



Deliveries from/to Greece to/from Bulgaria and Romania

Weight (kg.)	Bulgaria	Romania
Up to 5kg	10.24 €	10.24 €
Every additional k.g.	1.13€	1.13€
All the above prices are in Euro without VAT (currently 24%).		

Discounts:

- Additional discount of 5% of the price for shipments delivered to **DPD's** office in Greece
- 5% additional discount for shipments sent on request to **Speedy** and **DPD Romania** offices

SERVICE DESCRIPTION

The efficient Balkan courier service from/to Greece to/from Bulgaria & Romania, which is available to anybody, with the guarantee of SPEEDY - one of the largest Balkans network. The service is provided with sender charge only from Greece to Bulgaria & Romania and with the recipient charge only from Bulgaria & Romania to Greece. For every order for a parcel from Bulgaria & Romania to Greece the customer should fill in the form on the website of DPD Greece <http://www.dpd-gr.com/collectionrequestform/?lang=gr> which should include all the necessary details for the collection of the order.

You can easily query the shipment at all stages with track & trace web tool. Multi parcel service is not available – every parcel is a unique shipment with maximum weight 35 kg.

VOLUMETRIC WEIGHT CHARGE

The charge for each shipment depends on the combination of size and weight (volumetric system of the International Air Transport Association IATA). If the volumetric weight of the shipment is greater than the real actual weight (cases of light but voluminous shipments), then the charge is based on the volumetric weight and is calculated by multiplying the shipment's three dimensions and then by dividing by 5.000.

Volumetric Weight (kg) = $\frac{(\text{length}) \times (\text{width}) \times (\text{Height}) \text{ in centimeters}}{5.000}$

CLARIFICATIONS

The delivery time is 2–4 working days. For shipments, eligible for customs' processing, with incomplete or non-existent address, or without contact information for the sender/receiver, as well as for door-to-door shipments, the estimated delivery time can be extended with 1-3 working days. In the case of exceeding the delivery time, DPD Greece does not have any liability for compensation. The packaging of the shipment is a responsibility of the sender. Appropriate packaging is a guarantee for the security of the parcel.



CLARIFICATIONS FOR BOTH DPD CLASSIC AND DPD CLASSIC CR SERVICES

The delivery time is in working days. The times shown are statistical (the usual transit time to major cities in shown countries). For shipments, addressed to islands and remote places, eligible for customs' processing, within complete or non-existent address, or without contact information for the sender/receiver, as well as for door-to-door shipments, the estimated delivery time can be extended for 1-3 working days. In the case of exceeding the delivery time, DPD Greece does not have any liability for compensation.

The packaging of the shipment is a responsibility of the sender. Appropriate packaging is a guarantee for the security of the parcel. Shipments containing documents must be placed in a cardboard envelope.

REQUIREMENTS FOR SUCCESSFUL DELIVERY:

After an unsuccessful delivery attempt at the address of the consignee, the parcel might be handed to a local postal station or office (Parcel Shop) of the local courier.

The phone number and the correct e-mail address of the receiver have to be mandatory provided due to the Predict additional service (notification in advance for time window delivery).

All shipments refused by the consignee shall be returned to the sender on the day of the refusal at sender's expense.

Parcels accepted by courier for transportation, independently they are still in Greece or out of the territory of Greece, cannot be rerouted or returned back to the sender.

In a collection request, the address of the sender would be visited by the courier during the standard working hours up to 2-3 days after we receive the request (no fixed date/time). The shipment would be accepted, only if, the sender is fully ready to send the shipment and there is no mismatch between the requested number of parcels to be collected and the real number of parcels.

In case the sender of the parcel is a private individual, the time for the collection of the parcel might be extended. Providing a correct local telephone number of the sender is a mandatory requirement.

In case the Collection Request order is not processed for the period of 5 days, it would be cancelled. Only singular parcels are accepted and each parcel is paid for separately. The assignor is always the party that pays for the service.

PACKAGING

The packaging of the shipment is a responsibility of the sender. Appropriate packaging is a guarantee for the security of the parcel. For further info you can check the General terms and conditions at www.dpd.gr

Bottled wine can only be accepted for transportation in **DPD Greece** packaging for 1 bottle or 3 bottles and they must be travelling as a separate single parcel.

Separate parcels joined by duct tape are not accepted. They must be placed in a larger, solid container.

Returned parcels: same price for delivery

The Courier and Transport services as well as the charges that are mentioned in the present document are governed by **DPD General Terms of Carriage** and by the **Charter of Obligations towards Consumers** (COC).





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Official Pricelist DPD
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