



## **GENERAL CONDITIONS OF PARCEL POST SERVICE**

1. The Cyprus Post provides a service for the transfer of parcels known as Parcel Post, under the following conditions, which the sender or lawful representative states that he accepts unreservedly. Furthermore, the sender is obliged to comply with the laws, the national law and regulations in force in the country of destination or the transit countries of the item.
2. The Cyprus Post undertake the transport of parcels for its customers, from the time they are handed over until they reach their destination, with the maximum speed and security, in accordance with the price list applicable at the time. The choice of procedures and the means of transport constitute the right and responsibility of the Cyprus Post. The dispatch of parcels to their destination is effected the soonest, according to their priority, during working days, depending on the day and time the customer hands it over to Cyprus Post.
3. The sender guarantees that he is the owner or rightful holder of the items handed over for dispatch and handling or the representative of the owner or holder of the said items and that he accepts all the General Conditions of the service provided.
4. The sender is obliged to complete the Accompanying Carriage Voucher personally and to describe clearly and completely the content of the parcel to be dispatched, including its actual value. The sender also guarantees that: a) the content of the parcel sent is what he has described, that is in compliance with the contents of the Universal Postal Union (UPU) Convention and that it is not contained in the UPU's List of Prohibited Items b) all details regarding the sender and the recipient have been correctly recorded.
5. Cyprus Post does not undertake the handling and transportation of items contained in the UPU List of Prohibited Items valid at the time, such as: radioactive materials, infectious substances, sensitive biological substances, explosives, flammable substances, corrosive material, narcotics, compressed gas and any other article whose transportation is prohibited by the International Air Transport Association (IATA) and the International Civil Aviation Organisation (ICAO). Cyprus Post has the right to check the parcel using any method or means, including the opening of the package in order to prevent the transportation of prohibited goods.
6. The sender will apply due diligence and will be responsible for the safe, adequate and sturdy packaging of the parcels to be dispatched. The sender is solely responsible for compensating persons or for other items that have been destroyed or that have incurred damage as a result of not complying with paragraphs 4 and 6.
7. The weight of each parcel must not exceed 30,00 kg and the length cannot exceed 1,50 metres whereas the total of all three sides cannot exceed 3 metres. These dimensions and weight may vary, depending on what applies in the country of destination.
8. The sender may apply to the Customer Service Section of the Cyprus Post (tel. 80002000), for information as to tracking the item or for the submission of a complaint within a period of six (6) months from the date following its deposit. Track and trace can be done through [www.cypruspost.post](http://www.cypruspost.post) or from the application for smartphones (Cyprus Post) which is available for Android and iOS operating systems. The submission of an inquiry or a complaint and its handling is free of charge.



The submission of an inquiry or a complaint and its handling is free of charge. Inquiries or complaints can be sent to: Department of Postal Services, 1900 Lefkosia or via our website or by e-mail to [registry@dps.mcw.gov.cy](mailto:registry@dps.mcw.gov.cy) or by fax to 22661133.

9. In the case of loss, theft or total destruction of the parcel, the Cyprus Post shall compensate the sender with a maximum amount of € 200. In addition, Cyprus Post refunds the postages paid.
10. In case of proved partial damage, compensation is paid according to the actual damages of the contents of the parcel, with maximum compensation of € 200. In this case, the postages paid are not refunded.
11. Cyprus Post may offer additional insurance coverage with extra charge for higher valued items. The maximum insured amount as well as the terms and conditions of the insurance policy are set out in a separate written agreement. The sender may make his own additional insurance arrangements.
12. The Cyprus Post bears no responsibility and does not compensate nor they refund the postages paid in the following cases:
  - a) for loss or damage caused due to the fault of the sender or recipient
  - b) for loss or damage which is the result of improper packaging or caused to the item itself due to its nature (for example perishable foods or items that do not present any damage externally but present problems during their operation etc)
  - c) for reasons due to *force majeure* or in cases of unexpected and exceptional events (delays in scheduled flights, security measures etc)
  - d) for any direct or indirect loss, consequential damage, loss of income or profits, loss of purchase or use, breach of contract etc, whether caused by the service or not, to the customer or third parties
  - e) for false, insufficient or incorrect statement on the Accompanying Carriage Voucher
  - f) when the relevant application has not been submitted within the time specified in paragraph 9.
  - (h) For parcels that have been confiscated or they have been returned to the sender after a ruling by any competent Authority (eg. Customs).
13. Any parcel returned to Cyprus is subject to return fees and if it is not delivered to the sender for any reason within twelve (12) months, then it may be destroyed or sold.
14. The present conditions replace and/or prevail over all the conditions in use to date. The conditions of Parcel Post service are available at all service points as well as the website of Cyprus Post at [www.cypruspost.post](http://www.cypruspost.post).
15. In case of discrepancy between the English and the Greek text, the text in Greek prevails.