

INTERNATIONAL LETTER MAIL

INDEX OF PRODUCTS AND PRICES

Valid from 1 July 2018

INDEX OF PRODUCTS AND PRICES TO THE GENERAL TERMS AND CONDITIONS INTERNATIONAL LETTER MAIL

This English translation is provided for your convenience only. In the event of discrepancies, the German original text shall prevail over the English translation.

Index of Products and Prices to the General Terms and Conditions International Letter Mail

Valid from 1 July 2018 (issue no. 1 / 2018)

TABLE OF CONTENTS

1	Terms of delivery	3
1.1	General	3
1.2	Delivery services	3
1.3	Delivery times (transport times)	3
1.4	Prepayment	3
1.5	General dimensions and weight limits	3
1.6	Posting, location of posting, time of posting	3
1.7	Basic products	4
2	Rates	4
3	International Letter Mail *	5
3.1	Postage rates	5
3.2	Additional services	5
3.3	Rate zones	5
4	International Letter Mail Plus *	5
4.1	Format, maximum and minimum dimensions	5
4.2	Postage Rates	6
4.3	Additional services	6
4.4	Rate zones	6
5	International Delivery of Newspapers *	7
6	M-Bag International	7
7	International Business Reply Service	7
7.1	General	7
7.2	Terms of shipment	7
8	International military mail *	8
9	International delivery of literature for the blind *	8
10	Additional services	8
10.1	Rates	8
10.2	Registered mail	8
10.3	Advice of receipt	8
10.4	Deliver to addressee in person	9
10.5	Insured letter *	9
10.6	Cash-on-delivery *	9
11	Other services	10
11.1	International reply coupon *	10
11.2	Rates	10

1 Terms of delivery

1.1 General

Post reserves the right to attach its notations on postal service via adhesive labels and barcodes, as appropriate, onto letter mail items.

1.2 Delivery services

PRIORITY

Preferential treatment and fastest possible transportation allow for PRIORITY items to arrive quickly at their destination. PRIORITY items must be identified clearly, e.g. with the Post adhesive label.



ECONOMY

Cost saving mailing option, optimal price-performance ratio for transit-time-insensitive items. No identification necessary.

1.3 Delivery times (transport times)

The average delivery time for PRIORITY items is 2-4 days within Europe, 3-7 days to other destinations. For further information regarding delivery times, please contact any postal service point.

1.4 Prepayment

Letter mail items (with the exception of insured letters) may be prepaid via:

- Post-issued, postage-valid stamps. Foreign stamps as well as stamps that are damaged, changed or have already been used for the purposes of franking must not be used.
- Franking conducted by the sender with a franking machine registered with Post (sender franking machine); further information thereto can be found in the regulations of usage „Frankiermaschinen“ as amended.
- Franking conducted by Post with one of the franking machines used by Post
- Franking vending machine
- Postage paid impression:
The requirement for „Postage paid“ items (‘‘Bar freigemachte Sendungen’’) is the concurrent sending of at least 20 letter mail items of the same basic product with the same weight.

The items must be delivered in a postal service point sorted by basic products with a corresponding dispatch note.

The indication in the dispatch note that is relevant for the invoice will be verified by Post. If the

sender’s data deviates from the verification made by Post, the latter constitutes the correct basis for the accounting of the rates.

Incorrect indications of the sender regarding the number of items, grammage and basic product do not harm the effectiveness of the contract conclusion according to the general terms and conditions as amended applicable to the concrete dispatch.

The following postage paid impression must be attached onto the letter mail item:



This impression incl. layout requirements is available at <https://www.post.at/barfreimachung>

The layout requirements and wording must be observed.

1.5 General dimensions and weight limits

- Maximum weight:
Letters and International Newspaper mailings: 2.000 g
International delivery of literature for the blind: 7.000 g
M-Bag International: 30 kg
- Minimum dimensions: 140 mm x 90 mm
- Maximum dimensions:
For items in envelopes:
Length + width + thickness = max. 900 mm
Maximum expansion: 500 mm

For items in roll format:
Length + 2x diameter = max. 900 mm
Length = max. 500 mm
Items in roll format must be sent as Letter XL or Format N.

