

## Export Guide 2025

Ship simply worldwide.



# Characteristics by country

COUNTRY NAME	COUNTRY CODE	PRICE ZONE	MAX WEIGHT (KG)	INDICATIVE TRANSIT TIMES <sup>(1)</sup>	DELIVERY TRANSIT TIME COMMITMENT	SHIPPED	ENERGY ADJUSTMENT COEFFICIENT (EAC) <sup>(2)</sup>	VOLUMETRIC WEIGHT <sup>(3)</sup>	INTERACTIVE NOTIFICATION
Algeria	DZ	4	30	D+4		Air	Air	Yes	
Argentina	AR	6	30	D+7		Air	Air	Yes	
Australia	AU	5	30	D+5	✓	Air	Air	Yes	✓
Austria	AT	2	30/20	D+3	✓	Road	Road	No	✓
Belgium	BE	1	30/20	D+3	✓	Road	Road	No	✓
Brazil	BR	6	30	D+4		Air	Air	Yes	
Bulgaria	BG	4	30	D+5	✓	Air	Air	Yes	
Cameroon	CM	6	30	D+5		Air	Air	Yes	
Canada	CA	5	30	D+4	✓	Air	Air	Yes	
Chile	CL	6	30	D+6		Air	Air	Yes	
China	CN	5	30	D+5	✓	Air	Air	Yes	
Croatia	HR	4	30	D+4	✓	Air	Air	Yes	
Cyprus	CY	4	30	D+5	✓	Air	Air	Yes	
Czech Republic	CZ	3	30/20	D+4	✓	Road	Road	No	✓
Denmark	DK	3	30/20	D+4	✓	Road	Road	No	✓
Egypt	EG	6	30	D+5		Air	Air	Yes	
Estonia	EE	3	30/20	D+6	✓	Road	Road	No	✓
Finland	FI	4	30/20	D+4	✓	Air	Air	Yes	
French Guiana	GY	OM1	30	D+7		Air Sea <sup>(4)</sup>	Air	Yes	✓
French Polynesia	PF	OM2	30	D+7		Air	Air	Yes	
Germany	DE	1	30/20	D+3	✓	Road	Road	No	✓
Greece	GR	4	30	D+5	✓	Air	Air	Yes	
Guadeloupe	GP	OM1	30	D+5		Air	Air	Yes	✓
Hong Kong	HK	5	30	D+4	✓	Air	Air	Yes	
Hungary	HU	3	30/20	D+5	✓	Road	Road	No	✓
Iceland	IS	4	30	D+4	✓	Air	Air	Yes	
India	IN	5	30	D+4		Air	Air	Yes	
Republic of Ireland	IE	2	30/20	D+4	✓	Road	Road	Yes	
Israel	IL	5	20	D+6		Air	Air	Yes	
Italy	IT	2	30	D+3	✓	Road	Road	No	✓
Japan	JP	5	30	D+4	✓	Air	Air	Yes	
Latvia	LV	3	30/20	D+6	✓	Road	Road	No	✓

(1) Indicative delivery times, expressed in working days, applicable only for main cities. (2) Except Colissimo ECO Overseas offer. (3) Volumetric weight does not apply to Colissimo Retour International, Colissimo Retour Outre-mer and Colissimo Eco Outre-mer offers. (4) Colissimo Eco Overseas offer.

COUNTRY NAME	COUNTRY CODE	PRICE ZONE	MAX WEIGHT (KG)	INDICATIVE TRANSIT TIMES <sup>(1)</sup>	DELIVERY TRANSIT TIME COMMITMENT	SHIPPED	ENERGY ADJUSTMENT COEFFICIENT (EAC) <sup>(2)</sup>	VOLUMETRIC WEIGHT <sup>(3)</sup>	INTERACTIVE NOTIFICATION
Lithuania	LT	3	30/20	D+5	✓	Road	Road	No	✓
Luxembourg	LU	1	30/20	D+3	✓	Road	Road	No	✓
Malaysia	MY	6	30	D+7		Air	Air	Yes	
Malta	MT	4	30	D+4	✓	Air	Air	Yes	
Martinique	MQ	OM1	30	D+5		Air	Air	Yes	✓
Mayotte	YT	OM1	30	D+7		Air	Air	Yes	✓
Mexico	MX	6	30	D+7		Air	Air	Yes	
Nigeria	NG	6	30	D+5		Air	Air	Yes	
Morocco	MA	4	30	D+4		Air	Air	Yes	
Netherlands	NL	1	30/20	D+3	✓	Road	Road	No	✓
New Caledonia	NC	OM2	30	D+7		Air	Air	Yes	
New Zealand	NZ	6	30	D+10		Air	Air	Yes	
Norway	NO	4	30	D+6	✓	Air	Air	Yes	
Poland	PL	3	30/20	D+5	✓	Road	Road	No	✓
Portugal	PT	2	30/20	D+4	✓	Road	Road	No	✓
Qatar	QA	6	30	D+5		Air	Air	Yes	
Reunion	RE	OM1	30	D+5		Air	Air	Yes	✓
Romania	RO	4	30	D+4	✓	Air	Air	Yes	
St Pierre and Miquelon	PM	OM1	30	D+7		Air	Air	Yes	
Saudi Arabia	SA	6	30	D+5		Air	Air	Yes	
Senegal	SN	6	30	D+4		Air	Air	Yes	
Singapore	SG	5	30	D+4	✓	Air	Air	Yes	
Slovakia	SK	3	30/20	D+4	✓	Road	Road	No	✓
Slovenia	SI	3	30/20	D+5	✓	Road	Road	No	✓
South Africa	ZA	6	20	D+6		Air	Air	Yes	
South Korea	KR	5	30	D+5	✓	Air	Air	Yes	
Spain	ES	2	30/20	D+3	✓	Road	Road	No	✓
Sweden	SE	3	30/20	D+4	✓	Road	Road	No	✓
Switzerland	CH	3	30	D+3	✓	Road	Road	No	
Thailand	TH	5	30	D+5	✓	Air	Air	Yes	
Tunisia	TN	4	30	D+4		Air	Air	Yes	
Turkey	TR	4	30	D+4		Air	Air	Yes	
United Arab Emirates	AE	6	30	D+5		Air	Air	Yes	
United Kingdom	GB	2	30/20	D+3	✓	Road	Road	No	✓
United States	US	5	30	D+5	✓	Air	Air	Yes	
Vietnam	VN	5	30	D+5	✓	Air	Air	Yes	
Wallis and Futuna	WF	OM2	30	D+7		Air	Air	Yes	

(1) Indicative delivery times, expressed in working days, applicable only for main cities. (2) Except Colissimo ECO Overseas offer. (3) Volumetric weight does not apply to Colissimo Retour International, Colissimo Retour Outre-mer and Colissimo Eco Outre-mer offers. (4) Colissimo Eco Overseas offer.

## EDITORIAL

# Explore new territories



Colissimo accompanies you beyond borders.

