



# **Sending parcels with GLS**

**Shipping guideline for the dispatch via  
GLS-ONE and GLS ParcelShops**

# All around parcel shipment

## Shipment tracking

Senders can view the current delivery status at any time. Simply enter one or more parcel numbers on [gls-one.de](https://gls-one.de) to start with.

## Liability

Liability will be automatically assumed for each parcel to the value of the goods up to a maximum of 750 Euro. If a parcel is damaged while in the custody of GLS, the amount of compensation is limited to the purchase price, for secondhand goods the current value or for goods dispatched on occasion of an auction the auction price. The amount applies which is the lowest in the individual case, however limited to an amount of 750 Euro.

## Delivery times and parcel delivery

Shipments within Germany usually reach their destination in less than 24 hours. GLS delivers Monday to Friday during normal business hours.

## Sending parcels within the EU

Occasional senders can send their parcels via GLS-ONE and GLS ParcelShops to 25 countries in the European Union. Deliveries to all the main markets generally take between 24 and 48 hours. Consignments to more distant countries arrive within standard delivery times of 72 to 96 hours.

### Countries of dispatch:

Austria	Germany	Poland
Belgium	Hungary	Portugal
Bulgaria	Ireland	Romania
Croatia	Italy	Slovakia
Czech Republic	Latvia	Slovenia
Denmark	Lithuania	Spain
Estonia	Luxembourg	Sweden
Finland	Monaco	
France	Netherlands	

In some areas, shipping via GLS-ONE and GLS ParcelShops is not possible. A detailed list can be found at the end of this document.

## Size categories

At GLS, the price for shipping via GLS-ONE and GLS ParcelShops is based on the weight and not the size. There are five different size categories. The size is determined by adding the longest and the shortest side of the parcels.

**XS** = max. 35 cm

**S** = max. 50 cm

**M** = max. 70 cm

**L** = max. 90 cm

**XL** = max. 3 m combined length and girth\*

Therefore, the following maximum dimensions also apply: height = 60 cm, width = 80 cm, length = 200 cm, combined length and girth\* = 3 m.

\*Combined length and girth = 2x height + 2x width + 1x longest side

## Weight

When shipping with GLS, a parcel may weigh up to 40 kg.

## Transportation Exclusions (Prohibited Goods)

The goods and parcels listed below shall be excluded from transportation by GLS:

- ✘ Parcels whose value exceeds € 5,000.00,
- ✘ Goods which are insufficiently packed,
- ✘ Goods which require special handling (because they are e. g. particularly fragile or have to be transported upright or only lying on a certain side),
- ✘ Perishable or temperature-sensitive goods, remains, blood reserves, organs, live animals,
- ✘ Prescription drugs and drugs which must be transported separately from other goods (e.g. from tyres, hazardous goods), vaccines, insulin and narcotics,
- ✘ Precious metals and stones, jewellery and genuine pearls, objects of art, collector's items and antiques,
- ✘ Other goods of value (e. g. watches) with a value of more than € 500.00 per parcel,
- ✘ Goods which possess a low value themselves but whose damage or loss could cause high consequential damages (e. g. volumes with sensitive data),
- ✘ Phone cards and pre-paid cards (e. g. for mobile phones),
- ✘ Money and documents with monetary value (e.g. stamps, securities, acceptance bills, savings books),
- ✘ Firearms and essential weapon parts according to § 1 of the German Weapon Law as well as ammunition,
- ✘ Hazardous goods of all kinds and waste according to German KrWG,
- ✘ Parcels whose content, external quality, dispatch or storage violates a legal or public authority prohibition including applicable export or import regulations; these include parcels whose content violates legal provisions on the protection of intellectual property including forged or unlicensed copies of goods (counterfeiting),
- ✘ Goods or parcels the sending of which are prohibited under all applicable sanctions laws, for example because of their contents, their intended recipient or the country to or from which they are to be sent. Sanctions laws include all laws, regulations and orders imposing sanctions (including trade restrictions and economic sanctions) on countries, individuals or entities, including without limitation those imposed by the United Nations, the European Union and the member states of the European Union,
- ✘ Parcels classified as carriage forward,
- ✘ Parcels with one of the following destinations within the EU: Andorra, Büsingen am Hochrhein, Ceuta, Greece, Livigno, Malta, Melilla, San Marino, Vatican, and all European islands (exceptions apply to Croatian islands and Ireland).
- ✘ Excluded from delivery via GLS ParcelShops and GLS-ONE are generally non-EU countries except Monaco: all EFTA countries (Norway, Switzerland, Liechtenstein, Iceland) and third countries (Turkey). Shipping abroad: tobacco products and liquors, personal effects, tyres, if Sweden is the destination country.

