

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:

Dominica (DM)
French Polynesia (PF)
Jemen (JE)
Honduras (HN)
Nicaragua (NI)
Liberia (LY)
New Caledonia (NC)
Syria (SY)

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

Chile (CL)
French Guayana (GF)
Guadeloupe (GP)
Iran (IR)
Cuba (CU)
Martinique (MQ)
Mauritius (MU)
Réunion (RE)

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 hereby expressly draw your attention to the fact that very long transit times must be expected with this combined air/sea diversion. The transit time is furthermore affected by the duration of import customs clearance at the ports and currently amounts to 40 days or more for shipments with destination Australia.

To New Zealand, a transit time of 50 days and longer is to be expected.

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.

Chile, Suriname, Sint Maarten: Delays in transit to be expected due to transport.

This list is subject to changes. Last update: 16th March 2021