There's no doubt about it: international markets are a key growth driver for your business.

Opening up to international consumers is an asset in a diversification strategy that is essential for capturing growth markets and spreading risk, since the dynamism of certain destinations can cushion a slowdown in others.

At the same time, we are seeing consumer behaviour evolve faster: consumers are increasingly looking for reliable e-commerce services, choice of delivery mode and interactivity at affordable prices, and a focus on "made or sold in France".

No less than 69% of French e-tailers expect their international sales to increase in the next two years<sup>(1)</sup>.

Europe – nearby and without customs barriers – is naturally the first playground, with e-commerce sales estimated at 628 billion Euros in 2023 (+10%)<sup>(2)</sup>. But there are other

interesting markets to explore: the French overseas territories, with their three million inhabitants, French-speaking markets such as certain cantons in Switzerland, Quebec in Canada, and the Maghreb, which offer real potential for e-commerce and are easy to access, requiring no translation of your e-commerce website.

In Asia – in addition to China, the world's largest e-commerce market – countries such as Japan and Saudi Arabia are very interested in quality products made in France, whether in the fashion, luxury goods, home decoration, cosmetics or health & beauty sectors.

Colissimo has what it takes to help you conquer and develop these international markets. Its leading position in Europe on the BtoC express market; its commitment to delivery times to 40 destinations, including major export markets; and its wide range of solutions – Colissimo International Domicile and Hors Domicile, Delivengo and Colissimo Overseas – mean you can meet all your expectations with complete peace of mind.





Colissimo International is:

- An offer that lets you deliver to all your customers, anywhere in the world, according to local lifestyles: delivery is adapted to conventions in the destination country. You can deliver to homes (with or without a signature) or to one of our 57,000 relay points, lockers and post offices, which form Europe's largest collection network.
- An offer with attractive rates and no surprises, thanks to the strength of our worldwide postal network (with recognised quality standards) and a simple, easy-to-understand price structure from the first to the last mile.
- A return offer from 28 countries: you can allow your customers to return their order easily from one of our 75,000 postal drop-off points (local post offices or relay points depending on the country).
- An offer that respects our commitments: for over 10 years, Colissimo has been strongly committed to reducing the CO<sub>2</sub> emissions of

its activities. You and your customers benefit from the results of these actions across the entire Colissimo service.

We can help you meet the different delivery needs of cross-border consumers: speed, delivery methods, flexibility (return, notification...), and end-to-end traceability. In addition, for low-weight (up to 2kg) and low-value shipments, Delivengo is a solution that optimises your transport budget with letterbox delivery but no insurance or delivery-time commitment.





Colissimo uses its expertise to support and advise you regarding markets, regulations and customs formalities.

Every day, we work to promote more responsible e-commerce, for you and your customers.

Let's grow together!

**Philippe Vidal**  
*Export Sales & Marketing Director*  
**Colissimo and International BU**

# A complete range of services to support your international development!

	International		French Overseas
	Delivengo (≤ 2kg)	Colissimo International (≤ 30kg)	Colissimo Overseas (≤ 30kg)
 <b>Home</b>			
With signature	✓	✓ <sup>(2)</sup>	✓ <sup>(4)</sup>
Without signature	With Recorded Delivery option	✓	✓
 <b>Out of Home</b>			
In a post office		✓ <sup>(2)</sup>	
In a pick-up point		✓ <sup>(2)</sup>	
In a locker		✓ <sup>(2)</sup>	
 <b>Return</b>			
From a post office	✓ <sup>(1)</sup>	✓ <sup>(2)</sup>	✓ <sup>(7)</sup>
From a pick-up point		✓ <sup>(6)</sup>	
From the letter box		✓ <sup>(3)</sup>	
 <b>Delivery time commitment</b>			
		✓ <sup>(2)</sup> returns excluded	
<b>Options</b>			
Customs clearance <sup>(5)</sup>		DDP International <sup>(8)</sup>	DDP Overseas <sup>(9)</sup>
Ad valorem insurance	With Recorded Delivery option	✓	✓

(1) Please request a quote (based on destination). (2) Based on destination. (3) Dropoff mode only available with Return offer from France to European Union countries. (4) Also available with Colissimo Eco Overseas service, only under a Privilège contract. (5) For Delivengo, Colissimo International and Colissimo Overseas, the basic incoterm is DAP (Delivered At Place). (6) Dropoff mode only available with Return offer from International destinations. (7) Available in OM1. (8) Available in 31 destinations. (9) Available only in OM1 (excluding St. Martin, St. Barthelemy and St. Pierre and Miquelon).





REACH

# Helping you to conquer the world

A comprehensive range  
of delivery services  
to grow your business  
abroad



Our advantages  
and strengths  
**p.8**

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Colissimo  
International  
**p.10**

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Colissimo  
French Overseas  
**p.14**

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Sustainable  
e-commerce  
**p.16**



# Our advantages and strengths



Colissimo **specialises in international** and French overseas deliveries with over 14.5 million parcels sent worldwide in 2023.



**A delivery time commitment for 40 destinations<sup>(3)</sup>** with high export potential.



**A full and simple offer** thanks to partners specialised in last-mile delivery.



**A digitalised client experience** and your dedicated client area online. Colissimo Box is available 24/7, and includes Parcel Tracker and a specific customer service for international and French Overseas sending.



**An effective international network** that gives you access to over 235 destinations, 12 of which are French Overseas.



**Signed delivery proof** accessible in Parcel Tracker for 18 European and F01 destinations.



**A parcel return service** for your foreign e-buyers from 28<sup>(1)</sup> countries and 8 French Overseas territories,<sup>(2)</sup> and from France to EU countries.



**Our interactive notification service enhances your customers' delivery experience** to 20 European countries: Austria, Belgium, Czech Republic, Denmark, Estonia, Germany, Hungary, Italy, Latvia, Lithuania, Luxembourg, the Netherlands, Poland, Portugal (including specified territories), Republic of Ireland, Slovakia, Slovenia, Spain (excluding specified territories), United Kingdom.



