

Price list for the provision of a return address for customers abroad

Price for the provision of a response address:

Volume per PO-Box	per quarter
up to 50 kg	80 €
51 - 250 kg	390 €
more than 250 kg	780 €

Price for transporting the returns items:

as postal items	5,00 € per kg
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General Terms and Conditions of Deutsche Post AG on the Setup of Response/Return Addresses for Items of Customers Abroad (GTC RESPONSE/RETURN ADDRESS CUSTOMERS ABROAD)

1 Scope/contractual basis

(1) These General Terms and Conditions (GTC) shall apply to contracts with Deutsche Post AG, hereinafter referred to as Deutsche Post, on the setup of a response/return address for mail items, in particular reply items and undeliverable items, hereinafter referred to as "items", that are directed to the customer under that address by third parties, as well as forwarding of items for delivery to the agreed address of the customer abroad.

(2) Unless otherwise regulated in these GTC, the valid version of the General Terms and Conditions Deutsche Post AG International Business, Dialogue Marketing, Packet shall apply. These General Terms and Conditions are available at <https://www.deutschepost.com/en/business-customers/tac>. Deviating General Terms and Conditions of the customer shall not apply.

(3) Changes, additions and the cancellation of contracts on the response/return addresses for foreign customers require the written form. Deutsche Post shall inform the customer in writing of changes to these GTC. These changes shall be deemed accepted unless the customer submits a written objection to Deutsche Post within one month of receipt.

2 Customer order

(1) The order concerning the setup of a response/return address shall be legally binding for the customer, but shall not be legally binding for Deutsche Post until Deutsche Post has confirmed the order in writing. This confirmation shall be effected by registered mail with advice of delivery. The order must be in writing and sent to the agreed address of Deutsche Post. The forms provided by Deutsche Post must be used.

(2) Acceptance or rejection of the order shall be at Deutsche Post's discretion.

3 Rights and obligations of Deutsche Post

(1) Deutsche Post shall set up the agreed response/return address for the customer and shall accept items from third parties directed to this address for forwarding to the address abroad.

(2) Acceptance as per paragraph 1 shall exclude items for which proof of delivery is mandatory (items with proof of delivery), such as registered mail or insured items, as well as mail items with the cash on delivery special service. Acceptance of such items shall be refused by Deutsche Post, and they shall be returned to the sender. Deutsche Post may also refuse to accept items if their carriage or content breaches legal provisions or an official prohibition.

(3) Deutsche Post shall post items as mail items in the customer's name for forwarding to the agreed address of the customer abroad in accordance with the applicable GTC INTERNATIONAL MAIL of Deutsche Post AG. Upon special request, Deutsche Post shall post the items in the customer's name using a different transportation company of the Deutsche Post DHL Group, for forwarding the items to the agreed address abroad.

(4) The items shall be forwarded at least once per month, unless a shorter interval has been agreed with the customer.

4 Rights and obligations of the customer

(1) The customer shall inform Deutsche Post of the address to which items directed to it can be formally delivered in accordance. The customer shall also inform Deutsche Post of the address to which the items should be delivered abroad. The customer shall immediately inform Deutsche Post of any change of address.

(2) The customer is responsible for ensuring that items directed to him/her are provided with the agreed response/return address. If items are not franked or are insufficiently franked, the customer shall pay the carriage charge and collection charge that apply to the items in accordance with the current price list of Deutsche Post.

(3) The customer shall only use the response/return address for reply items and undeliverable items and shall only disclose it to its customers for such items.

(4) The customer shall assume sole and unlimited responsibility and liability for the content and legal admissibility of the items. To this extent, it shall release Deutsche Post from all third party claims that arise through or in connection with the acceptance of items by Deutsche Post.

5 Liability

Liability shall comply with of the General Terms and Conditions Deutsche Post AG International Business, Dialogue Marketing, Packet.

6 Charge

The use of the response/return address for reply items (Deutsche Post International Business Reply, Deutsche Post Packet Return) and undeliverable items of Deutsche Post Business and Deutsche Post Packet is free of charge. The customer shall pay the respective charges for shipments not in accordance with these GTC that are sent to this response/return address. Price rates are available at www.deutschepost.com/en/business-customers/tac.html.

7 Data protection

Personal data of the customer shall only be collected, processed or used in accordance with the relevant data protection regulations.

8 Other provisions

(1) Contracts on response/return addresses of foreign customers shall apply for an indefinite period.

(2) Each contracting party is entitled to terminate the contract with a notice period of two weeks before the end of a calendar month. Notice of termination should be addressed to the agreed address of Deutsche Post.

(3) The right to terminate without notice for good cause shall remain unaffected thereby. Good cause shall in particular be the lack of an address abroad to which items can be delivered as per item 4.1 or action by the customer that is contrary to the contract.

(4) The relinquishing of rights from contracts in accordance with these GTC, and the transfer of this contract as a whole by the customer require prior written approval by Deutsche Post.

(5) Offsetting or withholding against claims of Deutsche Post from contracts in accordance with these GTC shall only be permitted if the counterclaim falling due is established on a legally binding basis or is undisputed.

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