



# Rapid delivery

## DPD Classic for Business

DPD Classic is an international service offered by all European BUs. It is operated through the road network. In each country, it offers common features and options that have been defined at the Group level. Some other features may vary among countries to adapt to local needs.

# DPD Classic for Business

## Delivery attempts and management

Destinations	Austria	Belarus	Belgium & Luxembourg	Bosnia Herzegovina	Bulgaria	Croatia	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Greece	Hungary	Ireland	Italy (BRT)	Latvia	Lithuania	Luxembourg	Netherlands	Norway	Poland	Portugal	Romania	Russia	Serbia	Slovakia	Slovenia	Spain	Sweden	Switzerland	Turkey	Ukraine	United Kingdom
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### Automatic redirection after first delivery attempt

Other location	-	-	-	-	-	-	-	<input type="checkbox"/> <sup>1)</sup>	-	<input type="checkbox"/> <sup>1)</sup>	<input type="checkbox"/> <sup>2)</sup>	-	-	<input type="checkbox"/>	-	-	-	-	-	-	-	<input type="checkbox"/> <sup>1)</sup>	-	-	-	-	-	-	-	-	<input type="checkbox"/> <sup>1)</sup>	-	-	-	-
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### Delivery process

Default number of delivery attempts BtoB	2+1	1	2+1	2	3	2+1	2+1	1	2+1	1	2	2	2+1	2+1	2	3	2	2+1	2+1	2+1	2+1	1	2	2	2	2	2	2+1	2+1	2	1	2+1	1	2	2
Calling card left for failed deliveries	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maximum number of working days for the last redelivery (when parcel is not redirected to an other location in the meantime)	7	30 <sup>3)</sup>	5	5	5	5	7	14	7	14	7	10	3	10	5	5	3	7	5	5	5	14	3	5	7	30	5	7	5	3	14	7	8	5	5

1) Service point

2) Possibility to choose other alternatives : post offices (14 days attempt), Chronopost service point (14 days attempt)

3) calendar days

Cross-border & domestic  
- Not offered



# DPD Classic for Business

## Standard delivery days

### Delivery on weekdays

A delivery on weekdays Monday – Friday is mandatory. It is offered across all BUs as standard delivery days without surcharge.

### Delivery on Saturday

According to destination BU decision it can be included as a standard delivery day. See side table for details.

According to origin BU decision it can be surcharged to the customer.

### Delivery on Sunday

According to destination BU decision it can be included as an optional delivery day in Predict in-flight options, and/or dedicated delivery service.

Destinations	Austria	Belgium & Luxembourg	Bulgaria	Croatia	Czech Republic	Denmark (PostNord)	Estonia	Finland (PostNord)	France (Chronopost)	France (DPD)	Germany	Hungary	Ireland	Italy (BRT)	Latvia	Lithuania	Netherlands	Norway (PostNord)	Poland	Portugal (Chronopost)	Romania	Slovakia	Slovenia	Spain	Sweden (PostNord)	Switzerland	United Kingdom	
<b>Saturday delivery</b>																												
inbound parcels	-	□ <sup>3)</sup>	-	-	-	-	-	-	-	-	□ <sup>4)</sup>	-	-	-	□ <sup>2)</sup>	□ <sup>2)</sup>	□ <sup>3)</sup>	-	-	-	□ <sup>2)</sup>	-	-	□	-	-	-	● <sup>1)6)</sup>
domestic parcels	● <sup>2)</sup>	● <sup>3)</sup>	-	-	●	-	● <sup>7)</sup>	-	● <sup>5)</sup>	-	● <sup>4)</sup>	-	-	-	● <sup>2)</sup>	● <sup>2)</sup>	● <sup>3)</sup>	-	● <sup>2)</sup>	● <sup>2)</sup>	● <sup>2)</sup>	●	●	● <sup>2)</sup>	-	-	-	● <sup>1)6)</sup>
<b>Sunday delivery</b>																												
inbound parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	● <sup>1)6)</sup>
domestic parcels	-	-	-	-	-	-	-	-	● <sup>1)6)</sup>	-	-	-	-	-	-	-	-	-	-	● <sup>2)</sup>	-	-	-	● <sup>2)</sup>	-	-	-	● <sup>1)6)</sup>

