

### 3. számú Melléklet – Kézbesítési Feltételek

3. számú Melléklet

## Classic Europe – Business

A Classic Europe a DPD egy nemzetközi szállítási szolgáltatása, amelyet valamennyi európai üzleti vállalkozás részére nyújt a DPD. A DPD közúti áruszállítási hálózatán keresztül működik. Vannak minden országban közös jellemzők és a DPD-csoport által meghatározott opciók, és vannak olyan feltételek, amelyek országonként változnak a helyi igényeknek megfelelően.

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### Kézbesítési kísérletek és kapcsolódó szabályok

| Kézbesítés országa                                                                                                           | Ausztria        | Belgium & Luxemburg | Bosznia Hercegovina | Bulgária | Horvátország | Cseh Köztársaság | Dánia | Észtország      | Finnország | Franciaország (Chronopost) | Franciaország (DPD) | Németország | Görögország | Magyarország | Hollandia | Norvégia | Lengyelország | Portugália | Románia | Szerbia | Szlovákia | Szlovénia | Spanyolország | Svédország | Svájc | Ukrajna | Egyesült Királyság |
|------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------|---------------------|----------|--------------|------------------|-------|-----------------|------------|----------------------------|---------------------|-------------|-------------|--------------|-----------|----------|---------------|------------|---------|---------|-----------|-----------|---------------|------------|-------|---------|--------------------|
| Automatikus átirányítás az első kézbesítési kísérlet után                                                                    | -               | -                   | -                   | -        | -            | -                | -     | □ <sup>1)</sup> | -          | □ <sup>1)</sup>            | □ <sup>2)</sup>     | -           | -           | □            | -         | -        | -             | -          | -       | -       | -         | -         | -             | -          | -     | -       | -                  |
| Más kézbesítési helyre                                                                                                       | -               | -                   | -                   | -        | -            | -                | -     | □ <sup>1)</sup> | -          | □ <sup>1)</sup>            | □ <sup>2)</sup>     | -           | -           | □            | -         | -        | -             | -          | -       | -       | -         | -         | -             | -          | -     | -       | -                  |
| Kézbesítési eljárás                                                                                                          |                 |                     |                     |          |              |                  |       |                 |            |                            |                     |             |             |              |           |          |               |            |         |         |           |           |               |            |       |         |                    |
| Alapértelmezett kézbesítési kísérletek száma BtoB                                                                            | 2+1             | 1                   | 2+1                 | 2        | 2            | 2+1              | 2+1   | 1               | 2+1        | 2+1                        | 2                   | 2           | 2+1         | 2+1          | 2         | 3        | 2             | 2+1        | 2+1     | 1       | 2         | 2         | 2             | 2          | 2+1   | 2+1     | 2                  |
| Sikertelen kézbesítés esetén elhelyezett értesítések száma                                                                   | □               | -                   | □                   | -        | □            | □                | □     | -               | □          | □                          | □                   | □           | □           | □            | □         | □        | □             | -          | □       | □       | □         | □         | □             | □          | □     | -       | □                  |
| Az utolsó újraküldés maximális munkanapjainak száma (amikor a küldemény még nem került átirányításra más kézbesítési helyre) | 7 <sup>1)</sup> | 30 <sup>1)</sup>    | 5                   | 5        | 5            | 5                | 7     | 14              | 7          | 7                          | 7                   | 5           | 3           | 10           | 5         | 5        | 3             | 7          | 5       | 5       | 14        | 3         | 5             | 5          | 5     | 7       | 5                  |

1) Szolgáltatási hely

2) Lehetőség más alternatíva választására: posták (14 napos kísérlet), Chronopost szolgáltatási hely (14 napos kísérlet)

3) Naptári napok

4) Lehetőség más alternatíva választására: nap és időszáv vagy csomagpont

□ Határon átnyúló és beföldi

- Nincs rá lehetőség

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## Adatrögzítés kézbesítés során / érintésmentes beszedés

|                                                                                                                                    | Ausztria | Belgium | Bulgária | Csehország | Dánia | Észtország | Franciaország | Franciaország (Chronopost) | Franciaország (DPD) | Horvátország | Hungária | Írország | Itália | Lettország | Litvánia | Hollandia | Norvégia | Portugália | Románia | Slovákia | Szlovénia | Spanyolország | Svédország | Svájc | Ukrajna | Egyesült Királyság |
|------------------------------------------------------------------------------------------------------------------------------------|----------|---------|----------|------------|-------|------------|---------------|----------------------------|---------------------|--------------|----------|----------|--------|------------|----------|-----------|----------|------------|---------|----------|-----------|---------------|------------|-------|---------|--------------------|
| Kézbesítés a Címzett aláírásával/lezárás idején                                                                                    | X        | X       | X        | ✓          | X     | X          | X             | X                          | X                   | X            | X        | X        | X      | X          | X        | X         | X        | X          | X       | X        | X         | X             | X          | X     | ✓       | X                  |
| "Coronavirus" vagy "Covid19" (vagy hasonló) Kód aláírás helyett                                                                    | ✓        | ✓       | ✓        | ✓          | X     | ✓          | X             | ✓                          | X                   | X            | X        | ✓        | ✓      | ✓          | ✓        | X         | ✓        | X          | X       | ✓        | X         | X             | ✓          | X     | ✓       | X                  |
| Futár monogram / akronim / név (a POD kijelzőjén)                                                                                  |          | ✓       | X        | X          | X     | X          | ✓             | X                          | X                   | X            | X        | X        | X      | X          | ✓        | X         | X        | X          | X       | X        | X         | X             | X          | X     | X       | X                  |
| Kézbesítési kijelzőn a Futár aláírásával                                                                                           |          |         | X        | X          | X     | ✓          | X             | ✓                          | X                   | X            | X        | X        | X      | X          | X        | X         | ✓        | X          | X       | X        | X         | X             | X          | X     | X       | ✓                  |
| A Futár GPS pozíciója „Kézbesített” scan esetén                                                                                    |          | ✓       | ✓        | ✓          | ✓     | X          | ✓             | X                          | ✓                   | ✓            | X        | ✓        | ✓      | ✓          | ✓        | X         | ✓        | ✓          | ✓       | X        | ✓         | ✓             | X          | ✓     | ✓       | ✓                  |
| Címzett neve (legalább családnév)                                                                                                  | Opt.     | ✓       | ✓        | ✓          | ✓     | X          | ✓             | X                          | ✓                   | X            | X        | ✓        | X      | X          | ✓        | ✓         | X        | X          | ✓       | X        | X         | X             | ✓          | X     | ✓       | ✓                  |
| Címzett monogramja                                                                                                                 | X        | X       | X        | X          | X     | ✓          | X             | ✓                          | X                   | X            | X        | ✓        | ✓      | ✓          | ✓        | X         | X        | X          | X       | X        | X         | X             | ✓          | X     | X       | X                  |
| Személyi ig. száma (teljes) a kézbesítési listán rögzített / számítógépes rendszerben                                              | X        | X       | X        | X          | Opt   | ✓          | X             | X                          | X                   | X            | X        | X        | X      | X          | X        | X         | X        | X          | X       | X        | X         | X             | Opt*       | X     | X       | X                  |
| A személyi igazolvány szám utolsó 3-5 karaktere (vagy születési időpontja) a kézbesítési listán megadva / számítógépes rendszerben | X        | X       | X        | Opt        | ✓     | X          | X             | X                          | X                   | X            | X        | X        | X      | X          | X        | X         | X        | X          | X       | X        | X         | X             | X          | X     | X       | X                  |
| A kézbesítési hely fotója (üzlet / lakás)                                                                                          | X        | X       | X        | ✓          | X     | Opt        | X             | Opt                        | X                   | X            | X        | X        | X      | X          | Opt      | X         | ✓        | Opt        | X       | X        | X         | X             | X          | Opt   | X       | X                  |
| A küldemény fotója kapualjon belül (nyitott ajtó)                                                                                  | X        | X       | X        | ✓          | X     | X          | ✓             | X                          | Opt                 | X            | X        | X        | X      | X          | ✓        | X         | X        | X          | X       | X        | X         | X             | X          | X     | X       | ✓                  |
| A küldemény fotója zárt ajtó előtt                                                                                                 | X        | X       | X        | ✓          | X     | X          | X             | X                          | X                   | X            | X        | X        | X      | X          | ✓        | X         | ✓        | X          | X       | X        | X         | X             | X          | X     | X       | X                  |
| PIN kód / QR kód                                                                                                                   |          | X       | ✓        | ✓          | X     | X          | X             | X                          | X                   | X            | X        | ✓        | X      | X          | ✓        | X         | X        | X          | Opt     | Opt      | X         | X             | ✓          | X     | X       | X                  |
| A csomag címkén lévő aláírás fotója                                                                                                | Opt.     | X       | X        | X          | X     | X          | X             | X                          | X                   | X            | X        | X        | X      | X          | X        | X         | X        | X          | X       | X        | X         | ✓             | X          | ✓     | X       | X                  |
| Csomagautomatából történő átvétel (PIN / QR-kóddal)                                                                                |          | ✓       | ✓        | X          | ✓     | ✓          | X             |                            |                     |              | X        | X        | ✓      | X          | ✓        | ✓         | X        | X          |         | ✓        | X         | X             | X          | ✓**   | X       | X                  |
| Személyi azonoság ellenőrzése kézbesítés során / vagy csomaggal történő átvétel (a szám mentése nélkül)                            |          | X       | ✓        | X          | X     | ✓          | X             | ✓                          | ✓                   |              | X        | X        | X      | X          | X        | X         | ✓        | X          | X       | X        | X         | X             | ✓          | ✓     | X       | X                  |
| ID card numbers scanned in the computer system                                                                                     | X        | X       | X        | X          | X     | X          | Opt +         | Opt +                      | X                   | X            | X        | X        | X      | X          | X        | X         | X        | ✓          | X       | X        | X         | Opt*          | X          | X     | X       | X                  |

\* Észtország: amikor „ID check”-kel rendeltek meg, ID fotó készül \* Szlovákia: amikor „ID check”-kel rendeltek meg, ID fotó készül \* Spanyolország: amikor PIN nem elérhető, személyi ig. kerül ellenőrzésre \* Svájc: amikor letétbe kerül, a Futár képet készít a biztonságos helyről \*\* Svájc: teszt Bazelben \*\*\* Postnord országok: Személyi ig. ellenőrzése történik és csak az ellenőrzés ténye kerül rögzítésre

