

Declaration on Accessibility

Status June 2025

1. General description:

Österreichische Post AG is Austria's leading postal and logistics service provider. In the Post App, we offer a wide range of online services related to sending and receiving parcels and letters.

2. Information about the provider according to FAGG and ECG:

[Impressum - PostAG](#)

You can find more detailed information on the conclusion of the contract (description of our services, explanations on the performance of our services) in our respective General Terms and Conditions under [Post AGB: Allgemeine Geschäftsbedingungen - PostAG](#)

3. Legal requirements

These result from Paragraph 14 (2) of the Austrian Accessibility Act (BaFG), Federal Law Gazette I N° 76/2023 as amended, which implements the European Accessibility Directive (Directive 2019/882) on accessibility requirements for products and services.

4. Implementation:

We are constantly working to make our Post App accessible in accordance with the current version of the BaFG. The Web Content Accessibility Guidelines (WCAG) 2.2 were used for this purpose. We tested the accessibility of our Post App in the form of a self-test.

The following contents do not fall within the scope of the BaFG:

- Older documents and non-accessible content that are available in the Post App. As these were published before 28 June 2025, they are excluded from the BaFG.
- The Post App contains documents and content from third-party providers that are neither developed, financed nor controlled by us. The BaFG does not apply to this third-party content.

Despite our efforts, some parts of our Post App are not yet fully accessible. We are constantly working to improve our Post App in accordance with the legal requirements. Usability and accessibility are very important to us. If you encounter any barriers on our Post App that hinder or restrict your use, please let us know at:

- e-mail: impressum@post.at
- [Austrian Post: contact form - PostAG](#)
- Hotline: +43 800 010 100 (Mon - Fri 07:00 - 19:00, Sat 08:00 - 13:00)

In this case, please briefly describe the problem or specify the app-page concerned, your operating system (e.g., Android/iOS), and your device version. Please include the word **accessibility** in the subject line or at the beginning of the telephone call. We will check your enquiry and contact you as soon as possible.