

POST EXPRESS (former name EMS) AUSTRIA/INTERNATIONAL

Benefit from fast and secure deliveries



post.at/en/postexpress

Post Express is the perfect solution for items requiring swift delivery.



Post Express – a service to rely on!

- Standard delivery by 1 p.m. at the latest on the business day after posting (Mon–Fri on workdays)
- Early delivery in Austria's state capitals by 10 a.m.
- If posted on Friday, Post Express items are also delivered on Saturdays 1 p.m. in Austria's state capitals and selected postal codes
- Liability coverage up to 1,500 Euro in Austria and up to 510 Euro internationally
- "Money Back Agreement" for all Post Express Austria items

Dimensions and weight

The following dimension and weight limits apply to Post Express items:

Minimum dimensions: L 14 × W 9 cm

Maximum length: within Austria 200 cm,
international 120 cm

Maximum girth: 360 cm (= length + 2x width + 2x height)

Maximum weight: 31.5 kg

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

Small bulky goods that are not rectangular and smaller than L 100 × W 60 × H 60 cm.

Large bulky goods (all shapes) that are larger than L 100 × W 60 × H 60 cm.

Or fragile goods.

Your benefits

Fast: Delivery within Austria and more than 220 countries around the globe.

Money Back Agreement: Money Back Agreement if your Post Express Austria is delayed.

Delivery times: To see the required delivery time, check our Post Express Delivery Time Calculator: post.at/delivery-time-calculator

Delivery service: Delivery requires the recipient's signature or electronic confirmation by the recipient.

Overview from the Parcel-Zone: The information platform to mail items provides its users a full overview of items' current status, detailed data, reports etc. Benefit from the Parcel-Zone in ELLA: ella.post.at/parcel-zone

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

We deliver.
Anytime.
Worldwide.

Post
E-Commerce
Solutions

POST EXPRESS MAKES IT POSSIBLE!

Choose and combine a wide range of additional services to create your very own package.

Excerpt from additional domestic services - can be individually combined

- Delivery by 10 a.m.

Choose this additional service to have your Post Express item delivered by 10 a.m. one business day after posting. This service is available for Austria's state capitals.

- Free Sender information

Consignors will be informed via text message or email as soon as the item has been delivered to the recipient.

- Free Recipient information

This additional service sends a text message or email to the Post Express recipient to inform them about the Post Express item being delivered the next day.

- Cash-on-delivery (paperless)

Our mail carrier takes care of collecting your specified amount from the recipient at the time of delivery of your Post Express item.

- Personal

Delivery exclusively to the recipient. The mail carrier verifies the recipient's identity before handing over the Post Express item.

- Fragile goods

If the content of your Post Express item is fragile or sensible to vibrations, please affix our "fragile" sticker to the item.

- Value

Your cash, cheques, securities, credit cards or ATM cards, jewellery etc., as well as any other items worth more than 1,500 Euro must be sent as an Post Express Valuable. These Post Express items are transported under special supervision – and Austrian Post assumes liability for the actual value of the Post Express item.

- Saturday delivery

Post Express delivery on Saturdays to Austria's state capitals and selected postal codes if the item is posted on Friday. Not combinable with Cash-on-delivery and Valuables.

Additional international services – fast & reliable

- Midday Europe

Delivery by 12 p.m. on the next working day (Monday to Friday) in all major cities if posted at a Main Post Express International branch (Post Express International Schwerpunktfiliale) before closing-time.

- Saturday Europe

Saturday delivery to all major cities in the EU if posted at a Main Post Express International branch (Post Express International Schwerpunktfiliale) before closing-time.

Do you want to know when your Post Express International item will be delivered?

Please consult our Delivery Time Calculator: post.at/delivery-time-calculator

Saturday Europe and Midday Europe can only be posted at Post Express International focus branches, you can find the list under post.at/schwerpunktfilialen

Overview

	Post Express Austria	Post Express International
Money Back Agreement	Yes	–
Liability	up to 1,500 Euro	up to 510 Euro
Saturday delivery	Austria's state capitals and selected postal codes	available for all major EU cities ¹⁾
Delivery	until 1 p.m.	until 12 p.m. available for all major EU cities ¹⁾
Early delivery until 10 a.m.	in Austria's state capitals	–

1) Valid for both additional services Midday Europe and Saturday Europe in the European Union and if posted at a Main Post Express International branch (Post Express International Schwerpunktfiliale) before closing-time.

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