
AUSTRIA PARCEL

General Terms and Conditions
Index of Products and Prices



Valid from 01.07.2025



INDEX OF PRODUCTS AND PRICES RELATING TO THE GENERAL TERMS AND CONDITIONS FOR AUSTRIA PARCELS

Valid from 01.07.2025

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This English translation is provided for your convenience only. In the event of discrepancies, the German original text shall prevail over the English translation.

CONTENTS

1	Range of services / Terms of carriage	3
1.1	Transport resources / Substitute performance	3
1.2	General limits for dimensions and weight	3
1.3	Minimum dimensions	3
1.3.1	Maximum dimensions	3
1.3.2	Maximum weight	3
1.4	Weighing	3
2	Index of Products and Prices	3
2.1	Universal service	3
2.2	Shipping services	3
2.2.1	Standard Parcel	3
2.2.2	Postage rates	4
2.3	Additional services	5
2.3.1	Personal delivery	5
2.3.2	Cash-on-delivery	5
2.3.3	Mail item with declaration of value	6
2.3.4	Fragile	6
2.3.5	Rates for additional services	7
2.4	Other services	7
2.4.1	Pickup	7
2.4.2	Preferred Post branch / Preferred post station	7
2.4.3	Item inquiry / Poste restante	7
2.5	Bottle packaging	8
2.5.1	Bottle package	8
2.5.2	Shipping fee for Bottle package	8



1 Range of services / Terms of carriage

Post is a major carrier of mail items offering a universal parcel delivery service at generally affordable rates. It is therefore organisationally geared towards processing a large number of mail items in the simplest and most standardised way possible. A continuous monitoring of the individual parcel from posting through to delivery will only be carried out by Post, within the scope of this contractual relationship, to the extent that it is possible with reasonable means.

Parcels are certified mail items, the posting of which is confirmed by Post and the receipt of which is confirmed by the recipient.

1.1 Transport resources / Substitute performance

All transport resources of Post (e.g. letter containers, roll containers, etc.) that are made available to customers remain the property of Post; improper use (e.g. intermediate transport and/or passing on to third parties, internal transport/use within your company, storage of materials, etc.) is prohibited in any case.

Customers use the resources at their own risk. Proper use must be ensured. Operating/instruction manuals can be found online at business.post.at.

The amount of transport resources stored may not exceed the amount required for one week.

In the event of damage or loss, Post has the right to claim damages.

1.2 General limits for dimensions and weight

1.2.1 Minimum dimensions:

9 cm wide and 14 cm long

1.2.2 Maximum dimensions:

Standard Parcel and Freight Collect Parcel:

100 cm long; 60 cm wide; 60 cm high

Large bulky goods:

Max. length: 200 cm

Max. girth: 360 cm (= length + 2 x width + 2 x height)

1.2.3 Maximum weight:

31.5 kg

1.3 Weighing

Post weighs the parcels and determines the surcharge according to the specific dimensions and shape.

For parcels with a declared value of over EUR 1,500.00, the weight is rounded up to the next full hundred grams, while for all other parcels, it is rounded up to the next full five hundred grams; a more precise weight determination is permitted.

2 Index of Products and Prices

For Standard Parcels up to 10 kg, all listed charges and surcharges are net amounts, i.e. excluding all legally owed taxes and duties, in particular VAT.

For Standard Parcels over 10 kg as well as Wine Parcels, all listed charges and surcharges are gross amounts, i.e., including all legally owed taxes, in particular VAT.

In the event that Post performs services for companies with registered office outside of Austria, the service is not taxable in Austria. Where applicable, the tax liability is transferred to the recipient of the service.

