
PRICE LIST

For customs services



Valid as of 1 July 2021

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In the event of discrepancies, the German original text shall prevail over the English translation.



Table of contents

1. General	3
2. Rates	3
2.1. Import handling fee for mail items from third countries valued at up to EUR 150.00	3
2.2. Import handling fee for mail items from third countries valued at over EUR 150.00 up to EUR 1,000.00	3
2.3. Import handling fee for mail items from third countries valued at over EUR 1,000.00	3
2.5. Handling and storage fee	3
3. Dispute settlement	4

1. General

Österreichische Post AG (herein "Post") handles the customs treatment of all mail items (herein "mail items") that enter Austria from a country not belonging to the customs territory of the European Union (herein "third country").

The following rates will be charged for services (herein "customs services") performed by Post in connection therewith and collected upon handover of the mail items.

Letters weighing up to 2kg and parcels weighing up to 10kg fall under the universal service and are therefore not subject to VAT. The rates are net fees that are exclusive of all statutory taxes and duties, in particular VAT.

The rates for parcels weighing more than 10kg and EMS items are gross fees that are inclusive of all statutory taxes and duties, in particular VAT.

2. Rates

2.1 Import handling fee for mail items from third countries valued at up to EUR 150.00

For mail items containing goods valued at up to EUR 150.00, Post charges the following rate per mail item for processing, determining and (if applicable) collecting the duties specified by the customs authority as well as for clearing these duties with the customs authority:

Customs service	Net rate in EUR	Gross rate in EUR
Import handling fee for mail items from third countries valued at up to EUR 150.00	5.00	6.00

The import handling fee is not charged for customs services performed for mail items containing goods valued at up to EUR 150,00 and that are imported from third countries through mail-order trade, provided that the special VAT provision set out in Sec 25b of the Austrian VAT Act (Umsatzsteuergesetz – UstG), Federal Law Gazette I No. 91/2019 (import one-stop shop, IOSS) is applied.

2.2 Import handling fee for mail items from third countries valued at over EUR 150.00 up to EUR 1,000.00

For mail items containing goods valued at over EUR 150.00 up to EUR 1,000.00, Post charges the following rate per mail item for processing, determining and (if applicable) collecting the duties specified by the customs authority as well as for clearing these duties with the customs authority:

Customs service	Net rate in EUR	Gross rate in EUR
Import handling fee for mail items from third countries valued at over EUR 150.00 up to EUR 1,000.00	10.00	12.00

2.3 Import handling fee for mail items from third countries valued at over EUR 1,000.00

For mail items containing goods valued at over EUR 1,000.00, Post charges the following rate per mail item for processing, determining and (if applicable) collecting the duties specified by the customs authority as well as for clearing these duties with the customs authority:

Customs service	Net rate in EUR	Gross rate in EUR
Import handling fee for mail items from third countries valued at over EUR 1,000.00	30.00	36.00

2.4 The import handling fees (pursuant to Sections 2.1 to 2.3) are only collected upon handover of the mail item to the recipient.

Should the recipient refuse to accept the mail item, the import handling fee is not collected and, as a rule, the mail item is returned to the sender, unless this was expressly excluded by the sender. Alternatively, the mail item can be handled in other ways as permitted by the applicable laws.

2.5 Handling and storage fee

If a mail item (for an addressee in Austria) enters Austria without all the necessary documents, papers, etc., for customs treatment, Post contacts the addressee.

The addressee can either:

- submit to Post the applicable documents, papers, etc. (to allow Post to continue with the customs treatment of the mail item), in order to receive the mail item following completed customs treatment, or
- not submit any documents, papers, etc., or declare that they do not wish to accept the mail item. In this case, as a rule, the mail item is returned to the sender, unless this was expressly excluded by the sender. Alternatively, the mail item can be handled in other ways as permitted by the applicable laws.

In the case of a), the addressee is charged a handling and storage fee for the further customs treatment of the mail item.

Customs service	Net rate in EUR	Gross rate in EUR
Handling and storage fee	24.00	28.80

3 Dispute settlement

If a customer is not satisfied with the outcome of a case of dispute or complaint with Post, they may present it 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 (Sec 53 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.

Österreichische Post AG
Company headquarters
Rochusplatz 1, 1030 Wien

Post customer service
Hotline: 0800 010 100
post.at/kundenservice

post.at
post.at/sendungsverfolgung

As of July 2021.

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

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