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# POST EXPRESS

General terms and conditions

Index of products and prices and conditions



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Valid from 01.07.2023



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

Valid from 01.07.2023

(issue no. 2/2023)

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## SERVICE OFFER POST EXPRESS AUSTRIA AND INTERNATIONAL

Post Express (former name EMS Express Mail Service) is the national and international express postal service of Austrian Post. With Post Express Austrian 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 POST EXPRESS AUSTRIA

When shipping a domestic Post Express shipment, delivery usually 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 Minimum size

9 cm width and 14 cm length.

#### 2.2 Maximum sizes

Standard Post Express shipment:

100 cm length; 60 cm width; 60 cm height

Large bulky goods:

Maximum length: 200 cm

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

#### 2.3 Maximum weight

31,5 kg

#### 2.4 Determination of the weight

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

### 3 Index of products and prices

Post Express Austria 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

Rectangular, up to size:

100 cm length; 60 cm width; 60 cm height



##### 3.1.2 Bulky goods

Post Express 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 Post Express shipments, unpacked items, cages, etc.). In detail, these are:

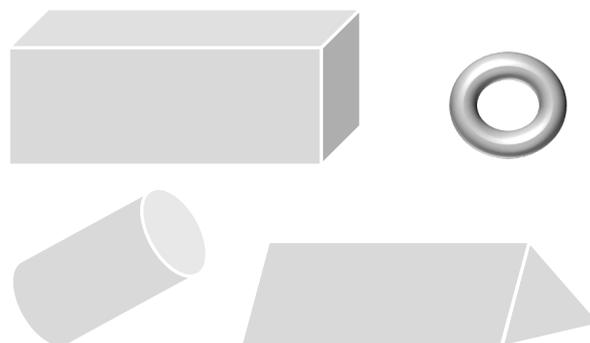
Small bulky goods

Non-rectangular Post Express shipments smaller than 100 x 60 x 60 cm

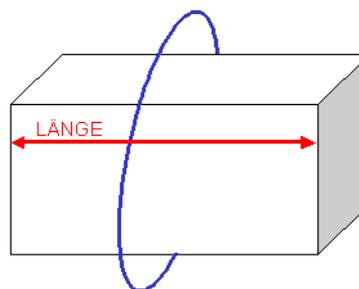


Large bulky goods

Post Express 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)





### 3.1.3 Delivery

#### 3.1.3.1 Delivery Standard and Special transport

- **Post Express delivery by 01:00 p.m. from Monday to Friday**

The delivery of Post Express shipments takes place on the working day following posting (Monday to Friday) in Austria generally by 01:00 p.m.

Post Express shipments must be labelled with the following Post Express time sticker:



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

- **Post Express by 10:00 a.m. from Monday to Friday**

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

Post Express shipments by 10:00 a.m. must be labelled with the following Post Express time sticker:



- **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) generally by 01:00 p.m. This service is only available for particular postal code zones. For further information, contact the Post Customer Service (see point 1.3 of the GTC).

Post Express shipments with Saturday delivery must be labelled with the following Post Express time sticker:



The posting of Post Express items with declared value and/or cash on delivery in combination with Saturday delivery is not possible.

### 3.2 Shipping fees

#### 3.2.1 Shipping fee standard Post Express:

WEIGHT/SHAPE/SIZE	EUR incl. VAT
up to 1 kg rectangular, < 100 x 60 x 60 cm	10,63 (net 8,86)
up to 2 kg rectangular, < 100 x 60 x 60 cm	11,74 (net 9,78)
up to 4 kg rectangular, < 100 x 60 x 60 cm	12,82 (net 10,68)
up to 10 kg rectangular, < 100 x 60 x 60 cm	16,09 (net 13,41)
up to 31,5 kg rectangular, < 100 x 60 x 60 cm	24,82 (net 20,68)

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

	EUR incl. VAT
Austrian road toll surcharge for trucks	0,26 (net 0,22)

Shape and dimensionally dependent surcharge (in addition to the shipping fee):

	EUR incl. VAT
Small bulky goods Non-rectangular, <100x60x60 cm	4,80 (net 4,00)
Large bulky goods In all shapes, >100x60x60 cm	24,00 (net 20,00)

If the shipment is bulky and fragile, the fee for the additional service Fragile will not be charged additionally.