Parcels exceeding the maximum dimensions or the maximum weight of 40 kilograms are also excluded from transportation by GLS.

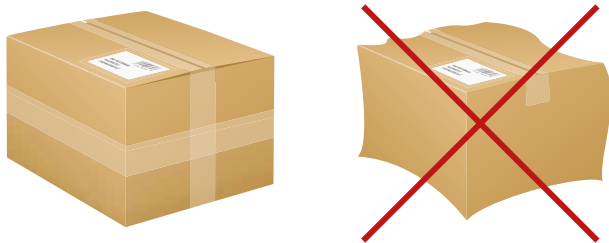
Transportation exclusions according to the General Terms and Conditions of GLS Germany apply.

## Properly packed and labelled

For shipment with GLS, parcels must be sufficiently packed and properly labelled. Packing should conform to the type, weight and robustness of the item being sent.

### Outer packing

Goods packed in cardboard boxes made of high-quality, moisture-resistant, double-wall cardboard are generally well protected. Corner, surface and edge protection are especially important. New boxes are best; used boxes are only suitable for resistant goods. The heavier the contents, the more stable the outer packing needs to be.



### Internal padding

Any empty spaces inside a box should be filled with padding. Goods should not be allowed to move around. The padding material used should be compatible with the goods being sent; precise-fit polystyrene moulds should be used for heavy and sensitive goods. No direct contact should be possible between goods and the outer packing.



### Sealing

The parcel should be wrapped with adhesive tape and well-sealed on all sides. The heavier or larger the parcel, the stronger the adhesive tape needs to be. Robust sealing is essential for secure transport.

### Attaching the parcel label

The parcel label is the address label. Completely fill in the parcel label: With your own address (consignor) and the recipient's (consignee). For fast and smooth parcel delivery, the label should be attached to the largest side of the parcel and possible old stickers should be removed. Parcels should not be bundled together but instead sent individually.



## The dispatch via GLS-ONE and GLS ParcelShops to the following countries and areas is not possible:

Country	ZIP code from	to	Area
Andorra	88888		Andorra
Cyprus	completely		
Denmark	100	999	Faroe Islands
Denmark	3900	3999	Greenland
Finland	22000	22999	Aaland
France	20000	20620	Corsica
France	97100	97199	Guadeloupe, Basse Terre
France	97200	97299	Martinique, Fort de France
France	97300	97399	Guyane, Cayenne
France	97400	97499	Réunion, Saint Denis
France	97500	97599	Saint Pierre & Miquelon
France	97600	97699	Mayotte, Mamoudzou
France	98600	98699	Wallis & Futuna, Mata Utu
France	98700	98799	Polynésie Française, Papeete
France	98800	98899	Nouvelle Calédonie, Noumea
Germany	78266		Büdingen
Greece	completely		
Italy	00120		Vatican City
Italy	07010	09170	Sardinia
Italy	23030		Livigno
Italy	47890	47899	San Marino
Italy	90100	98168	Sicily
Malta	completely		
Portugal	9000	9499	Madeira
Portugal	9500	9999	Azores
Spain	07000	07999	Balearic Islands*
Spain	35000	35999	Canary Islands**
Spain	38000	38999	Canary Islands**
Spain	51000	51999	Ceuta
Spain	52000	52999	Melilla

\* Mallorca, Menorca, Ibiza, Formentera, Cabrera

\*\* Tenerife, Fuerteventura, Gran Canaria, Lanzarote, La Palma, La Gomera, El Hierro