For items in card form:
– 235 mm x 162 mm
– Minimum thickness: 160 g/m² grammage

1.6 Posting, location of posting, time of posting

1.6.1 General provisions

1.6.1.1 The weight of letter mail items must be determined by Post. If Post cedes the weighing of letter mail items to the sender, the weight determined or stated

by the latter is deemed to be correct until proven otherwise.

- 1.6.1.2 The sender must package the items in a manner that protects them against loss or damages.
- 1.6.1.3 To the extent the usage of forms is required for the claiming of services of Post, these forms must be used in the version as amended. Templates of these forms and adhesive labels can be found in the manual International Letter Mail. It is up to Post to decide if possible external forms conform to Post's business operating standards. The forms must be filled out by the customer. The forms handed in to Post remain with Post.
- 1.6.2 Indication of address and other indications
 - 1.6.2.1 The address of the addressee must be indicated clearly and completely, in Latin writing and Arabic numbers.
 - 1.6.2.2 Indications of the sender to treat the items in a special manner are only binding for Post, if been made in the form defined by the Index of Products and Prices International Letter Mail.
 - 1.6.2.3 The sender can, via a notation on the address side of the item
 - exclude the forwarding of letter mail items;
 - demand that the item is to be kept for pick-up at a postal service point – this service may be subject to additional fees depending on the country of destination.
 - The notation must be drafted in a language known in the country of destination.

1.7 Basic products

Application of the favorable rates for Letter S and Letter M requires machine-processable items with addresses that adhere to machine readability. The criteria for machine-processability are contained in the special provisions for machine processing are available at www.post.at/richtigadressieren.

If a Letter S or Letter M item does not fulfill the requirements of machine-processability the rate of the next higher product will be charged. Items with handwritten addresses within a consignment of up to 300 items are excluded from this regulation, provided they fulfill the remaining criteria pursuant to the special provisions for machine processing.

Letter S

- Weight: 0 - 20 g
- Minimum dimensions: 140 mm x 90 mm
- Maximum dimensions: 235 mm x 162 mm
- Maximum thickness: 5 mm

Letter M

- Weight: 21 - 75 g
- Minimum dimensions: 140 mm x 90 mm
- Maximum dimensions: 235 mm x 162 mm
- Maximum thickness: 5 mm

Letter L

- Weight: 0 - 2,000 g
- Minimum dimensions: 140 mm x 90 mm
- Maximum dimensions: 353 mm x 250 mm
- Maximum thickness: 30 mm

Letter XL

- Weight: 0 – 2,000 g
- Minimum dimensions: 140 mm x 90 mm
- Maximum dimensions: Length + width + thickness = 900 mm

As soon as a format's dimension and/or weight limit is exceeded, the item is automatically assigned up to the next format. Apart from that, another type of posting must be chosen.

2 Rates

All subsequent rates are net rates in EUR, meaning exclusive of any legally owed dues and taxes, in particular VAT.

Starting from 1 January 2011, postal services with the destination within the European Union, which are not part of the universal service or the conditions to which have been negotiated individually, are subject to VAT. The mailing of items to destinations outside the European Union remains free of VAT. If services are rendered to businesses having their registered seat outside of Austria, these services are not subject to taxes in Austria. Where applicable, the tax liability passes over to the recipient of the service. Further information thereto can be found with the particular products.

The following postal services, additional services and rate components are part of the universal service and therefore not subject to VAT if the items do not exceed the weight limit of 2 kg and if they are posted on the basis of these GTC at an access point according to the „Postmarktgesetz“ (Postmarktgesetz as amended, e.g. Post mail box, postal service points or rural postmen):

- Letters (Priority and Economy)
- Registered mail
- Advice of receipt

INDEX OF PRODUCTS AND PRICES TO THE GENERAL TERMS AND CONDITIONS INTERNATIONAL LETTER MAIL

- Insured letter
- Cash-on-delivery
- Cash-on-delivery service fee
- Military mail
- Customs clearance

In the following universal services will be marked with *.

