1 The liability of Post is excluded, in particular, if

8.2.2 the damage can be attributed to lacking or inadequate packaging, the inherent nature of the carried items, inadequate labelling of the parcel posted or the sender's fault;

8.2.3 the contents of the parcel are subject to one of the prohibitions listed in Section 5 or have been seized or destroyed by an authority.

8.2.4 Post shall not be liable for the non-performance or defective performance of its contractual obligations, including where it uses agents or subcontractors, nor for any damage, and any penalties and performance deadlines shall not apply if these are caused by circumstances that are beyond the parties' control or unavoidable. Such circumstances include, for example, unforeseeable or 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 or unavoidable impediments

8.2.5 The absence of a shipment tracking status is not proof that a shipment has not been delivered.

8.3 Liability of the sender

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

8.3.2 The customer is liable for a period of three years from the date of posting the parcel for unpaid fees as well as for 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 refuses to pay the fees or expenses for the shipment.

8.4 Offsetting or retaining payment

The customer may only set off claims against Post or retain payments if such claims are due and undisputed.

8.5 Court of jurisdiction / Applicable law

Any disputes arising out of and in connection with this agreement are subject to Austrian law, to the exclusion of the UN Convention on the International Sale of Goods and any conflict of law rules.

It is deemed agreed that the court with subject-matter jurisdiction for 1030 Vienna shall have exclusive jurisdiction.

9. Miscellaneous

The customer shall ensure that his/her recipients are bound by the obligations set forth in Sections 3.1, 5 and 6.

Should a term of these GTC be invalid, this shall not affect the validity of the remaining terms. An invalid term shall be replaced by one which closest reflects its economic purpose.

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