



## GLS Price Offer

### for parcel delivery and Express parcel distribution



#### GLS Group

**GLS Croatia** is a subsidiary of the GLS Group. GLS provides reliable, high-quality parcel services to **over 240,000** customers, complemented by freight and express services. “**Quality leader in parcel logistics**” is GLS’ guiding principle. Through wholly owned and partner companies, the **GLS Group covers 40 countries** and is globally connected via contractual agreements. With its ground based network, GLS is one of the leading parcel service providers in Europe. The Group also operates through wholly owned **subsidiaries in Canada** and on the West Coast of the USA. The GLS network consists of c. **70 central and regional transshipment points** and c. 1,400 depots which are supported by c. **28,000 final mile delivery vehicles** and c.**4,000 long distance trucks**. GLS employs c. **19,000 people**. In the 2019/20 fiscal year GLS generated revenues of 3.6 billion euros and delivered 667 million parcels.



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Date:

## GLS price offer for domestic and express parcel distribution

With reference to the requirements expressed by you during our preliminary discussions, as well as to the information you provided to us, we would like to submit the following price offer.

### General characteristics of the GLS General Logistics Systems parcel delivery system

- Fast and reliable door-to-door delivery (0-40kg)
- In mainland Croatia we deliver parcels (0-40 kg) to the consignees during business hours (between 8 am and 5 pm) on the work day following the day of collection. Please check the transit time to the islands with GLS customer service or at our website [www.gls-croatia.com](http://www.gls-croatia.com).
- Special handling in case of sensitive small parcels (0-2kg), separate sorting, shipment in special GLS bags
- Second delivery is attempted free of charge
- In case of unsuccessful delivery, the parcels are returned to the sender without any extra charge
- Indemnity covers the purchase value of the parcel contents till maximum of: **1.250,00**  (AIN)
- Track & Trace® technology: online shipment movement tracking, proof of delivery can be downloaded from our website
- Automatic daily parcel status reports
- Customer supporting software for label processing (GLS Connect, GLS Online, My GLS, GLS API)
- Customer service available between 07:00 am and 06:00 pm

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 2021**

**The transport charges and additional services are invoiced subsequently, once per month.**

**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.**

GLS retains the right to review fees for services, and to amend them, regardless of the current valid offer and its duration: when it comes to the changes in the tax and / or regulatory environment and / or in case of deviations from the base calculations and / or if more than 10% of the total submitted parcels are greater than 200cm circular volume and / or if more than 1% of the total submitted parcels are greater than 300cm circular volume and / or if more than 2% of the total submitted parcels is returned/rejected and / or if more than 5% of the total submitted parcels are with a declared value (DPV) and / or in case of more than 2% of the total submitted parcels which GLS transports to the islands directly and / or in case when deviation is more than 10% of the agreed parcels. In the case of foreign clients, GLS retains the right to review fees for services, and they will change in the event when EUR change more than 2% in relation to HRK.

GLS Croatia will inform the Sender **in writing or by e-mail** about changes in commercial terms, General Terms and Condition, and about new services and their prices **15 days prior** to their application. By using the GLS service after the new terms have been applied, the Sender accepts the changed terms.

Attention should be drawn to the fact that the issuance of this offer to a third party may result in legal consequences!

If you have any questions please do not hesitate to contact us, as we are always at your service!

#### Appendices:

Price Offer for Parcel Distribution

Assignment declaration

Customer Card

# Price offer for domestic parcel distribution




Offer for: Company Title  
Parcel volume/day 2+ parcel/day

Date:

