

Information on deliveries to large stores

Deliveries to large stores

GLS Hungary ensures the following to its customers in the case of parcels sent to large stores.

In the case of the large stores listed in Table1, GLS Hungary under takes parcel delivery only and exclusively as part of its ItemisedDelivery Service, regardless of whether this particular service is ordered. GLS Hungary automatically considers the service to have been ordered if the Sender sends a parcel to one of these large stores.

In the case of the large stores listed in Table2, parcels will be delivered even if the ItemisedDelivery Service is not ordered, but we would remind you that we can only return the delivery note or other documents certifying the receipt of the goods if the ItemisedDelivery Service is ordered.

Within the GLS system, Itemised Delivery is a service with a fee different from delivery-note return.

Please note that the signed acknowledgements of receipt certifying delivery are available on the www.gls-hungary.com website. On the day following delivery, using the parcel number, the acknowledgement of receipt signed by the addressee can be viewed, downloaded and printed at any time, saving the costs of the return of the delivery note in the case of stores where we perform itemised delivery on the basis of a separate order.

Please note that we can only perform itemised delivery at the large stores on the list; we do not provide itemised delivery to central warehouses, retail units or to private individuals.

We ask that you please take the above into account when sending your parcels, as we are unable to accept any complaints associated with this. If you have any further questions related to the above, please feel free to contact us and we will be pleased to help you.

Table 1*

List of large stores, to which GLS performs deliveries only and exclusively together with its ItemisedDelivery service regardless of whether this latter service is specifically ordered
Auchan
Albertfalva, Budaörs, Csömör, Dunakeszi, Miskolc, Óbuda, Solymár, Soroksár, Szigetszentmiklós, Székesfehérvár, Budakalász, Debrecen, Fót, Miskolc Dél, Szeged, Szolnok, Törökbálint
Media Markt
Aréna, Árkád, Bécsi út., Békéscsaba, Budaörs, Duna Plaza, Europark/Shopmark, Pólus, Megapark, Nyíregyháza, Mammut, Westend, Zalaegerszeg, Veszprém, Miskolc
Metro
Budaörs
MS-E Commerce Kft.
Budapest - BILK
OBI
Budaörs, Veszprém

Table 2*

Large stores where we perform itemised delivery based on a separate order (consignments are handed over in an itemised fashion even in the case of a DocumentReturn order)
Auchan
Kecskemét, Maglód, Miskolc
Media Markt
Debrecen, Győr, Kecskemét, Pécs, Székesfehérvár, Szeged, Szolnok, Szombathely

*We reserve the right to make changes!

General terms and conditions

"GLS customers can order the document-return and itemised-delivery services by completing the GLS dispatch list form and handing it over to the GLS driver, or by using GLS Connect and marking the DocumentReturn Service or ItemisedDelivery Service.

The ItemisedDelivery Service includes the handing over of the goods, item-by-item, and then checking to see that they match the numbers and items indicated on the delivery note, the return of the receipt documentation (certified delivery note, delivery report, goods receipt note) to the customer, and the documenting of completion of the task on a GLS worksheet. The worksheets are archived at the GLS head office and can be made available at any time upon request. If during itemised delivery the addressee refuses receipt of certain items, GLS ensures that the items that have been undelivered are returned to the sender. The transport fees for the returned items are invoiced by GLS. GLS assumes liability for damages arising from the non-performance or inappropriate performance of the ItemisedDelivery Service up to the amount of the service fee. If performance of the service is delayed or is not completed for reasons not attributable to GLS or due to negligence on the part of the addressee, GLS shall not be liable for damages arising from such non-performance. GLS shall not be liable for any shortfall or surplus recorded in the delivery report.

Please also note that in addition to the above, GLS is obliged to perform itemised delivery in all cases when parcels can only be delivered by way of itemised delivery. GLS does not notify its customers separately with regard to the necessity of, or its conducting of, itemised deliveries.

If certain stores specify delivery days, the stores can collect parcels from GLS on these days as well. Please request information on these from the stores, and please contact our customer service department if the store gives its permission for extraordinary deliveries to be made on any days other than these.

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