## Értesítések sikertelen kézbesítés esetén

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|                                                                                                                                         | Ausztria                 | Belgium<br>Luxemburg     | Bulgária                 | Csehország               | Dánia                    | Észtország               | Franciaország            | Franciaország<br>(Chronopost) | Franciaország<br>(DPD)   | Hungária                 | Írország                 | Itália                   | Lettország               | Litvánia                 | Hollandia                | Norvégia                 | Portugália               | Románia                  | Slovákia                 | Szlovénia                | Spanyolország<br>(Baur)   | Svédország               | Svájc                    | Ukrajna                  | Egyesült<br>Királyság    |   |   |
|-----------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---|---|
| <input type="checkbox"/> Határon átnyúló & belföldi<br><input type="checkbox"/> Belföldi<br><input type="checkbox"/> Nem vehető igénybe |                          |                          |                          |                          |                          |                          |                          |                               |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                           |                          |                          |                          |                          |   |   |
| <b>Papíralapú értesítő hátra<br/>hagyása a Címzettnél</b>                                                                               | <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"/> |   |   |
| <b>Elektronikus értesítő</b>                                                                                                            |                          |                          |                          |                          |                          |                          |                          |                               |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                           |                          |                          |                          |                          |   |   |
| Push in App                                                                                                                             | -                        | -                        | -                        | -                        | <input type="checkbox"/> | -                        | <input type="checkbox"/> | -                             | -                        | <input type="checkbox"/> | -                        | <input type="checkbox"/> | -                        | -                        | -                        | <input type="checkbox"/> | -                        | -                        | -                        | -                        | -                         | -                        | -                        | <input type="checkbox"/> | <input type="checkbox"/> |   |   |
| E-Mail                                                                                                                                  | <input type="checkbox"/> | -                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | • (1)<br>• (1)           | <input type="checkbox"/> | <input type="checkbox"/>      | <input type="checkbox"/> | <input type="checkbox"/> | -                        | <input type="checkbox"/> | <input type="checkbox"/> | • (1)                    | <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"/> |   |   |
| SHS<br>Alapértelmezett média, ha mindkettő<br>elérhető                                                                                  | -                        | -                        | mind2                    | mind2                    | mind2                    | mind2                    | mind2                    | mind2                         | email                    | -                        | -                        | email                    | mind2                    | -                        | email                    | mind2                    | mind2                    | mind2                    | email                    | -                        | email                     | mind2                    | email                    | <input type="checkbox"/> | mind2                    |   |   |
| Időkorlát E-Mailre                                                                                                                      | -                        | -                        | 00-08:00                 | 00:00-08:00              | 23:00-7:00               | -                        | 23:00-7:00               | -                             | -                        | 22:00-06:00              | -                        | -                        | 22:00-08:00              | -                        | 23:00-07:00              | <input type="checkbox"/> | -                        | -                        | 22:00-07:00              | -                        | 06:00-23:00               | 23:00-07:00              | -                        | -                        | -                        |   |   |
| Időkorlát SMS-re                                                                                                                        | -                        | -                        | 22:00-08:00              | 22:00-08:00              | 23:00-7:00               | 22:00-08:00              | 23:00-7:00               | 22:30-7:20                    | -                        | 23:00-6:00               | -                        | -                        | 22:00-07:00              | 22:00-08:00              | -                        | 23:00-07:00              | <input type="checkbox"/> | -                        | 23:00-07:00              | -                        | 22:00-6:00                | 23:00-07:00              | -                        | -                        | -                        |   |   |
| Elektronikus értesítés (nyomkövetés, láthatóság):                                                                                       |                          |                          |                          |                          |                          |                          |                          |                               |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                           |                          |                          |                          |                          |   |   |
| Belső nyomkövetés                                                                                                                       | <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"/> |   |   |
| Nyomkövetés az Ügyfélnek                                                                                                                | -                        | -                        | -                        | -                        | <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"/> |   |   |
| Amennyiben igen, a használt média<br>mutatja                                                                                            | <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"/> |   |   |
| <b>Újrakézbesítési opció, amennyiben a Küldemény automatikusan nem kerül Csomagpontra</b>                                               |                          |                          |                          |                          |                          |                          |                          |                               |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                           |                          |                          |                          |                          |   |   |
| Módosítási napok (lásd alább a napok<br>számát)                                                                                         | <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"/> |   |   |
| Felvétel Shopból                                                                                                                        | <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"/> |   |   |
| Felvétel DPD Depóból                                                                                                                    | <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"/> |   |   |
| Más kézbesítési címen                                                                                                                   | <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"/> |   |   |
| Szomszédnak                                                                                                                             | <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"/> |   |   |
| Biztonságos hely / letét                                                                                                                | <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"/> |   |   |
| Szombaton (beleértve módosítást is)                                                                                                     | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                             | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                         | -                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |   |   |
| Módosítás vasárnapra                                                                                                                    | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                             | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                         | -                        | -                        | <input type="checkbox"/> | <input type="checkbox"/> |   |   |
| Pontos kézbesítési idő (beleértve az estét<br>is)                                                                                       | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                             | -                        | -                        | -                        | <input type="checkbox"/> | -                        | -                        | -                        | <input type="checkbox"/> | <input type="checkbox"/> | -                        | -                        | <input type="checkbox"/> | -                         | -                        | <input type="checkbox"/> | <input type="checkbox"/> | -                        |   |   |
| Visszaküldés a Feladónak                                                                                                                | <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"/> |   |   |
| Más: (specifikus)                                                                                                                       | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                             | -                        | <input type="checkbox"/> | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | csomagpontra<br>szállítja | <input type="checkbox"/> | -                        | -                        | -                        |   |   |
| <b>Azon munkanapok száma, amely időtartam alatt a címzett visszaküldheti a küldeményt</b>                                               |                          |                          |                          |                          |                          |                          |                          |                               |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                           |                          |                          |                          |                          |   |   |
| SHS                                                                                                                                     | -                        | -                        | 5                        | -                        | 7                        | -                        | 7                        | 6                             | 5 <sup>(4)</sup>         | 6                        | 5                        | 3                        | 3                        | -                        | 5                        | -                        | 7                        | 3                        | -                        | 3                        | 7 <sup>(1)</sup>          | 6                        | 5                        | 7                        | 7                        | 5 | 5 |
| E-Mail                                                                                                                                  | 6                        | 5                        | 5                        | -                        | 7                        | 7                        | 7                        | 6                             | 5 <sup>(4)</sup>         | 6                        | 5                        | 3                        | 3                        | -                        | 5                        | -                        | 7                        | 3                        | -                        | 3                        | 7                         | 6                        | 5                        | 7                        | 7                        | 5 | 5 |
| Web portal                                                                                                                              | 6                        | 5                        | 5                        | 5-7                      | 20                       | 7                        | 7                        | 6                             | 5 <sup>(4)</sup>         | 6                        | 5                        | 3                        | 3                        | 3                        | 5                        | 5                        | 7                        | 3                        | 3                        | 3                        | 7                         | 6                        | 5                        | 7                        | 7                        | 5 | 5 |

## Classic Europe – Business

### Sztenderd kézbesítési napok

| Kézbesítési országok | Ausztria<br>Belgium &<br>Luxemburg | Bulgária        | Horvátország    | Csehország | Dánia<br>(postNord) | Észtország      | Finnország<br>(postNord) | Franciaország<br>(Chronopost) | Franciaország<br>(DPD) | Németország     | Magyarország | Irország | Glaszgow<br>(BRT) | Lettország      | Litvánia        | Hollandia       | Norvégia<br>(postNord) | Lengyelország   | Portugália      | Románia         | Szerbia | Szlovákia | Szlovénia | Spanyolország   | Svédország<br>(postNord) | Svájc | Ukrajna | Egyesült<br>Királyság |
|----------------------|------------------------------------|-----------------|-----------------|------------|---------------------|-----------------|--------------------------|-------------------------------|------------------------|-----------------|--------------|----------|-------------------|-----------------|-----------------|-----------------|------------------------|-----------------|-----------------|-----------------|---------|-----------|-----------|-----------------|--------------------------|-------|---------|-----------------------|
| Szombati kézbesítés  |                                    |                 |                 |            |                     |                 |                          |                               |                        |                 |              |          |                   |                 |                 |                 |                        |                 |                 |                 |         |           |           |                 |                          |       |         |                       |
| Inbound küldemények  | -                                  | □ <sup>3)</sup> | -               | -          | -                   | □ <sup>2)</sup> | -                        | -                             | -                      | □ <sup>4)</sup> | -            | -        | -                 | □ <sup>2)</sup> | □ <sup>2)</sup> | □ <sup>3)</sup> | -                      | -               | -               | □ <sup>2)</sup> | -       | -         | -         | -               | -                        | -     | □       | □ <sup>16)</sup>      |
| Belföldi küldemények | ● <sup>2)</sup>                    | ● <sup>3)</sup> | ● <sup>5)</sup> | -          | -                   | ● <sup>2)</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>16)</sup>      |
| Vasárnapi kézbesítés |                                    |                 |                 |            |                     |                 |                          |                               |                        |                 |              |          |                   |                 |                 |                 |                        |                 |                 |                 |         |           |           |                 |                          |       |         |                       |
| Inbound küldemények  | -                                  | -               | -               | -          | -                   | -               | -                        | -                             | -                      | -               | -            | -        | -                 | -               | -               | -               | -                      | -               | -               | -               | -       | -         | -         | -               | -                        | -     | -       | ● <sup>16)</sup>      |
| Belföldi küldemények | -                                  | -               | ● <sup>5)</sup> | -          | -                   | -               | -                        | ● <sup>16)</sup>              | -                      | -               | -            | -        | -                 | -               | -               | -               | -                      | -               | -               | ● <sup>2)</sup> | -       | -         | -         | -               | -                        | -     | -       | ● <sup>16)</sup>      |

1) Off shore kézbesítési helyek esetén korlátozások érvényesülnek. 2) Opcióként. 3) Opcióként, csak Benelux országokból. 4) Csak lakcíme / opcióként üzleti címek esetén. 5) B2C Chrono esetén. 6) Un. in-flight opcióként címzett Felár-fizetés mellett.

□ Határon átnyúló & belföldi  
● Belföldi  
- Nem vehető igénybe

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## Classic Europe – Business

### Értesítések megghiúsult kézbesítés esetén

A következő lábjegyzetek vonatkoznak az előző oldalakra

1. Elérhető a [www.DPD.fr/Traces](http://www.DPD.fr/Traces) linken
2. A küldemény súlyától függően vehető igénybe
3. Csak abban az esetben vehető igénybe, ha a címzett kapcsolatba lép a DPD-vel és egyeztetni velünk.
4. Az újraküldés választása csak a címzett webportálján keresztül vehető igénybe.
6. A címzettnél hagyva, amennyiben a kapcsolati adatok nem állnak rendelkezésre (vagy nem megfelelő az információ) és visszairányítja a címzettet a webportálra azonos opcióval.
11. Csak a Feladó veheti igénybe.
12. Harmadik fél felhatalmazásához kötött.
13. Ha a Feladó erre felhatalmazást ad.
14. Átirányítás esetén (PL-vevőszolgálat, etc.).
15. Visszakézbesítés a Feladónak, ha Csomagponton vagy Depóban nem került átvételre.