PRODUCT		Business-Parcel Business-Small Parcel
Parcel weight		Transport charge / parcel
< 2 kg		39,92 kn
< 3 kg		46,40 kn
< 5 kg		49,36 kn
< 10 kg		53,18 kn
< 15 kg		58,13 kn
< 20 kg		60,02 kn
< 25 kg		64,89 kn
< 30 kg		68,18 kn
< 40 kg		110,68 kn
VALUE-ADDED SERVICES		Fee in HRK
<b>ContactService</b> <input type="checkbox"/> *	(CS1)	
Within the hour preceding the first planned delivery time of the parcel, the courier calls the recipient and informs about the expected time of delivery. Courier will also inform the recipient about COD and name of the person that can take over parcel. This service includes one phone call.		+ 4,36 kn
<b>LateCollectionService</b> <input type="checkbox"/> *	(LCO)	
By ordering this service, GLS will collect parcels in Zagreb area outside normal business hours, namely between 17:00 to 20:00 hrs. The service can be ordered in advance for an agreed period of time and for parcel volume not less than 10 parcels per day. Fee for this service is per parcel and depends on the individual agreement.		***Ask for specific offer
<b>Guaranteed24Service</b> <input type="checkbox"/> *	(24H)	
This service guarantees that in case of GLS's fault the delivery does not take place on the working day following the day of collection, GLS will refund triple amount of the the transport charge.		+ 7,72 kn
<b>FlexDeliveryService</b> <input type="checkbox"/> *	(FDS) E-mail	
After ordering the service, we inform the recipient via e-mail about the following: that the parcel in domestic distribution will be delivered the next working day, delivery address and the amount of cash on delivery. The second e-mail message will be send in the morning on the day of delivery, with 3-hour time interval for the expected time of delivery. After unsuccessful attempt of delivery the recipient receives a notification and can choose one of five options for the next delivery (delivery to a new address, delivery at a different time, personal pick up in the nearest GLS depot, ParcelSHOP or Parcel locker delivery, refusal of the parcel or deposit permission).		+ 4,02 kn
<b>FlexDeliveryService</b> <input type="checkbox"/> *	(FSS) FDS+SMS	
In addition to an e-mail message, recipient is notified with SMS notifications as well.. By enabling FlexDelivery SMS service, E-mail (FDS) service will automatically be activated.		+ 4,46 kn
<b>CashService</b>	(COD)	
The accounting and transfer of the cash on delivery are performed automatically, daily. In case of Croatian bank account, GLS will undertake to pay the related bank charges. Service fee will be charged also in case of unsuccessful delivery.		
	Amount	
	till 250 kn	+ 15,78 kn
	till 500 kn	+ 18,80 kn
	till 1 250 kn	+ 26,24 kn
	till 2 500 kn	+ 34,71 kn
	till 3 800 kn	+ 39,90 kn
	till 12 500 kn	1% of collected COD
<b>AddresseeOnlyService</b>	(AOS)	
The consigner may instruct GLS to deliver the parcel to a specific person which has to show an official identification document including a photo in order to receive a parcel.		+ 20,10 kn

Please pay attention, that the value-added services marked with "  \* " are active for all your parcels!

VALUE-ADDED SERVICES		Fee in HRK
<b>SMSService</b>	(SM1)	+ 2,01 kn
<p>When the label is created, recipient will receive SMS notification that the parcel will be delivered on the next work day. The message can contain the identity number of the parcel, COD cost and, by default, the phone number of the customer service, where the recipient can get answers for His/Her questions about the delivery. Text message can be up to 130 characters long.</p>		
<b>PreadviceService</b>	(SM2)	+ 2,41 kn
<p>GLS Croatia informs the recipient in the morning of the delivery via SMS that contains the identity number of the parcel, time of delivery in a 3 hours interval time (e.x.: between 8-11 a.m.), the phone number of the call center, where the recipient can arrange details about the delivery.</p>		
<b>Pick&amp;ShipService</b>	(P&S)	+ 28,73 kn
<p>Based on consigner order, GLS will pick up the parcel at the place indicated and deliver it to a specified address within Croatia.</p>		
<b>Pick&amp;ReturnService</b>	(P&R)	+ 28,73 kn
<p>Based on consigner order, GLS will pick up the parcel at the indicated pick-up location and return it to a shippers address within Croatia.</p>		
<b>ExchangeService</b>	(XS)	+ 10,04 kn
<p>In time of delivering a parcel, GLS will pickup return parcel from the recipient and deliver it to the shippers address within Croatia.</p>		
<b>DocumentReturnService</b>	(SZL)	+ 40,21 kn
<p>A solution to the situation, when special documents accompanying the parcels have to be signed by the recipient and returned to the sender. In case of failure to execute the service due to certain factors (for example: the recipient refuses to sign the documentation, documentation is not included with the package, etc.), GLS Croatia does not assume the material responsibility for the failure of execution and any consequential damage.</p>		
<b>DeclaredValueInsuranceService</b>	Insurance range;	
	(IN1) 1.250,01 - 2.500,00 kn	+ 121,00 kn
	(IN2) 2.500,01 - 5.000,00 kn	+ 188,00 kn
	(IN3) 5.000,01 - 8.750,00 kn	+ 375,00 kn
	(IN4) 8.750,01 - 12.500,00 kn	+ 565,00 kn
<p>Indemnity under the declared value can be agreed up to the amount of 12.500,00 HRK/parcel. GLS will cover for eventual damage till the agreed amount and based on General tems of Service, but only up to first occurrence of damage.</p>		
<b>ShopDeliveryService</b>	(PSD)	Included in parcel transport fee
	<p><b>Delivery to the PaketShop/ParcelLocker</b> By ordering the ShopDeliveryService, parcels will be delivered to selected PaketShop. To receive the parcel, the recipient will be required to present an official document as proof of identity.</p>	

