

Sending parcels via the GLS Parcel Shop is possible within Poland and the European Union.*

Applicable parcel labels

Parcel sticker

The parcel label serves as an address label and as a receipt. It is important to subscribe the parcel sticker legibly in capital letters / block letters or mechanically.

Important information on the parcel label:

- First and last name of the consignee
- Exact address of the consignee
- Telephone number of the consignee, to be able to contact the recipient in case of delivery obstacles
- Consignor address including telephone number
- Short description of the contents
- Weight of the shipment
- Shipping date

Important information on the invoice / receipt for parcels:

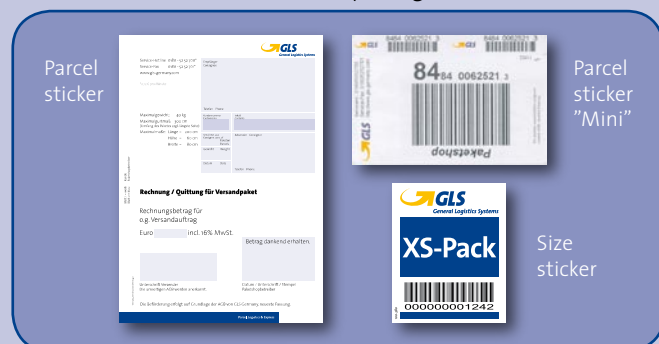
- The price for the parcel is based on the corresponding size, which is determined via the measuring tape
- Signatur of the sender and of the Parcel Shop operator

Parcel sticker "Mini"

A GLS mini parcel sticker must be used, to ensure clear allocation through the barcode. There are two additional labels on the mini parcel sticker. One of these labels must be used to stick it on the copy for the customer. The other one must be stuck on the copy for the Parcel Shop operator. The rest two mini stickers are later used in operating process by GLS Poland. This procedure is necessary, to ensure tracking and tracing and to help the customer in the case of queries.

Size sticker

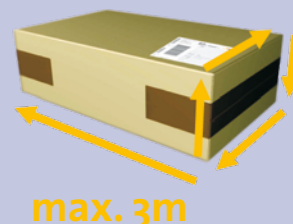
Depending on the size of the parcel (XS-XL), the corresponding size label must be stuck on the package.



Weights

Girth

- The maximum allowed girth is 3 meters
- It is calculated by $2 \times \text{height} + 2 \times \text{width} + 1 \times \text{longest side}$
- Thereby the following applies:
 - Max. height = 60 cm
 - Max. width = 80 cm
 - Max. length = 200 cm



Weight limit

- max. weight = 30 kg

Excluded from shipment

The shipment exclusions according to the General Terms and Conditions of GLS apply, for example for:

- Inadequate and / or not standardised packaged goods (inner and outer packaging), e.g. desktops, notebooks etc.
- Parcels, which have a value of more than 1.000,- Euro
- Goods of exceptional value (for example precious metals, money, securities, works of art)
- Firearms / ammunition as defined according to legislation
- Perishable goods
- Mortal remains and live animals
- Temperature sensitive goods
- Goods which require in any way particularly careful treatment (because they are e.g. particularly fragile or can only be transported upright or only lying on a certain side)
- Phone cards and pre-paid cards for mobile telephones
- Hazardous goods of all types (Chemicals etc)
- Luggage and bottles are also excluded from transport.

* No parcels with the following destinations will be accepted: Greece, all European islands, Channel Islands, Vatican, San Marino, Monaco, Cyprus, Malta, Estonia, Latvia, Lithuania.

If parcels are handed over to the Parcel Shop which can not be delivered due to their weight (a weight of more than 30 kg) or due to other reasons, these parcels will be returned to the Parcel Shop. In this case the already paid forwarding expenses will not be recompensed. Additional costs for the return will not be charged.

Only accurately packaged and addressed parcels with a parcel label can be taken over for shipment. Information on the correct packaging can be found on the reverse side.

Packaging Guideline

This packaging guideline should serve you as a general support. Due to the diversity and disparity of the goods, which are in the parcels transported by GLS, it is not possible to write a guideline for each single type of goods because:

The type and manner of packaging has always to be chosen dependant on the shipped goods, its weight and sensitivity!!