2.1 Universal service

The following postal services, additional services and fee components are included in the universal service for mail items up to 10 kg and remain exempt from VAT if posted under these GTC at Post branches or with rural delivery staff:

- Austria Parcel postage rate
- Road toll surcharge for trucks
- Small bulky goods
- Large bulky goods
- All additional services (in accordance with Section 2.3.5)
- Poste restante and item inquiry

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

2.2 Shipping services

2.2.1 Standard Parcel

Cuboid up to:

100 cm long; 60 cm wide; 60 cm high



2.2.1.1 Bulky goods

Parcels that exceed standard dimensions or that cannot be moved by our automatic facilities due to their shape, form and/or internal nature have to be handled manually and need special shipping (e.g. tubes, round mail items, unpackaged items, cages, etc.). Specifically, these are:

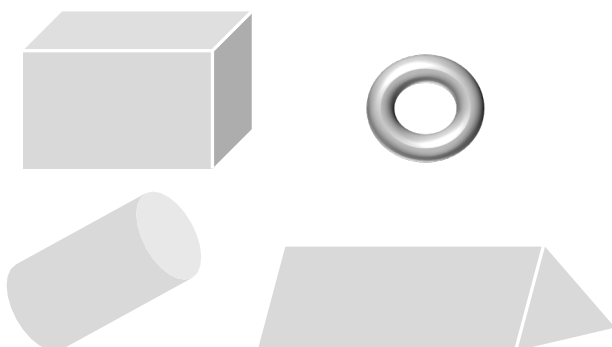
Small bulky goods

Non-rectangular parcels / mail items that are smaller than L 100 x W 60 x H 60 cm

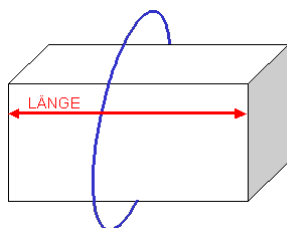


Large bulky goods

Parcels / mail items larger than L 100 x W 60 x H 60 cm – all shapes



up to the following maximum dimensions: length 200 cm and girth 360 cm (= length + circumference) (circumference = 2 x width and 2 x height)



2.2.2 Postage rates

2.2.2.1 Standard Parcel up to 10 kg

STANDARD P ARCEL UP TO 10 KG (US)		
Weight	Shape, dimensions	EUR
up to 1 kg	cuboid, < 100x60x60 cm	5.82
up to 2 kg	cuboid, < 100x60x60 cm	7.04
up to 4 kg	cuboid, < 100x60x60 cm	8.25
up to 10 kg	cuboid, < 100x60x60 cm	11.89

In addition to the postage rate, a road toll surcharge for trucks is also payable for each parcel:

STANDARD PARCEL UP TO 10 KG (US)	EUR
Road toll surcharge for trucks	0.27

Surcharge depending on shape and dimensions (charged in addition to Standard Parcel postage fee):

STANDARD PARCEL UP TO 10 KG (US)	EUR
Small bulky goods no cuboid, < 100x60x60 cm	4.00
Large bulky goods all shapes, > 100x60x60 cm	20.00

If the parcel is bulky and fragile, the charge for the additional service "Zerbrechlich" (fragile) will be waived.

(US) – universal service, VAT-free

2.2.2.2 Standard parcel over 10 kg

STANDARD PARCEL OVER 10 KG	EUR incl. VAT
Up to 31.5 kg cuboid, < 100x60x60 cm	19.12 (15.93 net)

In addition to the postage rate, a road toll surcharge for trucks is also payable for each parcel:

STANDARD PARCEL OVER 10 KG	EUR incl. VAT
Road toll surcharge for trucks	0.32 (0.27 net)

Surcharge depending on shape and dimensions (charged in addition to Standard Parcel postage fee):

STANDARD PARCEL OVER 10 KG	EUR incl. VAT
Small bulky goods no cuboid, < 100x60x60 cm	4.80 (4.00 net)
Large bulky goods all shapes, > 100x60x60 cm	24.00 (20.00 net)

If the parcel is bulky and fragile, the charge for the additional service "Zerbrechlich" (fragile) will be waived.