**Delivery methods aligned** with local habits: at home or out of home.

## **Interactive notification service**

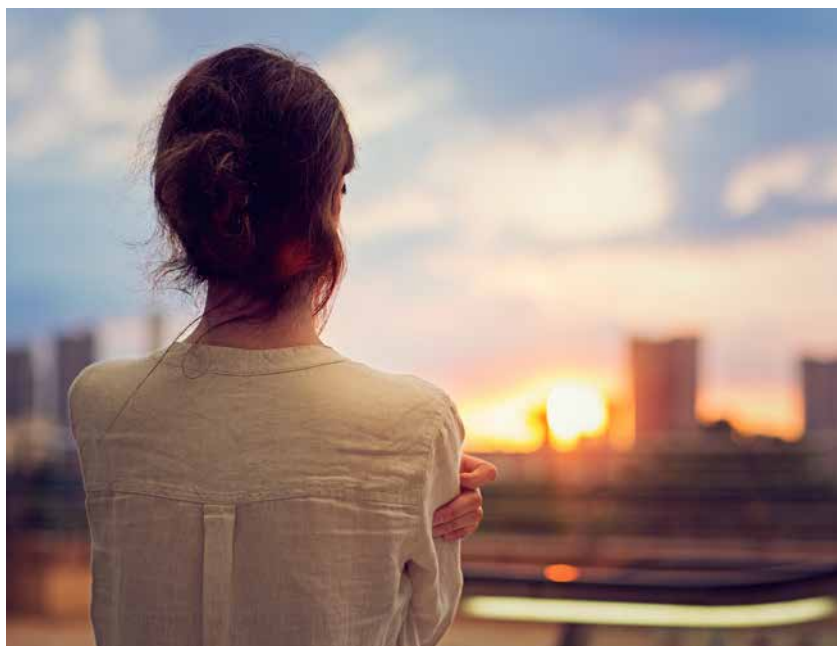
**Reinvent your customer deliveries in Europe using our interactive notification service:** the interactive notification service makes it easy to send and receive parcels abroad. This interactive delivery solution lets your recipients know the date and time slot for their delivery. An unexpected situation? Using emails and/or text messages, your recipients can now change the date and place of delivery before the driver has even arrived. You therefore provide your customer an improved delivery experience to 20 countries.











(1) Subject to change during the year.

(2) French Overseas Return offer available in:

Guadeloupe, St. Barthelemy, St. Martin, Martinique, French Guiana, Reunion, Mayotte and St. Pierre and Miquelon.

(3) Commitment deadlines are subject to change depending on international developments and our agreements. Consult the updated list of eligible countries: <https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#details>.



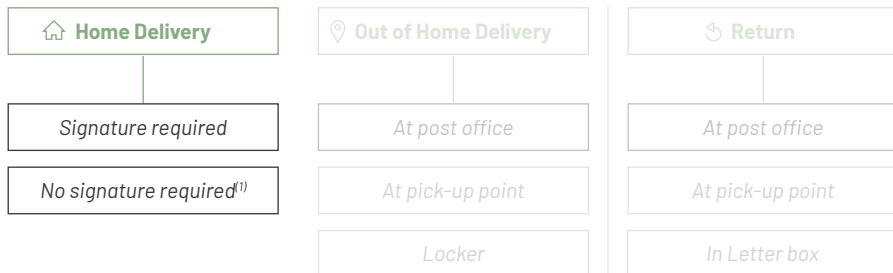
	International	French Overseas
<b>Colissimo Home Delivery</b>		
Signature required		
No signature required	 <sup>(1)</sup>	
<b>Colissimo Out of Home Delivery</b>		
At the post office	 <sup>(2)</sup>	
At pick-up points and in lockers	 <sup>(2)</sup>	
<b>Colissimo Return</b>		
Post office deposit		
Pick-up point deposit	 <sup>(3)</sup>	
Letter box deposit	 <sup>(4)</sup>	

(1) Belgium and Switzerland. (2) Depends on the destination. (3) Deposit mode only available on the Return offer from International (postal network) and according to destinations. (4) Deposit mode available only for International Return offer from France to EU countries.

# Colissimo International

Meet your customers all over the world.

## Our international solutions



<sup>(1)</sup> Offer available only in Belgium and Switzerland (only for shipments less than 63CHF in value).

# Colissimo Home Delivery

## Colissimo Home Delivery with signature required

**more convenient and safer**

*Delivered in hand and signed  
for by the recipient*

OR

## Colissimo Home Delivery no signature required<sup>(1)</sup>

**more practical**

*Delivered in letter box  
if the package is small enough*

## The plus:

Release purchasing brakes by choosing the DDP<sup>(4)</sup> option: for all shipments from Continental France to 31 countries, you can either have your e-buyers pay the duties and taxes when they pay for their order, or pay them yourselves. In that way, e-buyers receive their parcel without having to pay duties and taxes at the destination.

- For any parcel up to **30kg** (according to the destination).
- **Over 220 destinations** around the world and in Europe.
- Delivery in:
  - **D+3<sup>(2)</sup>** to the main European business centres
  - **D+5<sup>(2)</sup>** to the main business centres in the rest of the world.
- **Standard compensation:** *no signature required:* 23€/kg, *signature required:* 33€/kg.
- **Optional compensation** (ad valorem insurance) to insure your high-value parcels up to €5,000 (Home delivery with signature offer).
- **Complete tracking** over **150 destinations** using Parcel Tracker and lasposte.fr.
- **Recipient's signature** required on delivery.
- **Delivery transit time commitment** from postcode to postcode to **40 destinations<sup>(3)</sup>** (see below).
- **Enhanced delivery expertise** with notification and an **interactive e-mail and/or SMS notification service** (see Country fact sheets). Your recipient knows the day and the time slot for their parcel delivery.
- **Possibility to choose your delivery partner for 4 destinations:** Austria, Germany, Italy, Luxembourg.
- **Proof of delivery (signature)** available in Parcel Tracker for our main European destinations.

## Destinations with delivery transit time commitment<sup>(3)</sup>:

Australia, Austria, Belgium, Bulgaria, Canada, China, Cyprus, Croatia, Czech Republic, Denmark, Estonia, Finland, Germany, Greece, Hong Kong, Hungary, Iceland, Italy, Japan, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal (including specific territories), Republic of Ireland, Romania, Singapore, Slovakia, Slovenia, South Korea, Spain (including specific territories), Sweden, Switzerland, Thailand, United Kingdom, United States, Vietnam.

(2) Indicative delivery times, excluding customs clearance, in work days to the main economic centres. (3) Commitment deadlines are subject to change depending on international developments and our agreements. Consult the updated list of eligible countries: <https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#details>.

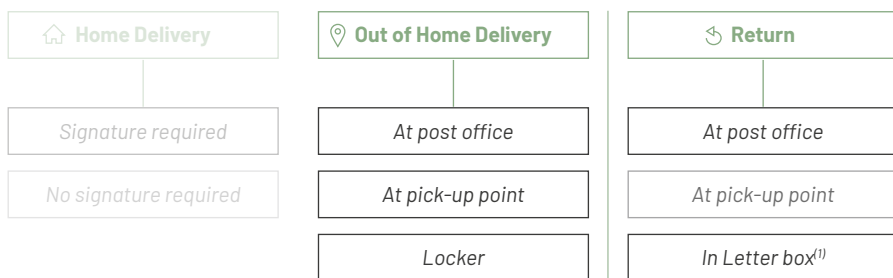
(4) list of destinations available on <https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international/formalities-and-practical-procedures/ftddp-option>.



# Colissimo International

Meet your customers all over the world.

## Our international solutions



## Colissimo Out of Home Delivery

**Colissimo Out of Home Delivery** at a post office

**more flexible**

Your local branch

OR

**Colissimo Out of Home Delivery** at Pick-up points or Lockers

**more freedom**

More than 57,000 contact points

- **Postal code to postal code delivery time commitment** for all 21 destinations.

