

Guidebook

– how to correctly
dispatch a
parcel?

This guide aims to assist shippers in comprehending our company's requirements. Additionally, it functions as an annex to the contract accepted by the shipper.

Dimensions and weight of consignments

POSTAL DELIVERIES

UPU -GLOBAL

- **P FORMAT**
Maximum weight - 100 g
Maximum dimensions - 165 x 245 x 5 mm
- **G FORMAT**
Maximum weight - 500 g
Maximum dimensions - 305 x 381 x 20 mm
- **E FORMAT**
Maximum weight - 2000 g
Maximum dimensions - L + W + T - max 900 mm
Maximum length of one side - 600 mm

INTERCONNECT

- **P FORMAT**
Maximum weight - 100 g
Maximum dimensions - 165 x 245 x 5 mm
- **B FORMAT**
Maximum weight - 2000 g
Maximum dimensions - 250 x 353 x 30 mm
- **N FORMAT**
Maximum weight - 2000 g
Maximum dimensions - L + W + H - max 900 mm
Maximum length of a single side - 600 mm

COURIER DELIVERIES

- **MINIMUM** - L x W x H - 15 x 11 x 1 cm
- **MAXIMUM** - The longest dimension must not exceed 120 cm. The combined length and girth of the package must not surpass 160 cm.

STANDARD PACKAGE

A parcel with a standard cuboidal shape, where the longest side does not exceed 70 cm and the total of its dimensions (length + width + height) is less than or equal to 160 cm.

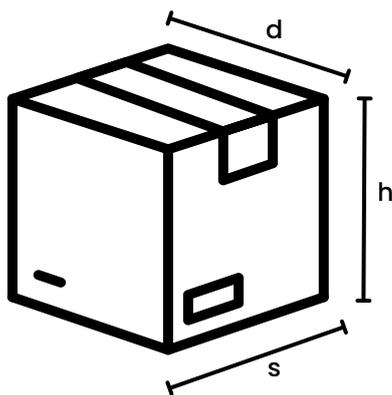
Attention!

The specified dimensions pertain to shipments dispatched via the "Standard" order method and do not consider instances where it is essential to apply an appropriate dimensional weight (the actual weight will vary following the calculation of the shipment's dimensions).

NON-STANDARD PACKAGE

It possesses a round, cylindrical, oval, or irregular shape.
It features protruding elements.
Its overall dimensions surpass 160 cm.

VOLUMETRIC MEASUREMENT



$$\frac{d * s * h}{5000} = \text{volumetric weight}$$

d = length in centimeters

s = width in centimeters

h = height in centimeters

When determining the price of a shipment, we consistently consider the greater weight: either actual or dimensional.

INSURANCE

One of our company's primary objectives is to prevent circumstances that necessitate the initiation of complaint processes; therefore, **each courier shipment is insured for up to PLN 500.**

Additional insurance necessitates submitting an inquiry to the following email address: cs@sp.express

Postal items are insured for an amount corresponding to the shipping cost.

Packaging and labeling

GUIDELINES FOR APPROPRIATE PACKAGING OF SHIPMENTS

To ensure your parcel arrives safely and punctually, meticulous preparation is essential. Adhering to the guidelines below will safeguard your contents and other shipments throughout transit.

CARDBOARD PACKAGING

This represents the standard and recommended packing method. Please consider the following key points:

- **Durability** - always select packaging that is appropriately sized and durable for the weight and type of contents. We recommend utilizing new, sturdy cardboard constructed from 5-ply corrugated material.
- **Clean box** - prior to shipping, ensure that the box is devoid of any old stickers, labels, or barcodes. Such remnants can lead to errors at the sorting facility and result in delivery delays.
- **Filling and protection** - the box must be sufficiently large to accommodate both the item and the protective material (filler). The filler should entirely envelop the product, absorbing shock from all directions.

WHEN IS IT APPROPRIATE TO UTILIZE A POLY MAILER OR ENVELOPE?

Packaging beyond cardboard is permissible only in specific instances:

Only durable printed materials (e.g., catalogues, books) weighing no more than 5 kg may be packaged in a polybag or courier envelope.

It is essential to ensure that the materials are sufficiently robust to withstand pressure from several dozen kilograms without sustaining damage or deformation.

Please be informed that we do not ship packages that are placed on pallets.

IMPORTANT!

Noncompliance with these regulations may incur additional expenses. Should your inadequately secured package cause damage to the contents of other shipments, you may be liable for repacking or disposal fees.

PROHIBITED ITEMS*

- LIQUIDS • UNPROCESSED FOODS • FIREARMS AND FLAMMABLE SUBSTANCES • ATM CARDS
- CURRENCY, SECURITIES • TOBACCO AND TOBACCO ITEMS • LIVING ANIMALS • BONES AND FUR • GEMS
- HAZARDOUS MATERIALS, GOODS • IDENTIFICATION DOCUMENTS



A comprehensive list of prohibited items is available in the SP EXPRESS regulations outlined in the Act of 23 November 2012 (Journal of Laws of 2012, item 1529) concerning postal law.

ADDRESSING THE CONSIGNMENT

Accurate address information is essential for timely delivery. Our logistics process relies on the details provided in the bill of lading.

- **Waybill - all you require is a label**

All pertinent information required by the courier is included on the shipping label (waybill).