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# Classic Europe – Otthon

A Classic Europe egy nemzetközi szállítási szolgáltatás, amelyet a DPD európai vállalkozásai nyújtanak, közúti áruszállítás keretében. Minden országra vonatkozóan vannak közös / azonos szállítási feltételek, és vannak olyanok, amelyek az egyes országok sajátosságai, helyi igényei miatt egyediek, különbözőek.

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## Classic Europe – Otthon

Kézbesítési kísérletek és kezelésük

|  | Ausztria | Fehéroroszország | Belgium & Luxemburg | Bosznia Hercegovina | Bulgária | Horvátország | Cseh Köztársaság | Dánia | Észtország | Finnország | Franciaország (Chronopost) | Franciaország (DPD) | Németország | Görögország | Magyarország | Illoroszág | Olaszország (BRT) | Lettország | Litvánia | Hollandia | Norvégia | Lengyelország | Portugália | Románia | Szerbia | Szlovákia | Szlovénia | Spanyolország | Svédország | Svájc | Ukraina |
|--|----------|------------------|---------------------|---------------------|----------|--------------|------------------|-------|------------|------------|----------------------------|---------------------|-------------|-------------|--------------|------------|-------------------|------------|----------|-----------|----------|---------------|------------|---------|---------|-----------|-----------|---------------|------------|-------|---------|
|--|----------|------------------|---------------------|---------------------|----------|--------------|------------------|-------|------------|------------|----------------------------|---------------------|-------------|-------------|--------------|------------|-------------------|------------|----------|-----------|----------|---------------|------------|---------|---------|-----------|-----------|---------------|------------|-------|---------|

Automatikus visszairányítás az első kézbesítési kísérlet után

|                                         |                          |   |                                        |   |   |   |                                        |   |                                        |                                        |   |                                        |   |   |                          |   |   |   |                                        |                                        |   |   |   |   |   |   |                                        |                          |   |   |
|-----------------------------------------|--------------------------|---|----------------------------------------|---|---|---|----------------------------------------|---|----------------------------------------|----------------------------------------|---|----------------------------------------|---|---|--------------------------|---|---|---|----------------------------------------|----------------------------------------|---|---|---|---|---|---|----------------------------------------|--------------------------|---|---|
| Felvételi hely (üzlet / csomagautomata) | <input type="checkbox"/> | - | <input type="checkbox"/> <sup>1)</sup> | - | - | - | <input type="checkbox"/> <sup>2)</sup> | - | <input type="checkbox"/> <sup>2)</sup> | <input type="checkbox"/>               | - | <input type="checkbox"/> <sup>1)</sup> | - | - | <input type="checkbox"/> | - | - | - | <input type="checkbox"/> <sup>1)</sup> | <input type="checkbox"/> <sup>2)</sup> | - | - | - | - | - | - | <input type="checkbox"/> <sup>2)</sup> | <input type="checkbox"/> | - | - |
| Más hely                                | -                        | - | -                                      | - | - | - | <input type="checkbox"/> <sup>2)</sup> | - | <input type="checkbox"/> <sup>2)</sup> | <input type="checkbox"/> <sup>3)</sup> | - | -                                      | - | - | -                        | - | - | - | -                                      | <input type="checkbox"/> <sup>2)</sup> | - | - | - | - | - | - | <input type="checkbox"/> <sup>2)</sup> | -                        | - | - |

Kézbesítés BtoC eljárásnál

|                                                                                                                                   |                          |                  |                          |   |                          |                          |                          |                          |     |                          |                          |                          |                          |                          |                          |                          |                          |     |                          |                          |                 |                          |                          |   |                          |                          |   |                          |                          |   |                          |   |
|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------|--------------------------|---|--------------------------|--------------------------|--------------------------|--------------------------|-----|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----|--------------------------|--------------------------|-----------------|--------------------------|--------------------------|---|--------------------------|--------------------------|---|--------------------------|--------------------------|---|--------------------------|---|
| Alapértelmezett kézbesítési kísérletek száma BtoC-nél Predict-tel                                                                 | 1                        | 1                |                          | 2 |                          | 2+1                      | 1                        | 2+1                      | 1   |                          | 2                        | 1                        | 2                        | 2                        | 3                        | 2                        |                          | 2+1 | 1                        | 1                        |                 |                          | 2                        |   |                          |                          | 1 | 1                        | 2                        | - | 2                        |   |
| Alapértelmezett kézbesítési kísérletek száma BtoC-nél Predict nélkül                                                              | 1                        | 1                | 1                        | 2 | 2                        | 2-3                      | 3                        | 1                        | 2+1 | 1 <sup>6)</sup>          | 1                        | 2                        | 1                        | 2                        | 2                        | 3                        | 2                        | 2+1 | 2+1                      | 1                        | 1 <sup>6)</sup> | 2                        | 2                        | 2 | 2                        | 3                        | 3 | 1                        | 1 <sup>6)</sup>          | 2 | 1                        | 2 |
| Értesítő levél hátrahagyása sikertelen kézbesítés esetén                                                                          | <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"/> |   |
| Az utolsó újrakézbesítés esetére vonatkozó maximális munkanapok száma (amennyiben a küldemény nem került más címre átirányításra) | 7 <sup>7)</sup>          | 30 <sup>7)</sup> | 5                        | 5 | 5                        | 5                        | 7                        | 14                       | 7   | 7                        | 14                       | 5                        | 3                        | 5                        | 5                        | 5                        | 3                        | 7   | 5                        | 5                        | 14              | -                        | 5                        | 5 | 5                        | 7                        | 5 | 10                       | 7+7                      | 7 | 5                        | 5 |

<sup>1)</sup> Ha a szomszéd sem elérhető – Azon küldemények kizártak ebből, amelyek nem megfelelőek a kézbesítési helyre. – <sup>2)</sup> Szolgáltatási pont – <sup>3)</sup> Ha a Címzett e-mail címe vagy mobilszáma elérhető – <sup>4)</sup> Naptári napok – <sup>5)</sup> Válaszadási idő, amíg a Címzett válaszol az értesítésre. Ha nincs válasz, a Küldemény az utolsó kézbesítési kísérlettel számított max. munkanapok számát követően visszaküldésre kerül.

☐ Határon átnyúló & belföldi

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# Classic Europe – Otthon

Adatrögzítés kézbesítés során / beszédés érintés nélküli átvétellel

OK = Igénybe vehető  
X = Nem vehető igénybe  
Opt: opcionális – nem minden küldeménynél

|                                                                                                                                    | Ausztria | Belux | Bulgária | Hollandia | Csehország | Dánia | Esztonia | Franciaország | Franciaország (Chironpost) | Franciaország (DDP) | Németország | Görögország | Magyarország | Írország | Olaszország | Lettország | Litvánia | Hollandia | Norvégia | Lengyelország | Portugália | Románia | Szlovákia | Szlovénia | Spanyolország | Svédország | Svájc | Ukrajna | Egyesült Királyság |   |
|------------------------------------------------------------------------------------------------------------------------------------|----------|-------|----------|-----------|------------|-------|----------|---------------|----------------------------|---------------------|-------------|-------------|--------------|----------|-------------|------------|----------|-----------|----------|---------------|------------|---------|-----------|-----------|---------------|------------|-------|---------|--------------------|---|
| OK = Igénybe vehető<br>X= Nem vehető igénybe<br>Opt: opcionális – nem minden küldeménynél                                          |          |       |          |           |            |       |          |               |                            |                     |             |             |              |          |             |            |          |           |          |               |            |         |           |           |               |            |       |         |                    |   |
| Kézbesítés a Címzett aláírásával/lejárás idején                                                                                    | ✓        | x     | x        | x         | x          | x     | x        | x             | ✓/x*                       | x                   | x           | x           | x            | x        | x           | x          | x        | x         | x        | x             | x          | x       | x         | x         | x             | x          | x     | OK      | x                  |   |
| „Coronavirus” vagy „Covid19” (vagy hasonló) kód aláírás helyett                                                                    | ✓        | ✓     | ✓        | ✓         | x          |       |          | ✓             | ✓                          | x                   | ✓           | x           | x            | ✓        | x           | ✓          | ✓        | x         | ✓        | x             | x          | x       | ✓         | x         | x             | ✓          | x     | x       | ✓                  |   |
| Futár monogram/ akronim/ név (a POD kijelzőjén)                                                                                    | x        | ✓     | x        | x         | x          | x     | ✓        | x             | x                          | x                   | x           | x           | x            | x        | x           | x          | ✓        | x         | x        | x             | x          | x       | x         | x         | x             | x          | x     | x       | x                  |   |
| Kézbesítési kijelzőn a Futár aláírásával                                                                                           | X        | x     | X        | x         | x          | ✓     | ✓        | x             | x                          | x                   | x           | x           | x            | x        | x           | x          | x        | x         | ✓        | x             | x          | x       | x         | x         | x             | ✓          | x     | x       | ✓                  |   |
| A Futár GPS pozíciója „Kézbesített” scan esetén                                                                                    | ✓        | ✓     | ✓        | ✓         | ✓          | x     | ✓        | x             | ✓                          | x                   | ✓           | x           | ✓            | x        | ✓           | ✓          | ✓        | ✓         | x        | ✓             | x          | ✓       | x         | x         | ✓             | x          | ✓     | x       | ✓                  |   |
| Címzett neve (legalább családnév)                                                                                                  | Opt.     | ✓     | ✓        | ✓         | ✓          | x     | ✓        | x             | ✓                          | x                   | ✓           | x           | ✓            | x        | ✓           | ✓          | ✓        | ✓         | x        | x             | ✓          | x       | x         | x         | ✓             | x          | ✓     | x       | ✓                  |   |
| Címzett monogramja                                                                                                                 | x        | x     | x        | x         | x          | ✓     | x        | x             | x                          | x                   | x           | x           | x            | x        | ✓           | ✓          | ✓        | ✓         | x        | x             | x          | x       | x         | x         | ✓             | ✓          | x     | x       | x                  |   |
| Személyi (ig. száma (teljes) a kézbesítési listán rögzített számítógépes rendszerben                                               | x        | x     | X        | x         | x          | x     | x        | x             | x                          | x                   | x           | x           | x            | x        | x           | x          | x        | x         | x        | x             | x          | x       | x         | x         | Opt*          | x          | x     | X       | x                  |   |
| A személyi igazolvány szám utolsó 3-5 karaktere (vagy születési időpontja) a kézbesítési listán megadva / számítógépes rendszerben | x        | x     | X        | Opt       | Opt        | x     | x        | x             | ✓                          | x                   | x           | x           | x            | x        | x           | Opt        | Opt      | x         | x        | x             | x          | x       | x         | x         | x             | x          | x     | x       | x                  |   |
| A kézbesítési hely fotója (üzlet / lakás)                                                                                          | x        | x     | x        | ✓         | x          | Opt   | x        | Opt           | x                          | x                   | x           | x           | x            | x        | x           | Opt        | x        | ✓         | Opt      | x             | x          | x       | x         | x         | x             | Opt        |       | x       | x                  |   |
| A küldemény fotója kapualjon belül (nyitott ajtó)                                                                                  | x        | x     | X        | ✓         | x          | x     | ✓        | x             | Opt                        | x                   | x           | x           | x            | x        | x           | ✓          | x        | x         | x        | x             | x          | x       | x         | x         | x             | x          | ✓*    | x       | ✓                  |   |
| A küldemény fotója zárt ajtó előtt                                                                                                 | x        | x     | x        | ✓         | x          | x     | x        | x             | x                          | x                   | x           | x           | x            | x        | x           | ✓          | x        | ✓         | x        | x             | x          | x       | x         | x         | x             | x          | x     | x       | x                  |   |
| PIN kód / QR kód                                                                                                                   |          | x     | ✓        | ✓         | x          | x     | x        | x             | Opt                        | ✓                   | x           | x           | ✓            | x        | x           | x          | ✓        | ✓         | x        | x             | Opt        | Opt     | x         | ✓         | ✓             | x          | x     | x       | X                  | x |
| A csomag címkén lévő aláírás fotója                                                                                                | ✓        | x     | X        | x         | x          | x     | x        | x             | x                          | x                   | x           | x           | x            | x        | x           | x          | x        | x         | x        | x             | x          | x       | x         | x         | ✓             | x          | ✓     | x       | x                  |   |
| Csomagautomatából történő átvétel (PIN / QR-kóddal)                                                                                |          |       | ✓        | ✓         | x          | ✓     | ✓        | x             |                            |                     | x           | x           | x            | x        | ✓           | ✓          | ✓        |           | x        | x             |            |         | x         | x         | x             | x          | ✓**   | X       |                    |   |
| Személyazonosság ellenőrzése: kézbesítés során vagy csomagpontra történő átvétel (a szám mentése nélkül)                           |          |       | ✓        | x         | x          | ✓     | x        | ✓             | ✓                          |                     | x           | x           | x            | x        | x           | x          | x        | x         | ✓        | x             |            | x       | x         | x         | x             | ✓          | ✓     | x       |                    |   |
| ID card number scanned in the computer system                                                                                      | x        | x     | x        | x         | x          | ***   | Opt*     | ✓             | ***                        | x                   | x           | x           | x            | x        | x           | x          | x        | x         | ✓        | ***           | x          | x       | x         | Opt*      | x             | x          | ✓     | ***     | x                  |   |