- For any parcel up to **20kg**.
- **21 countries served<sup>(4)</sup>** (see table opposite).
- Delivery service on: **D+3<sup>(2)</sup>** to the main European business centres.
- **Standard compensation** of €23/kg.
- **Optional insurance compensation** (*ad valorem* insurance) to guarantee your valuable parcels for up to €1,000.
- **Full tracking.**
- **Delivery with signature** required on delivery.
- **E-mail and/or text message notifications** when package is available to collect.

- **Proof of delivery (signature)** accessible in Parcel Tracking for our main European destinations.

Austria, Belgium, Czech Republic, Denmark, Estonia, Finland<sup>(3)</sup>, Germany, Hungary, Italy, Latvia, Lithuania, Luxembourg, the Netherlands, Norway<sup>(3)</sup>, Poland, Portugal (excluding specific territories), Republic of Ireland, Slovakia, Slovenia, Spain (excluding specific territories), Sweden.

(1) Drop-off method available only for Colissimo Return from France to European Union countries. (2) Indicative delivery times, excluding customs clearance, in work days to the main economic centres. (3) Available 2025. (4) List subject to change during the year.



## ↶ Colissimo International Return

With the International Return offer, your customers can return their parcels from international destinations to France and also from France to European Union countries.

- For any parcel up to **30kg<sup>(1)</sup>**.
- Return service from international destinations to France available in 28 countries (see list opposite).
- Return service from France to the European Union available in 21 European countries (see list opposite).
- Return service from **D + 3<sup>(2)</sup>**.
- **Standard compensation** of €23/kg.
- **Optional insurance compensation** (*ad valorem* insurance) to guarantee your valuable parcels for up to €5,000.
- **Full tracking.**
- **Proof of delivery (signature)** available in Parcel Tracker on Colissimo Box.
- **Nearly 75,000 drop-off points** (post offices and relays, depending on destination)<sup>(3)</sup>.
- **No charge for re-importing to France** from Switzerland, UK, Australia, Norway.

### 28 countries qualify<sup>(4)</sup>:

**Australia**, Austria, Belgium, Croatia, Czech Republic, Denmark, Estonia, Finland, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, **Norway**, Poland, Portugal (including specified regions), Republic of Ireland, Romania, Slovakia, Slovenia, Spain (including specified regions), Sweden, **Switzerland** and **United Kingdom**.

### The plus:

Simplify the shopping experience by offering your customers a larger choice of return solutions from France.

Your customers will be able to drop off their parcels:

- In their letter box;
- At the post office.

Countries listed in orange are not eligible for the Return offer from France to EU countries. Returns for the EU are handled by the Colissimo International Home delivery partner.

# Colissimo French Overseas

Provide your customers with worry-free delivery even on the other side of the world.

## Our French Overseas services



## Colissimo French Overseas Home Delivery

**Colissimo Home Delivery**  
 with signature required

**more convenient**

Hand-delivered

**OR**

**Colissimo Home Delivery**  
 no signature required

**more practical**

Delivered in letter box

- For all parcels up to **30 kg** destined for F01<sup>(1)</sup> and F02<sup>(2)</sup>.
- Delivery from **D+5**<sup>(3)</sup> for Reunion, Martinique and Guadeloupe and **D+7**<sup>(3)</sup> for other French overseas territories.

- **Standard compensation**  
no signature required:  
23€/kg, signature required:  
33€/kg.
- **Interactive notification service** if the recipient is absent, the postman leaves an attempted delivery note. With this note, the client can reschedule the delivery either to his home or for collection at the post office on the laposte.fr website.
- **The extra: Make it easier to buy by choosing the DDP\***  
**option.** For all shipments from Continental France to the F01 zone (excluding St. Martin and St. Barthelemy, and St. Pierre and Miquelon), you can either have your e-buyers pay

the duties and taxes when they pay for their order, or pay them yourselves. In that way, e-buyers receive their parcels without having to pay duties and taxes at the destination.

- **Full tracking to all French Overseas destinations**, except Wallis and Futuna and French Southern and Antarctic Lands (TAAF).
- **Proof of delivery (signature)** accessible in Parcel Tracking for our main French Overseas destinations.
- **Optional compensation (ad valorem insurance)** to insure your high-value parcels up to €5,000 (Home delivery with signature offer).

(1) F01: Gaudeloupe (including St. Barthelemy and St. Martin), Martinique, Reunion, French Guiana, Mayotte and St. Pierre and Miquelon.

(2) F02: New Caledonia and its dependencies, French Polynesia, Wallis and Futuna, French Southern and Antarctic Lands (TAAF). (3)

Indicative delivery times in work days, excluding customs clearance. (4) F01 zone only. DDP: Delivered Duty Paid.

## Colissimo French Overseas Return

This offer applies to F01 (Reunion, Mayotte, Martinique, Guadeloupe, French Guiana, St. Martin, St. Pierre and Miquelon, St. Barthelemy).

### Prepaid return service with tracking

- **Intra-DOM** (From French Overseas to French Overseas, inside the same département: Colissimo Return France).
- **Inter-DOM** (From French Overseas to French Overseas between 2 different départements).
- **F01 › Mainland France** and **Mainland France › F01**.

### Delivery transit time guidelines

- **Inter-DOM:** from D+10<sup>(1)</sup>.
- **F01 › Mainland France** and **Mainland France › F01 from D+5<sup>(1)</sup>** for the F01 zone (excluding French Guiana, Mayotte, St. Martin, St. Barthelemy and St. Pierre and Miquelon D+7).
- Delivery *with signature*.
- For any parcel up to 30kg.
- **Standard compensation** of €23/kg.
- **Optional insurance compensation** (*ad valorem* insurance) to guarantee your valuable parcels for up to €5,000.
- **No fees on re-import to France**, since F01 (French Guiana, Martinique, Guadeloupe, Reunion, Mayotte).



## Colissimo Eco French Overseas

### Your customers are in no hurry?

Find out more about the **Colissimo Eco French Overseas offer**

- Take advantage of Colissimo's expertise for your **Eco** deliveries *no signature required* to French Overseas.
- Deliver to your customers **from D+18<sup>(1)</sup>** to Guadeloupe, Martinique, Reunion, French Guiana and Mayotte.
- **Full tracking** to these 5 destinations.
- **Standard compensation** of €23/kg.
- **DDP\* Option:** available on the 5 destinations on offer.

<sup>(1)</sup> Indicative delivery times are in work days, excluding time spent in customs.

\* DDP: Delivered Duty Paid.

# Committed to sustainable e-commerce

## A pioneering player

Corporate Social Responsibility (CSR) has been one of the La Poste Group's priorities since the early 2000s. Fully dedicated to this approach,

Colissimo has a proactive and ambitious policy for reducing the environmental impact of our activities and services.

