



2025 PRICES

# PRIVILÈGE CONTRACT

From French Overseas Territories



# “WE ARE THE LINK BETWEEN YOU AND YOUR CUSTOMERS.”

9 out of 10 French people have made at least one online purchase this year. Choosing the local leader in home delivery means knowing you are **everywhere for everyone**.

**Colissimo, with the most comprehensive quality home and business delivery offer on the market, delivers your parcels to 30 million households, over 30,000 pick-up points and 235 destinations worldwide.** Make your shipments with confidence thanks to our unequalled and consistent performance throughout the year, even during your peak periods. Visibility and better value confirmed by your online customers, with an NPS of 64<sup>(1)</sup> and record satisfaction of 8.8/10<sup>(1)</sup>.

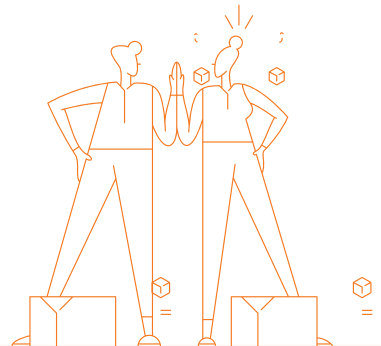
We are the link between you and your customers that **makes each delivery a successful customer experience, 1.5 million times a day**. Industrial and human achievements thanks to our industrial network, our modern information systems and our brand, which is highly appreciated by your customers.

To become and remain the leader, **Colissimo has developed partnerships to improve flexibility** and provide services throughout the online-shopping value chain, thus developing our services and helping you develop yours. That's the case with Pickme, the first collaborative delivery platform for your neighbourhood collection points.

**Colissimo has also long represented a social and environmental commitment.** In just 10 years, we have reduced the carbon footprint of each parcel by almost 50%<sup>(2)</sup>. We are undergoing a genuine revolution leading towards carbon-free urban logistics: today, 100% of our Colissimo deliveries in Paris are made in soft or low-carbon mode, in particular by using cycle-based logistics. In 2025, 22 metropolitan areas will benefit from this delivery mode. And in 2030, half of our national and regional deliveries will be made by low-emission vehicles.

These actions mean that today we **have the lowest carbon footprint on the market**, and we are aiming for zero net emissions by 2040.

Finally, **Colissimo is first and foremost about the expert people committed to helping you.**