1) Restrictions apply to off shore locations 2) As an option 3) As an option, from Benelux only 4) Only to residential addresses / As an option to business addresses 5) Included for B2C MyChrono 6) As an in-flight option with a surcharge for consignee 7) As an option of B2C service only

□ Cross-border & domestic  
 ● Domestic  
 - Not offered

# DPD Classic for Business

## Notifications in case of failed delivery

- Cross-border & domestic
- Domestic
- Not offered

	Austria	Belgium & Luxembourg	Croatia	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Hungary	Ireland	Italy	Latvia	Lithuania	Netherlands	Norway	Poland	Portugal	Romania	Russia	Slovakia	Slovenia	Spain (Seur)	Sweden	Switzerland	United Kingdom
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Paper notification card left at consignee's

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>
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Electronic notifications

Push in App	-	-	-	-	-	-	-	-	-	<input type="checkbox"/>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	<input type="checkbox"/>	
E-Mail	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	● <sup>11)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMS	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Default media if both available	-	-	both	both	-	<input type="checkbox"/>	-	both	both	email	-	<input type="checkbox"/>	both	-	-	email	<input type="checkbox"/>	<input type="checkbox"/>	both			-	-	email	sms	email	both	
Time restrictions for E-Mail	-	-	00-08:00	00:00-08:00	-	-	-	-	-	-	22:00-06:00	-	-	-	22:00-07:00	-	-	<input type="checkbox"/>	-			-	-	06:00-22:00	-	-	-	
Time restrictions for SMS	-	-	22:00-08:00	22:00-08:00	-	<input type="checkbox"/>	-	07:20-22:30	-	06:00-23:00	-	-	07:00-22:00	-	23:00-07:00	-	-	<input type="checkbox"/>	-			-	-	06:00-22:00	-	-	-	

Electronic notification tracked and visible:

in internal track and trace	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
in customer track and trace	-	-	-	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-
If yes, it shows the media used	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	-	-	?	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	-	-			-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Re-delivery options if parcel not automatically re-directed to a Pickup location

Change date (see number of days below*)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>
Pickup from shop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pickup from depot	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>
Different address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-
Neighbour	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	-	-	-			<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>
Safe place / deposit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	-	-	-	-			<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>
Saturday (incl. Upgrade)	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	●	-	-	-	<input type="checkbox"/>	-	-	-	-	-	-	-	●	-	-			-	-	-	-	<input type="checkbox"/>
Upgrade to Sunday	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	●	-	-			-	-	-	-	<input type="checkbox"/>
Precise time slot (incl. Evening)	-	-	-	<input type="checkbox"/>	-	-	-	-	-	-	-	-	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-			<input type="checkbox"/>	-	-	-	-
Return to sender	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	●	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	-	-			<input type="checkbox"/>	<input type="checkbox"/>	-	-	-
Other : (specify)	-	-	-	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	-	-	-	-	-	-	-			-	-	<input type="checkbox"/>	-	-	-

Number of working days the consignee can re-deliver the parcel

SMS	-	-	5	-	-	-	-	6	5 <sup>4)</sup>	6	5	-	3	-	5	-	3	-			7 <sup>1)</sup>	6	5	-	- <sup>10)</sup>	5
E-Mail	6	5	5	-	-	10	-	6	5 <sup>4)</sup>	6	5	-	3	-	5	-	3	-			7	6	5	-	- <sup>10)</sup>	5
Web portal	6	5	5-7	20	-	10	5	6	5 <sup>4)</sup>	6	5	5	3	3	5	5	3	-			7	6	5	-	5	5

# Rapid delivery

## DPD Classic for B2C (DPD Home)

DPD Classic is an international service offered by all European BUs. It is operated through the road network. In each country, it offers common features and options that have been defined at the Group level. Some other features may vary among countries to adapt to local needs.