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

TRANSPORT SERVICE	EUR incl. USt
Delivery until 10:00 a.m.	11,77 (net 9,81)
Saturday delivery in a provincial capital	11,77 (net 9,81)
Saturday delivery (except for provincial capitals) in particular postal code zones	23,54 (net 19,62)

### 3.2.3 Post Express Return

RETURN UP TO 10 KG	EUR
Shipping fee	5,50

In addition to the return fee the Austrian road toll surcharge for trucks must be paid for each Post Express return:

	EUR
Austrian road toll surcharge for trucks	0,22

RETURN OVER 10 KG	EUR incl. VAT
Shipping fee	6,60 (net 5,50)

In addition to the return fee the Austrian road toll surcharge for trucks must be paid for each Post Express return:

	EUR incl. VAT
Austrian road toll surcharge for trucks	0,26 (net 0,22)

### 3.3 Additional services

Post handles a Post Express 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. All other notes or information on the shipment shall not be taken into account.

#### 3.3.1 Collection

If desired and possible, Post Express 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.

Post Express 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 a Post Express shipment to the recipient against collection of a cash amount (hereinafter "COD amount") in the name and for the account of the customer/sender. The COD amount per order must not exceed EUR 10,000.00.

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:

- Name and address of the sender;
- name and address of the recipient of the Post Express 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/geschaefftlich\\_versenden\\_paket\\_versand\\_kunden\\_versandsoftware.php](https://post.at/geschaefftlich_versenden_paket_versand_kunden_versandsoftware.php)) in force at the time the contract is concluded.

Post Express 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.

Post Express 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 Post Express shipments with cash on delivery:



### 3.3.3 Personal delivery

Post Express shipments are only delivered to the natural person indicated in the address after verification of the identity. The word "Personal" must appear on the address side of the Post Express shipment.

### 3.3.4 Post Express shipment with declaration of value

Items with a value exceeding EUR 1,500.00 are only accepted in Post Express shipments with indication of the value, in absence of which Post's liability is limited according to point 5.3.2 of the General Terms and Conditions Post Express. The sender must indicate the actual value (market value).

The following items are only accepted in Post Express 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);
- precious metal watches, watches with precious metals and/or precious stones (crystals) and/or gemstones;
- 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;
- urns with ashes

The sender must indicate the actual value (market value). It is not authorised to indicate a value that falls below or exceeds the actual value of the content of the shipment. The maximum indicated value is EUR 10,000.00.

This additional service cannot be combined with Saturday delivery.

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

Post Express shipments with an indication of the value must be sealed so that it is not possible to open the Post Express 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 unique sealing wax imprints, unique 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 or place the adequately packed shipment in a safebag/security bag or value bag.

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



### 3.3.5 Fragile

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



#### 3.3.5.1 Fragile shipments with declaration of value

If the Post Express item is at the same time an item with fragile contents and an item with declaration of value, the item must be marked with both the sticker pursuant to item 3.3.5 and the sticker pursuant to item 3.3.4-



with any other limitation of liability with regard to breakage or shock damage.

In this case, only the fee for shipments with declaration of value is payable, but not the fee for the additional service Fragile.

### 3.3.6 Sender-info (via SMS or email)

When posting a Post Express 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 shipment is successfully delivered to the recipient and the takeover of the Post Express 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.

### 3.3.7 Recipient-info (via SMS or email)

When posting a Post Express 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 (Post Express tracking number, date and time of delivery).

### 3.3.8 Preferred postal branch/Preferred pickup station

Post Express 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](http://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 Post Express shipment. Once the Post Express 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 Post Express 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	5,40 (net 4,50)
Personal delivery per Post Express shipment	4,06 (net 3,38)
For Post Express shipment with indication of value up to EUR 500.00	6,54 (net 5,45)
For Post Express shipment with indication of more than EUR 500.00: Per started EUR 100.00	1,31 (net 1,09)
Fragile	4,80 (net 4,00)
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 POST EXPRESS INTERNATIONAL

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

### 5 Shipping terms

#### 5.1 Transport services

The delivery of Post Express International shipments usually takes place within the period indicated in the country information or the Post Express delivery times calculator (see [post.at/postexpress](http://post.at/postexpress)), if the Post Express 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 Post Express.

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

#### 5.2 Size and weight limits

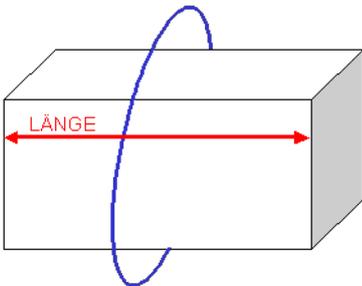
##### 5.2.1 Minimum size:

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 Post Express shipment must be packaged and rectangular.



##### 5.2.3 Maximum weight:

31,5 kg

The weight of Post Express shipments is determined by Post.