# WE PROVIDE **SOLUTIONS ADAPTED** TO YOUR CUSTOMERS' AND YOUR NEEDS



**DELIVERY FROM ALL SIDES!**

# TOP-QUALITY SERVICE MAKES ALL THE DIFFERENCE!



**64**

Net Promoter Score\*  
ALL PARCELS



Already almost  
**4 out of 10**  
parcels delivered  
within 24 hrs



**8.8/10**

Delivery satisfaction\*

WITH **FLEX SERVICES**, INCLUDED IN OUR OFFERS,  
EVERYTHING IS POSSIBLE WITH SATISFACTION ASSURED



## INFORM

Your customers are notified  
as soon as we take charge  
of their parcel



## TRACK

Lets your customers  
track their parcel  
in real time

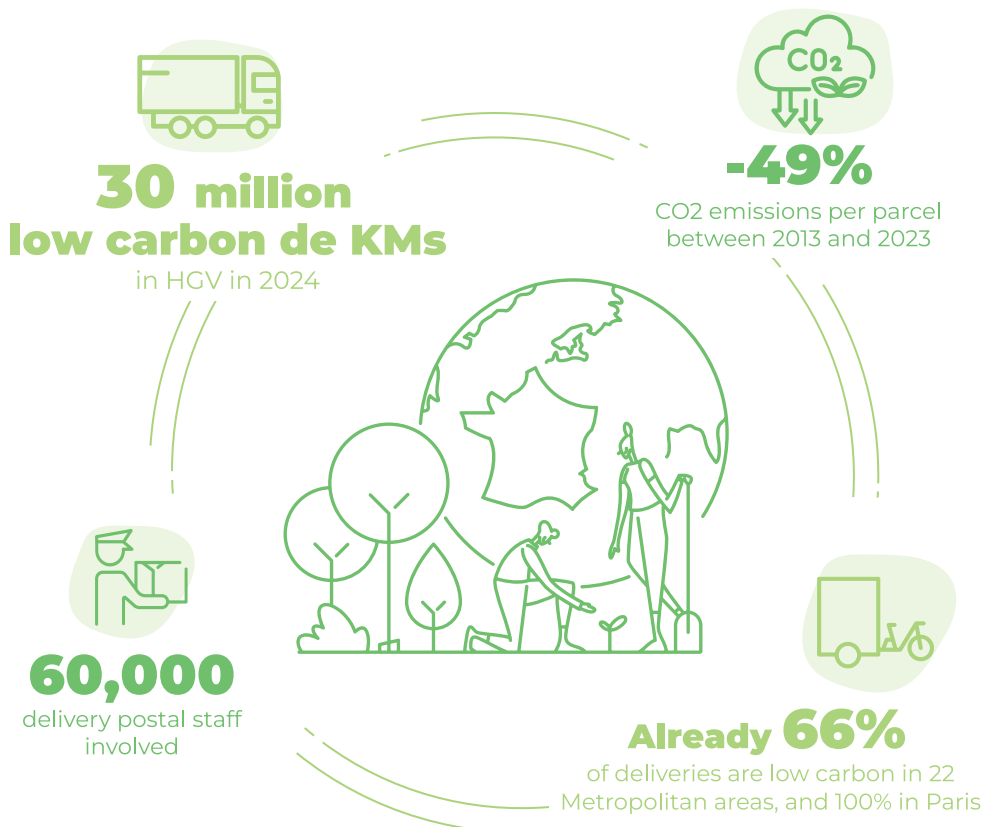


## INTERACT

Contact them if necessary and  
enable them to reschedule the  
delivery (date and location)

# EVER MORE **RESPONSIBLE** DELIVERY: WHO DOES IT BETTER?

Choosing Colissimo means choosing a committed partner.



## AND TOMORROW WILL BE EVEN BETTER!

### 80%

of national deliveries  
will be low carbon  
by 2030

### 50%

of national HGV  
kilometres will be  
low carbon by 2030.

### Zéro



Net Emissions by 2040\*,  
meaning 10 years ahead  
of the Paris Agreement  
objectives

\* La Poste group's plan has just been validated by the Science Based Targets initiative (SBTi).  
We are the only French company certified in the fields of transport, logistics and banking to have a 2040 objective.

**INTRA-FOT OFFER\***

**COLISSIMO DOMICILE, COLISSIMO RETOUR**

Delivery *without signature*<sup>(1)</sup> or *with signature* from **2 days**<sup>(2)</sup> and parcel **Returns**.

| Delivery methods | Colissimo Domicile<br>without signature           | Colissimo Domicile<br>without signature           | Colissimo Retour                                  |
|------------------|---|---|---|
|                  | Intra-FOT*,<br>Guadeloupe-<br>Martinique<br>Links | Intra-FOT*,<br>Guadeloupe-<br>Martinique<br>Links | Intra-FOT*,<br>Guadeloupe-<br>Martinique<br>Links |
| Weights of up to | Prices excl. VAT (€)                              |   |   |
| 0.25kg           | 6,72  | 7,77  | 6,48  |
| 0.50kg           | 7,57  | 8,62  | 7,29  |
| 0.75kg           | 8,45  | 9,50  | 8,15  |
| 1.00kg           | 9,17  | 10,22   | 8,84  |
| 2.00kg           | 10,29   | 11,34   | 9,92  |
| 3.00kg           | 11,29   | 12,34   | 10,88   |
| 4.00kg           | 12,32   | 13,37   | 11,86   |
| 5.00kg           | 13,30   | 14,35   | 12,81   |
| 6.00kg           | 13,92   | 14,97   | 13,41   |
| 7.00kg           | 14,89   | 15,94   | 14,35   |
| 8.00kg           | 15,86   | 16,91   | 15,29   |
| 9.00kg           | 16,87   | 17,92   | 16,25   |
| 10.00kg          | 17,85   | 18,90   | 17,19   |
| 11.00kg          | 18,46   | 19,51   | 17,79   |
| 12.00kg          | 19,42   | 20,47   | 18,71   |
| 13.00kg          | 20,37   | 21,42   | 19,63   |
| 14.00kg          | 21,37   | 22,42   | 20,59   |
| 15.00kg          | 22,33   | 23,38   | 21,51   |
| 16.00kg          | 23,28   | 24,33   | 22,43   |
| 17.00kg          | 24,24   | 25,29   | 23,35   |
| 18.00kg          | 25,21   | 26,26   | 24,28   |