Please pay attention, that the value-added services marked with "☑" \* " are active for all your parcels!

PRODUCT	Express-Parcel Express-Small Parcel
Express time-definite parcels are delivered by 12 am on the day following the day of collection. Only when shipped to certain towns – the list of towns to which deliveries are made can be found on GLS's website.	+ 60 %

SURCHARGES		Fee in HRK	
<b>Diesel surcharge***</b>	The amount of the fuel surcharge depends on the change of the Index of Consumer Prices in Croatian Bureau of Statistics for fuels and lubricants. Above 7,69 kn/l for each commenced change of 0,25 kn/l in diesel price a fee (per parcel) will be charged.	+ 0,35 kn	
<b>Oversized parcel (TM)</b>	If girth exceeds 300 cm	+ 300,00 kn	
<b>Overweight parcel</b>	Charged on every kilo or a fraction of a kilo above 40 kg	+ 70,00 kn	
<b>Improperly packaged parcel (NMC)</b>	GLS will not cover any damage caused by improper packaging. The fact that GLS has picked-up the parcel does not mean that the parcel is packed according to the GLS General Terms and Condition and packaging guideline. Feel free to contact your GLS sales representative or customer service for more details.	+ 79,00 kn	
<b>Red Cross (RC)</b>	Additional surcharge in favor of the Croatian Red Cross in domestic postal traffic in accordance with the provisions of the Red Cross Law article 33. For all postal items in domestic traffic, except newspapers and magazines, surcharge will be applied <b>in the amount of 50% of the nominal value of the first weight rate of the letter according to the price list of the services of the public operator.</b>		
<b>Declared Parcel Value (DPV)</b>	Additional fee for parcels sent to the Croatian area over Bosnia and Herzegovina (supply for the city of Dubrovnik, Cavtat, Peljesac, Korcula, etc.). The fee per parcel is charged based on a percentage of the value of goods that the client states while creating parcel label.	1% (but min. 10kn)	
<b>Second zone delivery*</b>	Islands that GLS does not cover with their own vehicles will be delivered in collaboration with Croatian Post under the following conditions with a fixed fee per package: Maximum weight: 20kg Maximum length: 1.5 m The maximum volume: 3m girth Transit time: 48 - 168h COD service up to 12.500,00 HRK Activation of other additional services is not possible * List of islands which belong to Zone 2 can be found on the company website	<b>Transport charge/parcel</b>	
		< 2 kg	+ 143,92 kn
		< 3 kg	+ 150,40 kn
		< 5 kg	+ 153,36 kn
		< 10 kg	+ 157,18 kn
		< 15 kg	+ 162,13 kn
< 20 kg	+ 164,02 kn		
<b>Special handling (SPH)</b>	GLS will charge additional fee for every submitted parcel labeled with special handling (CN fragile, this side up, etc.) Fragile goods should be adequately protected, for example. wrapped in styrofoam or other coating material. The special handling labels points to attention, but does not protect the goods.	+ 89,90 kn	
<b>Attention!</b>	The GLS courier does not examine the parcels' weight neither dimensions. In case the consigner's parcel exceeds the applicable weight (max. 40 kg) and girth (max 3 m = 2x height + 2x width + 1x length) and pick up driver does not reject the pick-up of the parcel, additional charges will be invoiced. In the above case, GLS reserves the right to transmit the mentioned products to domestic spedition, hereby the delivery deadline can be elongated.		