## Our 2040 objective

**Net Zero**  
Emissions

Trajectory for CO<sub>2</sub> emissions  
reduction between 2021 and  
2030 (validated by SBTi)

**-33%**

**Choose Colissimo for more responsible  
and successful delivery**

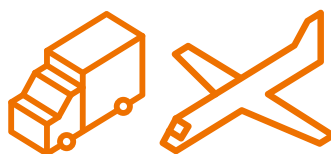


# 100%

of electricity across all Colissimo sites comes from renewable resources (certificates of guaranteed origin).

# -49%

drop in intensity per package between 2013 and 2023.



Environmental criteria incorporated into our purchase of transport services (haulage and air).



## COUNTRY FACT SHEETS

# A review of our main destinations

Rely on  
our local knowledge  
to guide you to more  
than 235 destinations



Country fact  
sheets  
**p.20 to 158**

Presentation of the 67 main destinations.

All the detailed fact sheets are on  
[www.laposte.fr/colissimo-entreprise](http://www.laposte.fr/colissimo-entreprise)



# Algeria



## Country details



Country code: **DZ**

Capital: **Algiers**

Currency: **Algerian Dinar**

Price zone: **4**

Delivery: **Air**

Delivery partner:

**Champion Poste**



## Delivery times

- From D+4



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 15 business days

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and  
Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods  
(ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of the commercial  
invoice or pro forma invoice,

+ 1 declaration of origin EUR1  
certificate may enable the  
consignee to benefit from  
the reduction or exemption  
of customs duties on arrival.

**Specific restrictions:**

An import licence issued by  
the Ministry of Health and  
Population is required for all  
pharmaceutical products.

**Prohibited imports:**

used articles (clothing,  
shoes, linen, covers, clothing  
accessories), contraceptive  
products, baby bottles,  
agricultural products,  
chemicals, funeral urns,  
arms, weapons, ammunition,  
securities, raffles.

*The above lists are not  
exhaustive and are subject  
to change. You are advised to  
consult the websites of the  
customs authorities of the  
destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home
 Delivery signature  
required

## Options

- Optional compensation  
(ad valorem)
- DDP (operated by  
Colissimo with a  
dedicated last-mile  
partner)

## Features included

- Tracking from drop-off  
to delivery



Check out  
all the international destinations  
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[www.laposte.fr/  
colissimo-entreprise](http://www.laposte.fr/colissimo-entreprise)



# Argentina



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## Country details



Country code: **AR**  
Capital: **Buenos Aires**  
Currency: **Argentinian Peso**  
Price zone: **6**

Delivery: **Air**  
Delivery partner:  
**Correo Argentino**



## Delivery times

- From D+5



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** yes

**Time held:** 15 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of commercial invoice or pro forma invoice.

**Specific restrictions:**

spirits, alcohol, car parts,

chemicals, computer

equipment, electrical

devices, electronics,

second-hand spare

parts, food products,

pharmaceuticals.

**Prohibited imports:**

perfume.

**Tax threshold:**

Duties and taxes apply to all

Correo Argentino shipments

with a market value of USD 30 or more.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

• Colissimo International:

– Colissimo Home  
Delivery signature required

## Options

• Optional compensation  
(ad valorem)

## Features included

• Tracking from drop-off to delivery



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all the international destinations  
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colissimo-entreprise](http://www.laposte.fr/colissimo-entreprise)



# Australia



## Country details



Country code: **AU**  
Capital: **Canberra**  
Currency: **Australian Dollar**  
Price zone: **5**

Delivery: **Air**  
Delivery partner:  
**Australia Post**



## Delivery times

- **From D+5**
- With guaranteed delivery times for Colissimo Home Delivery<sup>(1)</sup>

<sup>(1)</sup> Available in 2025.



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** no

**Time held:** 7 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of commercial

invoice or pro forma invoice.

**Specific restrictions:**

animals, plants and

unprocessed by-products

are subject to complicated

phytosanitary legislation.

More than 150 agricultural

products are subject to

an import license and very

strict quarantine measures.

Packaging and pallets must

have a fumigation certificate

attached.

Some goods are subject

to quotas or restrictions,

such as cheese, tobacco,

pharmaceutical products

and drugs.

For more information, visit the

Australian Customs website:

<http://www.customs.gov.au>.

**Prohibited imports:**

refer to the specific

restrictions section.

**Tax threshold:**

Duties and taxes apply to all

shipments of goods valued

at over AUD 1,000, equivalent

to USD 638. GST is due on

all goods (AUD 0+) sold by

traders who send items

worth more than AUD 75,000

per year to Australia.

*The above lists are not*

*exhaustive and are subject*

*to change. You are advised to*

*consult the websites of the*

*customs authorities of the*

*destination countries.*

## Services available

• Colissimo International:

– Colissimo Home

Delivery signature

required

• Colissimo Return<sup>(1)</sup>

## Options

• Compensation (*ad*

*valorem insurance*) for

Colissimo International

and Colissimo Return

• DDP (operated by

Colissimo with a

dedicated last-mile

partner)

## Features included

• Tracking from drop-off

to delivery



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(1) The return to France is free of charge on re-importation from this destination.



# Austria



## Country details



Country code: **AT**

Capital: **Vienna**

Currency: **Euro**

Price zone: **2**

Delivery: **Road**

Delivery partners:

› **Austrian Post** (Colissimo International: Home Delivery signature required and

Colissimo Return from International to France)

› **DPD** (Colissimo International: Home Delivery signature required, Out of Home Delivery (pick-up point and locker<sup>(1)</sup>) and Colissimo Return from France



## Delivery times

- **From D+3**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery

(1) Available in 2025.



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

### Number of delivery attempts:

1 with our partner DPD  
(Colissimo International  
Home Delivery)  
1 with our partner Austrian  
Post (Colissimo International  
Home Delivery)

### Holding: yes

**Time held:** 5 business days  
with our partner DPD  
10 days with our partner  
Austrian Post (excluding  
return)

### Delivery on Saturday: No



## Standards and regulations

### Authorised Dimensions and Weights (machinable):

#### Max weight:

- Colissimo Home Delivery and Colissimo Return: 30kg
- Colissimo Out of Home Delivery: 20kg

#### Max length: 1m

#### Max girth L+w+h: 1.50m

### Transport regulations:

Dangerous goods Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery (pick-up point and locker<sup>(1)</sup>)
- Colissimo Return

## Options

- Postal partner
- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery *signature required* and Colissimo Out of Home Delivery
- **Proof of Delivery** available on Colissimo Parcel Tracker (partner DPD only)



## Customs formalities

### Customs documents:

no customs documents are required to EU.

### Specific restrictions:

sensitive products or those subject to excise duties must have the relevant documents attached.

### Prohibited imports: none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*



Check out  
all the international destinations  
covered by Colissimo on :

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



(1) Available in 2025.



