

# Shipping guidelines for regular senders



## Shipping with GLS

Reliable parcel delivery for companies of all sizes and from all sectors – nationally and internationally, business-to-business and business-to-consumer. With its own subsidiaries as well as partner companies, GLS covers 41 European countries and eight U.S. states and is globally connected via contractual agreements.

Consignors can combine parcel and express products with optional services. The highly industrialised performance is supported by modern IT systems.

**GLS.**

# Parcel shipment

## National shipment

Products	Optional Services	
<b>BusinessParcel</b> The basic product for national parcel delivery	<b>CashService</b>	Recipients pay for goods on delivery. GLS transfers the payment to the consignor (max. 2.500 Euro per parcel)
	<b>AddOnLiabilityService</b>	Increased liability for high-value goods. (max. 3.500 Euro per parcel)
<b>BusinessSmallParcel</b> National delivery especially for small and sensitive goods	<b>ExchangeService</b>	Delivery and collection of returns at the same time
	<b>IntercompanyService</b>	GLS simplifies intra-company parcel exchange
	<b>Pick&amp;ReturnService</b>	Collection of parcels and delivery to client
	<b>Pick&amp;ShipService</b>	Collection from and delivery to any address
	<b>ShopDeliveryService</b>	Direct delivery to the GLS ParcelShop
	<b>ShopReturnService</b>	Recipients can return parcels free of charge via a GLS ParcelShop
	<b>FlexDeliveryService</b>	GLS informs recipients about the delivery and offers a variety of delivery options to choose from.



# Parcel shipment

## Europe-wide shipment

Products	Optional Services	
<b>EuroBusinessParcel</b> The basic product for Europe-wide parcel delivery	<b>CashService</b> (DE)	Recipients pay for goods on delivery. GLS transfers the payment to the consignor (max. 2.500 Euro per parcel)
	<b>AddOnLiabilityService</b>	Increased liability for high-value goods. (max. 3.500 Euro per parcel)
<b>EuroBusinessSmallParcel</b> Europe-wide delivery especially for small and sensitive goods	<b>Pick&amp;ReturnService</b>	Collection of parcels and delivery to client
	<b>Pick&amp;ShipService</b>	Collection from and delivery to any address
	<b>ShopReturnService</b> (BE, DE, DK, IE, LU, PL)	Recipients can return parcels free of charge via a GLS ParcelShop
	<b>ShopDeliveryService</b> (BE, DE, DK, PL)	Direct delivery to the GLS ParcelShop
	<b>FlexDeliveryService</b> (BE, BG, CZ, DE, DK, ES, FI, FR, GB, GR, HR, HU, IT, LU, NL, PL, PT, RO, SI, SK)	GLS informs recipients about the delivery and offers a variety of delivery options to choose from.
	<b>InfoService</b> (DE)	SMS notification for consignees – prior to the delivery or after an unsuccessful delivery attempt

## Worldwide shipment

Product		
<b>GlobalBusinessParcel</b> Worldwide* delivery of parcels and documents.		
*Exceptions are countries where the political situation is highly unstable		



# Express shipment

## National shipment

Product	Optional Services	
<b>ExpressParcel</b> Delivery before 17.00 the next working day in Austria	<b>TimeDefiniteServices</b>	Time-definite delivery of express shipments National: before 9.00*, before 10.00* or before 12.00 or rather on Saturdays before 12.00 or before 17.00
	<b>CashService</b>	Recipients pay for goods on delivery. GLS transfers the payment to the consignor (max. 2.500 Euro per consignment)
	<b>AddOnLiabilityService</b>	Increased liability for high-value goods. (max. 3.500 Euro per consignment)
	<b>SMSService</b>	Delivery notification via text message
	<b>OnCallService</b>	Convenient special solutions for express delivery

\* available ZIP Codes online at [www.gls-express.at](http://www.gls-express.at)



# All about parcel shipment

## Dispatch systems

Sending parcels also means to professionally manage large amounts of data. For data management, the GLS dispatch systems provide transparency and security. Proven GLS IT solutions can be individually customized – to the respective business, the IT environment or current needs. The responsible GLS depot is happy to provide further information.

## Shipment tracking

Senders can view the current delivery status at any time. Within Austria and in many other countries the information is already available in real time.

## Liability

Liability will be automatically assumed for each parcel to the value of the goods up to a maximum of € 550. If a parcel is damaged while in the custody of GLS, the amount of compensation is limited to the purchase price, for second-hand goods the current value or for goods dispatched on occasion of an auction the auction price. The amount applies which is the lowest in the individual case, however limited to an amount of € 550.

## Delivery times

GLS delivers Monday to Friday during normal business hours. Parcels within Austria are usually delivered within less than 24 hours. Deliveries to neighbouring countries and all the main markets generally take between 24 and 48 hours. Consignments to more distant countries arrive within standard delivery times of 72 to 120 hours.

## Delivery times Express shipment

With express delivery from GLS, speed and punctuality come first. A national express parcel arrives at its destination no later than 17.00 on the next working day. And if it doesn't get there on time, you will get your money back.