- **Essential information that must be included on the label**

To facilitate seamless delivery, please provide comprehensive and precise information, including the recipient's full name (first and last), complete company name, exact address (street, house and apartment number), postal code, city, and the recipient's current contact telephone number.

- **Inaccurate data leads to issues and expenses**

An incorrect address or a missing phone number are the primary causes of delivery issues and delays. If a delivery cannot be completed, the shipment will be returned to the sender. The cost of returning the item will be added to the original service fee, in accordance with the current pricing schedule.

GUIDEBOOK - HOW TO PROPERLY DISPATCH A SHIPMENT?

Projected delivery timelines

POSTAL DELIVERIES

PRIORITY

DESTINATION	DELIVERY TIME
Australia	9 - 14 days
Austria	2 - 5 days
Belgium	4 - 6 days
Bosnia and Herzegovina	6 - 8 days
Brazil	9 - 12 days
Bulgaria	4 - 7 days
Canada	10 - 13 days
Croatia	4 - 7 days
Cyprus	5 - 7 days
The Czech Republic	4 - 7 days
Denmark	4 - 7 days
Estonia	4 - 7 days
Finland	4 - 7 days
France	3 - 6 days
Germany	3 - 6 days
Greece	5 - 8 days
Hongkong	9 - 12 days
Hungary	4 - 6 days
Iceland	5 - 8 days
Ireland	5 - 7 days
Israel	7 - 9 days
Italy	3 - 9 days
Japan	9 - 12 days
Latvia	4 - 7 days
Lithuania	4 - 7 days
Luxembourg	4 - 6 days
Macedonia	5 - 7 days
Netherlands	3 - 6 days
Malta	6 - 8 days
New Zealand	10 - 15 days
Norway	5 - 7 days
Poland	3 - 6 days
Portugal	4 - 8 days
Rest of Africa and Asia	9 - 12 days
Rest of Central and South America	9 - 12 days
Rest of Europe	6 - 8 days
Rest of Far East and Australasia	9 - 12 days
Rest of Middle East	9 - 10 days
Romania	4 - 8 days
Russia	6 - 10 days
Serbia and Montenegro	6 - 8 days
Slovakia	5 - 7 days
Slovenia	3 - 6 days
Spain	4 - 8 days
Sweden	4 - 6 days
Switzerland	4 - 6 days
Türkiye	8 - 10 days
Ukraine	8 - 10 days
USA	9 - 12 days

STANDARD

DESTINATION	DELIVERY TIME
Australia	14 - 21 days
Austria	4 - 8 days
Belgium	4 - 7 days
Bosnia and Herzegovina	7 - 10 days
Brazil	10 - 21 days
Bulgaria	7 - 10 days
Canada	16 - 22 days
Croatia	5 - 10 days
Cyprus	5 - 10 days
The Czech Republic	5 - 8 days
Denmark	5 - 10 days
Estonia	5 - 10 days
Finland	5 - 8 days
France	5 - 10 days
Germany	5 - 8 days
Greece	6 - 10 days
Hongkong	10 - 21 days
Hungary	5 - 10 days
Iceland	5 - 10 days
Ireland	5 - 10 days
Israel	9 - 12 days
Italy	8 - 12 days
Japan	10 - 21 days
Latvia	5 - 10 days
Lithuania	5 - 10 days
Luxembourg	5 - 8 days
Macedonia	7 - 10 days
Netherlands	3 - 7 days
Malta	5 - 10 days
New Zealand	14 - 21 days
Norway	6 - 10 days
Poland	4 - 8 days
Portugal	5 - 10 days
Rest of Africa and Asia	10 - 21 days
Rest of Central and South America	10 - 21 days
Rest of Europe	8 - 10 days
Rest of Far East and Australasia	10 - 21 days
Rest of Middle East	10 - 21 days
Romania	5 - 10 days
Russia	10 - 12 days
Serbia and Montenegro	7 - 10 days
Slovakia	4 - 8 days
Slovenia	5 - 10 days
Spain	5 - 10 days
Sweden	4 - 8 days
Switzerland	5 - 8 days
Türkiye	10 - 12 days
Ukraine	10 - 12 days
USA	14 - 20 days

The delivery times indicated are approximate and based on statistical data; they do not represent a guarantee of delivery.

Projected delivery timelines

COURIER DELIVERIES

DESTINATION	DELIVERY TIME
Germany	1 - 2 days
Austria	2 days
The Czech Republic	2 days
Slovakia	2 days
Hungary	3 - 4 days
Romania	3 - 4 days
Bulgaria	5 days
Slovenia	4 days
Netherlands	4 days
Luxembourg	3 - 4 days
Belgium	4 days
Denmark	3 - 4 days
Sweden	3 - 4 days
Finland	5 - 6 days
Lithuania	3 - 4 days
Latvia	3 - 4 days
Estonia	3 - 4 days
Italy	4 - 6 days
France	4 - 6 days
Spain	5 days
Portugal	5 days
Greece	6 - 8 days
Ireland	4 - 6 days
Croatia	4 days
Cyprus	4 - 6 days
United Kingdom	4 - 6 days
Poland	1 - 2 days

The delivery times indicated are approximate and based on statistical data; they do not represent a guarantee of delivery.