3 International Letter Mail *

3.1 Postage rates

Name of rate	Zone 1 European Union	
	PRIORITY	ECONOMY
Letter S	0.90	-
Letter M	2.10	1.75
Letter L	6.90	5.50
Letter XL	12.90	9.90

Name of rate	Zone 2 Rest of Europe	
	PRIORITY	ECONOMY
Letter S	0.90	-
Letter M	2.10	1.75
Letter L	6.90	5.50
Letter XL	12.90	9.90

Name of rate	Zone 3 World	
	PRIORITY	ECONOMY
Letter S	1.80	-
Letter M	2.75	2.55
Letter L	12.25	10.15
Letter XL	24.20	21.80

3.2 Additional services

All destinations: Registered mail, advice of receipt

Restricted destinations: Deliver to addressee in person, Insured letter, Cash-on-delivery

Information regarding the permissibility can be found at any postal service point as well as at www.post.at/international.

3.3 Rate zones

Zone 1 European Union ¹:

Belgium, Bulgaria, Denmark (excluding Greenland and the Faroe Islands), Germany (excluding Helgoland, Büsingen), Estonia, Finland (excluding the Åland Islands), France (excluding Guadeloupe, French Guiana, Martinique, Mayotte, Reunion, St. Pierre and Miquelon), Greece (excluding Mount Athos), Great Britain and North Ireland (including the Isle of Man, excluding Guernsey, Jersey), Ireland,

Italy (excluding Livigno, Campione d'Italia, the Lake of Lugano), Croatia, Latvia, Lithuania, Luxembourg, Malta, Monaco, the Netherlands (excluding the Netherlands Antilles), Poland, Portugal (including the Azores, Madeira), Romania, Sweden, Slovakia, Slovenia, Spain (excluding the Canary Islands, Melilla, Ceuta), Czech Republic, Hungary, Cyprus (excluding the Turkish part in the north).

Zone 2 Rest of Europe:

Åland Islands (Finland), Albania, Andorra, Armenia, Azerbaijan, Mount Athos (Greece), Bosnia-Herzegovina, Büsingen (Germany), Campione d'Italia (Italy), Ceuta (Spain), Faroe Islands (Denmark), Georgia, Gibraltar, Greenland (Denmark), Guernsey (Great Britain), Helgoland (Germany), Jersey (Great Britain), Iceland, Canary Islands (Spain), Kazakhstan, Kosovo, Liechtenstein, Livigno (Italy), Lake of Lugano (Italien), Macedonia, Melilla (Spain), Montenegro, Moldova, Norway, Russian Federation, San Marino, Switzerland, Serbia, Turkey, Ukraine, Belarus, Vatican City, Cyprus (Turkish part in the north).

Zone 3 World:

All countries and areas not listed in zone 1 and zone 2.

¹ Also applicable for future member states of the European Union from the time of their accession.

4 International Letter Mail Plus *

4.1 Format, maximum and minimum dimensions

Format P75

- Weight: 0 - 75 g
- Minimum dimensions: 140 mm x 90 mm
- Maximum dimensions: 235 mm x 162 mm
- Maximum thickness: 5 mm

Format P100

- Weight: > 75 - 100 g
- Minimum dimensions: 140 mm x 90 mm
- Maximum dimensions: 235 mm x 162 mm
- Maximum thickness: 5 mm

Format B

- Weight: 0 - 2,000 g
- Minimum dimensions: 140 mm x 90 mm
- Maximum dimensions: 353 mm x 250 mm
- Maximum thickness: 30 mm

Format N

- Weight: 0 - 2,000 g
- Minimum dimensions: 140 mm x 90 mm
- Maximum thickness: Length + Width + Thickness = 900 mm

As soon as a format's dimension and/or weight limit is exceeded, the item is automatically assigned up to the next format.

