

**If it matters  
to you...**



**... it matters to us!**

**GLS.**

# GLS Price Offer

## Intended for:

Date of offer:

## Temelj kalkulacije:

<b>Domestic distribution:</b> (parcels/day)	<b>Export:</b> (parcels/day)	<b>Import:</b> (parcels/day)
% B2C parcels:	% COD:	Pick up:
% parcels up to 2kg:	% parcels to islands:	Parcel/adress:
% returned parcels:	Average parcel weight:	Seasonality:

**GLS ensures fast and reliable delivery of packages to companies and web shops in all sectors, both domestic and internationally.**



### Transport of parcels tailored to our customers needs

- Ability to pay COD via credit card
- Compensation for damage according to the declared value
- Solutions for return and exchange of products
- Delivery to the designated recipient



### Increased probability of successful delivery

- Delivery announcement via SMS or email
- Incoming call 1h prior to delivery
- Guaranteed delivery within 24 hours
- Delivery to a ParcelShop

#### Validity of the offer:

If an agreement is concluded within one month following the date of issuing of this offer, the prices quoted here will remain valid until 31 March 2023.

The transport charges and additional services are invoiced subsequently, two times per week.

#### Invoicing:

The due date of payment is one week after the invoice has been issued.

The invoice for transport charges and additional services will be settled with collected COD.

Please contact us in case of any questions, we are delighted to be at your disposal!

**Kristina Jevtić Špoljar**

Division Sales Manager

**Dean Pilipović**

Key Account Manager & Supervisor

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(official signature, stamp)

#### Attachments:

- Parcel delivery price list
- Price list of additional services
- Data form
- Statement for making an order

# Price offer for domestic parcel distribution

Domestic parcel distribution	BusinessParcel									
	BusinessSmallParcel									
Weight category	< 2	< 3	< 5	< 10	< 15	< 20	< 25	< 30	< 40	(kg)
Price/parcel	39.92	46.60	49.36	53.18	58.13	60.02	64.89	68.18	110.68	(HRK)