# DPD Classic for B2C (DPD Home)

## Delivery attempts and management

	Austria	Belarus	Belgium & Luxembourg	Bosnia Herzegovina	Bulgaria	Croatia	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Greece	Hungary	Ireland	Italy (BRT)	Latvia	Lithuania	Netherlands	Norway	Poland	Portugal	Romania	Russia	Serbia	Slovakia	Slovenia	Spain	Sweden	Switzerland	Turkey	Ukraine	United Kingdom
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### Automatic redirection after first delivery attempt

Pickup location (shop / locker)	<input type="checkbox"/>	-	<input <sup="" type="checkbox"/> 1)	-	-	-	-	<input <sup="" type="checkbox"/> 2)	<input type="checkbox"/>	<input <sup="" type="checkbox"/> 2)	<input type="checkbox"/>	-	<input <sup="" type="checkbox"/> 3)	<input type="checkbox"/>	-	-	-	-	-	<input <sup="" type="checkbox"/> 4)	<input <sup="" type="checkbox"/> 2)	-	-	-	-	-	-	-	-	-	<input <sup="" type="checkbox"/> 4)	<input <sup="" type="checkbox"/> 2)	<input type="checkbox"/>	-	-	<input <sup="" type="checkbox"/> 5)
Other location	-	-	-	-	-	-	-	<input <sup="" type="checkbox"/> 2)	-	<input <sup="" type="checkbox"/> 2)	<input <sup="" type="checkbox"/> 6)	-	-	<input type="checkbox"/>	-	-	-	-	-	-	<input <sup="" type="checkbox"/> 2)	-	-	-	-	-	-	-	-	<input <sup="" type="checkbox"/> 2)	-	-	-	-	-	

### Delivery BtoC process

Default number of delivery attempts BtoC with Predict			1				2+1		2+1			2	1		2	3	2		2+1	1															2		2
Default number of delivery attempts BtoC without Predict	3	1	1	2	2-3	2-3	3	1	2+1	1	1	2	1	2-3	2	3	2	2+1	2+1	1	1	2	2	2	2	2	3	3	2	1	2	1	1	1	1	2	
Calling card left for failed deliveries	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Maximum number of working days for the last redelivery (when parcel is not redirected to a Pickup location in the meantime)	7	30 <sup>7)</sup>	5	5	5	5	7	14	7	14	14	10	3	10	5	5	3	7	5	5	14	-	5	7	30	5	7	5	3	14	7	8	5	5			

1) if a neighbour is not present either - Exception for parcels that are not suitable to a Pickup location - 2) service point - 3) if consignee's email or mobile phone is available -

4) after a failure delivery only in peak campaigns, B2C, and low RPC customers - 5) after second attempt only -

6) possibility to choose other alternatives : post offices (14 days attempt) - 7) calendar days





# DPD Classic for B2C (DPD Home)

## Standard delivery days

### Delivery on weekdays

A delivery on weekdays Monday – Friday is mandatory. It is offered across all BUs as standard delivery days without surcharge.

### Delivery on Saturday

According to destination BU decision it can be included as a standard delivery day. See side table for details. The tendency and goal is that Saturday becomes a standard delivery day in future. According to origin BU decision it can be surcharged to the customer.

### Delivery on Sunday

According to destination BU decision it can be included as an optional delivery day in Predict in-flight options, and/or dedicated delivery service.