INDEX OF PRODUCTS AND PRICES TO THE GENERAL TERMS AND CONDITIONS INTERNATIONAL LETTER MAIL

Moreover, the general dimensions and weight limits for international letter mail items (see section 1.5) apply. In case of exceedance or shortfall of these limits, a written agreement with Post is required.

The dimensions criteria of format P75 correspond with those of the basic products Letter S and Letter M (see section 1.7). Therefore, for International Letter Mail Plus items in the format P75 machine-processibility and machine readability of addresses is required. If a P75-item does not comply to the requirements of machine-processibility, the rate of the next higher format – P100 – will be charged. The criteria for machine-processable items can be found in the special provisions for machine processing.

4.2 Postage Rates

Zone 1 European Union		
PRIORITY		
Format	Price per item	Price per Kilo
P75	0.55	10.00
P100	0.58	10.00
B	1.55	2.35
N	2.65	4.50
ECONOMY		
P75	0.52	8.00
P100	0.55	8.00
B	1.45	2.00
N	2.35	3.30

Zone 2 Rest of Europe		
PRIORITY		
Format	Price per item	Price per Kilo
P75	0.55	10.00
P100	0.58	10.00
B	1.55	2.35
N	2.65	4.50
ECONOMY		
P75	0.52	8.00
P100	0.55	8.00
B	1.45	2.00
N	2.35	3.30

Zone 3 World		
PRIORITY		
Format	Price per item	Price per Kilo
P75	0.85	12.50
P100	0.88	12.50
B	2.30	4.90
N	3.90	9.00
ECONOMY		
P75	0.82	11.00
P100	0.85	11.00
B	2.20	3.90
N	3.00	8.30

Total price = (number of items x price per item) + (total weight in kg x price per kilo)

Minimum delivery quantity: 20 items (postage paid impression required; for a template see section 1.4).

Minimum turnover per posting: 15,- EUR excluding VAT (including any additional services).

It is possible to make additional payments to reach the minimum turnover per posting and delivery quantity. For every item short of the minimum delivery quantity, 0.45 EUR excluding VAT will be charged.

The dispatch note of Post must be used for postings (available in any postal service point, from customer service or at www.post.at/brief-international-produkte).

The sender must ensure that the letter mail items are properly sorted at time of posting. The letter mail items must be posted separated by format (P75 / P100 / B / N), delivery service (Priority / Economy) as well as zone (European Union, Rest of Europe and World).

4.3 Additional services

All destinations: Registered mail, advice of receipt

Restricted destinations: Deliver to addressee in person, cash-on-delivery

Information as to the permissibility can be obtained at any postal service point as well as at www.post.at/international.

4.4 Rate zones

See section 3.3

5 International Delivery of Newspapers *

Newspapers and magazines, which are admitted for the distribution as daily, weekly or monthly magazine within Austria according to the GTC Newspaper Mailings, may be mailed abroad under the rate of International Letter Mail Plus, if the posting is carried out by the editor or the publisher and if the required preconditions are fulfilled. Supplements may be enclosed according to the domestic regulations; these will only be recorded by weight in the case of posting abroad.

6 M-Bag International

M-Bag	Zone 1 European Union ¹⁾	
	PRIORITY	ECONOMY
up to 5 kg	30.00 (net 25.00)	18.00 (net 15.00)
per additional kg	6.00 (net 5.00)	4.20 (net 3.50)

1) Turnover taxes apply for M-Bags in zone 1 European Union

M-Bag	Zone 2 Rest of Europe	
	PRIORITY	ECONOMY
up to 5 kg	25.00	15.00
per additional kg	5.00	3.50

M-Bag	Zone 3 World	
	PRIORITY	ECONOMY
up to 5 kg	45.00	25.00
per additional kg	7.50	5.00

Posting M-Bags International is only possible at postal service points. It is not permissible to pay the postage by utilizing stamps or sender-based franking machines („Absender-Frankiermaschinen (AFM)“).

Newspapers, magazines, books, brochures, music sheets, geographic maps, posted by the same sender to the same addressee and to the same address may be sent in M-Bags. Books and brochures must be posted in an envelope and be kept together closely on one side.

