

# Price list for services in domestic and international



For Parcel Shop from 01.03.2024.

The price of delivery depends on the size of the parcel. Parcel size is calculated by adding the length of the longest and the shortest side of the parcel.

Parcel dimension	The longest + shortest side	Domestic delivery (€)	Export				
			1. zone (€)	2. zone (€)	3. zone (€)	4. zone (€)	5. zone (€)
● XS	max. 35 cm	5,18	17,12	18,45	29,07	31,72	41,01
○ S	max. 50 cm	6,50	18,45	19,78	31,72	39,68	47,65
● M	max. 65 cm	7,83	19,78	21,10	33,05	43,67	56,94
● L	max. 80 cm	9,16	22,43	25,08	35,70	64,90	83,48
● XL	max. dimension	10,49	26,41	30,39	42,34	95,43	123,30

## ADDITIONAL SERVICES (addition to the basic parcel price)

Parcel with Cash on Delivery (the maximum amount of cash on delivery is 1.659,04 €)	1,06 €
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## SURCHARGES (addition to the basic parcel price)

Special delivery areas	6,64 €
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All prices include VAT.

## Zones and transit times on working days:

Zone	Transit times (work days)
● 1. zona	Slovenia, Hungary (1-2), Slovakia, Austria, Czech Republic (3-4)
● 2. zona	Poland, Germany (3-4), Belgium, Netherlands, Luxembourg (4-5)
● 3. zona	Romania (3-4), Italy(3-5), Bulgaria, Denmark, Ireland (5-6)
● 4. zona	Lithuania, Latvia, Estonia (4-5), Sweden(4-6), Greece, Finland (6-7), France (5-6)
● 5. zona	Spain, Portugal, Malta, Cyprus [EU part] (5-6)

The data in the table is for information purposes only. GLS Croatia takes over export parcels only for the listed countries.

GLS Croatia through partner branches transports parcels with a maximum weight of up to 40 kg and dimensions 50x50x50 cm.

# SERVICES AND SURCHARGES

## ● Flexible delivery

In the morning on the day of delivery Recipient will receive e-mail or SMS message about the 3-hour delivery time interval. In case of a failed delivery attempt, we will send another notification containing link to a Delivery Manager where Recipient can immediately choose one of the next option:

1. New date of delivery
2. Delivery to another address
3. Giving consent to leave the parcel at the agreed place without the signature of the recipient (does not apply for parcels with cash on delivery)
4. Personal collection of the parcel in the nearest GLS regional warehouse (depot), Parcel Locker or Parcel Shop
5. Parcel refusal

For parcels in international traffic, the recipient will only receive an e-mail notification. The list of countries in international traffic to which the service applies is available on the official GLS Croatia website.

**LIST OF SPECIAL DELIVERY AREAS**



## ● Cash on Delivery

The calculation and remittance of cash on delivery is done at least twice a week, to the sender's account. The account is specified by filling the parcel label or a special form when handing over the parcel to a Parcel Shop. Surcharge for the service is charged in case the parcel delivery fails.

**The service can only be used in domestic transport.**

\* In any cash handling service offered to the parcel sender, GLS acts only as an intermediary for the sender's cash collection. GLS has no authority to bind the sender or enter into a contract with the cash parcel recipient on behalf of the sender. The sender is obliged to comply with the provisions of applicable laws and regulations on the suppression and prevention of money laundering and terrorist financing.

## ● Special delivery areas (Zone II.)

Includes places and islands that are not included in the delivery area to which we deliver with our own vehicles. delivery to these areas is made through another postal service provider; in this sense, it is possible for another postal service provider to calculate an additional fee for the services provided (details on the aforementioned can be found on the GLS website). The rules on mass and dimension limits, additional services, and services with a time guarantee do not apply to these Parcels. The fee for manipulation of these Parcels is charged per Parcel. The list of locations of the special delivery area is always available on the GLS website under the name "Special delivery areas".

For information, restrictions related to parcels outside the regular delivery area may apply to

- maximum weight: 10 kg
- maximum length: 1,5m
- maximum circular volume: 3m
- transit time: 48-168h
- activation of additional services

The schedule for the islands to which we deliver with our own vehicles is available on the GLS website ([www.gls-croatia.com](http://www.gls-croatia.com)) under the name "Island delivery schedule".