



March 2017

		Austria	Belarus	Belgium	Bosnia Herzegovina	Bulgaria	Croatia	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Greece	Hungary	Ireland	Italy	Latvia
Option	Cash On Delivery	Y, from BeLux, DE, NL	N	Y	N	Y, only for RO	Y, from SI and HU	N	N	Y	N	N	N	Y, for CLASSIC EUROPE	N	Y	N	N	Y
	Saturday delivery	Y (primetime)	Y, in Minsk only	Y, from NL & LU	N	Y	Y (to bigger cities)	N	N	Y	N	Y	N	Y	N	N	N	N	Y
	Sunday delivery	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Service	Return / Collection on Request	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y
	Predict	Y	Y	Y	N	N	Y	Y	N	Y	N	Y	Y	Y	Y	Y	Y	Y	Y
Alternative place of delivery (chosen by consignee via Predict or after first attempt when available)	Pickup parcelshop	Y	Y	Y	N	N	Y	Y	Y (Service point)	Y	N	Y	Y	Y	Y	N	N	N	Y
	Neighbour	Y	N	Y	N	N	Y	Y	Y	N	Y	Y	N	Y	N	Y	N	N	N
	Safeplace	Y	N	Y	N	N	Y	N	Y	N	Y	N	N	Y	N	Y	N	N	N
	Different address	Y	Y	Y	N	N	Y	Y	N	Y	Y	N	Y	Y	Y	Y	Y	N	Y
Automatic redirection after first attempt	Pickup parcelshop	Y	N	Y, for 2C parcels	N	N	N	N	Y (Service point)	N	Y (Service point)	Y	N	Y, if consignee's email or SMS available	Y	N	N	N	N
	Other location	N	N	N	N	N	N	N	Y (Service point)	N	Y (Service point)	N	N	N	Y	N	N	N	N
Delivery Process	Number of delivery attempts BtoC (up to)	3	1	1	2	2-3	2-3	3	1	2+1	1, but only after consignee's response to notification	1	2	3	2-3	3	2	2	2+1
	Number of delivery attempts BtoB (up to)	3	1	3	2	2-3	2-3	3	1	2+1	1	1	2	3	2-3	3	2	2	2+1
	Calling card left for failed deliveries	Y	N	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Maximum number of working days for the last redelivery	7	30 calendar days	7	5	5	5	7	14	7	14	7	10	3	10	5	5	3	7



March 2017

		Lithuania	Luxembourg	Netherlands	Norway	Poland	Portugal	Romania	Russia	Serbia	Slovakia	Slovenia	Spain	Sweden	Switzerland	Turkey	Ukraine	United Kingdom
Option	Cash On Delivery	Y	Y	Y, from AT, BE, DE, LU	N	N	N	Y	Y	N	Y	Y, from HR, HU	N	N	Y, but only with DPD CH labels	N	N	N
	Saturday delivery	Y	Y, from BE & NL	Y, from BE & LU	N	N	N	Y	Y	N	Y	N	N	N	N	Y	N	Y, via Predict & upgrade fees apply
	Sunday delivery	N	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	Y, via Predict & upgrade fees apply
Service	Return / Collection on Request	Y	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N
	Predict	Y	Y	Y	N	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N	N	Y
Alternative place of delivery (chosen by consignee via Predict or after first attempt when available)	Pickup parcelshop	Y	Y	Y	N	N	Y	N	Y	N	Y	Y	N	Y (Service point)	Y	Y	N	Y
	Neighbour	N	Y	N	N	N	N	N	N	N	N	Y	N	N	Y	N	N	Y
	Safeplace	N	Y	Y	N	N	N	N	N	N	N	Y	N	N	Y	N	N	Y
	Different address	Y	Y	Y	N	N	Y	Y	Y	N	Y	Y	Y	N	Y	Y	N	N
Automatic redirection after first attempt	Pickup parcelshop	N	Y, for 2C parcels	Y, for 2C parcels	Y (Service point)	N	N	N	N	N	N	N	Y, for 2C parcels	Y (Service point)	Y	N	N	N, only after 2nd attempt
	Other location	N	N	N	Y (Service point)	N	N	N	N	N	N	N	N	Y (Service point)	N	N	N	N
Delivery Process	Number of delivery attempts BtoC (up to)	2+1	1	1	1, but only after consignee's response to notification	2	2	2	2	2	3	3	2	1, but only after consignee's response to notification	3	1	2	2
	Number of delivery attempts BtoB (up to)	2+1	3	3	1	2	2	2	2	2	3	3	3	1	3	1	2	2
	Calling card left for failed deliveries	Y	Y	Y	N	N	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y
	Maximum number of working days for the last redelivery	7	7	6 by email and 3 by sms	14	N	5*	7	30	5	7	5	3	14	7	8	5	5



