

# Deutsche Post International Service Update

## Service disruptions due to COVID-19 pandemic

International items may be subject to delays or restrictions due to the COVID-19 pandemic. These may be caused by changes in transport procedures (e.g. border controls), changes in international transport (e.g. cancellation of previously used flight connections) and/or changes in delivery procedures in the destination country (e.g. quarantine or other protective measures).

Please check our [Deutsche Post International homepage](#) for update information.  
To date, there are no major restrictions to our services to Germany (Destination Germany).

In addition, many of our delivery partners have adapted their delivery processes in light of the current challenges. Delivery services are temporarily suspended to the following countries until further notice.

### Countries suspended for Deutsche Post PACKET and BUSINESS MAIL services:

Bahamas	French Polynesia	São Tomé and Príncipe
Belize	Guinea-Bissau	St. Kitts and Nevis
Bolivia	Guyana	St. Vincent and the Grenadines
Brunei Darussalam	Laos	Turkmenistan
Cape Verde	Libya	Venezuela
Cayman Islands	New Caledonia	
Dominica	Nicaragua	

Mail with a weight up to 500 g and maximum dimensions 35.3 cm x 25 cm x 3 cm):

Chile	Martinique	Reunion
French Guayana	Guadeloupe	Mauritius
Myanmar		

### ADDITIONAL INFORMATION ON DESTINATIONS / TARGET AREAS:

**Australia and New Zealand:** Transport capacities to Australia and New Zealand are currently considerably reduced, so that the dispatch of letters and parcels can only be maintained under special measures. We have therefore developed a solution for some products which combines air freight transport to the Middle East or South Asia with subsequent forwarding by sea freight and which enables us to lift previously existing restrictions on routing. We would like to expressly point out that very long transit times must be expected with this combined air/sea diversion. To both destinations it will take at least 20-25 days even longer. If the shipment volumes exceed the available capacities on the direct flights, we reserve the right to transport other products to the destination countries in the same way.

This list is subject to changes. Last update: November 13rd 2020