2.2.2.3 Freight Collect Parcel

Parcels without any additional service and without any shape- and dimension-dependent surcharge can also be shipped if the postage rate is not paid upon posting (freight collect). Such parcels up to 10 kg can only be posted at Post branches. The following postage rate must be paid by the recipient in cash upon handover:

FREIGHT COLLECT PARCEL UP TO 10 KG (US)	EUR
Postage rate incl. collection charges	11.90



In addition to the postage rate, a road toll surcharge for trucks is also payable for each parcel:

FREIGHT COLLECT PARCEL UP TO 10 KG (US)	EUR
Road toll surcharge for trucks	0.27

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The sender must ensure that the recipient will pay the postage fee upon receipt of the mail item and accepts Freight Collect Parcels. If Post is aware that the recipient refuses to accept Freight Collect Parcels, it reserves the right not to admit such parcels in order to prevent recipient refusals and the associated return costs for the sender.

2.2.2.4 Parcel returns

PARCEL RETURN UP TO 10 KG (US)	EUR
Postage rate	5.83

In addition to the postage rate, a road toll surcharge for trucks is also payable for each parcel:

PARCEL RETURN UP TO 10 KG (US)	EUR
Road toll surcharge for trucks	0.27

(US) – universal service, VAT-free

PARCEL RETURN OVER 10 KG	EUR incl. VAT
Postage rate	7.00 (5.83 net)

In addition to the postage rate, a road toll surcharge for trucks is also payable for each parcel:

PARCEL RETURN OVER 10 KG	EUR incl. VAT
Road toll surcharge for trucks	0.32 (0.27 net)

2.3 Additional services

The special handling of a parcel is carried out by Post as an additional service if requested by the sender at the time of posting and if the fee set for the specific additional service, in accordance with Section 2.3.5, is paid in addition to the postage for a Standard Parcel or .

2.3.1 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. The note "*Persönlich*" (personal) must be affixed to the address side of the parcel.

2.3.2 Cash-on-delivery

The sender can instruct Post (herein "cash-on-delivery order") to deliver a parcel to the recipient only against the collection of a sum of money (herein "cash-on-delivery amount") for the account of the customer (sender). The cash-on-delivery amount may be no more than EUR 10,000.00 per order.

The cash-on-delivery order is placed – at the points of acceptance and within the hours designated for acceptance – digitally without physical paperwork.

The sender is required to provide or submit electronically the following information:

- name and address of the sender;
- name and address of the recipient of the parcel (herein "recipient");
- the cash-on-delivery amount to be collected in EUR;
- name and address of the person who is to receive the cash-on-delivery amount collected;
- account with a credit institution located in the SEPA area (stating the IBAN number) to which the collected cash-on-delivery amount should be remitted.

If providing this information electronically, the sender must also observe the provisions of the Post's Labelling and Pre-Advice Manual in the version applicable at the time of the contract conclusion (Section 1.2.1 of the GTC Austria Parcels), which can be found at post.at/geschaefentlich-versenden-paket-versand-kunden-versandsoftware.php.

Cash-on-delivery parcels containing valuable items in accordance with Section 2.3.3 of the Index of Products and Prices must be posted with a declaration of value.

It is not possible to subsequently change the cash-on-delivery order, particularly the amount to be collected.

The cash-on-delivery parcel will only be handed over upon collection of the cash-on-delivery amount specified by the sender. In case of doubt, the recipient must prove their identity.

The collected cash-on-delivery amount will be remitted to an account with a financial institution located in the SEPA area, as specified by the sender, and in the name of the account holder specified by the sender. The sender may specify a different person to receive the collected cash-on-delivery amount.



2.3.2.1 Unclaimed cash-on-delivery amounts

Cash-on-delivery amounts that cannot be remitted are deemed unclaimed. The sender is entitled to request, within a period of 3 years (starting from the first business day after the payment), the remittance of the cash-on-delivery amount to an account with a financial institution located in the SEPA area specified by them.

2.3.2.2 Right of retention

Post is entitled to retain the collected cash-on-delivery amount to the extent of its claims against the sender, or to offset its claims with the cash-on-delivery amount.

2.3.2.3 Labelling

The following label must be affixed to the parcel:



2.3.3 Mail item with declaration of value

2.3.3.1 Items/contents with a value exceeding EUR 510.00 may only be sent in parcels with a declaration of value, otherwise liability will be limited as per Section 4.3 of the GTC Austria Parcels.