Prices do not include the applicable 25% VAT.

\*\*\*It is possible to define a fix fee for diesel surcharge up to 10% per parcel.

# Price offer for export parcel distribution



Offer for:

Company Title

Date:

Parcel volume: number of parcels for specific country, up to 1% parcels for special zones of delivery

PRODUCT			Business-Parcel									
Country	Zone	Parcel /day	< 2 kg	< 3 kg	< 5 kg	< 10 kg	< 15 kg	< 20 kg	< 25 kg	< 30 kg	< 40 kg	Transit time
Andorra***	V.	1+	1.286,90	1.393,55	1.500,20	1.536,91	1.697,39	1.941,34	2.480,42	2.703,06	2.925,71	6-7
Austria	I.	1+	238,01	261,89	294,77	306,67	326,58	340,29	372,65	401,24	429,82	3-4
Belgium	II.	1+	237,28	288,63	339,99	351,63	370,51	383,70	414,77	441,93	469,10	4-5
Bosnia and Herzegovina*	II.	1+	319,12	319,44	320,17	322,13	324,24	326,58	335,05	355,15	375,25	5-7
Bulgaria	III.	1+	233,14	280,62	328,10	342,33	356,81	370,00	393,32	411,83	430,34	5-6
Cyprus**	V.	1+	461,83	667,06	872,29	1.261,20	1.819,10	2.345,99	3.146,58	3.617,93	4.089,28	5-6
Montenegro*	II.	1+	319,12	319,44	320,17	322,13	324,24	326,58	335,05	355,15	375,25	4-5
Czech Republic	I.	1+	242,63	254,14	275,65	284,19	295,31	306,44	328,72	346,07	363,41	3-4
Denmark**	III.	1+	241,15	285,02	328,88	338,19	358,62	372,33	405,47	434,70	463,93	5-6
Estonia	IV.	1+	292,06	389,54	487,02	501,24	515,73	530,21	559,22	631,73	704,24	4-5
Finland	IV.	1+	338,57	413,70	488,83	503,05	517,28	531,50	560,77	719,07	877,37	6-7
France	IV.	1+	283,27	340,83	398,39	408,48	423,74	434,86	461,02	519,84	578,66	5-6
Gibraltar*	V.	1+	1.294,91	1.421,33	1.547,75	1.584,46	1.744,94	1.988,88	2.527,97	2.750,61	2.973,25	6-7
Greece	IV.	1+	347,61	490,70	633,79	840,52	1.209,79	1.548,05	1.971,37	2.254,09	2.536,81	6-7
Ireland	III.	1+	380,69	461,76	542,83	552,41	566,89	577,50	602,11	656,54	710,96	5-6
Italy	III.	1+	272,68	316,67	360,66	370,75	386,01	397,14	423,30	482,12	540,93	3-5
Kosovo*	II.	1+	319,12	319,44	320,17	322,13	324,24	326,58	335,05	355,15	375,25	5-7
Latvia	IV.	1+	282,50	377,14	471,77	480,57	488,85	496,36	521,75	565,71	609,67	4-5
Lichtenstein***	II.	1+	238,83	287,73	336,63	351,89	367,15	382,41	412,96	504,08	595,20	3-4
Lithuania	IV.	1+	270,87	357,11	443,35	456,02	471,28	482,67	505,47	565,32	625,17	4-5
Luxembourg***	II.	1+	246,84	286,05	325,26	338,19	360,69	375,43	411,41	443,61	475,82	4-5
Hungary	I.	1+	243,48	255,69	267,89	275,66	286,79	297,91	320,20	332,63	345,07	1-2
Macedonia*	II.	1+	319,12	319,44	320,17	322,13	324,24	326,58	335,05	355,15	375,25	5-7
Malta	V.	1+	425,39	599,10	772,81	1.012,88	1.402,82	1.924,54	2.272,93	2.587,95	2.902,97	5-6
Monaco***	V.	1+	283,27	340,83	398,39	408,48	423,74	434,86	461,02	519,84	578,66	3-4
Netherlands	II.	1+	241,41	281,79	322,16	334,06	354,49	368,45	401,59	430,69	459,80	4-5
Norway*	V.	1+	426,43	523,00	619,58	632,25	644,67	657,09	682,21	687,16	692,10	5-7
Germany	II.	1+	240,75	264,60	300,45	311,84	332,78	347,52	372,65	445,03	517,42	3-4
Poland	II.	1+	248,13	314,86	381,59	388,06	395,83	402,56	417,10	437,28	457,47	3-4
Portugal	V.	1+	273,45	368,87	464,28	482,12	499,97	504,89	540,61	558,47	576,33	5-6
Romania	III.	1+	275,78	301,55	327,33	341,29	355,26	367,94	390,74	408,60	426,46	3-4
San Marino***	V.	1+	272,68	316,67	360,66	370,75	386,01	397,14	423,30	482,12	540,93	3-4
Slovakia	I.	1+	242,63	254,14	275,65	284,19	295,31	306,44	328,72	346,07	363,41	3-4
Slovenia	I.	1+	233,14	246,26	259,37	264,29	269,21	274,14	284,02	288,96	293,90	1-2
Serbia*	II.	1+	319,12	319,44	320,17	322,13	324,24	326,58	335,05	355,15	375,25	4-5
Spain**	V.	1+	293,09	377,91	462,73	475,66	488,60	501,53	527,17	589,22	651,27	5-6
Sweden	IV.	1+	312,73	383,72	454,72	466,62	487,30	501,27	534,41	618,42	702,43	4-6
Switzerland*	II.	1+	238,83	287,73	336,63	351,89	367,15	382,41	412,96	504,08	595,20	3-4
Turkey*	IV.	1+	547,87	828,30	1.108,73	1.775,16	2.503,60	3.847,04	4.601,11	5.307,61	6.014,10	5-6
Vatican*	V.	1+	284,05	345,35	406,66	416,75	432,01	443,13	469,29	528,11	586,93	3-4
Great Britain**	III.	1+	273,71	350,26	426,81	437,68	455,52	467,68	497,20	567,39	637,57	5-6

