

List of good excluded - January 2016

| | Austria | Belarus | Belgium | Bosnia Herzegovina | Bulgaria | Croatia | Czech Republic | Denmark | Estonia | Finland | France (Chronopost) | France (DPD) |
|--|----------|----------|----------|--------------------|----------|----------|--------------------------------|-------------|----------|----------|---------------------|------------------------|
| (i) Parcels that are not packed and labelled in accordance with Sections 5.1 and 5.2; bundled parcels in which two or more parcels are bundled together and marked with only one parcel label; parcels that exceed the dimensions referred to in Section 5.1 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | N | N |
| (ii) Dangerous goods, hazardous goods and flammable goods, including but not limited to: dangerous or hazardous wastes, medical wastes, hypodermic needles and syringes, firearms, weapons, ammunitions, explosives, fireworks, chemicals, acidic, corrosive or irritant substances | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y, except LQ |
| (iii) Batteries | N | N | Y | N | N | N | N | N | N | N | Y | Y |
| (iv) Tobacco products | N | Y | Y | N | N | N | Y | Y | Y | Y | N | N |
| (v) Works of art, jewelry (including watches), precious metals (including gold or silver items), precious stones, real pearls, glass or any articles (or part of them) that are made up of glass, porcelain, earthenware or other similar materials, antiques, carpets, furs or any other valuables | Y | Y | Y | Y | Y | Y | Y, if its value is above 520 € | Y | Y | Y | Y | N |
| (vi) Cash, coins, collectable coins and stamps | Y | Y | Y | Y | Y | Y | Y, if its value is above 520 € | Y | Y | Y | Y | N |
| (vii) Documents which can be exchanged for cash or goods (for example cheques, vouchers with a face value, credit notes, bonds, printed shares, currency paper money and negotiable instruments equivalent to cash admission tickets and gambling tickets) | Y | Y | Y | Y | Y | Y | Y, if its value is above 520 € | Y | Y | Y | Y | N |
| (viii) Alcohol including wines, beers and spirits | N | Y | Y | N | N | N | Y | Y | Y | Y | N | Y, if correctly packed |
| (ix) Liquids of any kind and ice | Y | Y | Y | Y | Y | N | N | Y | N | Y | N | N |
| (x) Televisions or monitors with screens larger than 37 cm | N | Y | N | N | N | N | N | N | N | N | N | Y |
| (xi) Body parts or human remains, living or dead animals, fish or birds, or any living organism of any type (including seeds, trees and plants) and frozen or perishable food | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | N |
| (xii) Any goods prohibited by the law or regulation of any government or public or local authority of any country where the goods are carried | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| (xiii) Any goods which require temperature controlled transport | Y | Y | Y | Y | Y | N | Y | Y | Y | Y | N | N |
| (xiv) Parcels and goods the transportation of which is subject to the obtaining of a license by the Service Provider or any DPD Network Member and/or which do not meet the requirements of the international conventions or the statutory regulations of the respective country of expedition, dispatch, transit or destination or which require special permits (import or export) | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | N |
| (xv) Parcels that require a declaration of value pursuant to Art. 24 CMR or the declaration of special interest in delivery pursuant to Art. 26 Paragraph 1 CMR; goods that require a declaration of value or a declaration of a special interest in delivery pursuant to Art. 22 Warsaw Convention / Art. 22 Montreal Convention | Y | Y | Y | Y | Y | N | Y | Y | Y | Y | Y | N |
| (xvi) Tenders, pre-qualification dossiers in the context of allocation of contract and copies of examination papers | N | N | Y | N | N | N | N | N | N | N | Y | N |
| (xvii) Parcel of a value higher than | 13.000 € | 13.000 € | 13.000 € | 13.000 € | 13.000 € | 13.000 € | 13.000 € | 100.000 DKK | 13.000 € | 13.000 € | 13.000 € | 13.000 € |