The items must not be used for commercial purposes; this also applies to enclosed price lists, prospectuses or any other commercial item. Displays and ads are only permissible to be displayed on envelopes or front covers. The following attachments are permitted: an invoice; a bill of delivery; copies of order sheets for books; loosely attached dedications. For further information, please visit any postal service point or contact your customer consultant.

For items contained in M-Bags the dimensions and

weight limits as set out in section 1.5 apply.

M-Bags must be sent unsealed providing a highly resistant tag for address, which must include the following information: the recipient's address; franking; total weight of the M-bag (maximum of 30 kg).

Additional services: Registered mail (excluding the USA and Canada), Advice of receipt, Deliver to addressee in person.

7 International Business Reply Service

7.1 General

The reply service indicates letter items, which feature the recipient's declaration in its capacity as initiator of the reply item, thereby undertaking to bear the charges of the returned item.

The initiator must either enter into a deferral agreement with Post or the items must indicate a post office box as recipient. The initiator cannot refuse acceptance of reply items.

Assessment of VAT will be made on the basis of the service performed to the addressee of the reply item.

7.2 Terms of shipment

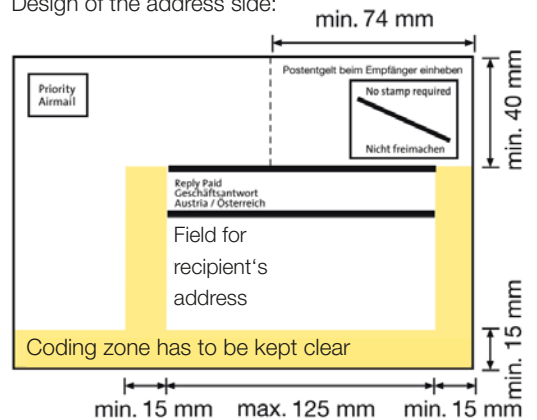
Maximum weight: 50 g

Maximum and minimum dimensions: see section 1.5

Possible higher maximum weight limits for items abroad can be obtained from the table of countries listed in the manual International Letter Mail.

The recipient of the international business reply item will be charged with the postage rates International Letter Mail Priority Zone 1 European Union according to section 1.7 basic products and 3.1 postage rates (including VAT) as well as the collection charge for reply items at the time of delivery.

Design of the address side:



INDEX OF PRODUCTS AND PRICES TO THE GENERAL TERMS AND CONDITIONS INTERNATIONAL LETTER MAIL

8 International military mail *

The rates International Letter Mail Priority Zone 2 (rate zone Rest of Europe) also apply to letters and newspapers sent from and to military post offices abroad.

Additional service: Registered mail

9 International delivery of literature for the blind *

The following items qualify for international delivery of literature for the blind: Braille publications, sound recordings and special papers intended solely for the use of blind people, and accessories helping blind to manage the difficulties of blindness, provided that they are sent by or addressed to an officially recognized institute for blind people or sent by or addressed to a blind person. The items must be sent unsealed.

Maximum weight limit: 7,000 g

Identification: „Blindensendung – Envois pour les aveugles“ – in the franking area (see special provisions for machine processing).

Include the information „Nicht stempeln“ (Do not stamp) below, if no additional services are required.

Delivery: exempt from postal charges

Additional services (subject to additional fees):

All destinations: Registered mail, advice of receipt

Restricted destinations: Deliver to addressee in person, Cash-on-delivery

10 Additional services

Additional services are only possible in connection with the delivery service Priority.

The additional service of Registered mail is available in all destinations. The availability of other additional services is limited to those destinations that offer the respective service. Further information is available at our Post customer service under 0800 010 100 or at www.post.at/international.

10.1 Rates

(In addition to the postage rate)

Regarding VAT, the additional services are assessed on the basis of the main service, meaning that if the main service is subject to VAT, the overall service including additional services is also subject to VAT.