\*Guadeloupe (including St Barthelemy and St Martin), French Guiana, Martinique, Réunion and Mayotte.  
(1) Delivery directly to letter box if parcel size allows.(2) Indicative delivery time in working days, from 2 days for shipments within a DOM and reciprocal links Guadeloupe/Martinique and from 3 days for Guadeloupe/St. Barthelemy and Guadeloupe/Saint-Martin shipments.

(continued)

| Delivery methods | Colissimo Domicile<br>without signature           | Colissimo Domicile<br>without signature           | Colissimo Retour                                  |
|------------------|---|---|---|
|                  | Intra-FOT*,<br>Guadeloupe-<br>Martinique<br>Links | Intra-FOT*,<br>Guadeloupe-<br>Martinique<br>Links | Intra-FOT*,<br>Guadeloupe-<br>Martinique<br>Links |
| Weights of up to | Prices excl. VAT (€)                              |   |   |
| 19.00kg          | 26,18   | 27,23   | 25,22   |
| 20.00kg          | 27,13   | 28,18   | 26,13   |
| 21.00kg          | 27,83   | 28,88   | 26,81   |
| 22.00kg          | 28,77   | 29,82   | 27,72   |
| 23.00kg          | 29,74   | 30,79   | 28,65   |
| 24.00kg          | 30,70   | 31,75   | 29,57   |
| 25.00kg          | 31,62   | 32,67   | 30,47   |
| 26.00kg          | 32,60   | 33,65   | 31,40   |
| 27.00kg          | 33,53   | 34,58   | 32,31   |
| 28.00kg          | 34,49   | 35,54   | 33,23   |
| 29.00kg          | 35,48   | 36,53   | 34,18   |
| 30.00kg          | 36,39   | 37,44   | 35,07   |

OPTIONS

| 6 levels of optional insurance Ad Valorem | Prices<br>(excluding VAT<br>per parcel) | Products eligible   |
|---|---|---|
| 150.00 €                                  | 1,10                                    | Only available on:<br>• Colissimo Domicile with signature<br>• Colissimo Retour |
| 300.00 €                                  | 2,20                                    |   |
| 500.00 €                                  | 3,30                                    |   |
| 1 000.00 €                                | 6,60                                    |   |
| 2 000.00 €                                | 13,20                                   |   |
| 5 000.00 €                                | 33,00                                   |   |

Applicable surcharges: see page 13  
For any additional information, request our terms and conditions of sale.

OFFER TO METROPOLITAN FRANCE

COLISSIMO DOMICILE\*, COLISSIMO RETOUR\*

Delivery *without signature*<sup>(1)</sup> or *with signature* and parcel **Returns**.  
Indicative delivery times<sup>(2)</sup> from D+5 from/to Reunion Islands, Martinique, Guadeloupe, and from D+7 from/to Mayotte, French Guiana, Saint-Pierre-et-Miquelon, Saint-Martin, Saint-Barthélemy.

