

BUSINESS CUSTOMER SERVICE POST EXPRESS

Expert support for parcel shipping



post.at/businessparcel

Our Post Express team is here to support you with dedicated and personalised care. As your trusted partner, we are happy to assist you with a broad range of professional services.



We provide assistance for:

- Questions about shipping, country-specific requirements, delivery times, products and services
- Item tracking: inquiries about your parcel's status
- Item inquiry: if your parcel did not reach its destination, you can initiate an inquiry.
- Damage report: you can report damages to your parcel.



Contact us:

E-mail: express@post.at

Telephone: +43 577 67 95 313

Monday to Friday: 8:00 a.m. to 5:00 p.m.



Our Business Customer Service team is your main point of contact for all service inquiries and complaints.



**We always
deliver.**



**E-Commerce
Solutions**

BUSINESS CUSTOMER SERVICE POST EXPRESS



Everything you need to know about our business services

post.at/businessparcel

You can reach us by phone from Monday to Friday, 8:00 a.m. to 5:00 p.m., on +43 577 67 95 313, or by e-mail at express@post.at. You can access the Business Cockpit at bec.post.at and the Parcel-Zone at post.at/parcel-zone. The Post-Labelcenter is available at plc.post.at.

Service	Channel	Required documents	Deadlines
Item inquiry	- Business Cockpit	- Proof of value Optional if needed: - Proof of posting - Acknowledgement of receipt - Police report confirmation	- Within 3 months for domestic items - Within 6 months for international items
Shipping cost refund (money back guarantee)	- Business Cockpit (item inquiry)		- Within 21 days after posting
Damage claim	- E-mail	- Damage report - Proof of value - Photos of the item and the inner and outer packaging	- Visible damage: on the day of delivery - Non-visible damage: within 7 business days
Clarification	- Business Cockpit - E-mail		- 7 business days: after the deadline has expired, the item will be returned to the sender.
Shipment stop (no guarantee)	- E-mail		