## Export parcel distribution

Country (HRK/parcel)	Parcel /day	EuroBusinessParcel										Transit time
		EuroBusinessSmallParcel										
		< 2 kg (HRK)	< 3 kg (HRK)	< 5 kg (HRK)	< 10 kg (HRK)	< 15 kg (HRK)	< 20 kg (HRK)	< 25 kg (HRK)	< 30 kg (HRK)	< 40 kg (HRK)		
Andorra***	1+	3,373.51	3,831.38	3,983.82	4,085.97	4,549.75	5,257.40	6,035.26	6,822.19	8,283.92	6-7	
Austria	1+	298.41	468.61	478.36	508.02	561.08	596.03	643.05	680.27	970.23	3-4	
Belgium	1+	308.21	587.90	591.61	620.52	670.56	704.00	749.51	784.46	1,103.87	4-5	
Bosnia and Herzegovina*	1+	1,486.01	1,723.42	2,198.25	3,385.33	4,572.40	5,759.48	6,946.55	8,133.63	10,527.78	5-7	
Bulgaria	1+	320.29	673.21	676.92	714.14	752.85	787.05	837.09	846.37	1,121.23	5-6	
Cyprus**	1+	1,361.43	1,885.74	2,479.86	4,278.49	6,077.11	7,875.74	9,674.36	11,472.99	15,241.24	5-6	
Montenegro*	1+	1,486.01	1,723.42	2,198.25	3,385.33	4,572.40	5,759.48	6,946.55	8,133.63	10,527.78	4-5	
Czech Republic	1+	299.95	393.11	396.82	424.22	451.61	479.01	506.40	533.80	758.08	3-4	
Denmark**	1+	312.74	572.80	576.51	606.17	660.74	695.69	744.22	782.19	1,113.68	5-6	
Estonia	1+	408.62	650.56	665.60	702.06	739.26	776.48	813.68	850.90	1,435.31	4-5	
Finland	1+	592.09	1,084.69	1,098.97	1,135.43	1,171.88	1,208.34	1,244.79	1,283.51	2,369.25	6-7	
France	1+	451.14	559.83	567.31	586.54	637.14	653.41	709.81	739.47	1,223.91	5-6	
Gibraltar*	1+	3,347.08	3,672.83	3,825.27	3,927.42	4,391.20	5,098.85	5,876.71	6,663.64	8,125.37	6-7	
Greece	1+	424.91	952.95	956.66	1,227.69	1,493.49	1,744.58	1,899.94	2,131.94	2,877.74	6-7	
Ireland	1+	732.52	1,241.73	1,249.21	1,272.08	1,309.29	1,335.18	1,369.36	1,396.76	1,875.48	5-6	
Italy	1+	445.35	793.25	800.73	819.40	857.67	894.33	934.18	963.85	1,461.55	3-5	
Kosovo*	1+	1,486.01	1,723.42	2,198.25	3,385.33	4,572.40	5,759.48	6,946.55	8,133.63	10,527.78	5-7	
Latvia	1+	380.69	617.34	621.05	641.66	660.74	677.57	709.49	741.42	1,083.48	4-5	
Lichtenstein***	1+	360.30	633.95	651.25	696.02	740.02	784.78	828.78	872.79	1,659.55	3-4	
Lithuania	1+	361.06	534.29	538.00	569.93	609.40	637.56	665.70	693.86	1,204.28	4-5	
Luxembourg***	1+	339.16	575.06	578.77	611.46	672.07	710.04	763.85	804.84	1,115.95	4-5	
Hungary	1+	327.08	379.52	383.23	410.63	438.02	465.42	492.81	520.21	678.05	1-2	
Macedonia*	1+	1,486.01	1,723.42	2,198.25	3,385.33	4,572.40	5,759.48	6,946.55	8,133.63	10,527.78	5-7	
Malta	1+	1,083.59	1,500.69	1,871.33	2,797.94	3,800.03	4,726.64	5,728.73	6,655.34	8,679.54	5-6	
Monaco***	1+	441.09	753.24	760.73	785.11	824.58	851.98	888.43	918.09	1,422.48	3-4	
Netherlands	1+	311.23	549.39	553.10	582.77	637.34	673.04	721.57	759.54	1,090.28	4-5	
Norway*	1+	883.37	1,316.36	1,356.85	1,358.44	1,360.63	1,391.80	1,423.72	1,454.90	1,606.70	5-7	
Germany	1+	304.52	476.91	487.42	515.57	571.65	609.62	626.44	672.72	1,218.63	3-4	
Poland	1+	261.40	372.72	377.19	391.00	408.57	423.14	439.96	455.28	696.17	3-4	
Portugal	1+	558.15	989.38	993.09	995.00	999.71	4,022.98	4,029.45	4,033.88	4,039.21	5-6	
Romania	1+	425.99	587.90	591.61	627.31	663.01	694.94	741.96	751.24	978.54	3-4	
San Marino***	1+	414.66	667.93	675.41	699.79	739.26	766.66	803.11	832.78	1,337.16	3-4	
Slovakia	1+	301.22	359.24	362.01	381.18	440.28	449.56	501.11	510.39	734.67	3-4	
Slovenia	1+	295.37	353.09	356.80	366.08	375.35	384.63	393.90	403.18	441.73	1-2	
Serbia*	1+	1,486.01	1,723.42	2,198.25	3,385.33	4,572.40	5,759.48	6,946.55	8,133.63	10,527.78	4-5	
Spain**	1+	483.22	986.42	1,001.43	1,069.97	1,101.66	1,108.55	1,110.31	1,143.56	1,724.55	5-6	
Sweden	1+	482.61	845.35	855.10	884.77	940.09	975.80	1,025.08	1,062.30	1,713.91	4-6	
Switzerland*	1+	360.30	633.95	651.25	696.02	740.02	784.78	828.78	872.79	1,659.55	3-4	
Turkey*	1+	2,707.44	3,131.15	4,678.33	8,546.28	12,414.22	16,282.17	20,150.11	24,018.06	31,849.45	5-6	
Vatican*	1+	447.88	802.32	809.80	834.18	873.65	901.05	937.50	967.17	1,471.55	3-4	
Great Britain**	1+	368.75	743.56	750.41	769.41	805.72	834.71	883.12	911.19	1,425.95	5-6	