\* The data contained in the column Transit Time are included for information purposes only and are not guaranteed.

\*\* Customs destinations. For transit time indicated in the table, a minimum of **2 business days** should be added for customs clearance of goods. To the price indicated in the table, a fee of **HRK 250.00** should be added for the shipment of goods with **DAP** customs parity (the fee covers only the cost of export customs clearance), or **HRK 500.00** for the shipment of goods with the customs parity **DDP** (the fee covers the cost of export customs clearance and the import customs clearance at the import destination; the importer does not bear the cost of import customs clearance but only transit customs costs). Other customs parities (EXW,...) are not available for export parcels. For low value shipments which are not subject to taxes and duties additional fee is charged as for the parcels with customs parity **DDP (HRK500.00)**.

\*\*\* areas that represent **customs zones** are included, so before sending the parcels, customs procedures must be carried out as well as for parcels destined for destination in non-EU countries. Before submitting a parcel with a destination outside the EU and to the areas that represent customs zones (even though they are territorial part of the EU), and before submitting parcels to destinations including air transport, please consult with the GLS Customer Service.

\*\*\*\* Customs destinations with special customs regulation. Before submitting parcels, please consult with the GLS Customer Service: [cs@glc-croatia.com](mailto:cs@glc-croatia.com)

• **Bosnia and Herzegovina, Serbia, Macedonia, Montenegro and Kosovo** - shipments up to 1000 Euros do not require custom clearance. For larger value shipments the same rules apply as well as for packages with destinations in other countries outside the EU. The importer at these destinations has an obligation to import customs clearance and to pay all the relevant costs, regardless of whether the parcel is export cleared or not.

• **Turkey, Cyprus, Malta, Greece** - parcels are shipped by airplane through the GLS partner network and as such, parcels must be packaged and shipped in accordance with air traffic regulations. Before sending the parcel to this country please contact GLS Customer Service!