# Belgium



## Country details



Country code: **BE**

Capital: **Brussels**

Currency: **Euro**

Price zone: **1**

Delivery: **Road**

Delivery partners:

› **Bpost** (Colissimo

International: Home Delivery  
no signature required, Out of

Home Delivery in post office,  
pick-up point and locker  
and Colissimo Return from  
International to France

› **DPD** (Colissimo International:  
Home Delivery *signature*  
*required* and Colissimo  
Return from France)



## Delivery times

- **From D+3**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

### Number of delivery attempts:

1 with our partner DPD  
(Colissimo International  
Home Delivery)

2 with our partner BPost  
(Colissimo International  
Home Delivery)

### Holding: yes

**Time held:** 10 business days  
(excluding return)

### Delivery on Saturday: no



## Standards and regulations

### Authorised Dimensions and Weights (machinable):

#### Max weight:

- Colissimo Home Delivery and Colissimo Return: 30kg
- Colissimo Out of Home Delivery: 20kg

#### Max length: 1m

#### Max girth L+w+h: 1.50m

### Transport regulations:

Dangerous goods Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.



## Customs formalities

### Customs documents:

no customs documents are required to EU.

### Specific restrictions:

sensitive products or those subject to excise duties must have the relevant documents attached.

### Prohibited imports:

parcels containing tobacco are prohibited.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required / no signature required*
  - Colissimo Out of Home Delivery (pick-up point, at the post office, locker)
- Colissimo Return

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery *signature required* and Colissimo Out of Home Delivery (pick-up point, at the post office)
- **Proof of Delivery** available on Colissimo Parcel Tracker (partner DPD only)



Check out  
all the international destinations  
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# Brazil



## Country details



Country code: **BR**  
Capital: **Brasilia**  
Currency: **Brazilian Real**  
Price zone: **6**

Delivery: **Air**  
Delivery partner:  
**Correios Do Brasil**



## Delivery times

- From D+4



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** no

**Time held:** 15 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of commercial invoice or pro forma invoice.

**Specific restrictions:**

chemicals, drugs, cosmetics, food, medical equipment, pharmaceuticals, watches.

**Prohibited imports:**

tobacco, spirits, stamps, jewellery and precious stones, pornography, perfume, any used article, plants and seeds, leather goods.

**Tax threshold:**

Duties and taxes apply to all shipments of goods with Correos Do Brasil with a value of over 50 USD. No VAT in Brazil.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery signature required

## Options

- Optional compensation (*ad valorem*)
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



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# Bulgaria



## Country details



Country code: **BG**  
Capital: **Sofia**  
Currency: **Bulgarian Lev**  
Price zone: **4**

Delivery: **Air**  
Delivery partner:  
**Bulgarian Post**



## Delivery times

- **From D+5**
- With guaranteed delivery times for Colissimo Home Delivery<sup>(1)</sup>

<sup>(1)</sup> Available in 2025.



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 1

**Holding:** yes

**Time held:** 20 business days

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



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## Customs formalities

**Customs documents:**

no customs documents  
are required to EU.

**Specific restrictions:**

sensitive products or those  
subject to excise duties must  
have the relevant documents  
attached.

**Prohibited imports:**

jewellery and precious  
stones.

*The above lists are not  
exhaustive and are subject  
to change. You are advised to  
consult the websites of the  
customs authorities of the  
destination countries.*



# Cameroon



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## Country details



Country code: **CM**  
Capital: **Yaoundé**  
Currency: **CFA Franc**  
Price zone: **6**

Delivery: **Air**  
Delivery partner:  
**Cameroon Post**



## Delivery times

- From D+5



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 14 business days

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and  
Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods  
(ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of commercial  
invoice or pro forma invoice.

**Specific restrictions:**

non perishable or tinned  
foods.

**Prohibited imports:**

spirits, non-alcoholic  
beverages, chemicals,  
passports, jewellery.

*The above lists are not  
exhaustive and are subject  
to change. You are advised to  
consult the websites of the  
customs authorities of the  
destination countries.*

## Services available

- Colissimo International:
    - Colissimo Home
- Delivery signature  
required*

## Options

- Optional compensation  
(ad valorem)

## Features included

- Tracking from drop-off  
to delivery



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# Canada



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## Country details



Country code: **CA**  
Capital: **Ottawa**  
Currency: **Canadian Dollar**  
Price zone: **5**

Delivery: **Air**  
Delivery partner:  
**Postes Canada**



## Delivery times

- **From D+4**
- With guaranteed delivery times for Colissimo Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** no

**Time held:** 15 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of commercial invoice or pro forma invoice.

In order to benefit from the partial or total exemption from customs duties stipulated in the CETA trade agreement between the EU and Canada, the EU preferential proof of origin must be provided by the exporter through the Declaration of Origin on Invoice (DOF) up to €6,000 and in excess of €6,000 through the Registered Exporter system.

**Specific restrictions:** none.

**Prohibited imports:**

alcohol unless addressed

to a regional or provincial liquor board, agricultural and pharmaceutical products without a certificate, permit or prescription, clothing for sale without a permit, deli meats, cheese, foie gras, chemicals, perfumes.

**Tax threshold:**

Duties and taxes apply to all shipments with a value of CAD 20 or more.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*

## Options

- Optional compensation (*ad valorem*)
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



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# Chile



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## Country details



Country code: **CL**  
Capital: **Santiago**  
Currency: **Peso**  
Price zone: **6**

Delivery: **Air**  
Delivery partner:  
**Empresa Correos de Chile**



## Delivery times

- From D+6



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** no

**Time held:** 15 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of commercial invoice or pro forma invoice.

**Specific restrictions:**

alcohol, chemicals, CDs,

computer equipment,

cosmetics, drugs, food,

medical equipment, spare

parts, personal effects,

cassettes, textiles, tobacco,

toys.

**Prohibited imports:**

banknotes, jewellery and

precious stones.

**Tax threshold:**

Duties and taxes apply to all shipments of goods with Empresa Correos Chile with a value in excess of 30 USD.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:

- Colissimo Home Delivery signature required

## Options

- Optional compensation (ad valorem)

## Features included

- Tracking from drop-off to delivery



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# China



## Country details



Country code: **CN**

Capital: **Beijing**

Currency: **Chinese Renminbi  
or Yuan**

Price zone: **5**

Delivery: **Air**

Delivery partner:  
**China Post**



## Delivery times

- **From D+5**
- With guaranteed delivery times for Colissimo Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** no

**Time held:** 15 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of commercial invoice or pro forma invoice.

**Specific restrictions:**

goods imported for commercial purposes must have an import permit attached.

**Prohibited imports:**

firearms and ammunition, germ-bearing animal and plant products, foodstuffs, medication that can spread disease, pornographic printed matter and films,

CDs, videos, data storage devices that can harm the interests of the People's Republic of China.

**Tax threshold:**

Duties and taxes apply to all shipments with a market value of 5,000 RMB or more (equivalent to 684 USD).

