



Sending parcels with GLS



 Shipping guideline
for senders using GLS-ONE

GLS. 

All around parcel shipment

Shipment tracking

Senders can view the current delivery status at any time. Simply enter one or more parcel numbers in the Track & Trace of the GLS website (www.gls-group.com).

Liability

Liability will be automatically assumed for each parcel to the value of the goods up to a maximum of € 750 (min. parcel value: € 50). If a parcel is damaged while in the custody of GLS, the amount of compensation is limited to the purchase price, for secondhand goods the current value or for goods dispatched on occasion of an auction the auction price. The amount applies which is the lowest in the individual case, however limited to an amount of € 750.

Delivery times and parcel delivery

Shipments within Benelux usually reach their destination in less than 24 hours. GLS delivers Monday to Friday during normal business hours.

Sending parcels within the EU

Via GLS-ONE, parcels can be shipped to 24 European countries in the European Union. Deliveries to all the main markets generally take between 24 and 48 hours. Consignments to more distant countries arrive within standard delivery times of 72 to 96 hours.

Countries of dispatch:

Austria	Germany	Portugal
Belgium	Hungary	Romania
Bulgaria	Ireland	Slovakia
Croatia	Italy	Slovenia
Czech Republic	Latvia	Spain
Denmark	Lithuania	Sweden
Estonia	Luxembourg	
Finland	The Netherlands	
France	Poland	

In some areas, shipping for customers using GLS-ONE is not possible. A detailed list can be found at the end of this document. For other destinations, please contact us via:

<https://gls-group.eu/BE/en/gls-contact>

Size categories

There are five different size categories. The size is determined by adding the longest and the shortest side of the parcels.

XS = max. 35 cm

S = max. 50 cm

M = max. 65 cm

L = max. 80 cm

XL = max. 3 m combined length and girth*

GLS sorts parcels in sorting centers with automatic sorting installations.

Therefore, the following maximum dimensions also apply: height = 60 cm, width = 80 cm, length = 200 cm, combined length and girth* = 3 m.

Attention: if you choose for delivery in a ParcelLocker, the following maximum dimensions apply: 30 cm x 41 cm x 58 cm.

*Combined length and girth = 2x height + 2x width
+ 1x longest side

Weight

When shipping with GLS, a parcel may weigh up to 31,5 kg.

Transportation Exclusions (Prohibited Goods)

The goods and parcels listed below shall be excluded from transportation by GLS:

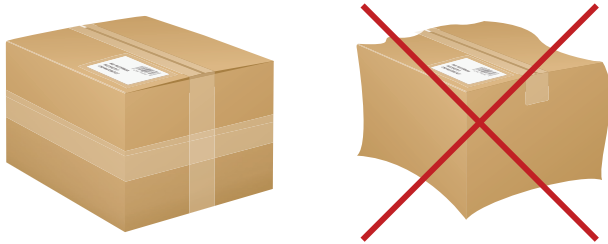
- ✗ Parcels whose value exceeds € 5.000,
 - ✗ Goods which are insufficiently or not customarily packed; computers (desktops, towers, notebooks) as well as monitors have to be packed in an original packing which is suitable for transport,
 - ✗ Goods which require special handling (because they are e. g. particularly fragile or have to be transported upright or only lying on a certain side),
 - ✗ Perishable or temperature sensitive goods, remains, live animals,
 - ✗ Precious metals and stones, jewellery and genuine pearls, objects of art, collector's items, antiques and other goods of value (e. g. watches) with a value of more than € 500 per parcel, money and documents with monetary value (e. g. securities, acceptance bills, savings books),
 - ✗ Goods which possess a low value themselves but whose damage or loss could cause high consequential damages (e. g. volumes with sensitive data),
 - ✗ Phone cards and pre-paid cards (e. g. for mobile phones),
 - ✗ Firearms and essential weapon parts as well as ammunition,
 - ✗ Shipping abroad: tobacco products and liquors,
 - ✗ Parcels whose content, external quality, dispatch or storage violates a legal or public authority prohibition;
- Parcels exceeding the maximum dimensions or the maximum weight of 31,5 kg are also excluded from transportation by GLS.
- Transportation exclusions according to the [General Terms and Conditions](#) GLS-ONE apply.

Properly packed and labelled

For shipment with GLS, parcels must be sufficiently packed and properly labelled. Packing should be adapted taking type, weight and robustness of the item being sent into consideration.

Outer packing

Goods packed in cardboard boxes made of high-quality, moisture-resistant, double-wall cardboard are generally well protected. Corner, surface and edge protection are especially important. New boxes are best; used boxes are only suitable for resistant goods. The heavier the contents, the more stable the outer packing needs to be.



Internal padding

Any empty space inside a box should be filled with padding. Goods should not be allowed to move around. The padding material used should be compatible with the goods being sent; precise-fit polystyrene molds should be used for heavy and sensitive goods. No direct contact should be possible between goods and the outer packing.



Sealing

The parcel should be wrapped with adhesive tape and well sealed on all sides. The heavier or larger the parcel, the stronger the adhesive tape needs to be. Robust sealing is essential for secure transport.

Attaching the parcel label

The parcel label is the address label. Completely fill in the parcel label: with your own address (consignor) and the recipient's (consignee). For fast and smooth parcel delivery, the label should be attached to the largest side of the parcel and old stickers should be removed. Parcels should not be bundled together but instead sent individually.



Bundling packages is done at your own risk. This is only permitted if they are firmly tied together and only 1 label is applied to the bundled pack.

If some goods are lost or damaged as a result of the bundling, GLS cannot be held liable. In some cases a non meca tax will be charged.

The dispatch to the following countries and areas is not possible for occasional senders with GLS-ONE:

Country	ZIP code from	to	Area
Andorra	88888		Andorra
Cyprus	completely		
Denmark	100	999	Faroe Islands
Denmark	3900	3999	Greenland
Finland	22000	22999	Aaland
France	20000	20620	Corsica
France	97100	97199	Guadeloupe, Basse Terre
France	97200	97299	Martinique, Fort de France
France	97300	97399	Guyane, Cayenne
France	97400	97499	Réunion, Saint-Denis
France	97500	97599	Saint-Pierre-et-Miquelon
France	97600	97699	Mayotte, Mamoudzou
France	98000	98099	Monaco
France	98600	98699	Wallis & Futuna, Mata-Utu
France	98700	98799	Polynésie Française, Papeete
France	98800	98899	Nouvelle Calédonie, Noumea
Germany	78266		Büdingen
Gibraltar	99999		Gibraltar
Greece	completely		
Great Britain	completely		
Italy	00120		Vatican City
Italy	07010	09170	Sardinia
Italy	23030		Livigno
Italy	47890	47899	San Marino
Italy	90100	98168	Sicily
Malta	completely		
Portugal	9000	9499	Madeira
Portugal	9500	9999	Azores
Spain	07000	07999	Balearic Islands*
Spain	35000	35999	Canary Islands**
Spain	38000	38999	Canary Islands**
Spain	51000	51999	Ceuta
Spain	52000	52999	Melilla

* Mallorca, Menorca, Ibiza, Formentera, Cabrera

** Tenerife, Fuerteventura, Gran Canaria, Lanzarote, La Palma, La Gomera, El Hierro