• ZIP codes for special delivery zones are provided by customer service or on our web site [www.gls-croatia.com](http://www.gls-croatia.com)

## ADDITIONAL SERVICES

### CashService

The client must have a bank account in Slovakia (EUR), Romania (RON), Hungary (HUF), the Czech Republic (CZK) or Slovenia (EUR). Service fee will be charged also in case of unsuccessful delivery.

Slovenia	Slovakia	Hungary	Czech Republic	Romania***	Fee in HRK
till 50 EUR	till 50 EUR	till 10 000 HUF	till 1 500 CZK	till 130 RON	+ 40,20 kn
till 90 EUR	till 90 EUR	till 20 000 HUF	till 2 200 CZK	till 270 RON	+ 48,24 kn
till 220 EUR	till 220 EUR	till 50 000 HUF	till 6 000 CZK	till 670 RON	+ 56,29 kn
till 450 EUR	till 450 EUR	till 100 000 HUF	till 12 000 CZK	till 1 330 RON	+ 64,33 kn
till 700 EUR	till 700 EUR	till 150 000 HUF	till 18 000 CZK	till 2 000 RON	+ 72,37 kn
till 2000 EUR	till 2655,51 EUR	till 499 999 HUF	till 60 000 CZK	till 5 000 RON	+ 144,73 kn

• \*\*\* If the recipient is a legal entity, the amount of the daily collected COD can be 5 000 RON maximum per addressee, irrespectively of number of parcels.

### FlexDeliveryService

(FDS) E-mail

(available in following countries: HUNGARY, SLOVENIA, SLOVAKIA, CZECH REPUBLIC, ROMANIA, GERMANY, AUSTRIA, POLAND, BELGIUM, LUXEMBURG, DENMARK, NETHERLANDS, SPAIN, FINLAND, ITALY, PORTUGAL, BULGARIA, GREECE, IRELAND, GREAT BRITAIN)

After ordering the service, we inform the recipient via e-mail about expected delivery time frame. The recipient receives the 2nd email recipient receive after the parcel reaches destination and includes informations about date and time of delivery. All e-mail notifications include a link to Delivery Manager website where the recipient can change the delivery location.

+ 7,49 kn

When the parcel arrives at the Inbound depot changes via the FDS web page are no longer possible. The email link leads to the parcel tracking.

### FlexDeliveryService

(FSS) FDS +SMS

(available in following countries: HUNGARY, SLOVENIA, SLOVAKIA, CZECH REPUBLIC, ROMANIA)

In addition to e-mail message, recipient is notified with SMS notifications as well.

By enabling FlexDelivery SMS service, E-mail (FDS) service will be automatically activated.

+ 8,49 kn

### DeclaredValueInsuranceService

Insurance range:

Each parcel can in be insured ad hoc up to 5000,00 HRK. GLS assumes the responsibility for eventual damage defined by agreement and General terms of Service, only up to first occurrence of damage.

(IN1)	1.250,01 - 2.500,00 kn	+ 153,00 kn
(IN2)	2.500,01 - 5.000,00 kn	+ 288,00 kn

## ADDITIONAL FEES

Fee in HRK

<b>Diesel surcharge***</b>	The amount of the fuel surcharge depends on the change of the Index of Consumer Prices in Croatian Bureau of Statistics for fuels and lubricants. Above 7,69 kn/l for each commenced change of 0,25 kn/l in diesel price a fee (per parcel) will be charged.	+ 3 %
<b>Oversized parcel (TM)</b>	If girth exceeds 300 cm	+ 699,00 kn
<b>Overweight parcel</b>	Charged on every kilo or a fraction of a kilo above 40 kg	+ 70,00 kn
<b>Improperly packaged parcel (NMC)</b>	GLS will not cover any damage caused by improper packaging. The fact that GLS has picked-up the parcel does not mean that the parcel is packed according to the GLS General Terms and Condition and packaging guideline. Feel free to contact your GLS sales representative or customer service for more details.	+ 599,00 kn
<b>Attention!</b>	The GLS courier does not examine the parcels' weight neither dimensions. In case the consigner's parcel exceeds the applicable weight (max. 40 kg) and girth (max 3 m = 2x height + 2x width + 1x length) and pick up driver does not reject the pick-up of the parcel, additional charges will be invoiced. In the above case, GLS reserves the right to transmit the mentioned products to domestic spedition, hereby the delivery deadline can be elongated.	