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*

## Options

- Optional compensation (*ad valorem*)
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



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# Croatia



## Country details



Country code: **HR**  
Capital: **Zagreb**  
Currency: **Kuna**  
Price zone: **4**

Delivery: **Air**  
Delivery partner:  
**Hrvatska pošta**



## Delivery times

- **From D+4**
- With guaranteed delivery times for Colissimo Home Delivery<sup>(1)</sup>

<sup>(1)</sup> Available in 2025.





## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 1

**Holding:** yes

**Time held:** 5 business days

(excluding return)

**Delivery on Saturday:** yes



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

no customs documents are required to EU.

**Specific restrictions:**

sensitive products or those subject to excise duties must have the relevant documents attached.

**Prohibited imports:**

parcels containing tobacco are prohibited.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
- Colissimo Return from International to France and from France

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return

## Features included

- Tracking from drop-off to delivery



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# Cyprus



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## Country details



Country code: **CY**  
Capital: **Nicosia**  
Currency: **Euro**  
Price zone: **4**

Delivery: **Air**  
Delivery partner:  
**Cyprus Post**



## Delivery times

- **From D+5**
- With guaranteed delivery times for Colissimo Home Delivery<sup>(1)</sup>

<sup>(1)</sup> Available in 2025.



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

**<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>**



## Delivery characteristics

**Number of delivery**

**attempts:** 1

**Holding:** yes

**Time held:** 15 business days

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and  
Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods  
(ICAO, IATA).



## Customs formalities

**Customs documents:**

no customs documents  
are required to EU.

Please note that goods  
intended for North Cyprus,  
which is controlled by Turkey,  
must have the following  
documents attached:

+ 4 copies of form CN23,

+ 2 copies of the commercial  
invoice or pro forma invoice,

+ ATR certificate (proof of  
community status).

**Specific restrictions:**

passport, drugs,  
pharmaceuticals, tobacco,  
perfumes, cosmetics,  
fabrics, watches, gambling.

**Prohibited imports:**

spirits, wine, cash, content  
offensive to Muslim culture,  
or propaganda against the  
government.

*The above lists are not  
exhaustive and are subject  
to change. You are advised to  
consult the websites of the  
customs authorities of the  
destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home
 Delivery signature  
required

## Options

- Optional compensation  
(ad valorem)

## Features included

- Tracking from drop-off  
to delivery



Check out  
all the international destinations  
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**[www.laposte.fr/  
colissimo-entreprise](http://www.laposte.fr/colissimo-entreprise)**



# Czech Republic



## Country details



Country code: **CZ**  
Capital: **Prague**  
Currency: **Czech Koruna**  
Price zone: **3**  
Delivery: **Road**  
Delivery partners:

- › **DPD** (Colissimo Home Delivery, Colissimo Out of Home Delivery and Colissimo Return from France)
- › **Czech Post** (Colissimo Return from International to France)



## Delivery times

- **From D+4**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 6 business days

(excluding return)

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:**

- Colissimo Home Delivery and Colissimo Return: 30kg
- Colissimo Out of Home Delivery: 20kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Dangerous goods Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.



## Customs formalities

**Customs documents:**

no customs documents are required to EU.

**Specific restrictions:**

sensitive products or those subject to excise duties must have the relevant documents attached.

**Prohibited imports:** none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery (pick-up point and locker <sup>(1)</sup>)
- Colissimo Return

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery *signature required* and Colissimo Out of Home Delivery
- **Proof of Delivery** available on Colissimo Parcel Tracker (partner DPD only)



Check out all the international destinations covered by Colissimo on :

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



(1) Available in 2025.



# Denmark



## Country details



Country code: **DK**  
Capital: **Copenhagen**  
Currency: **Danish Krone**  
Price zone: **3**  
Delivery: **Air**  
Delivery partners:  
‣ **DPD:** Colissimo Home

Delivery, Colissimo Out of Home Delivery (pick-up point and locker<sup>(1)</sup>)  
‣ **Postnord:** Colissimo  
Return from International to France (excluding Feroe islands & Groenland)



## Delivery times

- **From D+4**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery

(1) Available in 2025.



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 1

**Holding:** yes

**Time held:** 5 business days

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and**

**Weights (machinable):**

**Max weight:**

- Colissimo Home Delivery: 30kg
- Colissimo Out of Home Delivery and Colissimo

Return: 20kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

no customs documents are required to EU.

Please note that goods for the Faroe islands and Greenland must have the following documents attached:

- + 4 copies of form CN23,
- + 2 copies of commercial invoice or pro forma invoice.

**Specific restrictions:**

sensitive products or those subject to excise duties must have the relevant documents attached.

Duties and taxes apply to all shipments with a market value of DKK 1,150 or more (equivalent to USD 165).

**Prohibited imports:** none.

**Tax threshold:**

Duties and taxes apply to all shipments with a market value of DKK 1,150 or more (equivalent to USD 165).

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery (pick-up point and locker<sup>(1)</sup>)
  - Colissimo Return from International to France (excluding Faroe Islands and Greenland)

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** on Colissimo Home Delivery *signature required* and Colissimo Out of Home Delivery



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(1) Available in 2025.



# Egypt



## Country details



Country code: **EG**

Capital: **Cairo**

Currency: **Egyptian Pound (LE)**

Price zone: **6**

Delivery: **Air**

Delivery partner:  
**Egypt Post**



## Delivery times

- From D+5



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 3

**Holding:** yes

**Time held:** 15 business days

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of the commercial or pro forma invoice.

**Specific restrictions:**

clothing, furniture, household appliances, carpets, textiles, shoes, steel, covers, bicycles, motorbikes, watches, mineral/natural waters and soft drinks.

**Prohibited imports:**

edible poultry offal (including liver), hazardous chemicals and certain chemicals and pesticides, hazardous

waste, products using or containing substances harmful to the ozone layer (excluding medical products), used telecommunications equipment for commercial purposes, etc.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*

## Options

- Compensation (*ad valorem insurance*)
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



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# Estonia



## Country details



Country code: **EE**

Capital: **Tallinn**

Currency: **Euro**

Price zone: **3**

Delivery: **Road**

Delivery partners:

› **DPD** (Colissimo Home

Delivery, Colissimo Out of Home Delivery and Colissimo Return from France)

› **Omniva** (Colissimo Return from International to France)



## Delivery times

- **From D+6**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

### Number of delivery

**attempts:** 2

**Holding:** yes

**Time held:** 7 business days  
(excluding return)

**Delivery on Saturday:** yes –  
on option



## Standards and regulations

### Authorised Dimensions and Weights (machinable):

#### Max weight:

- Colissimo International, Colissimo Home Delivery and Colissimo Return: 30kg
- Colissimo Out of Home Delivery: 20kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

### Transport regulations:

Dangerous goods Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery (locker)
- Colissimo Return

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery and Colissimo Out of Home Delivery
- **Proof of Delivery** available on Colissimo Parcel Tracker (partner DPD only)



## Customs formalities

### Customs documents:

no customs documents are required to EU.