\* Estonszág: amikor „ID check”-lel rendeltek meg ID fotó készült. \* Szlovákia: amikor „ID check”-lel rendeltek meg ID fotó készült. \* Spanyolország: amikor PIN nem elérhető, személyiig. kerül ellenőrzésre. \* Svájc: amikor letétbe kerül, a Futár képet készít a biztonságos helyről. \*\* Svájc: tessz Bazelben. \*\*\* Postnord országok: Személyi ig. ellenőrzése történik és csak az ellenőrzés ténye kerül rögzítésre.

# Classic Europe – Otthon

Standard delivery days

| Countries, as destinations | Ausztria        | Belgium & Luxemburg | Bulgária        | Hollandország | Csehország | Dánia (postNord) | Észtország      | Finnország (postNord) | Franciaország (Chronopost) | Franciaország (DPD) | Németország     | Magyarország | Írország        | Olaszország (BRT) | Lettország      | Litvánia        | Hollandia       | Norvégia (postNord) | Lengyelország   | Portugália      | Románia         | Szerbia | Szlovákia | Szlovénia | Spanyolország   | Svédország (postNord) | Svájc | Ukraina          | Egyesült Királyság |
|----------------------------|-----------------|---------------------|-----------------|---------------|------------|------------------|-----------------|-----------------------|----------------------------|---------------------|-----------------|--------------|-----------------|-------------------|-----------------|-----------------|-----------------|---------------------|-----------------|-----------------|-----------------|---------|-----------|-----------|-----------------|-----------------------|-------|------------------|--------------------|
| Szombati kézbesítés        |                 |                     |                 |               |            |                  |                 |                       |                            |                     |                 |              |                 |                   |                 |                 |                 |                     |                 |                 |                 |         |           |           |                 |                       |       |                  |                    |
| inbound küldemények        | -               | □ <sup>3)</sup>     | -               | -             | -          | -                | □ <sup>2)</sup> | -                     | -                          | -                   | □ <sup>4)</sup> | -            | -               | -                 | □ <sup>2)</sup> | □ <sup>2)</sup> | □ <sup>3)</sup> | -                   | -               | -               | -               | -       | -         | -         | -               | -                     | □     | □ <sup>6)</sup>  |                    |
| Belföldi küldemények       | ● <sup>2)</sup> | ● <sup>3)</sup>     | ● <sup>6)</sup> | -             | -          | -                | ● <sup>7)</sup> | -                     | ● <sup>5)</sup>            | -                   | ● <sup>4)</sup> | -            | ● <sup>2)</sup> | -                 | ● <sup>2)</sup> | ● <sup>2)</sup> | ● <sup>3)</sup> | -                   | ● <sup>2)</sup> | ● <sup>2)</sup> | ● <sup>6)</sup> | -       | ●         | ●         | ● <sup>2)</sup> | -                     | ●     | ● <sup>16)</sup> |                    |
| Vasárnapi kézbesítés       |                 |                     |                 |               |            |                  |                 |                       |                            |                     |                 |              |                 |                   |                 |                 |                 |                     |                 |                 |                 |         |           |           |                 |                       |       |                  |                    |
| inbound küldemények        | -               | -                   | -               | -             | -          | -                | -               | -                     | -                          | -                   | -               | -            | -               | -                 | -               | -               | -               | -                   | -               | -               | -               | -       | -         | -         | -               | -                     | □     | □ <sup>6)</sup>  |                    |
| Belföldi küldemények       | -               | -                   | ● <sup>6)</sup> | -             | -          | -                | -               | ● <sup>16)</sup>      | -                          | -                   | -               | -            | -               | -                 | -               | -               | -               | -                   | ● <sup>2)</sup> | ● <sup>2)</sup> | -               | -       | -         | -         | -               | -                     | ●     | ● <sup>16)</sup> |                    |

<sup>1)</sup> Off shore kézbesítési helyek esetén korlátozások érvényesülnek - <sup>2)</sup> Opcionális - <sup>3)</sup> Opcionális, csak Benelux országokban - <sup>4)</sup> Csak lakcímmel rendelkezőknél / Székhellyel rendelkezők számára opcionális - <sup>5)</sup> B2C MyChrono esetén - <sup>6)</sup> Ün. in-flight opcióként címzett felár-fizetés mellett - <sup>7)</sup> B2C szolgáltatásoknál kizárólag

□ Határon átnyúló & belföldi  
• Belföldi

- ☐ Határon átnyúló & belföldi
- Belföldi
- Nem vehető igénybe

[illegible]

Classic Europe - Home

## Értesítések megghiúsult kézbesítés esetén

A következő lábjegyzetek vonatkoznak az előző oldalakra

1. Elérhető a [www.DPD.fr/Traces](http://www.DPD.fr/Traces) linken
2. A küldemény súlyától függően vehető igénybe
3. Az újraküldés választása csak a címzett webportálján keresztül vehető igénybe.
7. Értesítést küldünk SA03, SA05, SA10-re, de amennyiben a küldemény nem kerül kézbesítésre (SA14/SA04), nem küldünk értesítést. A Címzett bármikor kiválaszthatja az értesítést (link), megkapják az említett scan-eket és módosíthat, amire szüksége van, amíg a küldemény visszautasításra vagy kézbesítésre kerül.
11. Csak a Feladó veheti igénybe.
12. Harmadik fél felhatalmazásához kötött.
13. Ha a Feladó erre felhatalmazást ad.
14. Visszakézbesítés a Feladónak, ha Csomagponton vagy Depóban nem került átvételre.



## Classic Europe – Üzleti és Otthoni

| Ausztria                | Belgium | Bosnia-Hercegovina                            | Bulgaria | Horvátország                       | Csehország                         | Dánia                              | Eszterország                              | Finnország | Franciaország<br>(Chirotoposzt)    | Franciaország<br>(DSD)                                                      | Hollandia          | Oláhország | Magyarország | Franciaország                                            | Olaszország |
|-------------------------|---------|-----------------------------------------------|----------|------------------------------------|------------------------------------|------------------------------------|-------------------------------------------|------------|------------------------------------|-----------------------------------------------------------------------------|--------------------|------------|--------------|----------------------------------------------------------|-------------|
| X                       | X       | X                                             | X        | X                                  | X                                  | X                                  | X                                         | X          | Limitas<br>efogadnia<br>törség (1) | Limitas =<br>Harmadik<br>osztály 1.<br>osztály<br>törség 100<br>000 000 000 | X                  | X          | X            | X                                                        | X           |
| UQ = 100<br>000 000     | X       | Limitas<br>efogadnia<br>törség 100<br>000 000 | X        | X                                  | X                                  | X                                  | Limitas<br>efogadnia<br>törség<br>100 000 | X          | X                                  | X                                                                           | X                  | X          | X            | X                                                        | X           |
| UQ = 100 000<br>000 000 | X       | Limitas<br>efogadnia<br>törség 100<br>000 000 | X        | Limitas<br>efogadnia<br>törség (1) | Limitas<br>efogadnia<br>törség (1) | X                                  | Limitas<br>efogadnia<br>törség<br>100 000 | X          | Limitas<br>efogadnia<br>törség (1) | UQ =<br>100 000<br>000 000                                                  | X                  | X          | X            | Limitas<br>efogadnia<br>törség (1)<br>100 000<br>000 000 | X           |
| X                       | X       | X                                             | X        | X                                  | X                                  | X                                  | Limitas<br>efogadnia<br>törség (1)        | X          | X                                  | X                                                                           | X                  | X          | X            | X                                                        | X           |
| X                       | X       | 800 000<br>000 000                            | X        | X                                  | X                                  | X                                  | X                                         | X          | X                                  | X                                                                           | 800 000<br>000 000 | X          | X            | X                                                        | X           |
| X                       | X       | X                                             | X        | X                                  | X                                  | X                                  | X                                         | X          | X                                  | X                                                                           | X                  | X          | X            | X                                                        | X           |
| X                       | X       | X                                             | X        | X                                  | X                                  | X                                  | X                                         | X          | X                                  | X                                                                           | X                  | X          | X            | X                                                        | X           |
| X                       | X       | Limitas<br>efogadnia<br>törség (1)            | X        | Limitas<br>efogadnia<br>törség (1) | X                                  | Limitas<br>efogadnia<br>törség (1) | X                                         | X          | X                                  | X                                                                           | X                  | X          | X            | X                                                        | X           |
| X                       | X       | Limitas<br>efogadnia<br>törség 100<br>000 000 | X        | X                                  | X                                  | X                                  | X                                         | X          | Limitas<br>efogadnia<br>törség (1) | Ch.<br>osztály<br>100 000<br>000 000                                        | X                  | X          | X            | X                                                        | X           |
| X                       | X       | X                                             | X        | X                                  | OK                                 | X                                  | X                                         | X          | X                                  | X                                                                           | X                  | X          | X            | X                                                        | X           |
| X                       | X       | X                                             | X        | X                                  | X                                  | X                                  | X                                         | X          | X                                  | X                                                                           | X                  | X          | X            | X                                                        | X           |
| X                       | X       | X                                             | X        | X                                  | X                                  | X                                  | X                                         | X          | X                                  | X                                                                           | X                  | X          | X            | X                                                        | X           |
| X                       | X       | X                                             | X        | X                                  | X                                  | X                                  | X                                         | X          | X                                  | X                                                                           | X                  | X          | X            | X                                                        | X           |
| X                       | X       | X                                             | X        | X                                  | X                                  | X                                  | X                                         | X          | X                                  | X                                                                           | X                  | X          | X            | X                                                        | X           |
| X                       | X       | X                                             | X        | X                                  | X                                  | X                                  | X                                         | X          | X                                  | X                                                                           | X                  | X          | X            | X                                                        | X           |
| X                       | X       | X                                             | X        | X                                  | OK                                 | X                                  | X                                         | X          | X                                  | X                                                                           | X                  | X          | X            | X                                                        | X           |
| 18.0000                 | 18.0000 | 18.0000                                       | 18.0000  | 18.0000                            | 20.0000                            | 18.0000                            | 18.0000                                   | 18.0000    | 20.0000                            | 18.0000                                                                     | 18.0000            | 18.0000    | 18.0000      | 18.0000                                                  | 100.0000    |