Additional services Letter Mail	EUR
Registered Mail *- per letter mail item	2.85
Advice of receipt (only in connection with registered mail) *	2.85
deliver to addressee in person (only in connection with registered mail)	2.85

Additional services Letter Mail	EUR
Insured letter (only in connection with registered mail) * 1% of the declared value, which is rounded up to a full hundred, but in any case if the declared value exceeds EUR 1,500	36.00
Cash-on-delivery (only in connection with registered mail) *	4.50
Return charge * (payable per return of the cash-on-delivery amount abroad by the recipient of a foreign cash-on-delivery item)	9.70
Service fee of P.S.K. * (payable per incoming cash-on-delivery amount from abroad by the recipient of the cash-on-delivery amount.) – credit voucher	4.00
– cash payment	6.80

Universal service

Additional services M-Bag ¹⁾	EUR
Registered mail	10.20 (net 8.50)
advice of receipt (only in connection with Registered mail)	3.42 (net 2.85)
deliver to addressee in person (only in connection with Registered mail)	3.42 (net 2.85)

¹⁾ Gross price including 20% VAT on delivery to Zone 1 European Union, net price in brackets. Further information on VAT see section 2 IPP.

10.2 Registered mail

(Universal services – in connection with a universal service product)

The posting of the item is confirmed. Delivery is made in exchange for a delivery confirmation, whereas the transmission of the delivery confirmation to the recipient is not a part of this service. The maximum compensation for damages or loss is EUR 50. Security papers and articles of value may only be sent as insured letters, not as registered letters. Registered letters sent abroad must be identified with the respective adhesive label of Post. The additional service for Registered mail is only available in connection with the delivery service Priority.

When posting via post-office box, a receipt will be printed automatically based on the tracking number scanned by the sender.

If at least 5 items are posted at the same time, Post may demand the usage and issuing of a posting book provided by Post or an electronically generated dispatch note.

10.3 Advice of receipt

(Universal service – in connection with a universal service product)

The advice of receipt is signed at the time the item is delivered and then returned to the sender as a confirmation of delivery. The completed advice of receipt must be attached to the backside of the item and the indicium „A.R.“ must be marked on the address side.

10.4 Deliver to addressee in person

The item's delivery is only carried out to the person named in the address or to his special proxy. Only possible in connection with an advice of receipt for certain destinations. The mailing must be identified with the indicium „Eigenhändig – deliver to addressee in person“ on the address side.

10.5 Insured letter *

The product can only be used in combination with International Letter Mail Priority and the additional service Registered mail. Items, which contain objects with a value exceeding EUR 50, must be posted as insured letter. It is forbidden to make a declaration of value exceeding the true value of the items. In case of loss or damage of the items the maximum compensation corresponds to the declared value. Insured letters are identified with the label for Registered mail International. No further indication suggesting the value of the items or any sealing is permissible. The posting as insured letter via post box is not permissible.

10.6 Cash-on-delivery *

The delivery of the item is only made against collection of the cash-on-delivery amount.

Information on permitted destinations and maximum amounts can be obtained in any postal service point. An additional fee will be charged for cash-on-delivery items. In certain destinations additional charges may be collected for the international transfer of the cash-on-delivery amount.

The sender must securely attach a fully completed form „Auslands-Nachnahmepostanweisung“ (“foreign cash on delivery instruction”). An adhesive label is used for the identification of the item.

When making use of a posting book or electronically generated dispatch note (see section 10.2) in connection with a cash-on-delivery item, the cash-on-delivery amount per item must be declared.

The address side must be of such composition that allows for a clear identification of the addressee. Only one single natural or legal person may be indicated as addressee. It is not permissible to use the first letter of a name only, ciphers, given name only, aliases or signs. Fictional addresses are not permissible.

The cash-on-delivery amount including the stating of the currency in Arabic numbers and writing must be declared on the item as well as on the form „Auslands-Nachnahmepostanweisung“ in a manner that later changes (e.g. erasure) can be identified. Striking through or later changing of the amount is not permissible.