2.3.3.2 The following items are – subject to the exclusion of liability as per Section 4.6 in conjunction with Section 1.4 of the GTC Austria Parcels – permissible only in parcels with a declaration of value, regardless of their value:

- valid domestic and foreign legal tender;
- securities;
- precious metals (e.g. gold, silver, platinum);
- jewellery (excluding costume jewellery), gemstones and precious stones (crystals);
- watches made from precious metal, watches with precious metal and/or gemstones (crystals) and/or ornamental stones;
- jewels;
- gold nuggets;
- gold and silver coins;
- cheques;
- credit, cheque and debit cards;
- domestic and foreign savings books;
- valid domestic and foreign postage stamps;
- valid domestic and foreign prepaid phone cards;
- admission tickets;
- train/bus tickets and air tickets;

- gift cards and coupons;
- paintings, antiques, antiquarian writings;
- urns with ashes.

2.3.3.3 The sender must declare the actual value ("commercial value") of the item(s) being posted. It is not permitted to declare a value that is higher or lower than the actual value of the item(s) being posted. The maximum permissible declared value is EUR 10,000.00.

Only parcels with declared value are fully tracked all the way through to the delivery point.

The parcels must be sealed in such a way that they cannot be opened without damaging the seal and leaving visible traces of tampering. At the time of posting, the parcels may not bear any underlinings or labels.

If the declared value exceeds EUR 1,500.00, the packaging and any strapping must be secured with distinctive wax seals, distinctive seals, or other equivalent identifiable closure methods, ensuring that all ends of the packaging are firmly held, that it is not possible to access the contents without visibly damaging the packaging or closure methods, and that the packaging and strapping cannot be opened or removed without breaking the seal. Alternatively, the adequately packaged mail item may be placed into a safe bag or security pouch.

The following label must be affixed to the parcel:



2.3.4 Fragile

Adequately packaged parcels / mail items (of all shapes with dimensions of up to max. length 200 cm and girth 360 cm) containing fragile or shock-sensitive items. Post will handle these parcels / mail items with special care. (Shock-sensitive items are e.g. CD/DVD players; electronics; notebooks; computers and accessories; coffeemakers, etc.) Parcels containing fragile or shock-sensitive items must bear the following "Zerbrechlich" (fragile) label, otherwise, liability for breakage or shock damage will be excluded:



2.3.4.1 Fragile mail item with declaration of value

If a parcel is both a parcel containing fragile or shock-sensitive items and a parcel with declared value, it must be labelled with both stickers, namely the sticker as per Section 2.3.3 and the sticker as per Section 2.3.4., otherwise liability for breakage or shock damage will be limited.

In this case, only the postage rate for mail items with declaration of value must be paid, but not the fee for the additional service "Zerbrechlich" (fragile).

2.3.5 Rates for additional services

STANDARD PARCEL UP TO 10 KG (US)	
ADDITIONAL SERVICE	EUR
Personal delivery	3.38
Cash-on-delivery fee	4.50
Remittance to an account	5.45
For mail item with declared value up to EUR 500.00 – flat rate	5.45
For mail item with declared value over EUR 500.00: for every additional EUR 100.00 or part thereof	1.09
Fragile	4.00

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2.4

STANDARD PARCEL OVER 10 KG AND BOTTLE PACKAGE	
ADDITIONAL SERVICE	EUR incl. VAT
Personal delivery	4.06 (3.38 net)
Cash-on-delivery fee	5.40
Remittance to account	(4.50 net)
For mail item with declared value up to EUR 500.00	6.54 (5.45 net)
For mail item with declared value over EUR 500.00: for every additional EUR 100.00 or part thereof	1.31 (1.09 net)
Fragile	4.80 (4.00 net)

Other services

2.4.1 Pickup

Upon request and where possible, Post will also pick up parcels directly from the sender. Post will charge a fee corresponding to the effort required for this additional service.

Post may restrict the pickup service to senders whose available resources permit its unrestricted execution.

Parcels with declared value are excluded from the pickup service.