Countries, as destinations	Austria	Belgium & Luxembourg	Bulgaria	Croatia	Czech Republic	Denmark (PostNord)	Estonia	Finland (PostNord)	France (Chronopost)	France (DPD)	Germany	Hungary	Ireland	Italy (BRT)	Latvia	Lithuania	Netherlands	Norway (PostNord)	Poland	Portugal (Chronopost)	Romania	Slovakia	Slovenia	Spain	Sweden (PostNord)	Switzerland	United Kingdom	
<b>Saturday delivery</b>																												
inbound parcels	-	☐ <sup>3)</sup>	-	-	-	-	☐	-	-	-	☐ <sup>4)</sup>	-	-	-	☐ <sup>2)</sup>	☐ <sup>2)</sup>	☐ <sup>3)</sup>	-	-	-	☐ <sup>2)</sup>	-	-	☐	-	-	-	☐ <sup>6)</sup>
domestic parcels	● <sup>2)</sup>	● <sup>3)</sup>	-	-	●	-	● <sup>7)</sup>	-	● <sup>5)</sup>	-	● <sup>4)</sup>	● <sup>2)</sup>	● <sup>2)</sup>	-	● <sup>2)</sup>	● <sup>2)</sup>	● <sup>3)</sup>	-	● <sup>2)</sup>	● <sup>2)</sup>	● <sup>2)</sup>	●	●	● <sup>2)</sup>	-	-	-	● <sup>1)6)</sup>
<b>Sunday delivery</b>																												
inbound parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	☐ <sup>6)</sup>
domestic parcels	-	-	-	-	-	-	-	-	● <sup>1)6)</sup>	-	-	-	-	-	-	-	-	-	● <sup>2)</sup>	● <sup>2)</sup>	-	-	-	● <sup>2)</sup>	-	-	-	● <sup>1)6)</sup>

☐ Cross-border & domestic  
● Domestic

<sup>1)</sup>Restrictions apply to off shore locations - <sup>2)</sup>As an option - <sup>3)</sup>As an option, from Benelux only - <sup>4)</sup>Only to residential addresses / As an option to business addresses - <sup>5)</sup>Included for B2C MyChrono - <sup>6)</sup>As an in-flight option with a surcharge for consignee - <sup>7)</sup>As an option of B2C service only

# DPD Classic for B2C (DPD Home)

## Notifications in case of failed delivery

- Cross-border & domestic
- Domestic
- Not offered

	Austria	Belgium & Luxembourg	Croatia	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Hungary	Ireland	Italy	Latvia	Lithuania	Netherlands	Norway	Poland	Portugal	Romania	Russia	Slovakia	Slovenia	Spain (Seur)	Sweden	Switzerland	United Kingdom
Paper notification card left at consignee's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>

### Electronic notifications

Push in App	-	2021	-	-	-	-	-	-	-	<input type="checkbox"/>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	<input type="checkbox"/>
E-Mail	<input type="checkbox"/>	<input type="checkbox"/>	- <sup>7)</sup>	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	● <sup>11)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMS	-	-	-	<input type="checkbox"/>	-	●	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Default media if both available	-	email	-	both	-	-	-	both	both	email	-	<input type="checkbox"/>	both	-	-	email	<input type="checkbox"/>	<input type="checkbox"/>	both	-	-	email	-	email	sms	email	both
Time restrictions for E-Mail	-	22:00-06:00	-	00:00-08:00	-	-	-	-	-	-	22:00-06:00	-	-	-	22:00-07:00	-	-	<input type="checkbox"/>	-	-	-	22.07	-	-	-	-	
Time restrictions for SMS	-	-	-	22:00-08:00	-	23:00-07:00	-	07:20-22:30	-	06:00-23:00	-	-	07:00-22:00	-	23:00-07:00	-	-	<input type="checkbox"/>	-	-	-	22.07	-	08:00-23:30	-	-	

### Electronic notification tracked and visible:

in internal track and trace	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
in customer track and trace	-	-	-	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	-
If yes, it shows the media used	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	-	-			-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Re-delivery options if parcel not automatically re-directed to a Pickup location