A kézbesítési feltételek melléklet (3/A – Kézbesítési feltételek, 3/B – Kizárások, korlátozások) a DPD Hungary Kft. hivatalos weboldalán külön mellékletként elérhetőek.

# Classic Europe – Business

## Delivery attempts and management

| Destinations                                                                                                                | Automatic redirection after first delivery attempt |                  |                      |                    |          |         |                |                 |         |                 |                     |              |         |        |         |         |             |        |           |            |             |        |                 |          |         |        |        |          |          |       |        |                 |        |         |                |   |
|-----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|------------------|----------------------|--------------------|----------|---------|----------------|-----------------|---------|-----------------|---------------------|--------------|---------|--------|---------|---------|-------------|--------|-----------|------------|-------------|--------|-----------------|----------|---------|--------|--------|----------|----------|-------|--------|-----------------|--------|---------|----------------|---|
|                                                                                                                             | 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 |   |
| Other location                                                                                                              | -                                                  | -                | -                    | -                  | -        | -       | -              | ☐ <sup>1)</sup> | -       | ☐ <sup>1)</sup> | ☐ <sup>2)</sup>     | -            | -       | ☐      | -       | -       | -           | -      | -         | -          | -           | -      | ☐ <sup>1)</sup> | -        | -       | -      | -      | -        | -        | -     | -      | ☐ <sup>1)</sup> | -      | -       | -              | - |
| 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                                                                                     | ☐                                                  | -                | ☐                    | -                  | ☐        | ☐       | ☐              | ☐               | -       | ☐               | ☐                   | ☐            | ☐       | ☐      | ☐       | ☐       | ☐           | ☐      | ☐         | ☐          | ☐           | -      | ☐               | ☐        | ☐       | -      | -      | ☐        | ☐        | ☐     | ☐      | ☐               | ☐      | ☐       | ☐              | ☐ |
| 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

1 Cross-border

- Not offered

2

# Classic Europe – Business

## Data captured by the driver as proof of delivery in contactless context

|                                                           | 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 |  |  |  |
|-----------------------------------------------------------|---------|---------|----------------------|--------------------|----------|---------|----------------|---------|---------|---------|---------------------|--------------|---------|--------|---------|---------|-------------|--------|-----------|------------|-------------|--------|--------|----------|---------|--------|--------|----------|----------|-------|--------|-------------|--------|---------|----------------|--|--|--|
| When the parcel is delivered                              |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| Delivery with signature/Company stamp                     |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| Deliver without signature                                 |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| Receiver name/initials                                    |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| Last 3 characters of ID card                              |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| Capture of the proof of delivery name                     |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| Driver's acronym                                          |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| Delivery screen signed by the driver                      |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| « Coronavirus » or « COVID19 »                            |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| Picture of the property                                   |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| Picture of the parcel inside doorway in front of the door |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| GPS position                                              |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| PIN code delivery                                         |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| When the parcel is refused by consignee                   |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| Notice by the driver                                      |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| Name                                                      |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| Manual entry "COVID-19"                                   |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |
| Capture of GPS position                                   |         |         |                      |                    |          |         |                |         |         |         |                     |              |         |        |         |         |             |        |           |            |             |        |        |          |         |        |        |          |          |       |        |             |        |         |                |  |  |  |

<sup>1</sup>If safe place delivery authorized by the client <sup>2</sup>Capture picture only for safe places and missed presentations <sup>3</sup>In case of ASG doc <sup>4</sup>C19 code signature

# Classic Europe - Business

## Standard delivery days

| 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    |
|--------------------------------------------------------|---------|----------------------------------------|----------|---------|----------------|--------------------|---------|--------------------|---------------------|--------------|----------------------------------------|---------|---------|-------------|----------------------------------------|----------------------------------------|----------------------------------------|-------------------|--------|-----------------------|----------------------------------------|----------|----------|--------------------------|-------------------|-------------|-------------------|
| Saturday delivery                                      |         |                                        |          |         |                |                    |         |                    |                     |              |                                        |         |         |             |                                        |                                        |                                        |                   |        |                       |                                        |          |          |                          |                   |             |                   |
| inbound parcels                                        | -       | <input type="checkbox"/> <sup>3)</sup> | -        | -       | -              | -                  | -       | -                  | -                   | -            | <input type="checkbox"/> <sup>4)</sup> | -       | -       | -           | <input type="checkbox"/> <sup>2)</sup> | <input type="checkbox"/> <sup>2)</sup> | <input type="checkbox"/> <sup>3)</sup> | -                 | -      | -                     | <input type="checkbox"/> <sup>2)</sup> | -        | -        | <input type="checkbox"/> | -                 | -           | • <sup>1)6)</sup> |
| Sunday delivery                                        |         |                                        |          |         |                |                    |         |                    |                     |              |                                        |         |         |             |                                        |                                        |                                        |                   |        |                       |                                        |          |          |                          |                   |             |                   |
| inbound parcels                                        | -       | -                                      | -        | -       | -              | -                  | -       | -                  | -                   | -            | -                                      | -       | -       | -           | -                                      | -                                      | -                                      | -                 | -      | -                     | -                                      | -        | -        | -                        | -                 | -           | • <sup>1)6)</sup> |
| <input type="checkbox"/> Cross-border<br>- Not offered |         |                                        |          |         |                |                    |         |                    |                     |              |                                        |         |         |             |                                        |                                        |                                        |                   |        |                       |                                        |          |          |                          |                   |             |                   |

<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 / <sup>5)</sup> As an option to business addresses <sup>6)</sup> As an in-flight option with a surcharge for consignee

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# Classic Europe - Business

## Notifications in case of failed delivery

| <div><input type="checkbox"/> Cross-border</div> <div>- Not offered in crossborder</div> | 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"/> |
| 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"/> | -                        | -                        | <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                     | -                        | -                        | -                        | both                     | both                     | email                    | -                        | both                     | both                     | -                        | -                        | email                      | -                        | <input type="checkbox"/> | <input type="checkbox"/> | both                     | -                        | -                        | -                        | email                    | sms                      | email                    | both                     |
| Time restrictions for E-Mail                                                             | -                        | -                        | 00:00-08:00              | 00:00-08:00              | -                        | -                        | -                        | -                        | -                        | 06:00-22:30              | 22:00-06:00              | -                        | -                        | -                        | -                        | 22:00-07:00<br>23:00-07:00 | -                        | <input type="checkbox"/> | <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 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"/> | <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"/> | <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"/> |
| 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"/> |
| 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"/> | <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"/> | <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"/> | <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"/> | <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"/> |
| 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"/> | <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"/> | <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"/> |
| Upgrade to Sunday                                                                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                        | -                          | -                        | <input type="checkbox"/> | <input type="checkbox"/> | -                        | -                        | -                        | <input type="checkbox"/> | <input type="checkbox"/> | -                        | -                        | <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"/> | <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"/> |
| Other : (specify)                                                                        | -                        | -                        | -                        | <input type="checkbox"/> | -                        | -                        | -                        | -                        | <input type="checkbox"/> | -                        | <input type="checkbox"/> | <input type="checkbox"/> | <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                        | 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                        |

## Classic Europe – Business

### Notifications in case of failed delivery

The following footnotes refer to previous page

- 1) Available on the [www.DPD.fr/Traces](http://www.DPD.fr/Traces)
- 2) Availability depending of the weight of the parcel
- 3) Mr PASHA
- 4) Choice of re-delivery available only via the consignee webportal
- 5) Mandatory process, no other options
- 6) Left to consignee only if contact details does not exist (Or not has been informed correctly) and it directs the consignee to the portal with the same options
- 7) We send notification for SA03, SA05, SA10, but when the parcel is not delivered (SA14/SA04) we don't send notifications. Consignee can always enter the notification (link) they got on mentioned scans and change what they need, until the parcel is Refused or Delivered.
- 8) Saturday only in Zürich, Winterthur, St. Gallen, Luzern, Lausanne, Genf, Bern, Basel
- 9) Evening only in Zürich, Winterthur, St. Gallen, Luzern, Lausanne, Genf, Bern, Basel
- 10) Over Web Portal
- 12) Third party authorization
- 13) If authorised by sender



6

## Classic Europe – Home

Classic Europe is an international service offered by all European Business Units. 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.