The charges are specified per parcel, do not include 25% VAT.

\*\*\* Diesel surcharge can be arranged in fixed amount up to + 10%/parcel, for each sent parcel

# Price offer for import parcel distribution



Offer: \_\_\_\_\_ Company Title \_\_\_\_\_

Date: \_\_\_\_\_

Parcel volume: number of parcels for specific country, up to 1% parcels for special zones of delivery

PRODUCT			Business-Parcel Business-Small Parcel									
Country	Zone	Parcel /day	< 2 kg	< 3 kg	< 5 kg	< 10 kg	< 15 kg	< 20 kg	< 25 kg	< 30 kg	< 40 kg	Transit time
Andorra***	V.	1+	1.321,90	1.428,55	1.535,20	1.571,91	1.732,39	1.976,34	2.515,42	2.738,06	2.960,71	6-7
Austria	I.	1+	273,01	296,89	329,77	341,67	361,58	375,29	407,65	436,24	464,82	3-4
Belgium	II.	1+	272,28	323,63	374,99	386,63	405,51	418,70	449,77	476,93	504,10	4-5
Bulgaria	III.	1+	268,14	315,62	363,10	377,33	391,81	405,00	428,32	446,83	465,34	5-6
Cyprus**	V.	1+	496,83	702,06	907,29	1.296,20	1.854,10	2.380,99	3.181,58	3.652,93	4.124,28	5-6
Czech Republic	I.	1+	277,63	289,14	310,65	319,19	330,31	341,44	363,72	381,07	398,41	3-4
Denmark**	III.	1+	276,15	320,02	363,88	373,19	393,62	407,33	440,47	469,70	498,93	5-6
Estonia	IV.	1+	327,06	424,54	522,02	536,24	550,73	565,21	594,22	666,73	739,24	4-5
Finland	IV.	1+	373,57	448,70	523,83	538,05	552,28	566,50	595,77	754,07	912,37	6-7
France	IV.	1+	318,27	375,83	433,39	443,48	458,74	469,86	496,02	554,84	613,66	5-6
Gibraltar*	V.	1+	1.329,91	1.456,33	1.582,75	1.619,46	1.779,94	2.023,88	2.562,97	2.785,61	3.008,25	6-7
Greece	IV.	1+	382,61	525,70	668,79	875,52	1.244,79	1.583,05	2.006,37	2.289,09	2.571,81	6-7
Ireland	III.	1+	415,69	496,76	577,83	587,41	601,89	612,50	637,11	691,54	745,96	5-6
Italy	III.	1+	307,68	351,67	395,66	405,75	421,01	432,14	458,30	517,12	575,93	3-5
Latvia	IV.	1+	317,50	412,14	506,77	515,57	523,85	531,36	556,75	600,71	644,67	4-5
Lichtenstein***	II.	1+	273,83	322,73	371,63	386,89	402,15	417,41	447,96	539,08	630,20	3-4
Lithuania	IV.	1+	305,87	392,11	478,35	491,02	506,28	517,67	540,47	600,32	660,17	4-5
Luxembourg***	II.	1+	281,84	321,05	360,26	373,19	395,69	410,43	446,41	478,61	510,82	4-5
Hungary	I.	1+	278,48	290,69	302,89	310,66	321,79	332,91	355,20	367,63	380,07	1-2
Malta	V.	1+	460,39	634,10	807,81	1.047,88	1.437,82	1.959,54	2.307,93	2.622,95	2.937,97	5-6
Monaco***	V.	1+	318,27	375,83	433,39	443,48	458,74	469,86	496,02	554,84	613,66	3-4
Netherlands	II.	1+	276,41	316,79	357,16	369,06	389,49	403,45	436,59	465,69	494,80	4-5
Norway*	V.	1+	461,43	558,00	654,58	667,25	679,67	692,09	717,21	722,16	727,10	5-7
Germany	II.	1+	275,75	299,60	335,45	346,84	367,78	382,52	407,65	480,03	552,42	3-4
Poland	II.	1+	283,13	349,86	416,59	423,06	430,83	437,56	452,10	472,28	492,47	3-4
Portugal	V.	1+	308,45	403,87	499,28	517,12	534,97	539,89	575,61	593,47	611,33	5-6
Romania	III.	1+	310,78	336,55	362,33	376,29	390,26	402,94	425,74	443,60	461,46	3-4
San Marino***	V.	1+	307,68	351,67	395,66	405,75	421,01	432,14	458,30	517,12	575,93	3-4
Slovakia	I.	1+	277,63	289,14	310,65	319,19	330,31	341,44	363,72	381,07	398,41	3-4
Slovenia	I.	1+	268,14	281,26	294,37	299,29	304,21	309,14	319,02	323,96	328,90	1-2
Spain**	V.	1+	328,09	412,91	497,73	510,66	523,60	536,53	562,17	624,22	686,27	5-6
Sweden	IV.	1+	347,73	418,72	489,72	501,62	522,30	536,27	569,41	653,42	737,43	4-6
Switzerland*	II.	1+	273,83	322,73	371,63	386,89	402,15	417,41	447,96	539,08	630,20	3-4
Turkey*	IV.	1+	582,87	863,30	1.143,73	1.810,16	2.538,60	3.882,04	4.636,11	5.342,61	6.049,10	5-6
Vatican*	V.	1+	319,05	380,35	441,66	451,75	467,01	478,13	504,29	563,11	621,93	3-4
Great Britain**	III.	1+	308,71	385,26	461,81	472,68	490,52	502,68	532,20	602,39	672,57	5-6