| Delivery methods | Colissimo Domicile<br>without signature | Colissimo Domicile<br>without signature | Colissimo Retour |
|------------------|---|---|------------------|
| Weights of up to | Prices excl. VAT (€)                    |   |                  |
| 0.50kg           | 11,43                                   | 15,59                                   | 11,43            |
| 1.00kg           | 17,33                                   | 19,99                                   | 17,33            |
| 2.00kg           | 23,61                                   | 26,96                                   | 23,61            |
| 3.00kg           | 29,91                                   | 33,92                                   | 29,91            |
| 4.00kg           | 36,20                                   | 39,41                                   | 36,20            |
| 5.00kg           | 40,64                                   | 45,73                                   | 40,64            |
| 6.00kg           | 48,81                                   | 54,81                                   | 48,81            |
| 7.00kg           | 55,07                                   | 61,78                                   | 55,07            |
| 8.00kg           | 59,96                                   | 65,73                                   | 59,96            |
| 9.00kg           | 65,94                                   | 72,40                                   | 65,94            |
| 10.00kg          | 73,10                                   | 79,05                                   | 73,10            |
| 15.00kg          | 102,43                                  | 112,35                                  | 102,43           |
| 20.00kg          | 131,81                                  | 140,08                                  | 131,81           |
| 25.00kg          | 164,89                                  | 170,99                                  | 164,89           |
| 30.00kg          | 199,25                                  | 203,29                                  | 199,25           |

(1) Delivery directly to letter box if parcel size allows.  
(2) Delivery time in working days and excluding time spent in customs.  
For any additional information, request our terms and conditions of sale.  
(\* ) Only from Guadeloupe (including Saint-Martin and Saint-Barthélemy), Martinique, La Réunion, Guyane, Mayotte and Saint-Pierre-et-Miquelon (following a shipment for Colissimo Retour).



## OPTIONS

| 6 levels of optional insurance Ad Valorem | Prices (excluding VAT per parcel) | Products eligible   |
|---|-----------------------------------|---|
| 150.00 €                                  | 1,10                              | <p>Only available on:</p> <ul style="list-style-type: none"> <li>• Colissimo Domicile with signature</li> <li>• Colissimo Retour</li> </ul> |
| 300.00 €                                  | 2,20                              |   |
| 500.00 €                                  | 3,30                              |   |
| 1 000.00 €                                | 6,60                              |   |
| 2 000.00 €                                | 13,20                             |   |
| 5 000.00 €                                | 33,00                             |   |

OVERSEAS OFFER

COLISSIMO DOMICILE, COLISSIMO RETOUR

Delivery without signature<sup>(1)</sup> or with signature and parcel Returns.

Indicative delivery time<sup>(2)</sup> :

Indicative deadline **from 10 days** for close relations and **from 15 days** for distant non-reciprocal relations.

| Delivery methods | Colissimo Domicile<br>without signature |                     | Colissimo Domicile<br>with signature |                     | Colissimo Retour |                     |
|------------------|---|---------------------|--------------------------------------|---------------------|------------------|---------------------|
|                  | Local links                             | Long-distance links | Local links                          | Long-distance links | Local links      | Long-distance links |
| Weights of up to | Prices excl. VAT (€)                    |                     |                                      |                     |                  |                     |
| 0.50kg           | 7,76                                    | 13,57               | 13,28                                | 22,87               | 7,76             | 13,57               |
| 1.00kg           | 9,34                                    | 21,08               | 13,63                                | 28,30               | 9,34             | 21,08               |
| 2.00kg           | 10,90                                   | 37,47               | 16,31                                | 44,03               | 10,90            | 37,47               |
| 3.00kg           | 12,51                                   | 53,83               | 19,73                                | 62,00               | 12,51            | 53,83               |
| 4.00kg           | 13,44                                   | 67,17               | 21,52                                | 74,90               | 13,44            | 67,17               |
| 5.00kg           | 14,96                                   | 82,83               | 24,18                                | 90,51               | 14,96            | 82,83               |
| 6.00kg           | 17,24                                   | 103,01              | 28,33                                | 110,98              | 17,24            | 103,01              |
| 7.00kg           | 18,77                                   | 119,39              | 30,85                                | 127,27              | 18,77            | 119,39              |
| 8.00kg           | 20,22                                   | 134,67              | 32,16                                | 137,34              | 20,22            | 134,67              |
| 9.00kg           | 20,98                                   | 145,52              | 35,05                                | 152,96              | 20,98            | 145,52              |
| 10.00kg          | 22,48                                   | 161,18              | 37,84                                | 168,55              | 22,48            | 161,18              |
| 15.00kg          | 25,84                                   | 247,51              | 52,18                                | 255,09              | 25,84            | 247,51              |
| 20.00kg          | 27,31                                   | 314,75              | 63,19                                | 321,99              | 27,31            | 314,75              |
| 25.00kg          | 29,86                                   | 392,80              | 75,89                                | 400,04              | 29,86            | 392,80              |
| 30.00kg          | 32,44                                   | 470,82              | 89,11                                | 478,07              | 32,44            | 470,82              |