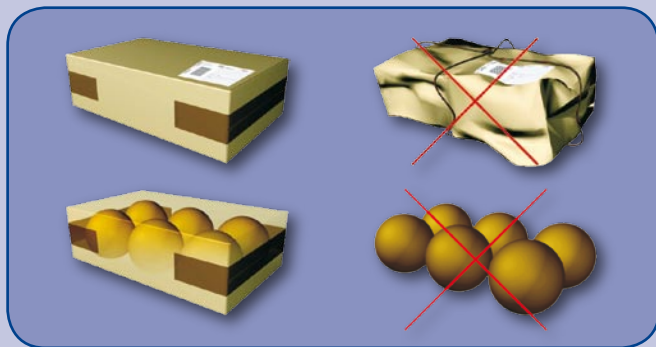
To be able to provide you a high quality service at a favourable price, the transportation of parcels by GLS takes place in so called joint cargo loads. Furthermore, in the hubs and depots of GLS an automatic conveyor belt system is used for sorting. This all leads to a higher strain (i.e. in the form of jolts, vibration, etc.), which makes a good inner and outer packaging essential.

Packaging

The packaging is formed of three basic parts:

- Outer packaging
- Padding / inner packaging
- Means of fastening

A good **outer packaging** is formed of a carton which is of high quality, moisture resistant and at least of double (with heavy shipments triple wall) wall corrugated cardboard. This must be extremely resilient and especially guarantee a secure protection of corners surface and edges protection. Therefore used cartons should not be used again, as they often already have signs of wear and thus do not anymore have the stability of a new carton.



Inner packaging: inside the carton all hollow spaces are to be filled in with padding, so that the goods in the parcel cannot move around. The padding is to be chosen based on the type of good to be shipped, its weight and sensitivity. With heavy and sensitive goods fitting styrofoam parts are to be used. Basically the padding must be suitable to protect the parcels inside from jolts, pressure and movement, and no direct contact between the goods and the outer packaging should be possible.

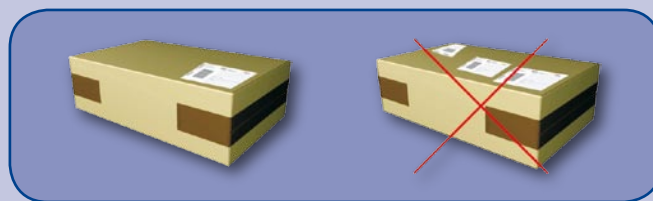
A further important part is the means of fastening (i.e. tape). The heavier or the larger the parcel is, the stronger the means

of fastening should be. A secure means of fastening is at the same time a transport insurance and a proof of authenticity. The parcel should in all cases be closed, so that no one can access the contents without leaving marks. Please use a well adhering tape (when possible with company logo) to close the parcel properly on all sides.

Visual Parcel Control

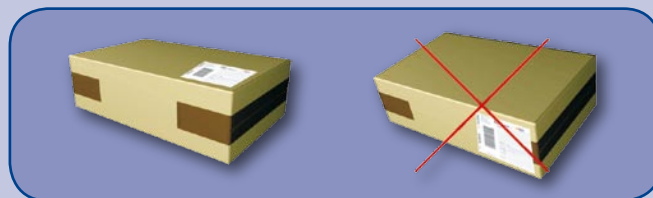
Remove all old parcel labels, router labels and other labels!

These types of labels are to be removed before the handover to GLS because their bar codes contain sorter information, which could lead to a false sorting. Consequently this type of double labelling can lead to delays in transit times.



Applying the Parcel Sticker

To be able to ensure a smooth processing of all parcels, as a basic principle all relevant parcel labels are to be attached to the largest side of the parcel.



Please do not send your parcels bundled, but always separately! Thereby it is essential to attach the necessary parcel label to each parcel. During the transport, bundled parcels can become loose, e.g. through vibration. In this case the clear allocation of the individual parcels is not ensured anymore.

