



PARCEL SERVICES IN DOMESTIC TRAFFIC
PRIVATE CUSTOMERS

**SERVICES AT THE REQUEST OF THE SENDER/RECIPIENT
AND SERVICES PROVIDED AUTOMATICALLY**

SERVICES AT THE REQUEST OF THE SENDER

Service	Price
Return of return receipt for registered postal items	67.00
Change or correction of the recipient's address	85.00
Redirection of a registered postal item to a new address, including <i>poste-restante</i> , except for court letters	85.00
Return of the postal item before delivery	85.00
Issuance of additional confirmation of receipt of insured or COD items	50.00
Issuance of a certificate or a certified copy of postal document relating to the delivery of a registered postal item	50.00
Delivery of a postal item marked "Personal"	67.00
Handling separate (fragile) parcels	Additional 50% of the price for a regular parcel according to weight
Handling bulky parcels	Additional 50% of the price for a regular parcel according to weight

SERVICES AT THE REQUEST OF THE RECIPIENT

Service	Price
Storing of registered postal items, except for court letters, in post office outside of prescribed deadlines, but no longer than 30 days	90.00
Redirection of a registered postal item to a new address, including <i>poste-restante</i> , except for court letters	300.00
Re-delivery of parcels	120.00
Delivery of <i>poste-restante</i> items at the address	85.00
Personal delivery of registered postal items	60.00
PO Box usage	Free of charge
Issuance of confirmation or a certified copy of postal document relating to the delivery of a registered item	50.00

SERVICES PROVIDED AUTOMATICALLY

Service	Price
Return of non-delivered registered postal items to the sender, except for court letters	receipt postage reduced by the price of non-provided services
Receipt and recording of authorisations	70.00
Re-packing of items with damaged content, reporting on items' irregularities and notifying the customer	60.00 (price of wrapping material is additionally charged, in case the material is used)
Storing of items for delivery, in accordance with the deadlines set by the general conditions (storage fee) for registered letterpost items weighing over 20 g and parcels (per day)	20.00

OTHER ADDITIONAL POSTAL SERVICES

Service	Price
Packing of parcels	65.00
Addressing of postal items	20.00
Filling out the forms	20.00
Electronic confirmation of the delivery of postal items – SMS message	25.00
Issuance and delivery of confirmation of parcel delivery	310.00
Returning the return documentation	200.00

Postal services are VAT-exempt pursuant to Article 25, paragraph 2, item 6 of the Law on Value Added Tax ("Official Gazette of the RS", Nos. 84/04, 86/04-correction, 61/05, 61/07, 93/12, 108/13, 6/14 - harmonized RSD amounts, 68/14 - other law, 142/14, 5/15 - harmonized RSD amounts, 83/15, 5/16 - harmonized RSD amounts, 108/16, 7/17 - harmonized RSD amounts, 113/17, 13/18 - harmonized RSD amounts, 30/18, 4/19 - harmonized RSD amounts, 72/19, 8/20 – harmonized RSD amounts, 153/20, 138/22, and 94/24).

Prices are shown in RSD currency.