Change date (see number of days below*)	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>
Pickup from shop	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pickup from depot	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	-			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Different address	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Neighbour	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	-	-	-	-			-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>
Safe place / deposit	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	-	-	-			-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>
Saturday (incl. Upgrade)	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	●	-	-	-	<input type="checkbox"/>	-	-	-	-	-	-	-	-	●			-	-	-	-	<input type="checkbox"/>	
Upgrade to Sunday	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	●			-	-	-	-	<input type="checkbox"/>	
Precise time slot (incl. Evening)	-	-	-	<input type="checkbox"/>	-	-	-	-	-	-	-	-	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-			-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	
Return to sender	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	●	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	-			<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	
Other : (specify)	-	-	-	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	-	-	-	-	-	-	-			-	-	<input type="checkbox"/>	-	-	

\*number of working days to reschedule:

SMS	-	-	-	-	-	7	-	6	5 <sup>4)</sup>	6	5	-	3	-	5	-		3	-			7 <sup>1)</sup>	6	5	-	- <sup>10)</sup>	5
E-Mail	6	5	-	-	-	7	-	6	5 <sup>4)</sup>	6	5	-	3	-	5	-		3	-			7	6	5	-	- <sup>10)</sup>	5
Web portal	6	5	-	20	-	7	5	6	5 <sup>4)</sup>	6	5	5	3	3	5	5		3	-			7	6	5	-	5	5

Rapid delivery

Restrictions and excluded goods

DPD Classic (Business and Home)

# Restrictions and excluded goods – DPD Classic (Business & Home)

## The domestic restrictions for CLASSIC of origin BU apply to CLASSIC EUROPE

(\*) a transport solution or permission related which can be allowed for transport under special conditions in sending and destination country. In particular, it relates mainly to the method of packaging or liability limits.

OK = Accepted X= Not accepted

LQ = limited quantity as defined in the ADR EQ = excluded quantity as defined in the ADR

ADR: The European Agreement concerning the International Carriage of Dangerous Goods by Road

	Austria	Belarus	Belgium	Bosnia Herzegovina	Bulgaria	Croatia	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Greece	Hungary	Ireland	Italy
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(i) Parcels that are not packed and labelled in accordance with Sections 5.1 and 5.2; bundled parcels in which two or more parcels are bundled together and marked with only one parcel label; parcels that exceed the dimensions referred to in Section 5.1

	X	X	X	X	X	X	X	X	X	X	Limited acceptance (*)	X	X	X	X	X	X
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(ii) Dangerous goods, hazardous goods and flammable goods, including but not limited to: dangerous or hazardous wastes, medical wastes, hypodermic needles and syringes, firearms, weapons, ammunitions, explosives, fireworks, chemicals, acidic, corrosive or irritant substances

	X	X	Limited acceptance (EQ/LQ ADR)	X	X	X	X	X	Limited acceptance (EQ/LQ)	X	X	Limited Quantity Class 1, 6.2, 7 prohibited	Limited acceptance (*)	X	X	X	X
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(iii) Batteries

	OK	OK	Limited acceptance (EQ/LQ ADR)	X	OK	X	Limited acceptance (*)	OK	Limited acceptance (EQ/LQ)	OK	Limited acceptance (*)	LQ + lithium under SP188	OK	OK	X	Limited acceptance (*) no lithium	X
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(iv) Tobacco products

	OK	X	OK	OK	X	X	X	X	Limited acceptance (*)	X	OK	X	OK	OK	X	OK	X
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(v) Works of art, jewelry (including watches), precious metals (including gold or silver items), precious stones, real pearls, glass or any articles (or part of them) that are made up of glass, porcelain, earthenware or other similar materials, antiques, carpets, furs or any other valuables

	X	X	Accepted till the value of 520 €	X	X	X	Limited acceptance (*)	X	X	X	X	X	Accepted till the value of 520 €	X	X	OK	X
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(vi) Cash, coins, collectable coins and stamps