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# Classic Europe – 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 |
|--|---------|---------|----------------------|--------|-------------|----------|---------|----------------|---------|---------|---------|---------------------|--------------|---------|--------|---------|---------|-------------|--------|-----------|-------------|--------|--------|----------|---------|--------|--------|----------|----------|-------|--------|-------------|--------|---------|----------------|
|--|---------|---------|----------------------|--------|-------------|----------|---------|----------------|---------|---------|---------|---------------------|--------------|---------|--------|---------|---------|-------------|--------|-----------|-------------|--------|--------|----------|---------|--------|--------|----------|----------|-------|--------|-------------|--------|---------|----------------|

### Automatic redirection after first delivery attempt

|                                 |                          |   |                          |   |   |   |   |                          |                          |                          |                          |                          |                          |                          |   |   |   |   |                          |                          |                          |   |   |   |   |   |   |   |                          |                          |                          |   |   |                          |
|---------------------------------|--------------------------|---|--------------------------|---|---|---|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---|---|---|---|--------------------------|--------------------------|--------------------------|---|---|---|---|---|---|---|--------------------------|--------------------------|--------------------------|---|---|--------------------------|
| Pickup location (shop / locker) | <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"/> |
| Other location                  | -                        | - | -                        | - | - | - | - | <input type="checkbox"/> | -                        | <input type="checkbox"/> | <input type="checkbox"/> | -                        | -                        | <input type="checkbox"/> | - | - | - | - | -                        | <input type="checkbox"/> | <input type="checkbox"/> | - | - | - | - | - | - | - | -                        | <input type="checkbox"/> | -                        | - | - |                          |

### 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                        | 2+1                      | 2+1                      | 1  | 1 | 2                        | 2                        | 2  | 2 | 2                        | 3                        | 3                        | 2                        | 1                        | 2                        | 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"/> |   |
| 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                        |   |

<sup>1)</sup> If a neighbour is not present either - Exception for parcels that are not suitable to a Pickup location - <sup>2)</sup> service point - <sup>3)</sup> If consignee's email or mobile phone is available - <sup>4)</sup> after a failure delivery only in peak campaigns, 82C, and low RPC customers - <sup>5)</sup> after second attempt only - <sup>6)</sup> possibility to choose other alternatives : post offices (14 days attempt) - <sup>7)</sup> calendar days

☐ Cross-border - ☐ Not offered

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# Classic Europe – Home

## Data captured by the driver as proof of delivery in contactless context

|  | 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 |
|--|---------|---------|----------------------|--------|-------------|----------|---------|----------------|---------|---------|---------|---------------------|--------------|---------|--------|---------|---------|-------------|--------|-----------|------------|-------------|--------|--------|----------|---------|--------|--------|----------|----------|-------|--------|-------------|--------|---------|----------------|
|--|---------|---------|----------------------|--------|-------------|----------|---------|----------------|---------|---------|---------|---------------------|--------------|---------|--------|---------|---------|-------------|--------|-----------|------------|-------------|--------|--------|----------|---------|--------|--------|----------|----------|-------|--------|-------------|--------|---------|----------------|

### When the parcel is delivered

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| Delivery with signature |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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### When the parcel is refused by consignee

|                                     |                          |                          |                          |                          |                          |   |                          |                          |   |                          |
|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---|--------------------------|--------------------------|---|--------------------------|
| Capture of the notice by the driver | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -                        | - | <input type="checkbox"/> | <input type="checkbox"/> | - | <input type="checkbox"/> |
| Name                                | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          | -                        | - |                          |                          | - | <input type="checkbox"/> |
| Manual entry "COVID-19"             | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          | -                        | - |                          | <input type="checkbox"/> | - |                          |
| Capture of GPS position             | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          | <input type="checkbox"/> | - |                          |                          | - | <input type="checkbox"/> |

<sup>1)</sup> If safe place delivery authorized by the client <sup>2)</sup> Capture picture only for safe places and missed presentations <sup>3)</sup> in case of ASG doc <sup>4)</sup> C19 code signature

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### Standard delivery days

| 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> |
| <b>Sunday delivery</b>     |         |                      |          |         |                |                    |         |                    |                     |              |                 |         |         |             |                 |                 |                 |                   |        |                       |                 |          |          |       |                   |             |                 |
| inbound parcels            | -       | -                    | -        | -       | -              | -                  | -       | -                  | -                   | -            | -               | -       | -       | -           | -               | -               | -               | -                 | -      | -                     | -               | -        | -        | -     | -                 | -           | ☐ <sup>6)</sup> |

☐ Cross-border    - Not offered

<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>6)</sup> As an in-flight option with a surcharge for consignee

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## Classic Europe - Home

### Notifications in case of failed delivery

| <div><div></div><div>Cross-border</div></div> <div>Not offered in crossborder</div> |                          | 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 data-bbox="1311 1270 1329 1279" 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"/> | <input data-bbox="550 1319 568 1328" 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"/> |                          |
| 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"/> |                          |                          |
| 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              | -                        | -                        | -                        | both                     | -                        | -                        | 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 customer track and trace                                                         | -                        | -                        | -                                                      | -                        | -                                                      | -                        | -                        | -                        | <input type="checkbox"/>                               | <input data-bbox="786 1471 804 1480" 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"/> |                          |
| 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"/>                                 | <input type="checkbox"/>                                 | <input type="checkbox"/> | <input type="checkbox"/> |                          |
| Pickup from shop                                                                    | <input type="checkbox"/> | <input type="checkbox"/> | -                                                      | <input type="checkbox"/> | <input data-bbox="638 1534 654 1541" type="checkbox"/> | -                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                               | <input data-bbox="786 1534 804 1541" 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 data-bbox="1362 1534 1380 1541" 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"/> | <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 data-bbox="724 1570 742 1579" type="checkbox"/> | <input type="checkbox"/>                               | -                        | <input type="checkbox"/>                               | <input type="checkbox"/> | <input type="checkbox"/>                               | <input data-bbox="912 1570 930 1579" 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"/> | <input data-bbox="912 1594 930 1603" 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"/> | <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"/> | -                                                      | <input type="checkbox"/>                               | -                        | <input type="checkbox"/>                               | -                        | <input type="checkbox"/>                               | -                                                      | <input type="checkbox"/> | -                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -                        |                          |                          | -                        | -                                                        | <input data-bbox="1399 1626 1417 1635" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |
| Upgrade to Sunday                                                                   | -                        | -                        | -                                                      | <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 data-bbox="1399 1655 1417 1666" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |
| Precise time slot (incl. Evening)                                                   | -                        | -                        | -                                                      | <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 data-bbox="1399 1675 1417 1684" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |
| Return to sender                                                                    | <input type="checkbox"/> | -                        | -                                                      | <input type="checkbox"/> | -                                                      | <input type="checkbox"/> | -                        | <input type="checkbox"/> | <input data-bbox="724 1675 742 1684" type="checkbox"/> | <input data-bbox="774 1675 791 1684" 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"/> |                          |
| Other : (specify)                                                                   | -                        | -                        | -                                                      | <input type="checkbox"/> | -                                                      | <input type="checkbox"/> | -                        | <input type="checkbox"/> | -                                                      | <input data-bbox="774 1693 791 1702" type="checkbox"/> | -                        | <input data-bbox="849 1693 866 1702" 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"/> |                          |
| *number of working days to reschedule:                                              |                          |                          |                                                        |                          |                                                        |                          |                          |                          |                                                        |                                                        |                          |                                                        |                          |                                                        |                                                        |                          |                          |                          |                          |                          |                          |                          |                          |                          |                                                          |                                                          |                          |                          |                          |
| SMS                                                                                 | -                        | -                        | -                                                      | -                        | -                                                      | 7                        | -                        | 6                        | 5 <sup>4)</sup>                                        | 6                                                      | 5                        | -                                                      | 3                        | -                                                      | 5                                                      | -                        | 3                        | -                        | 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                                                      | -                                                      | 5                        | -                        | 3                        | -                        | 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                        | -                        | 3                        | -                        |                          |                          | 7                        | 6                        | 5                                                        | -                                                        | 5                        | 5                        |                          |

## Classic Europe – Home

### Notifications in case of failed delivery

The following footnotes refer to previous page

- 1) Available on the [www.DPD.fr/Traces](http://www.DPD.fr/Traces)
- 2) Availability depending of the weight of the parcel
- 3) Mr PASHA (not more available)
- 4) Choice of re-delivery available only via the consignee webportal
- 5) Mandatory process, no other options
- 6) Left to consignee only if contact details does not exist (Or not has been informed correctly) and it directs the consignee to the portal with the same options
- 7) We send notification for SA03, SA05, SA10, but when the parcel is not delivered (SA14/SA04) we don't send notifications. Consignee can always enter the notification (link) they got on mentioned scans and change what they need, until the parcel is Refused or Delivered.
- 8) Saturday only in Zürich, Winterthur, St. Gallen, Luzern, Lausanne, Genf, Bern, Basel
- 9) Evening only in Zürich, Winterthur, St. Gallen, Luzern, Lausanne, Genf, Bern, Basel
- 10) Over Web Portal
- 12) Third party authorization
- 13) If authorised by sender



12

## Restrictions and excluded goods

### Classic Europe – Business and Home

13

## Restrictions and excluded goods – Classic Europe (Business and Home)

A parcel needs to meet the restrictions of all the countries in which the parcel is located from pick-up to delivery

(\*) 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

(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

(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, ammunition, explosives, fireworks, chemicals, acidic, corrosive or irritant substances, imitation firearms, or components of firearms, bladed articles/products, pharmaceutical products/medicines

(iii) Batteries,

(iv) Tobacco products, cannabidiol (CBD) products and e cigarette liquids containing nicotine,

(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

(vi) Cash, coins, collectable coins and stamps

(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)

(viii) Alcohol including wines, beers and spirits

(ix) Liquids of any kind and ice

(x) Televisions or monitors with screens larger than 37 cm

(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

(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

(xiii) Any goods which require temperature controlled transport

(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)

(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

(xvi) Tenders, pre-qualification dossiers in the context of allocation of contract and copies of examination papers, any items containing personal data (i.e. prescriptions or insurance documents)

(xvii) Parcel of a value higher than

|                                                                                                                                                                                                                                                                                                                                                                                                | Austria                | Belarus | Belgium                          | Bosnia<br>Herzegovina | Bulgaria | Croatia | Czech<br>Republic      | Denmark | Estonia                    | Finland | France<br>(Chronopost) | France<br>(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                                                                                                                                   | X                      | X       | X                                | X                     | X        | X       | X                      | X       | X                          | X       | Limited acceptance (*) | X                                           | X                                | X      | 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, ammunition, explosives, fireworks, chemicals, acidic, corrosive or irritant substances, imitation firearms, or components of firearms, bladed articles/products, pharmaceutical products/medicines | 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        |
| (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        |
| (iv) Tobacco products, cannabidiol (CBD) products and e cigarette liquids containing nicotine,                                                                                                                                                                                                                                                                                                 | OK                     | X       | OK                               | OK                    | X        | X       | X                      | X       | Limited acceptance (*)     | X       | OK                     | X                                           | OK                               | OK     | X       | OK                                | 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, antiques, carpets, furs or any other valuables                                                                                            | X                      | X       | Accepted till the value of 500 € | X                     | X        | X       | Limited acceptance (*) | X       | X                          | X       | X                      | X                                           | Accepted till the value of 500 € | X      | X       | OK                                | 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        |
| (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       |
| (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      | OK      | X                                 | X        |
| (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      | OK                                | OK       |
| (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        |
| (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        |
| (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        |
| (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        |
| (xvi) Tenders, pre-qualification dossiers in the context of allocation of contract and copies of examination papers, any items containing personal data (i.e. prescriptions or insurance documents)                                                                                                                                                                                            | OK                     | OK      | X                                | OK                    | OK       | X       | OK                     | OK      | OK                         | OK      | X                      | OK                                          | OK                               | OK     | OK      | OK                                | OK       |
| (xvii) Parcel of a value higher than                                                                                                                                                                                                                                                                                                                                                           | 15.000€                | 16.660€ | 13.000€                          | 13.000€               | 15.00€   | 13.000€ | 13.000                 | 13.000€ | 13.000€                    | 13.000€ | 20.000€                | 13.000€                                     | 13.000€                          | 5.000€ | 13.000€ | 13.000€                           | 100.000€ |