Fractions of the currency unit must be indicated by two (or three) digits including zeros correspondent to the tenth, hundredth (and thousandth) part.

The abbreviation of the currency's denotation – according to international norm ISO 4217 – must be indicated prior to the amount.

The entire amount must be repeated in writing, followed by the denotation of the currency unit – either in full or abbreviated pursuant to ISO 4217. Fractions of the currency unit do not need to be repeated.

The assignment for abroad cash-on-delivery items must be issued in the currency of the disbursing country. The postal operator in the country of destination of the cash-on-delivery item determines the exchange rate from its currency to the currency of the disbursing country. In case of members of the European Monetary Union, the official exchange rate set by the European Central Bank will be used.

In addition, BIC and IBAN must be indicated.

The cash-on-delivery amounts collected in the destination country will be transferred and disbursed in cash to the sender or the beneficiary named by the sender, or credited in accordance with the regulations of BAWAG P.S.K. Bank für Arbeit und Wirtschaft und Österreichische Postsparkasse AG to a named bank account at a commercial bank located in Austria.

A fee according to section 10.1 will be charged for the credit voucher or the pay-out.

If the attempted delivery of the cash-on-delivery amount to be paid out in cash remains unsuccessful, the sender or the beneficiary, respectively, will be notified that the cash-on-delivery amount is being kept ready for at least 14 calendar days at the indicated place.

Cash-on-delivery amounts poste restante will be kept ready for at least 14 calendar days.

Undeliverable cash-on-delivery amounts

Cash-on-delivery amounts are undeliverable, if the pay-out/credit transfer to the sender or the beneficiary, an authorized person to receive, or a substitute addressee is not possible, or the sender or beneficiary cannot be found due to a wrong or incomplete address or bank account details and/or the pay-out

cannot be made to a delivery point indicated in the redirection order. Cash-on-delivery amounts are undeliverable if the sender or the beneficiary declines the acceptance, if the authorization to receive cannot be verified or if a cash-on-delivery amount is not picked up in the stipulated time frame.

The sender or the beneficiary, respectively, are authorized to demand the pay-out from Post regarding an undeliverable cash-on-delivery amount within three years (starting from the work day following the deposit).

Mail items from abroad

Mail items from abroad are delivered according to the local regulations of Post as amended. The cash-on-delivery amount is discharged to the sender or the beneficiary, respectively, according to the regulations of the discharging country.

Post is authorized to further invoice expenses for performance of cash-on-delivery service invoiced to them by subcontractors to the addressee of a foreign cash-on-delivery item.

The recipient of a cash-on-delivery item must pay a return fee in accordance with section 10.1 for the return of the cash-on-delivery amount.

11 Other services

11.1 International reply coupon *

International reply coupons may be exchanged in all member states of the Universal Postal Union according to the local regulations. When exchanging an international reply coupon, the customer receives postage stamps upon handing over the letter mail item to be posted, by which postage is paid for the service of Letter S PRIORITY to the respective country of destination. If the dimensions of Letter S are exceeded by the item handed over, the difference between the rate for Letter S and the actual amount to be paid for the item in the actual dimension category must be paid.

11.2 Rates

Other services Letter Mail	EUR
<u>International reply coupon</u> * Retail price	1.80
<u>Collection fee</u> ^{1) 2)} (in addition to the missing postage rate) – per reply item	0.12 (net 0.10)
<u>Inquiry</u> *	4.00
<u>Customs clearance</u> * – per item or M-Bag subject to import duties	10.00
<u>Poste restante</u> * ²⁾	1.00

1) Rates including 20% VAT if sent in the EU. Net rates are in brackets.

2) Charged upon delivery in Austria

* Universal service

Österreichische Post AG

Post customer service

Business-Hotline: 0800 212 212

Private customers: 0800 010 100

www.post.at/kundenservice

Company headquarters

Letter Mail & Branch Network

Rochusplatz 1, 1030 Vienna

www.post.at | www.post.at/business

Legal form: public limited company

Registered seat in the municipality of Vienna

FN 180219 d, Commercial Court Vienna