

PARCEL AUSTRIA/ PARCEL PLUS INTERNATIONAL

Reliable, affordable and globally available



post.at/businessparcel

In the parcel business, we increasingly rely on special services for our customers. Not only do we benefit from our strong domestic position but we also continue growing in new markets. Send your parcel from roughly 1,700 Austrian Post service locations in Austria to more than 220 destinations. We work with postal operators all over the world to provide a global transport network for your parcel delivery.

Dimensions and weight

To be shipped, parcels must meet the following size and weight limits:

Minimum dimensions: L 14 x W 9 cm

Maximum length: within Austria 200 cm, international depending on country-specific regulations

Maximum girth: within Austria 360 cm (= length + 2x width + 2x height), international depending on country-specific regulations

Maximum weight: within Austria 31.5 kg, international depending on country-specific regulations

Bulky goods

Needless to say, we also ship mail items exceeding standard dimensions as bulky goods for a small surcharge.

- **Small bulky goods Austria** items are not rectangular and smaller than L 100 x W 60 x H 60 cm.
- **Small bulky goods international** items are not rectangular with a maximum length of 100 cm.
- **Large bulky goods Austria** items (all shapes) are larger than L 100 x W 60 x H 60 cm.
- **Large bulky goods international** items depend on country-specific regulations with any side exceeding 100 cm (up to the maximum girth).

Your benefits

Confirmed delivery: Austrian Post confirms that the parcel has been posted; the recipient confirms to have received the parcel.

Comfortable posting: Post your parcel at any Austrian Post branch and receive a posting confirmation including your tracking number.

Speed: We deliver your domestic parcels within two business days after posting (P+2). After all, Austrian Post is not only reliable but also very fast. Visit the rate calculator to find out more about international parcel shipping times for individual countries of destination: post.at/tarifrechner

Delivery confirmation: Mail items are only delivered upon (electronic) confirmation by the recipient.

Track & Trace: Use the parcel tracking number (ID code) to see your mail item's status at post.at/trackandtrace

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ADDITIONAL SERVICES IN AUSTRIA AND INTERNATIONAL

Combine individually

Cash-on-delivery (Austria and International¹⁾):

We deliver your mail item and collect your specified amount. We will then promptly transfer the money to your bank account.

Personal (Austria): Your confidential mail items are exclusively delivered to the indicated recipient. Our mail carrier will verify the recipient's identity before handing over your mail item.

Advice of receipt (delivery confirmation) Austria and International¹⁾: The right solution if you want to know when your parcel was delivered and who signed for it. Recipients must confirm the delivery by signing the advice of receipt, which is returned to you after the parcel has been delivered.

Value (liability coverage of valuables, Austria and International¹⁾): If you choose to mail valuables in parcels through Austrian Post, you can be sure that they are in very good hands. Mail cash, cheques, securities, credit or ATM cards, jewellery as well as any other items worth more than 510 Euro labelled as a parcel with valuables. These parcels are transported under special supervision and provided with liability coverage for the actual value of your goods by Austrian Post.

Fragile (Austria and International¹⁾): If the content of your mail item is fragile, please let us know. We will affix a clearly visible sticker reading "fragile" to your parcel. Parcels labelled as fragile will be handled with extra care and both sorted and distributed manually.

Please note

There will be no surcharge for a fragile parcel that you already have declared as a bulky good. (Labelling requirements still apply though.)



¹⁾ Additional services international depend on country-specific regulations.

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