- The information in the "Transit time" column is informational and is not guaranteed!
- \* denote customs destinations, areas representing customs zones of destination with special customs clearance procedures. A minimum of 2 working days for customs clearance of goods must be added to the transit time listed in the table. Before submitting the package, please consult the GLS customer service.
- Turkey, Cyprus, Malta, Greece - packages are forwarded by aircraft via the GLS partner network and as such, shipments must be packed and shipped in accordance with air transport regulations. Before sending a parcel to this country, please contact the GLS customer service!
- BiH, Serbia, Macedonia, Montenegro and Kosovo - shipments worth up to 1000 EUR do not need to be cleared for export. For higher value shipments, the same rules apply as for parcel with destinations in other countries outside the EU. The importer in these destinations has an obligation to import customs duties and pay all related costs, regardless of whether the parcel is customs cleared or not.
- Prices are determined per parcel and do not include 25% VAT.

## Import parcels distribution

Parcel pickup can be ordered from the countries listed in the table of shipments abroad. + 55.00 kn

• If the order for a pickup is received by 4 pm, an attempt to pickup the package will be made the next working day. Expected transit time starts from the day of collection. Customs information, as well as information on transport from a particular destination, do not differ from those described in the "Shipment of parcels abroad."

• The following countries are excluded from the service of parcel delivery from abroad: Bosnia and Herzegovina, Montenegro, Macedonia, Serbia, Kosovo.

# Price list of additional services and fees

## Notification services

Service	Domestic distribution	Export parcel distribution	Import parcel distribution
FlexDeliveryService - E-mail	<input type="checkbox"/> + 4.02 kn	<input type="checkbox"/> + 10.49 kn	-
FlexDeliveryService - E-mail + SMS	<input type="checkbox"/> + 4.46 kn	+ 12.49 kn	-
Contact Service	<input type="checkbox"/> + 4.36 kn	-	-
PreadviceService	+ 2.41 kn	-	-
SMSService	+ 2.01 kn	-	-

## Time-limited services

Service	Domestic distribution	Export parcel distribution	Import parcel distribution
Guaranteed24Service	<input type="checkbox"/> + 7.72 kn	-	-
LateCollectionService	<input type="checkbox"/> ***Ask for specific offer	-	-
ExpressParcel	+ 60.0 %	-	-

## Cash on delivery (COD)

Domestic distribution		Export parcel distribution					
COD amount	Fee	Slovenia	Slovakia	Hungary	Czech Republic	Romania***	Surcharges
till 250 kn	+ 15.78 kn	till 50 EUR	till 50 EUR	till 10 000 HUF	till 1 500 CZK	till 130 RON	+ 40.20 kn
till 500 kn	+ 18.80 kn	till 90 EUR	till 90 EUR	till 20 000 HUF	till 2 200 CZK	till 270 RON	+ 48.24 kn
till 1 250 kn	+ 26.24 kn	till 220 EUR	till 220 EUR	till 50 000 HUF	till 6 000 CZK	till 670 RON	+ 56.29 kn
till 2 500 kn	+ 34.71 kn	till 450 EUR	till 450 EUR	till 100 000 HUF	till 12 000 CZK	till 1 330 RON	+ 64.33 kn
till 3 800 kn	+ 39.90 kn	till 700 EUR	till 700 EUR	till 150 000 HUF	till 18 000 CZK	till 2 000 RON	+ 72.37 kn
till 12 500 kn	1% od prikupljenog pouzeća	till 2000 EUR	till 2655,51 EUR	till 499 999 HUF	till 60 000 CZK	till 5 000 RON	+ 144.73 kn
<b>BankCardService</b> (% of the collected amount)	5.0%	5.0%					

• The ordering party should have a current account in Hungary kept in HUF, in Slovakia kept in EUR, in the Czech Republic kept in CZK, in Romania kept in RON and in Slovenia kept in EUR. Service fee will be charged also in case of unsuccessful delivery.