## 6 Index of products- and prices

Post Express 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 Post Express 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 7 zones for the collection of shipping fees (for more information on countries, please contact Post Customer Service):

#### Zone 1a (EU):

Croatia, Czech Republic, Germany, Hungary, Poland, Slovakia, Slovenia \*\*

#### Zone 1b (EU):

Belgium, Bulgaria, Estonia, Finland, France, Italy, Lithuania, Luxembourg, Monaco, Netherlands, Romania \*\*

#### Zone 1c (EU):

Cyprus, Denmark, Greece, Ireland, Latvia, Malta, Portugal, Spain, Sweden \*\*

(\*\* Except certain areas that do not belong to the customs area of the EU or certain third-country areas within the meaning of sales tax law). (Only shipments up to 10 kg are permitted to the following areas: Mount Athos, Ceuta and Melilla, Canary Islands, Island of Heligoland, area of Büsingen, Aland Islands, Livignio, Campione d'Italia)

#### Zone 2:

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

#### Zone 3:

West Asia, Africa (northern part) excl. Mediterranean countries, Canada, Marshall Islands, Micronesia

#### Zone 4:

Africa (southern part), America, South and East Asia, French Overseas Territories (St. Pierre and Miquelon, Mayotte, Franz. Guiana, Guadeloupe, Martinique, Réunion), Dutch Overseas Territories, Channel Islands (Jersey, Guernsey)

#### Zone 5:

Australia, New Zealand and Oceania, French overseas territories (French Polynesia, New Caledonia, Wallis and Futuna)

### 6.2 Fee for standard transport service

The amount of the standard fee depends on the tariff zone (according to point 6.1) the Post Express shipment is transported to. The standard transport service fee is



calculated from the unit price plus a surcharge per started kilogram depending on the tariff zone.

POST EXPRESS INTERNATIONAL		
WEIGHT UP TO	TARIFF ZONE	
	1a	1b
	EUR incl. VAT	EUR incl. VAT
1 kg	43,54 (net 36,28)	45,34 (net 37,78)
2 kg	47,14 (net 39,28)	50,74 (net 42,28)
4 kg	49,94 (net 41,62)	55,84 (net 46,53)
10 kg	63,54 (net 52,95)	76,44 (net 63,70)
20 kg	86,14 (net 71,78)	111,24 (net 92,70)
31,5 kg	115,04 (net 95,87)	155,54 (net 129,62)

POST EXPRESS INTERNATIONAL		
WEIGHT UP TO	TARIFF ZONE	
	1c	
	EUR incl. VAT	
1 kg	46,54 (net 38,78)	
2 kg	51,94 (net 43,28)	
4 kg	58,24 (net 48,53)	
10 kg	78,84 (net 65,70)	
20 kg	118,44 (net 98,70)	
31,5 kg	179,54 (net 149,62)	

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

	EUR incl. VAT
Austrian road toll surcharge for trucks/Tariff zones 1a and 1b	0,26 (net 0,22)

POST EXPRESS INTERNATIONAL		
WEIGHT UP TO	TARIFF ZONE	
	2	3
	EUR	EUR
1 kg	40,78	46,78
2 kg	48,28	60,28
4 kg	56,53	76,53
10 kg	85,03	127,83
20 kg	134,53	218,33
31,5 kg	197,23	332,33

POST EXPRESS INTERNATIONAL		
WEIGHT UP TO	TARIFF ZONE	
	4	5
	EUR	EUR
1 kg	51,28	59,78
2 kg	69,28	86,28
4 kg	91,48	119,73
10 kg	159,88	187,63
20 kg	281,08	399,63
31,5 kg	433,68	625,13

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

	EUR
Austrian road toll surcharge for trucks/Tariff zones 2 up to 5	0,22



#### Shipping fee Post Express return

RETURN	EUR
Regardless of weight (max. 31.5 kg)	21,59

In addition to the return fee the Austrian road toll surcharge for trucks must be paid for each Post Express return:

	EUR
Austrian road toll surcharge for trucks	0,22

### 6.3 Additional services

Post handles a Post Express 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, Post Express 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 Midday Europe

The delivery of 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 offices in the provincial capitals). For further information, contact the Post Customer Service.

#### 6.3.3 Saturday Europe

The delivery of 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 offices 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
Midday Europe up to 5 kg	26,40 (net 22,00)
Midday Europe up to 25 kg	38,40 (net 32,00)
Midday Europe up to 31,5 kg	74,40 (net 62,00)
Saturday Europe (per Post Express shipment, regardless of weight)	45,60 (net 38,00)

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**Post customer service**

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

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

Information about our data protection is provided under: [post.at/datenschutz](https://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

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