• The data contained in the column Transit time are included for information purposes only and are not guaranteed.

• Pick up: on "B" working day, in case of incoming order till 4 pm on "A" working day; Delivery: after pick up according to the table above (column Transit time).

• \* Customs destinations. For transit time indicated in the table, a minimum of **2 business days** should be added for customs clearance of goods. The price indicated in the table should be accompanied by an import customs clearance fee of **HRK 390.00** for **DAP** customs parity, or **HRK 640.00** for imports with **EXW** customs parity (import by international Pick & Return order, in which case mentioned fee covers both the customs clearance by export and by import of the shipment). Other costs cover customs duties and import turnover tax.

• \*\* areas that represent **customs zones** are included, please advise shipper to consult with the GLS Customer Service in origin country before sending the parcels.

• \*\*\* Customs destinations with special customs regulation. Please advise shipper to consult with the GLS Customer Service in origin country before sending the parcels.

• The zip codes for special delivery areas please check with customer service or on our web site [www.gls-croatia.com](http://www.gls-croatia.com)

• In the case of an agreement with the consignor fee for export clearance can be billed to the customer who ordered the service.



ADDITIONAL FEES		Fee in HRK
<b>Diesel fee***</b>	The amount of the fuel surcharge depends on the change of the Index of Consumer Prices in Croatian Bureau of Statistics for fuels and lubricants. Above 7,69 kn/l for each commenced change of 0,25 kn/l in diesel price a fee (per parcel) will be charged.	<b>+ 3 %</b>
<b>Oversize parcel (TM)</b>	If parcel girth exceeds 300 cm.	<b>+ 699,00 kn</b>
<b>Overweight parcel</b>	Charged on every kilo or a fraction of a kilo above 40 kg	<b>+ 70,00 kn</b>
<b>Improperly packaged parcel (NMC)</b>	GLS will not cover any damage caused by improper packaging. The fact that GLS has picked-up the parcel does not mean that the parcel is packed according to the GLS General Terms an Condition and packaging guideline. Feel free to contact your GLS sales representative or customer service for more details.	<b>+ 599,00 kn</b>
<b>Attention!</b>	The GLS courier does not examine the parcels' weight neither dimensions. In case the consigner's parcel exceeds the applicable weight (max. 40 kg) and girth (max 3 m = 2x height + 2x width + 1x length) and pick up driver does not reject the pick-up of the parcel, additional charges will be invoiced. In the above case, GLS reserves the right to transmit the mentioned products to domestic spedition, hereby the delivery deadline can be elongated.	

The charges are specified per parcel, do not include 25% VAT.

\*\*\* Diesel surcharge can be arranged in fixed amount up to + 10%/parcel, for each sent parcel