A practical feature is that for deliveries within Austria, customers can additionally book the 12:00-Service. In many postcode areas, delivery before 09.00 or 10.00 is also possible. Your express product will then be combined with the relevant additional services.

## Size and weight

Depending on the shipping product, upper limits apply at GLS for the parcels' size and weight.

	<i>BusinessParcel</i>	<i>EuroBusinessParcel</i>	<i>EuroExpressParcel</i> <i>GlobalBusinessParcel</i> <i>ExpressParcel</i>	<i>BusinessSmallParcel</i>	<i>EuroBusinessSmallParcel</i>
<b>Max. weight</b>	31.5 kg	40 kg	50 kg	2 kg	3 kg
<b>Max. length</b>	2 m	2 m	2 m	40 cm	40 cm
<b>Max. width</b>	80 cm	80 cm	80 cm	The parcel must fit the SmallParcel frame.	
<b>Max. height</b>	60 cm	60 cm	60 cm		
<b>Max. combined length and girth*</b>	3 m	3 m	3 m		

\* Combined length and girth = 2 x height + 2 x width + 1 x longest side

## Dispatch preparation

For shipment with GLS, parcels must be sufficiently packed and properly labelled. Packing should conform to the type, weight and robustness of the item being sent

### Outer packing

Goods packed in cardboard boxes made of high-quality, moisture-resistant, double-wall cardboard are generally well protected. Corner, surface and edge protection are especially important. New boxes are best; used boxes are only suitable for resistant goods. The heavier the contents, the more stable the outer packing needs to be.

### Internal padding

Any empty spaces inside a box should be filled with padding. Goods should not be allowed to move around. The padding material used should be compatible with the goods being sent; precise-fit polystyrene moulds should be used for heavy and sensitive goods. No direct contact should be possible between goods and the outer packing.

### Sealing

The parcel should be wrapped with adhesive tape and well-sealed on all sides. The heavier or larger the parcel, the stronger the adhesive tape needs to be. Robust sealing is essential for secure transport.

### Attaching the parcel label

The parcel label is the address label. Completely fill in the parcel label: With your own address (consignor) and the recipient's (consignee). When filling in by hand please use block letters (capitals). For fast and smooth parcel delivery, the label should be attached to the largest side of the parcel and possible old stickers should be removed. Parcels should not be bundled together but instead sent individually.





### Excluded from transportation

- ✘ Parcels and express consignments with a goods value of over € 3,500,
- ✘ Goods which are insufficiently packed or not adequately packed to withstand the strain of transportation,
- ✘ Goods that require careful handling (because they are e.g. particularly fragile or can only be transported upright or only lying on a certain side),
- ✘ Perishable and temperature-managed goods, mortal remains, live animals,
- ✘ Valuable goods (e.g. money, precious metals and stones, jewellery and genuine pearls, objects of art, collector's items, antiques, autographs),
- ✘ Goods which possess a low value themselves but whose damage or loss could cause high consequential damages (e.g. volumes with sensitive data),
- ✘ Phone cards and pre-paid cards
- ✘ (e.g. for mobile phones),
- ✘ Personal documents (e.g. passport, driving licence), and documents worth money (e.g. securities, bills of exchange, passbooks, vouchers, entrance tickets, savings books, rail / bus / air tickets),
- ✘ Firearms and essential weapon parts according to § 1 and subsequent sections of the Austrian Arms Act („Waffengesetz“) as well as ammunition,
- ✘ Parcels and express consignments whose dispatch or storage would violate applicable laws,
- ✘ Parcels and express consignments classified as „carriage forward“,
- ✘ Hazardous goods
- ✘ Parcels with a weight above 31.5 kg (standard delivery within Austria) resp. 40 kg (standard delivery within Europe) resp. 50 kg (for worldwide transportation),
- ✘ Freight items of express consignments with a single-weight above 50 kg
- ✘ Parcels or freight items of express consignments with a combined dimension of circumference plus length of the longest side in excess of 3 m, a length of more than 2 m, a height of more than 0.6 m or a width of more than 0.8 m,
- ✘ Bundled consignments
- ✘ Luggage, e.g. suitcases or travelling bags
- ✘ All kinds of waste, problematic or hazardous or radioactive substances,
- ✘ Parcels or express consignments which are not marked or labelled correctly or sufficiently, and which are subject to mandatory marking or labelling requirements
- ✘ Excluded from transportation abroad in addition:
  - Tobacco products and liquors
  - Personal effects and carnet ATA goods
  - tires when the country of destination is Sweden
- ✘ Excluded from transportation as Fixed date and Express parcels in addition:
  - Pharmaceuticals.
- ✘ Excluded from airfreight in addition:
  - Prohibited articles according to the regulation (EC) No 300/2008 of 11 March 2008 and its implementing rules as amended from time to time.

Parcels that exceed maximum size are also excluded from transport with GLS.

Transportation exclusions according to the Special Terms & Conditions of GLS Austria apply.