SERVICE	EUR incl. VAT
Pickup from the sender	As agreed

2.4.2 Preferred Post branch / Preferred pickup station

Parcels can also be sent to a preferred Post branch or preferred pickup station. The preferred Post branches can be found using the location finder at post.at; the pickup station is an automated mail receptacle for self-collection, which is usually set up in self-service areas. When the parcel is posted, the mobile phone number (or email address) and the name of the recipient are entered into the system. Once the parcel has arrived, the recipient will receive an automated text message or email notification (the sender and recipient must ensure that the contact details provided are correct and technically functional, otherwise Post is not liable). As soon as the recipient has received said notification, the parcel is ready for pickup. Should the parcel not have been picked up within 3 days, a reminder (in form of text message or email) will be sent to the recipient.

Parcels that cannot be delivered to the preferred pickup station will be held for pickup at a Post branch.

Only when sending a mail item to a preferred Post branch can all additional services in accordance with Section 2.3 be selected.

The sender using the preferred Post branch or preferred pickup station services will not be charged any surcharge in addition to the regular postage rate.

2.4.3 Item inquiry / Poste restante

SERVICE (US)	EUR
Item inquiry fee	4.00
Poste restante	1.00

(US) – universal service, VAT-free



2.5 Prepaid packaging

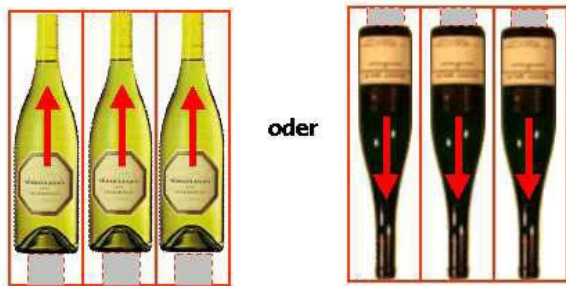
2.5.1 Bottle package

The bottle pack is a pre-franked carton with variable inserts for shipping three, six or twelve bottles. The charge for the bottle parcel must be paid to Swiss Post when purchasing the empty carton; this includes the empty carton with inserts as well as the transportation charge for domestic shipping (regardless of the weight of the parcel). A truck toll surcharge must also be paid.

The bottle parcel may only be used for the shipment of bottles in accordance with the information printed on the cartons. The shipment of a different type and/or size and/or quantity of bottles is not permitted. Permitted bottle contents: Wine, sparkling wine, champagne, other alcoholic beverages or liquids, water and non-fermenting must/fruit juices and empty bottles.

The actual return of the filled bottle package can take place immediately after purchase or at a later date. The bottle pack can only be returned once, but the carton can be used several times, provided the previously used carton is undamaged. For each reuse, the charge applicable according to the weight of the filled carton must be paid again in accordance with point 2.2.2. If an unused empty carton bottle pack is defective, it will be exchanged. An exchange or return for other reasons is not possible.

Translated with DeepL.com (free version)The cardboard inserts must be put together according to the assembly instructions; the bottles must be secured using the pre-cut fasteners and placed in the box base-to-base.



A plastic self-adhesive tape (according to DIN EN 1940. 130 N/25 mm) that is at least 50 mm wide must be used to seal the outer box.

All additional services in accordance with Section 2.3 can be used for Bottle packages.

In the case of returns, the return postage rate in accordance with Section 2.2.2.4 must be paid for the return carriage.

Bottle packages can also be shipped outside Austria, depending on the country of destination and payment of the corresponding surcharge upon posting. The Post branch offices and the Post customer service provide information on which countries Wine Parcels

can be shipped to (and which additional services are possible). The GTC International Parcels apply to these mail items.

2.5.2 Fee for Bottle package

BOTTLE PACKAGE	EUR incl. VAT
For 3 bottles – empty box and domestic postage rate	11.52 (9.60 net)
For 6 bottles – empty box and domestic postage rate	13.20 (11.00 net)
For 12 bottles – empty box and domestic postage rate	16.80 (14.00 net)

In addition, a road toll surcharge for trucks is also payable for each bottle package:

BOTTLE PACKAGE	EUR incl. VAT
Road toll surcharge for trucks	0.32 (0.27 net)

Österreichische Post AG

Headquarters, business area "Parcel Austria"
Rochusplatz 1
1030 Vienna

**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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