• \*\*\*If the recipient is a legal entity, a maximum of RON 5,000 per recipient may be charged per day, regardless of the number of parcels.

## Returns

Service	Domestic distribution	Export parcel distribution	Import parcel distribution
Pick&ShipService	+ 28.73 kn	-	Included in the price of transport
Pick&ReturnService	+ 28.73 kn	-	Included in the price of transport
ExchangeService	+ 10.04 kn	-	-
DocumentReturn	+ 40.21 kn	-	-

## Special services

Service	Domestic distribution	Export parcel distribution	Import parcel distribution
AddresseeOnlyService	+ 20.10 kn	-	-
ShopDeliveryService	Included in the price of transport	Included in the price of transport	Included in the price of transport

# Price list of additional services and fees

## Special services

Service	Domestic distribution		Export parcel distribution		Import parcel distribution	
	Declared value: (kn)	Fee	Declared value: (kn)	Fee	Declared value: (kn)	Fee
DeclaredValueInsuranceService	from 0.00 till 1.250,00	Included in the price of transport	from 0.00 till 1.250,00	Included in the price of transport	from 0.00 till 1.250,00	Included in the price of transport
	from 1.250,01 till 2.500,00	+ 121.00 kn	from 1.250,01 till 2.500,00	+ 153.00 kn		-
	from 2.500,01 till 5.000,00	+ 188.00 kn	from 2.500,01 till 5.000,00	+ 288.00 kn		-
	from 5.000,01 till 8.750,00	+ 375.00 kn		-		-
	from 8.750,01 till 12.500,00	+ 565.00 kn		-		-
	Delivery for the 2nd Delivery Zone*	+ 104.00 kn			-	

- Parcels meant for islands that we do not cover with our own vehicles, will be delivered in cooperation with the contractual partner according to the following conditions with a
- maximum weight: 10kg
  - maximum length: 1,5m
  - maximum volume: 3m
  - transit time: 48 - 168h
  - maximum COD amount: 12.500,00kn
  - activation of additional services (except cash collection service) is not possible

## Additional fees

Service	Domestic distribution		Export parcel distribution		Import parcel distribution	
Fuel surcharge*	0.35 kn/category		3% kn/category		3% kn/category	
ClimateProtect	+ 3.00 kn		+ 5.00 kn		+ 5.00 kn	
Oversized parcel	+ 300.00 kn		+ 699.00 kn		+ 699.00 kn	
Overweight parcel	+ 70.00 kn		+ 70.00 kn		+ 70.00 kn	
Improperly packaged parcel	+ 79.00 kn		+ 599.00 kn		+ 599.00 kn	
Special handling	+ 89.90 kn		-		-	
Customs brokerage**	-		Parity DAP	+ 250.00 kn	Parity DAP	+ 390.00 kn
			Parity DDP GRATIS export	+ 500.00 kn	Parity DDP	-
			Parity EXW	-	Parity EXW	+ 640.00 kn

\* The amount of the fuel surcharge depends on the change in the Consumer Price Index for Fuels and Lubricants for Passenger Cars of the Central Bureau of Statistics. Above HRK 7.69 / l, for each initiated change in the price of diesel of HRK 0.25 / l (category), a fee per package will be charged. The fuel surcharge can be agreed in a fixed amount for each package sent up to + 10% / package

\* If the box is ticked  the service will be active for your parcel.