## Restrictions and excluded goods – Classic Europe (Business and Home)

A parcel needs to meet the restrictions of all the countries in which the parcel is located from pick-up to delivery

(\*) 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.  
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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, ammunition, explosives, fireworks, chemicals, acidic, corrosive or irritant substances, imitation firearms, or components of firearms, bladed articles/products, pharmaceutical products/medicines

(iii) Batteries,

(iv) Tobacco products, cannabidiol (CBD) products and e cigarette liquids containing nicotine,

(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

(vi) Cash, coins, collectable coins and stamps

(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)

(viii) Alcohol including wines, beers and spirits

(ix) Liquids of any kind and ice

(x) Televisions or monitors with screens larger than 37 cm

(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

(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

(xiii) Any goods which require temperature controlled transport

(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)

(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

(xvi) Tenders, pre-qualification dossiers in the context of allocation of contract and copies of examination papers, any items containing personal data (i.e. prescriptions or insurance documents)

|                                                                                                                                                                                                                                                                                                                                                                                                | 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, ammunition, explosives, fireworks, chemicals, acidic, corrosive or irritant substances, imitation firearms, or components of firearms, bladed articles/products, pharmaceutical products/medicines | 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, cannabidiol (CBD) products and e cigarette liquids containing nicotine,                                                                                                                                                                                                                                                                                                 | X            | X            | X                              | 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, antiques, carpets, furs or any other valuables                                                                                            | X            | X            | OK, until the value of 500 €   | X                                      | X      | X      | X                      | X       | OK      | X      | X        | Accepted till the value of 500 € | 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       | Limited acceptance: liquids > 100ml on a liability basis |
| (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, any items containing personal data (i.e. prescriptions or insurance documents)                                                                                                                                                                                            | OK           | X            | X                              | X                                      | OK     | OK     | OK                     | OK      | OK      | OK     | X        | OK                               | OK                             | OK     | X                              | OK      | OK      | X                                                        |
|                                                                                                                                                                                                                                                                                                                                                                                                | 13.000€      |              |                                |                                        |        |        |                        |         | 13.000€ |        |          |                                  |                                |        | max                            | 13.000€ | 100.000 | 13.000€                                                  |

## DPD Direct2Shop Kézbesítési feltételek

OOH network mandatory features

### Weight and dimensions (1/2)

Maximum weight and dimensions of parcels eligible for the delivery to Out of home locations may vary based on the type of location (parcel shop vs lockers) or operational capabilities of each BU

|                                      | Austria      | Belux         | Bulgaria   | Croatia      | Czech Rep.   | Denmark  | Estonia         | Finland       | France (Chrono) | Germany      | Greece   | Hungary    | Ireland      |
|--------------------------------------|--------------|---------------|------------|--------------|--------------|----------|-----------------|---------------|-----------------|--------------|----------|------------|--------------|
| Parcel shop                          |              |               |            |              |              |          |                 |               |                 |              |          |            |              |
| Max weight                           | ≤ 20 kg*     | ≤ 20 kg*      | ≤ 31.5 kg* | ≤ 20 kg*     | ≤ 20 kg*     | ≤ 20 kg* | NA              | ≤ 20 kg*      | ≤ 20 kg*        | ≤ 20 kg*     | ≤ 20 kg* | ≤ 20 kg*   | ≤ 20 kg*     |
| Max length                           | ≤ 100 cm     | ≤ 100 cm      | ≤ 100 cm   | ≤ 100 cm     | ≤ 100 cm     | ≤ 100 cm | NA              | ≤ 100 cm      | ≤ 100 cm        | ≤ 100 cm     | ≤ 100 cm | ≤ 100 cm   | ≤ 100 cm     |
| Max girth                            | ≤ 250 cm     | ≤ 250 cm      | ≤ 200 cm   | ≤ 250 cm     | ≤ 250 cm     | ≤ 250 cm | NA              | ≤ 250 cm      | ≤ 250 cm        | ≤ 250 cm     | ≤ 150 cm | ≤ 250 cm   | ≤ 250 cm     |
| Lockers                              |              |               |            |              |              |          |                 |               |                 |              |          |            |              |
| Max weight                           | ≤ 20 kg      | NA            | ≤ 20 kg    | ≤ 20 kg      | ≤ 20 kg      | ≤ 20 kg  | 31.5 kg         | ≤ 20 kg*      | ≤ X kg          | NA           | NA       | ≤ 20 kg    | NA           |
| Max length                           | ≤ 40 cm      | NA            | ≤ 60 cm    | ≤ 45 cm      | ≤ 67 cm      | ≤ 60 cm  | 61 cm           | ≤ 57 cm       | ≤ 72 cm         | NA           | NA       | ≤ 68 cm    | NA           |
| Max girth                            | ≤ X cm       | NA            | ≤ 72 cm    | ≤ 150 cm     | ≤ 261 cm     | ≤ 132 cm | 147 cm          | NA            | ≤ X cm          | NA           | NA       | ≤ 158 cm   | NA           |
| Overweight surcharge (if applicable) | X € / parcel | 35 € / parcel | N/A        | X € / parcel | 0 € / parcel | NA       | parcel not acc. | 20 € / parcel | X € / parcel    | X € / parcel | NA       | 15,000 HUF | X € / parcel |

OOH network mandatory features

### Weight and dimensions (2/2)

Maximum weight and dimensions of parcels eligible for the delivery to Out of home locations may vary based on the type of location (parcel shop vs lockers) or operational capabilities of each BU

|                                      | Italy            | Latvia    | Lithuania | Netherlands | Norway            | Poland          | Portugal | Romania      | Slovakia | Slovenia | Spain    | Sweden       | Switzerland  | UK       |
|--------------------------------------|------------------|-----------|-----------|-------------|-------------------|-----------------|----------|--------------|----------|----------|----------|--------------|--------------|----------|
| Parcel shop                          |                  |           |           |             |                   |                 |          |              |          |          |          |              |              |          |
| Max weight                           | ≤ 20 kg*         | NA        | NA        | ≤ 20 kg*    | ≤ 20 kg*          | ≤ 20 kg*        | ≤ 20 kg* | ≤ 31.5 kg*   | ≤ 20 kg* | ≤ 20 kg* | ≤ 20 kg* | ≤ 20 kg*     | ≤ 31.5 kg*   | ≤ 20 kg* |
| Max length                           | ≤ 100 cm         | NA        | NA        | ≤ 100 cm    | ≤ 100 cm          | ≤ 100 cm        | ≤ 100 cm | ≤ 140 cm     | ≤ 100 cm | ≤ 100 cm | ≤ 100 cm | ≤ 100 cm     | ≤ 175 cm     | ≤ 120 cm |
| Max girth                            | ≤ 250 cm         | NA        | NA        | ≤ 250 cm    | ≤ 250 cm          | ≤ 250 cm        | ≤ 250 cm | ≤ 40 cm      | ≤ 250 cm | ≤ 150 cm | ≤ 250 cm | ≤ 250 cm     | ≤ 250 cm     |          |
| Lockers                              |                  |           |           |             |                   |                 |          |              |          |          |          |              |              |          |
| Max weight                           | ≤ 20 kg          | ≤ 31.5 kg | ≤ 31.5 kg | ≤ 30 kg     | ≤ 20 kg*          | ≤ 20 kg         | ≤ 20 kg  | ≤ 30 kg      | ≤ 20 kg  | ≤ 20     | ≤ 5 kg   | ≤ X kg       | NA           | ≤ 20 kg  |
| Max length                           | ≤ 50 cm          | ≤ 61 cm   | ≤ 61 cm   | ≤ 72 cm     | ≤ 58 / 49 / 43 cm | ≤ 40,2 cm       | ≤ 69 cm  | ≤ 60 cm      | ≤ 100 cm | ≤ 45     | ≤ 75 cm  | ≤ X cm       | NA           | ≤ 120 cm |
| Max girth                            | ≤ 200 cm         | ≤ 140 cm  | ≤ 140 cm  | ≤ 278 cm    | ≤ X cm            | ≤ 155,4 cm      | ≤ 161 cm | ≤ 37cm       | ≤ 250 cm | ≤ 150    | ≤ 180 cm | ≤ X cm       | NA           | ≤ 166 cm |
| Overweight surcharge (if applicable) | 28,92 € / parcel | NA        | NA        | NA          | X € / parcel      | parcel not acc. | NA       | X € / parcel | NA       | NO       | NA       | X € / parcel | X € / parcel | NA       |

## Track & Trace options and testings

If the customer or the final consumer wishes to know where the parcel is, the current shipping status should always be available by entering the parcel label number or reference number on the carriers' website or shipping tool or through the link provided.

### Parcel collection process (1/2)

The consignee has the possibility to collect his/her parcel in a Pickup location at least 6 days a week. Parcel shops has extended opening hours, meaning that it is opened until after 6:00 pm as a target. The Pickup station is accessible 24/7. To get the parcel handed over, the consignee may be required to show an official proof of identity. It can also be replaced by the PIN or QR code (if available).

|                                    | Austria | Belux | Bulgaria | Croatia | Czech Rep. | Denmark | Estonia | Finland | France (Chr.) | Germany | Greece | Hungary | Ireland | Italy | Latvia | Lithuania | Netherlands | Norway | Poland | Portugal | Romania | Slovakia | Slovenia | Spain | Sweden | Switzerland | UK |
|------------------------------------|---------|-------|----------|---------|------------|---------|---------|---------|---------------|---------|--------|---------|---------|-------|--------|-----------|-------------|--------|--------|----------|---------|----------|----------|-------|--------|-------------|----|
| <b>Parcel shop</b>                 |         |       |          |         |            |         |         |         |               |         |        |         |         |       |        |           |             |        |        |          |         |          |          |       |        |             |    |
| Mandatory ID Check                 | Y       | N     | Y        | Y       | N          | Y       | N A     | N       | Y             | Y       | Y      | Y       | N A     | Y     | N A    | N A       | Y           | N      | Y      | N        | Y       | N        | Y        | Y     | Y      | Y           | Y  |
| Mandatory Signature                | Y       | N     | Y        | N       | N          | N       | N A     | N       | Y             | Y       | Y      | N A     | Y       | N     | N A    | N A       | N           | Y      | N      | N        | Y       | N        | Y        | Y     | N      | Y           | N  |
| Collect with PIN code              | N       | N     | Y        | N       | Y          | N       | N A     | Y *     | N             | N       | Y      | N       | Y       | N     | N A    | N A       | N           | Y      | Y      | Y        | Y       | Y        | N        | N     | Y      | N           | N  |
| Collect with QR code (Pickup pass) | N       | N     | N        | N       | N          | Y *     | N A     | N       | Y             | N       | N      | N       | N A     | Y     | N A    | N A       | Y           | Y      | N      | N        | N       | N        | N        | N     | Y      | N           | Y  |