Features offered by BU to the Network for inbound parcels - January 2016

| | | Austria | Belarus | Belgium | Bosnia Herzegovina | Bulgaria | Croatia | Czech Republic | Denmark | Estonia | Finland | France (Chronopost) | France (DPD) | Germany | Greece | Hungary | Ireland | Italy | Latvia |
|---|---|-----------------------|---------|-------------------|--------------------|--|----------------------|----------------|-------------------|---------|---------|---------------------|--------------|--|--------|---------|---------|-------|--------|
| Option | Cash On Delivery | Y, from BeLux, DE, NL | N | Y | N | Y, from CZ, EE, HR, HU, LT, LV, PL, RO, SI, SK | Y, from SI and HU | N | N | Y | N | N | N | Y, for CLASSIC EUROPE | N | Y | N | N | Y |
| | Saturday delivery | N | N | Y, from NL & LU | N | N | Y (to bigger cities) | N | N | Y | N | Y | N | Y | N | N | N | N | Y |
| | Sunday delivery | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N |
| Service | Return / Collection on Request | Y | N | Y | Y | Y | Y | N | Y | Y | Y | Y | N | Y | Y | Y | Y | Y | Y |
| | Predict | Y | N | Y | N | N | Y | Y | N | Y | N | Y | Y | Y | N | Y | Y | N | Y |
| Alternative place of delivery (chosen by consignee via Predict or after first attempt when available) | Pickup parcelshop | Y | N | Y | N | N | N | Y | Y (Service point) | Y | N | Y | Y | Y | N | N | N | N | N |
| | Neighbour | Y | N | Y | N | N | N | Y | N | N | N | Y | N | Y | N | Y | N | N | N |
| | Safeplace | Y | N | Y | N | N | N | N | Y | N | N | N | N | Y | N | Y | N | N | N |
| | Different address | Y | N | Y | N | N | Y | Y | N | Y | N | N | Y | Y | Y | Y | Y | N | Y |
| Automatic redirection after first attempt | Pickup parcelshop | Y | N | Y, for 2C parcels | N | N | N | N | Y (Service point) | N | N | Y | N | Y, if consignee's email or SMS available | N | N | N | N | N |
| | Other location | N | N | N | N | N | N | N | Y (Service point) | N | N | N | N | N | N | N | N | N | N |
| Delivery Process | Number of delivery attempts BtoC (up to) | 3 | 2 | 1 | 2 | 2-3 | 2-3 | 3 | 1 | 2+1 | 3 | 1 | 2 | 3 | 2-3 | 3 | 2 | 2-3 | 2+1 |
| | Number of delivery attempts BtoB (up to) | 3 | 2 | 3 | 2 | 2-3 | 2-3 | 3 | 1 | 2+1 | 3 | 1 | 2 | 3 | 2-3 | 3 | 2 | 2-3 | 2+1 |
| | Calling card left for failed deliveries | Y | N | Y | N | Y | Y | Y | Y | Y | Y | Y | Y | Y | N | Y | Y | Y | Y |
| | Maximum number of working days for redelivery | 14 | 3 | 7 | 5 | 5 | 5 | 7 | 14 | 7 | 14 | 7 | 10 | 3 | 10 | 5 | 5 | 5 | 7 |

Features offered by BU to the Network for inbound parcels - January 2016

| | | Lithuania | Luxembourg | Netherlands | Norway | Poland | Portugal | Romania | Russia | Serbia | Slovakia | Slovenia | Spain | Sweden | Switzerland | Turkey | Ukrainia | United Kingdom |
|---|---|-----------|-------------------|-------------------------|--------|--------|----------|---------|--------|--------|----------|----------------|-------|-------------------|--------------------------------|--------|----------|-------------------------------------|
| Option | Cash On Delivery | Y | Y | Y, from AT, BE, DE, LU | N | N | N | Y | N | N | Y | Y, from HR, HU | N | N | Y, but only with DPD CH labels | N | N | N |
| | Saturday delivery | Y | Y, from BE & NL | Y, from BE & LU | N | N | N | Y | N | N | Y | N | N | N | N | N | N | Y, via Predict & upgrade fees apply |
| | Sunday delivery | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | Y, via Predict & upgrade fees apply |
| Service | Return / Collection on Request | Y | Y | Y | Y | N | Y | Y | N | Y | Y | Y | Y | Y | Y | N | N | N |
| | Predict | Y | Y | Y | N | Y | Y | Y | Y | N | Y | Y | Y | N | Y | N | N | Y |
| Alternative place of delivery (chosen by consignee via Predict or after first attempt when available) | Pickup parcelshop | Y | Y | Y | N | N | Y | N | Y | N | Y | Y | N | Y (Service point) | Y | N | N | Y |
| | Neighbour | N | Y | N | N | N | N | N | N | N | N | Y | N | N | Y | N | N | Y |
| | Safeplace | N | Y | Y | N | N | N | N | N | N | N | Y | N | N | Y | N | N | Y |
| | Different address | Y | Y | Y | N | N | Y | Y | Y | N | Y | Y | Y | N | Y | N | N | N |
| Automatic redirection after first attempt | Pickup parcelshop | N | Y, for 2C parcels | Y, for 2C parcels | N | N | N | N | N | N | N | N | N | Y (Service point) | Y | N | N | N, only after 2nd attempt |
| | Other location | N | N | N | N | N | N | N | N | N | N | N | N | Y (Service point) | N | N | N | N |
| Delivery Process | Number of delivery attempts BtoC (up to) | 2+1 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 1 | 1 | 1-2 | 2 | 2 |
| | Number of delivery attempts BtoB (up to) | 2+1 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 1 | 1 | 2 | 2 | 2 |
| | Calling card left for failed deliveries | Y | Y | Y | Y | N | Y | Y | Y | N | Y | Y | Y | Y | Y | Y | Y | Y |
| | Maximum number of working days for redelivery | 7 | 7 | 6 by email and 3 by sms | 14 | N | 5* | 7 | 5 | 5 | 5 | 7 | 5 | 1 | 14 | 7 | 5 | 5 |