**List of good excluded - March 2017**  
**Y(es) - is excluded / No - is not excluded**

	Austria	Belarus	Belgium	Bosnia Herzegovina	Bulgaria	Croatia	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Greece	Hungary	Ireland	Italy
(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	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y
(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	Y	Y	Y, except LQ and EQ	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y, unless agreed	Y	Y	N	Y
(iii) Batteries	N	N	Y, except LQ	Y	N	N	N	N	N	N	Y	Y	N	N	N	Y, except lithium batteries for mobile phones	Y
(iv) Tobacco products	N	Y	Y	N	Y	N	Y	Y	Y	Y	N	Y	N	N	Y	N	Y
(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	Y	Y	Y, if its value is above 520 €	Y	Y	Y	Y, if its value is above 520 €	Y	Y	Y	Y	Y	Y, if its value is above 520 €	Y	Y	N	Y
(vi) Cash, coins, collectable coins and stamps	Y	Y	Y	Y	Y	Y	Y, if its value is above 520 €	Y	Y	Y	Y	Y	Y	Y	Y	N	Y
(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)	Y	Y	Y	Y	Y	Y	Y, if its value is above 520 €	Y	Y	Y	Y	Y	Y	Y	Y	N	Y
(viii) Alcohol including wines, beers and spirits	N	N	N, if not correctly packed	N	N	N	Y	N	Y	Y	N	N	N	N	N	N	N
(ix) Liquids of any kind and ice	N	N	N, with respect for ADR/LQ	N	Y	N	N	N	N	N	N	N	N	Y	N	N	Y
(x) Televisions or monitors with screens larger than 37 cm	N (depends on girth)	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	N
(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	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y
(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	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
(xiii) Any goods which require temperature controlled transport	Y	Y	Y	N	Y	N	Y	Y	Y	Y	N	Y	Y	Y	Y	N	Y
(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)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y
(xv) Parcels that require a declaration of value or the declaration of special interest in delivery.	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	N	Y	Y	N	Y
(xvi) Tenders, pre-qualification dossiers in the context of allocation of contract and copies of examination papers	N	N	Y	N	N	N	N	N	N	N	Y	Y	N	N	N	N	N
(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 €	13.000 €	13.000 €	13.000 €	5.000 €	13.000 €	13.000 €	100.000 €

LQ means the limited quantity as defined in the ADR (The European Agreement concerning the International Carriage of Dangerous Goods by Road)



**List of good excluded - March 2017**  
**Y(es) - is excluded / No - is not excluded**

	Latvia	Lithuania	Luxembourg	Netherlands	Norway	Poland	Portugal	Romania	Russia	Serbia	Slovakia	Slovenia	Spain	Sweden	Switzerland	Turkey	Ukrainia	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	N	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y
(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	Y, except LQ	Y	Y, except LQ and EQ	Y	Y	Y	Y	Y	Y	Y	Y	Y, except ADR LQ	N	Y	Y, except LQ	Y	Y	Y
(iii) Batteries	Y, except LQ	N, except car batteries	Y, except LQ	Y	N	Y	Y	Y	Y	N	Y	Y, except ADR LQ	Y	N	N	Y	N	Y
(iv) Tobacco products	Y	Y	Y	Y	Y	Y	N	Y	Y	N	Y	Y	Y	Y	N	Y	Y	Y
(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	Y	Y	Y, if its value is above 520 €	Y	Y	Y	Y	Y	N	Y	Y	Y, if its value is above 520 €	N	Y	N	Y	Y	Y
(vi) Cash, coins, collectable coins and stamps	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
(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)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N	Y	Y	Y
(viii) Alcohol including wines, beers and spirits	Y	Y	N, if not correctly packed	N, but depends on the package used	Y	Y	N	N	Y	N	N	N	N	Y	N	Y	Y	Y
(ix) Liquids of any kind and ice	N	N	N, with respect for ADR/LQ	N, as long as it isn't ADR or LQ, and no ice	Y	Y	N, but depends on the package used	N	N	Y	Y	N, except ice	Y	Y	Y	Y	Y	Y
(x) Televisions or monitors with screens larger than 37 cm	N	N	N	N, but depends on the package used	N	N	N	N	N	N	N	N	N	N	N	Y	N	Y
(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	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y
(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	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
(xiii) Any goods which require temperature controlled transport	Y	Y	Y	Y	Y	Y	N, but depends on the package used	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y
(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)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	N, if licence is provided
(xv) Parcels that require a declaration of value or the declaration of special interest in delivery.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
(xvi) Tenders, pre-qualification dossiers in the context of allocation of contract and copies of examination papers	N	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Y
(xvii) Parcel of a value higher than	13.000 €	13.000 €	13.000 €	13.000 €	13.000 €	13.000 €	3.750 €	13.000 €	13.000 €	13.000 €	10.000 €	13.000 €	13.000 €	13.000 €	13.000 €	5.500 €	13.000 €	13.000 €

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