(1) Delivery directly to letter box if parcel size allows.

(2) Indicative delivery time in working days from D+10 for close relations and from D+15 for distant non-reciprocal relations.

For any additional information, request our terms and conditions of sale.

# Zoning

**Local links:** Guadeloupe (including Saint-Martin and St. Barthelemy) with Guyana, Martinique with French Guiana, Réunion with Mayotte (reciprocal links) .

**Long-distance links:**

- Reciprocal links between:
  - Guadeloupe, Martinique and French Guiana, with Réunion and Mayotte.
  - Guadeloupe, Martinique, French Guiana, Réunion and Mayotte with Saint-Pierre-et-Miquelon.
- From Guadeloupe (including Saint-Martin and St. Barthelemy), Martinique, French Guiana, Reunion and Mayotte, to New Caledonia, French Polynesia, Wallis and Futuna Islands, French Southern and Antarctic Lands (non reciprocal links).

## OPTIONS

| 6 levels of optional insurance Ad Valorem | Prices (excluding VAT per parcel) | Products eligible  |
|---|-----------------------------------|--|
| 150.00 €                                  | 1,10                              | <div>Only available on:</div> <ul style="list-style-type: none"><li>• Colissimo Domicile with signature</li><li>• Colissimo Retour</li></ul> |
| 300.00 €                                  | 2,20                              |  |
| 500.00 €                                  | 3,30                              |  |
| 1 000.00 €                                | 6,60                              |  |
| 2 000.00 €                                | 13,20                             |  |
| 5 000.00 €                                | 33,00                             |  |

**Parcel tracking in the Colissimo Box**  
[www.laposte.fr/colissimo-entreprise](http://www.laposte.fr/colissimo-entreprise)<sup>(1)</sup>

- From drop-off to delivery for shipments to Guadeloupe (including St Barthélemy and St Martin), Martinique, La Réunion, French Guiana, Mayotte, New Caledonia and French Polynesia.
- To the point of export from the territory for shipments to other destinations.

(1)Free consultation, excluding connection and communication costs, depending on the chosen operator.

WORLD OFFER

COLISSIMO INTERNATIONAL

Delivery with signature

Indicative delivery times<sup>(1)</sup> from 5 days

| Delivery methods | Colissimo international |        |
|------------------|-------------------------|--------|
|                  | Zone 1                  | Zone 2 |
| Weights of up to | Prices excl. VAT (€)    |        |
| 0.50kg           | 18,51                   | 34,70  |
| 1.00kg           | 21,81                   | 40,95  |
| 2.00kg           | 27,50                   | 53,62  |
| 3.00kg           | 33,15                   | 66,27  |
| 4.00kg           | 38,84                   | 78,93  |
| 5.00kg           | 44,52                   | 91,57  |
| 6.00kg           | 50,18                   | 104,23 |
| 7.00kg           | 55,86                   | 116,91 |
| 8.00kg           | 61,53                   | 129,51 |
| 9.00kg           | 67,18                   | 142,20 |
| 10.00kg          | 72,86                   | 154,78 |
| 15.00kg          | 87,10                   | 217,33 |
| 20.00kg          | 101,35                  | 279,95 |
| 25.00kg          | 116,07                  | 342,49 |
| 30.00kg          | 131,88                  | 405,09 |

(1) Indicative delivery time in working days and excluding time spent in customs.