### Parcel collection process (2/2)

The consignee has the possibility to collect his/her parcel in a Pickup location at least 6 days a week. Parcel shops has extended opening hours, meaning that it is opened until after 6:00 pm as a target. The Pickup station is accessible 24/7. To get the parcel handed over, the consignee may be required to show an official proof of identity. It can also be replaced by the PIN or QR code (if available).

|                                         | Austria | Belux | Bulgaria | Croatia | Czech Rep. | Denmark | Estonia | Finland | France (Chrono) | Germany | Greece | Hungary | Ireland | Italy | Latvia | Lithuania | Netherlands | Norway | Poland | Portugal | Romania | Slovakia | Slovenia | Spain | Sweden | Switzerland | UK |
|-----------------------------------------|---------|-------|----------|---------|------------|---------|---------|---------|-----------------|---------|--------|---------|---------|-------|--------|-----------|-------------|--------|--------|----------|---------|----------|----------|-------|--------|-------------|----|
| <b>Lockers</b>                          |         |       |          |         |            |         |         |         |                 |         |        |         |         |       |        |           |             |        |        |          |         |          |          |       |        |             |    |
| Receive S2S (Vinted) parcels (Dom.)     | N       | N     | Y        | N       | Y          | N       | Y       | N       | Y               | N       | N      | N       | N A     | Y     | Y      | Y         | N           | N      | Y      | Y        | Y       | Y        | N        | Y     | N      | N A         | N  |
| Receive S2S (Vinted) parcels (X-border) | N       | N     | Y        | N       | Y          | N       | Y       | N       | Y               | N       | N      | N       | N A     | Y     | Y      | Y         | N           | N      | Y      | Y        | N       | Y        | N        | Y     | N      | N A         | N  |
| Coll. with QR code (Pickup pass)        | Y       | N     | N        | N       | N          | Y *     | Y       | N       | N               | N       | N      | N       | N A     | Y     | Y      | Y         | N           | Y *    | N      | N        | N       | N        | N        | Y     | Y *    | N A         | N  |
| Coll. with PIN code                     | Y       | N     | Y        | N       | Y          | Y       | Y       | Y       | Y               | N       | N      | Y       | N A     | Y     | Y      | Y         | Y           | Y *    | N      | Y        | Y       | Y        | N        | Y     | Y *    | N A         | N  |

# Notifications

After the parcel is delivered to a Pickup parcel shop, the storage time for parcels has to be between min. 5 working days and max. 10 working days. The parcel is then returned to depot and shipper on the next business day.

## 2Shop deliveries

The notification system for consignee is based on 2 mandatory messages:

- When the parcel is delivered to the Pickup parcel shop and ready to be collected by the consignee.
- A collection reminder is sent in the mid-period of storage time.

A "last chance tomorrow" reminder, 1 or 2 days before the end of the storage period is optional.



## Notification and storage time per BU (1/4)

|                                                                                                      | Austria | Belux | Bulgaria | Croatia | Czech Rep. | Denmark | Estonia | Finland | France (Chr.) | Germany | Greece | Hungary | Ireland | Italy |
|------------------------------------------------------------------------------------------------------|---------|-------|----------|---------|------------|---------|---------|---------|---------------|---------|--------|---------|---------|-------|
| Parcel Shops                                                                                         |         |       |          |         |            |         |         |         |               |         |        |         |         |       |
| Number of proactive notifications sent to the consignee (before reaching the Shop)                   | 1       | 2     | 1        | 1       | 1          | 1       | NA      | 1       | 1             | 1       | 1      | 1       | 1       | 2     |
| Day when a reminder notification is sent to the consignee (including day of arrival)                 | 5       | 4     | 3        | 0       | 4          | 3       | NA      | 3       | 3             | 4       | 3      | 3&5     | 3&5     | 4     |
| Number of calendar days during which the consignee can pick up the parcel (including day of arrival) | 7       | 7     | 7        | 7       | 8          | 7       | NA      | 7       | 7             | 7       | 7      | 7       | 7       | 10    |

## Notification and storage time per BU (2/4)

|                                                                                                      | Latvia | Lithuania | Netherlands | Norway | Poland | Portugal | Romania | Slovakia | Slovenia | Spain | Sweden | Switzerland | UK  | Latvia |
|------------------------------------------------------------------------------------------------------|--------|-----------|-------------|--------|--------|----------|---------|----------|----------|-------|--------|-------------|-----|--------|
| Parcel Shops                                                                                         |        |           |             |        |        |          |         |          |          |       |        |             |     |        |
| Number of proactive notifications sent to the consignee (before reaching the Shop)                   | NA     | NA        | 2           | 1      | 1      | 0        | 2       | 0        | 1        | 1     | 1      | 1           | 2   | NA     |
| Day when a reminder notification is sent to the consignee (including day of arrival)                 | NA     | NA        | 4+6         | 3      | 3      | 8        | 1&7     | 1&4      | 0        | 4&7   | 3&7    | 4           | 3&6 | NA     |
| Number of calendar days during which the consignee can pick up the parcel (including day of arrival) | NA     | NA        | 7           | 7      | 3      | 10       | 7       | 7        | 7        | 9     | 7&7    | 7           | 7   | NA     |

## Notification and storage time per BU (3/4)

|                                                                                                                           | Austria | Belux | Bulgaria | Croatia | Czech Rep. | Denmark | Estonia | Finland | France (Chrono)               | Germany | Greece | Hungary | Ireland | Italy |
|---------------------------------------------------------------------------------------------------------------------------|---------|-------|----------|---------|------------|---------|---------|---------|-------------------------------|---------|--------|---------|---------|-------|
| <b>Lockers</b>                                                                                                            |         |       |          |         |            |         |         |         |                               |         |        |         |         |       |
| Number of proactive notifications sent to the consignee (before reaching the Shop)                                        | 1       | NA    | 1        | 2       | 1          | 1       | 0       | 1       | 1                             | N/A     | 0      | 1       | NA      | 2     |
| Day when a reminder notification is sent to the consignee (including day of arrival)                                      | -       | NA    | 3        | 2       | 1          | 3       | 3       | 3       | 2                             | N/A     | 2      | 2       | NA      | 4     |
| Number of calendar days during which the consignee can pick up the parcel (including day of arrival)                      | 5       | NA    | 3        | 3       | 2          | 7       | 7       | 7       | 3                             | N/A     | 3      | 2       | NA      | 5     |
| <b>General</b>                                                                                                            |         |       |          |         |            |         |         |         |                               |         |        |         |         |       |
| In case of Refusal or End of Grace, parcel goes back to :<br>1. PUDO of Origin<br>2. Depot of Origin<br>3. Sender Address | 1,2,3*  | 2-3   | 3**      | 3       | 3          | 3       | 1,3     | 3       | 3<br>express & 2Shop<br>1 S2S | Y       | 6      | 3       | 3       | 2     |

## Notification and storage time per BU (4/4)

|                                                                                                                           | Latvia | Lithuania | Netherlands | Norway | Poland | Portugal | Romania | Slovakia | Slovenia | Spain | Sweden | Switzerland | UK  |
|---------------------------------------------------------------------------------------------------------------------------|--------|-----------|-------------|--------|--------|----------|---------|----------|----------|-------|--------|-------------|-----|
| <b>Lockers</b>                                                                                                            |        |           |             |        |        |          |         |          |          |       |        |             |     |
| Number of proactive notifications sent to the consignee (before reaching the Shop)                                        | 0      | 0         | 2           | 1      | 1      | 0        | 2       | 0        | 2        | 1     | 1      | NA          | 2   |
| Day when a reminder notification is sent to the consignee (including day of arrival)                                      | 2      | 3         | NA          | 3      | 3      | 2        | 2       | 1        | 2        | 3     | 3      | NA          | 1&2 |
| Number of calendar days during which the consignee can pick up the parcel (including day of arrival)                      | 5      | 5         | 7           | 7      | 3      | 3        | 3       | 3        | 3        | 5     | 7      | NA          | 3   |
| <b>General</b>                                                                                                            |        |           |             |        |        |          |         |          |          |       |        |             |     |
| In case of Refusal or End of Grace, parcel goes back to :<br>1. PUDO of Origin<br>2. Depot of Origin<br>3. Sender Address | 1,3    | 1,3*      | 3           | 3      | 3      | 3        | 2       | 2        | 3        | 3     | 1,2,3  | ?           | 3   |

# Liability

As stated in DPDgroup general terms and conditions, the minimum liability is the provisions of the CMR. The maximum liability is set by each business unit towards their customers, and stated in the side table

| Selling BU          | Maximum amount                                           |
|---------------------|----------------------------------------------------------|
| Austria             | € 265 / parcel                                           |
| Belgium & Luxemburg | International: € 520 / parcel<br>Domestic: SDR 8,33 / kg |
| Bulgaria            | € 520 / parcel                                           |
| Czech Republic      | CZK 50,000 / parcel                                      |
| Croatia             | € 520 / parcel                                           |
| Denmark (PostNord)  | € 265 / parcel                                           |
| Estonia             | € 265 / parcel                                           |
| Finland (PostNord)  | € 265 / parcel                                           |
| France (Chronopost) | € 23 / kg / parcel                                       |
| France (DPD)        | € 33 / kg / parcel                                       |
| Germany             | € 256 / parcel                                           |
| Greece              | € 520 / parcel                                           |
| Hungary             | HUF 50, 000/ parcel                                      |
| Ireland             | €1500 / parcel                                           |

| Selling BU        | Maximum amount                                                              |
|-------------------|-----------------------------------------------------------------------------|
| Italy             | € 520 / parcel                                                              |
| Latvia            | € 265 / parcel                                                              |
| Lithuania         | International: SDR 40<br>/parcel + SDR 4,50 /kg<br>Domestic: € 520 / parcel |
| Netherlands       | € 520 / parcel                                                              |
| Norway (PostNord) | € 265 / parcel                                                              |
| Poland            | PLN 1,000 / parcel                                                          |
| Portugal          | € 10 / kg / parcel (max. € 300)                                             |
| Romania           | € 520 /parcel                                                               |
| Slovakia          | € 520 /parcel                                                               |
| Slovenia          | € 520 /parcel                                                               |
| Spain (SEUR)      | € 10 / kg                                                                   |
| Sweden (PostNord) | € 265 / parcel                                                              |
| Switzerland       | CHF 500 /parcel                                                             |
| UK                | £ 100 / parcel                                                              |

**DPD Hungary Kft.**

**Hatályos: 2025. 12. 01-től / A változásokról kiadott tájékoztatás napja: 2025. 11. 14.**

**Effective from 01.12.2025.**