	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
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(vii) Documents which can be exchanged for cash or goods (for example cheques, vouchers with a face value, credit notes, bonds, printed shares, currency paper money and negotiable instruments equivalent to cash admission tickets and gambling tickets)

	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
--	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

(viii) Alcohol including wines, beers and spirits

	OK	OK	Limited acceptance *	OK	OK	OK	Limited acceptance (*)	OK	Limited acceptance (*)	X	OK	OK	OK	OK	OK	OK	OK
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(ix) Liquids of any kind and ice

	OK	OK	Limited acceptance (EQ/LQ ADR)	OK	X	X	Limited acceptance (*)	OK	OK	OK	Limited acceptance (*)	OK Under LQ Only No ICE	OK	X	X	X	X
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(x) Televisions or monitors with screens larger than 37 cm

	Limited acceptance (*)	OK	OK	X	OK	OK	OK max 42 inch	OK	OK	OK	OK	OK	OK	OK	OK (only domestic)	OK	OK
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(xi) Body parts or human remains, living or dead animals, fish or birds, or any living organism of any type (including seeds, trees and plants) and frozen or perishable food

	X	X	X	OK	X	X	X	X	X	X	X	X	X	X	X	X	X
--	---	---	---	----	---	---	---	---	---	---	---	---	---	---	---	---	---

(xii) Any goods prohibited by the law or regulation of any government or public or local authority of any country where the goods are carried

	X	X	X	OK	X	X	X	X	X	X	X	X	X	X	X	X	X
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(xiii) Any goods which require temperature controlled transport

	X	X	X	OK	X	X	X	X	X	X	OK	X	X	X	X	OK	X
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(xiv) Parcels and goods the transportation of which is subject to the obtaining of a license by the Service Provider or any DPD Network Member and/or which do not meet the requirements of the international conventions or the statutory regulations of the respective country of expedition, dispatch, transit or destination or which require special permits (import or export)

	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
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(xv) Parcels that require a declaration of value pursuant to Art. 24 CMR or the declaration of special interest in delivery pursuant to Art. 26 Paragraph 1 CMR; goods that require a declaration of value or a declaration of a special interest in delivery pursuant to Art. 22 Warsaw Convention / Art. 22 Montreal Convention

	X	X	X	X	X	OK	X	X	X	X	X	X	OK	X	X	X	X
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(xvi) Tenders, pre-qualification dossiers in the context of allocation of contract and copies of examination papers

	OK	OK	X	OK	OK	X	OK	OK	OK	OK	X	OK	OK	OK	OK	OK	OK
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(xvii) Parcel of a value higher than

	15.000€	16.660€	13.000€	13.000€	1.500€	13.000€	13.000	13.000€	13.000€	13.000€	20.000€	13.000€	13.000€	5.000€	13.000€	13.000€	100.000€
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# Restrictions and excluded goods – DPD Classic (Business & Home)

The domestic restrictions for CLASSIC of origin BU apply to CLASSIC EUROPE

(\*) a transport solution or permission related which can be allowed for transport under special conditions in sending and destination country. In particular, it relates mainly to the method of packaging or liability limits.  
 OK = Accepted X= Not accepted  
 LQ = limited quantity as defined in the ADR EQ = excluded quantity as defined in the ADR  
 ADR : The European Agreement concerning the International Carriage of Dangerous Goods by Road

