

# PARCEL AUSTRIA/ PARCEL PLUS INTERNATIONAL

## Reliable, affordable and globally available



[post.at/businessparcel](https://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 post offices 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 / Weight

Parcels shipped to domestic destinations must meet the following weight limits and dimensions:

**Minimum dimensions:** domestic 14 x 9 cm, international 14 x 9 cm

**Maximum dimensions:** domestic 200 cm, international depending on country-specific regulations

**Maximum length:** domestic 360 cm (=length + circumference), international depending on country-specific regulations

**Maximum weight:** domestic 31.5 kg, international depending on country-specific regulations

### Bulky Items

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

- **Small bulky domestic** items are not rectangular and smaller than L 100 x W 60 x H 60 cm.
- **Small bulky international** items are not rectangular with a maximum length of 100 cm.
- **Large bulky domestic** items (all shapes) are larger than L 100 x W 60 x H 60 cm.
- **Large bulky 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 post office 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](https://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](https://post.at/trackandtrace)

**Post  
Parcel  
Solutions**

# ADDITIONAL SERVICES IN AUSTRIA AND INTERNATIONAL

## Combine Individually

### **Cash-on-delivery (Austria and International<sup>1)</sup>):**

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

**Personal delivery (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 International<sup>1)</sup>:** 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.

**Valuables (liability coverage of valuables, Austria and International<sup>1)</sup>):** 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 International<sup>1)</sup>):** 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 item. (Labelling requirements still apply though.)



<sup>1)</sup> Additional services international depend on country-specific regulations.

We deliver.  
Anytime.  
Worldwide.

Post  
Parcel  
Solutions