(službeni potpis, pečat)

## Data form

GENERAL INFORMATION:	
<b>Order for:</b>	<input type="checkbox"/> International delivery <input type="checkbox"/> Domestic delivery
<b>Do you want to receive invoices in electronic form, via e-mail address</b>	<input type="checkbox"/> NO <input checked="" type="checkbox"/> YES, on e-mail address:
<b>Company name:</b>	
<b>Company headquarters address:</b>	
<b>Parcel pickup address:</b> (If different from the company headquarters address)	
<b>Billing address:</b> (If different from the company headquarters address)	
<b>Telefon /Telefax (central):</b>	
<b>Tax number - OIB / VAT :</b>	
<b>Product (package contents, eg. office supplies, electronics, textiles,...):</b>	
<b>Do you send more than 50% of packages to private individuals?</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO
<b>Bank account number - IBAN and SWIFT address:</b>	<b>HR</b> <b>SWIFT (BIC):</b>
<b>I want the invoice issued for the services provided to be collected from the collected COD</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO
NOTIFICATION FROM GLS:	
<b>Specification of paid CODs:</b>	E-mail:
<b>Specification of issued invoices:</b>	E-mail:
<b>All other notifications:</b> (notices about new services and service notices, changes in commercial terms)	E-mail:
<b>Contact person at the parcel pickup address:</b>	Name and surname:
	Contact telefon:
<b>Contact person for financial issues:</b>	Name and surname:
	Contact telefon:

We accept the General Terms and Conditions and the offer of GLS, we agree to register the above data and undertake to provide respondents whose data are listed in the offer and this Form all necessary information in accordance with Articles 13 and 14 of the General Data Protection Regulation and we are responsible for exercise of all their rights.

In \_\_\_\_\_, \_\_\_\_\_ 202\_  
(place, date)

\_\_\_\_\_  
(official signature, stamp)

GLS Croatia, as a member of the GLS Group, protects clients' personal data in accordance with General Regulation (EU) 2016/679 on data protection, and will use the information provided solely to fulfill the rights and obligations arising from this Agreement and the General Terms and Conditions. use for other purposes.



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T +385 1 2042 672, F +385 1 2369 620  
E-mail: sales@glc-croatia.com

## Statement for making an order

With this, starting from \_\_\_\_\_ until the recall, we entrust the company GLS Croatia d.o.o. parcel transport and express shipments. Date of valid offer at the time of order creation: \_\_/\_\_/202\_\_

GLS reserves the right to review service fees, and to change them, regardless of the current offer and during its duration, if there are changes in the tax and / or regulatory environment and / or in case of deviations from the calculation and / or if more of 10% of the total delivered packets larger than 200cm of circular volume and / or if more than 1% of the total submitted parcel are larger than 300cm of circular volume and / or if more than 2% of returned / rejected parcel in relation to the total quantity of sent packets and / or if more than 5% of the total submitted parcel with declared value (DPV) and / or if more than 2% of the total submitted packages are for islands and / or the negative deviation of submitted packages is more than 10% of the agreed packages and / or in the event of an increase in the inflation rate of more than 2%, GLS reserves the right to review fees for services, and their change in the event of a change in the EUR exchange rate of more than 2% in relation to HRK.

GLS Croatia will inform the Sender in writing or electronically about changes in commercial conditions, changes in the General Terms and Conditions and about new services and their prices no later than 15 days before their application. By using the services after the application of the new conditions, the Sender accepts the changed conditions.

Issuing this offer to a third party may result in legal consequences!

We note that the transport will be performed exclusively in accordance with the current general terms and conditions of GLS Croatia d.o.o., and that in case of any legal dispute arising in connection with the transport of packages and express shipments, the court has jurisdiction over the headquarters of GLS Croatia d.o.o.

We declare that we have downloaded and read the general terms and conditions of GLS Croatia d.o.o. available on the website, and that we agree with their content.

In \_\_\_\_\_, date: \_\_\_\_\_

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(official signature, stamp)