	Latvia	Lithuania	Luxembourg	Netherlands	Norway	Poland	Portugal	Romania	Russia	Serbia	Slovakia	Slovenia	Spain	Sweden	Switzerland	Turkey	Ukraine	United Kingdom
(i) Parcels that are not packed and labelled in accordance with Sections 5.1 and 5.2; bundled parcels in which two or more parcels are bundled together and marked with only one parcel label; parcels that exceed the dimensions referred to in Section 5.1	OK	X	X	X	OK	OK	X	X	X	X	X	X	X	X	OK	X	X	X
(ii) Dangerous goods, hazardous goods and flammable goods, including but not limited to: dangerous or hazardous wastes, medical wastes, hypodermic needles and syringes, firearms, weapons, ammunitions, explosives, fireworks, chemicals, acidic, corrosive or irritant substances	X, except LQ	X	Limited acceptance (EQ/LQ ADR)	X	X	X	X	X	X	X	X	Limited acceptance (EQ/LQ ADR)	Limited acceptance (EQ/LQ ADR)	X	Limited acceptance (EQ/LQ ADR)	X	X	X
(iii) Batteries	X, except LQ	X, except LQ	Limited acceptance (EQ/LQ ADR)	X	OK	X	X	X	X	OK	X	Limited acceptance (EQ/LQ ADR)	Limited acceptance (EQ/LQ ADR)	OK	OK	X	OK	X
(iv) Tobacco products	X	X	Y	X	X	X	OK	X	X	OK	X	X	X	X	OK	X	X	X
(v) Works of art, jewelry (including watches), precious metals (including gold or silver items), precious stones, real pearls, glass or any articles (or part of them) that are made up of glass, porcelain, earthenware or other similar materials, antiqs, carpets, furs or any other valuables	X	X	OK, until the value of 520 €	X	X	X	X	X	OK	X	X	Accepted till the value of 520 €	OK	X	X	X	X	X
(vi) Cash, coins, collectable coins and stamps	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
(vii) Documents which can be exchanged for cash or goods (for example cheques, vouchers with a face value, credit notes, bonds, printed shares, currency paper money and negotiable instruments equivalent to cash admission tickets and gambling tickets)	X	X	X	X	X	X	X	X	X	X	X	X	OK	X	OK	X	X	X
(viii) Alcohol including wines, beers and spirits	X	X	Limited acceptance (*)	Limited acceptance (*)	X	X	OK	OK	X	OK	X	OK	OK	X	Limited acceptance (*)	X	X	X
(ix) Liquids of any kind and ice	OK	X Except LQ	Limited acceptance (EQ/LQ ADR)	Limited acceptance (EQ/LQ ADR), no ice	X	X	Limited acceptance (*)	OK	OK	X	X	Limited acceptance (*), no ice	X	X	X	X	X	X
(x) Televisions or monitors with screens larger than 37 cm	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	X	OK	OK	OK	OK	X	OK	Limited acceptance (*) must be <37 inches
(xi) Body parts or human remains, living or dead animals, fish or birds, or any living organism of any type (including seeds, trees and plants) and frozen or perishable food	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
(xii) Any goods prohibited by the law or regulation of any government or public or local authority of any country where the goods are carried	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
(xiii) Any goods which require temperature controlled transport	X	X	X	X	X	X	Limited acceptance*	X	X	X	X	X	OK	X	X	X	X	X
(xiv) Parcels and goods the transportation of which is subject to the obtaining of a license by the Service Provider or any DPD Network Member and/or which do not meet the requirements of the international conventions or the statutory regulations of the respective country of expedition, dispatch, transit or destination or which require special permits (import or export)	X	X	X	X	X	X	X	X	X	X	X	X	OK	X	X	X	X	Accepted if licence provided
(xv) Parcels that require a declaration of value pursuant to Art. 24 CMR or the declaration of special interest in delivery pursuant to Art. 26 Paragraph 1 CMR; goods that require a declaration of value or a declaration of a special interest in delivery pursuant to Art. 22 Warsaw Convention / Art. 22 Montreal Convention	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
(xvi) Tenders, pre-qualification dossiers in the context of allocation of contract and copies of examination papers	OK	X	X	X	OK	OK	OK	OK	OK	OK	X	OK	OK	OK	X	OK	OK	X
(xvii) Parcel of a value higher than	15.000€	16.660€	13.000€	13.000€	1.500€	13.000€	13.000€	13.000€	13.000 €	13.000€	10.000€	13.000€	13.000€	5.000€	max. 4700€.	13.000€	100.000€	13.000€