## Zoning

**Zone 1:** From Guadeloupe and Martinique to:

- Antigua, Barbados, Dominica, United States, Grenada, Guyana, Haiti, Montserrat, St. Christopher and Nevis, St. Lucia, Trinidad, St. Vincent.

**Zone 1:** From French Guiana to :

- Guyana, Haiti, Saint Lucia.

**Zone 1:** From Réunion to:

- South Africa, Comoros, Kenya, Madagascar, Mauritius.

**Zone 2:** From FOT\* to the rest of the world.

## OPTIONS

| 6 levels of optional insurance Ad Valorem | Prices (excluding VAT per parcel) |
|---|-----------------------------------|
| 150.00 €                                  | 1,10                              |
| 300.00 €                                  | 2,20                              |
| 500.00 €                                  | 3,30                              |
| 1 000.00 €                                | 6,60                              |
| 2 000.00 €                                | 13,20                             |
| 5 000.00 €                                | 33,00                             |

### Mains destinations with tracking from drop-off to delivery

- European Union
- Iceland, Norway, Switzerland
- Ivory Coast, Israel, Morocco, Togo
- Brazil, Canada, United States
- Australia, China, South Korea, Japan, Hong Kong, Russia, Singapore

See [www.laposte.fr/delai-inter-colis](http://www.laposte.fr/delai-inter-colis)\*\* for a list of all destinations with door-to-door tracking

\*Guadeloupe (including St Barthelemy and St Martin), French Guiana, Martinique, Réunion and Mayotte.

\*\*Free consultation, excluding connection and communication costs of the chosen operator.

For any additional information, request our terms and conditions of sale.

## PRICING SURCHARGES

### 1. Quality of Information Provided

To ensure that you and your consignees benefit from a quality home delivery, you must provide Colissimo with all the necessary useful and accurate information for a successful delivery.

The reliability of customer information and its transmission is essential for the delivery and your customer satisfaction. Indeed, incorrect or missing information has direct impacts on the delivery service that we provide and on communication with the shopper (e.g.: phone call for a large package, confidential code for delivery with signature or in a locker...).

**As such, a notice quality surcharge may be applied should the information provided not be compliant:**

| Surcharge   | Definition  | Ex VAT prices per parcel |
|---|---|--------------------------|
| No EDI received before midnight on day of shipment* | EDI not received or received after midnight on day of collection            | 0,45 €                   |
| Address not provided                                | No address  | 0,45 €                   |
| Postcode/City problem                               | Postcode and City/Town not matching   | 3,00 €                   |
| No e-mail/telephone number                          | No e-mail or telephone number (e-mail or telephone number must be provided) | 0,45 €                   |

NB: You can monitor and optimise the quality of the information provided via your Outil de Suivi Colis tool in the Colissimo Box on: [www.laposte.fr/colissimo-entreprise](http://www.laposte.fr/colissimo-entreprise)\*\*.

The correct use of the labelling solutions provided by Colissimo will also optimise the quality of your addresses.

\* This surcharge does not apply to customers using the ColiShip online franking system.

\*\* Free consultation, excluding connection and communication costs of the chosen operator.

## 2. SURCHARGES AND ADJUSTMENTS

| <b>Surcharges on Colissimo France, Colissimo Outre-mer and Colissimo International service charges</b> |  | <b>Prices<br/>excl. VAT/<br/>parcel</b> |
|--|--|---|
| <b>Non-machineable parcel</b>  | Any parcel that does not comply with one of the standard parcel specifications set out in our terms and conditions of sale will require special handling.  | €6.50                                   |
| <b>Unacceptable parcel</b>   | <p>In theory unacceptable parcels must not be dropped off at La Poste. For all delivery methods, shipments that do not comply with the conditions for machineable or non-machineable parcels, as set out in the terms and conditions, will not be accepted into the postal network.</p> <p>Parcels will be considered unacceptable for the following reasons: weight / packaging / dimensions / conditioning.</p>  | €65.00                                  |
| <b>Increase in the minimum wage</b>  | <p>In the event of a change in the minimum wage (SMIC) after January 1st, La Poste applies an adjustment calculated on the basis of the change in the net hourly minimum wage as published monthly on the INSEE website   Insee (hypertext link to: <a href="https://www.insee.fr/fr/statistiques/1375188#figure1_radiol">https://www.insee.fr/fr/statistiques/1375188#figure1_radiol</a>).</p> <p>The adjustment is applied to the amount of the invoice before VAT, after any discount (optional services, surcharges, miscellaneous expenses, duties and taxes excluded) calculated as a variable percentage per month. The compensation grid relating to changes in the minimum wage is available on the website <a href="https://www.colissimo.entreprise.laposte.fr">https://www.colissimo.entreprise.laposte.fr</a></p> | Variable percentage, monthly, if change |

| <b>CSR adjustments on Colissimo France, Colissimo Outre-mer and Colissimo International service offers</b> |  | <b>Prices<br/>excl. VAT/<br/>parcel</b> |
|--|--|---|
| <b>Energy Adjustment Factor (EAF)</b>  | <p>The EAF is a surcharge linked to energy prices. Depending on the mode of transport used to deliver the parcel, the customer will be charged either the road energy adjustment factor for road transport or the air fuel price adjustment factor for air transport.</p> <p>The air fuel price adjustment factor for air transport is indexed to the price of kerosene. The road energy adjustment coefficient is based on the Colissimo transport energy mix and indexed to three types of energy: diesel/biofuel, biogas and electricity.</p> <p>This coefficient is applied to the billed amount excl. VAT after any modifications (optional services, pricing surcharges, miscellaneous costs, and excluding duties and taxes) as a percentage.</p> | The percentage may vary each month.     |
| <b>Contribution to Decarbonization</b>   | The contribution to decarbonization is linked to the ecological transition, in particular enabling the decarbonization of Colissimo's transport and delivery activities.   | €0.03                                   |

## 2. SURCHARGES AND ADJUSTMENTS

| Surcharge on Colissimo France and Colissimo International service offers |  | Prices excl. VAT/parcel |
|--|--|-------------------------|
| Non-respect of the drop-off location                                     | In the event of failure by the Customer to comply with the drop-off location stated in the Special Conditions, a surcharge will be applied to each parcel. | €3                      |

| Surcharge on Colissimo France and Colissimo International service offers |   | Prices excl. VAT/parcel |
|--|---|-------------------------|
| Volumetric weight  | The volumetric weight is applied to parcels to be shipped internationally and to French Overseas Territories by air. La Poste will apply the price for volumetric weight if the latter is greater than the real weight of the parcel. | L x W x H (in cm)/5,000 |

| Surcharges on Colissimo International service offers |   | Prices excl. VAT/parcel                 |
|--|---|---|
| SDR exchange rate hedging in Euro                    | Delivery costs in the country of destination are paid to foreign postal operators in SDR. This hedging system, linked to changes in the SDR to Euro exchange rate, is applied as a percentage each month to the amount of postage costs, excluding options and after delivery of international parcels to the countries concerned. The SDR to Euro exchange rate hedging grid and the list of countries concerned can be consulted at <a href="https://www.colissimo.entreprise.laposte.fr">https://www.colissimo.entreprise.laposte.fr</a> | Variable percentage, monthly            |
| Security surcharge                                   | In compliance with international regulations concerning embargoes and international economic and financial sanctions intended to combat, among other things, terrorism, fraud, money laundering, arms and drug trafficking, La Poste inspects shipments abroad in order to detect parcels which should be blocked.  | €0.15 / parcel for all shipments abroad |





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[www.laposte.fr/colissimo-entreprise](http://www.laposte.fr/colissimo-entreprise)