### Specific restrictions:

sensitive products or those subject to excise duties must have the relevant documents attached.

### Prohibited imports:

none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*



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# Finland



## Country details



Country code: **FI**  
Capital: **Helsinki**  
Currency: **Euro**  
Price zone: **4**

Delivery: **Air**  
Delivery partner:  
**Posti Corporation**



## Delivery times

- **From D+4**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery<sup>(1)</sup>
- For this location, the delivery partner can make a first delivery attempt at an Out of Home point

(1) Available in 2025.



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 1

**Holding:** yes

**Time held:** 10 business days

(excluding return)

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:**

- Colissimo Home Delivery and Colissimo Return: 30kg
- Colissimo Out of Home Delivery<sup>(1)</sup>: 20kg

**Max length:** 1m

**Max girth:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

no customs documents are required to EU.

Please note that goods for the Åland Islands must have the following documents attached:

- + 4 copies of form CN23,
- + 2 copies of commercial invoice or pro forma invoice.

**Specific restrictions:**

sensitive products or those

subject to excise duties must have the relevant documents attached.

**Prohibited imports:** none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery (pick-up point and locker - except specified regions)<sup>(1)</sup>
- Colissimo Return from International to France & from France

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return

## Features included

- Tracking from drop-off to delivery



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(1) Available in 2025.



# French Guiana



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## Country details



Country code: **GY**  
Administrative centre:  
**Cayenne**  
Currency: **Euro**

Price zone: **OM1**  
Delivery: **Air for Colissimo**  
**Home Delivery. Maritime for**  
**Colissimo Eco**



## Delivery times

- From D+7 for Colissimo Home Delivery
- From D+22 for Colissimo Eco





## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/french-overseas#fiches-pays>



## Delivery characteristics

**Holding:** yes in 44 post offices

**Time held:** 15 business days

**Delivery on Saturday:** yes



## Standards and regulations

### Authorised Dimensions and Weights (machinable):

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

### Transport regulations:

Prohibited dangerous goods (ICAO, IATA) and subject to maritime regulations for Colissimo Eco.



## Customs formalities

### Customs documents:

+ 4 copies of form CN23

(warning: for customs clearance of alcoholic beverages, the sender must indicate a detailed description with volume of pure alcohol per bottle, price per litre and quantity - 75cl or 1 litre on the CN23 customs declaration. Without these indications, customs clearance will be delayed in order to obtain these elements from the consignee);

+ 2 copies of the commercial or pro forma invoice.

### Specific restrictions:

customs taxes (excise duties) must be paid by the recipient if the alcohol quantities sent are above: 1 litre of alcohol for a beverage with an alcohol content of over 22° or 2 litres of alcohol for a beverage with

an alcohol content under 22°.

### Prohibited imports:

the shipment of tobacco (cigarettes, cigars...) is prohibited from the French Overseas to Metropolitan France.

### Tax threshold:

Duties and taxes apply to all shipments with a market value of EUR 22 or more. Customs taxes (excise duties, VAT) are payable by the consignee if the quantities of alcohol shipped exceed: 1 liter of alcohol and alcoholic beverage over 22° or 2 liters of alcohol and alcoholic beverage under 22°.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International
- Colissimo Home  
Delivery signature required / no signature required
- Colissimo Eco
- Colissimo Return intra-Dom
- Colissimo Return Mainland France
- Colissimo Return Inter-Dom

## Options

- Optional compensation (*ad valorem*) for Colissimo International
- DDP option for Colissimo Home Delivery and Eco

## Features included

- Tracking from drop-off to delivery
- **Proof of delivery** using Parcel Tracker



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# French Polynesia



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## Country details



Country code: **PF**  
Administrative centre:  
**Papeete**

Currency: **CFP Franc**  
Price zone: **OM2**  
Delivery: **Air**



## Delivery times

- From D+7



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/french-overseas#fiches-pays>



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** no

**Time held:** 15 business days



## Standards and regulations

### Authorised Dimensions and Weights (machinable):

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

### Transport regulations:

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

### Customs documents:

+ 4 copies of form CN23,  
+ 2 copies of the commercial invoice or pro forma invoice,  
+ 1 declaration of origin EUR1 certificate may enable the consignee to benefit from the reduction or exemption of customs duties on arrival.

### Specific restrictions:

none.

**Prohibited imports:** none.

### Tax threshold:

Duties and taxes apply to all shipments with a market value of EUR 166 or more.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo Home  
Delivery signature required / no signature required

## Options

- Optional compensation (ad valorem)

## Features included

- Tracking from drop-off to delivery



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# Germany



## Country details



Country code: **DE**

Capital: **Berlin**

Currency: **Euro**

Price zone: **1**

Delivery: **Road**

Delivery partners:

- › **Deutsche Post** (Colissimo International: Home Delivery signature required<sup>(1)</sup> and

Return form International to France)

- › **DPD** (Colissimo International: Home Delivery signature required and Out of Home Delivery pick-up point and locker<sup>(2)</sup>) and Return from France



## Delivery times

- **From D+3**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery

(1) Deutsche Post Packstation delivery option (13,000 points). To do this, you must select the Postal Partner option. The e-buyer must then enter the Packstation address of their choice instead of their home address. To benefit from this service, the e-buyer must first register for the service and activate the Post & DHL application on their smartphone. (2) Available in 2025.



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

### Number of delivery attempts:

2 with our partner DPD  
(Colissimo Home Delivery),  
1 with our partner Deutsche  
Post (Colissimo Home  
Delivery)

**Holding:** yes

**Time held:** 5 business days

with our partner DPD.  
10 business days with our  
partner Deutsche Post  
(excluding return)

**Delivery on Saturday:** yes  
(DPD)



## Standards and regulations

### Authorised Dimensions and Weights (machinable):

#### Max weight:

- Colissimo Home Delivery  
and Colissimo Return: 30kg
- Colissimo Out of Home  
Delivery: 20kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

#### Transport regulations:

Dangerous goods Authorised  
by the ADR: only on favorable  
advice from our safety  
experts. Contact your sales  
representative for further  
information.



## Customs formalities

### Customs documents:

no customs documents  
are required for the EU.  
Please note that goods for  
Büdingen (78266) and the  
island of Helgoland (27998)  
must have the following  
documents attached:  
+ 4 copies of form CN23,  
+ 2 copies of commercial  
invoice or pro forma invoice.

### Specific restrictions:

sensitive products or those  
subject to excise duties must  
have the relevant documents  
attached.

**Prohibited imports:** none.

*The above lists are not  
exhaustive and are subject  
to change. You are advised to  
consult the websites of the  
customs authorities of the  
destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home  
Delivery *signature  
required*
  - Colissimo Out of  
Home Delivery (pick-  
up point and locker)<sup>(1)</sup>
- Colissimo Return  
(excluding specified  
regions)

## Options

- Postal partner
- Optional compensation  
(*ad valorem*) for  
Colissimo International  
and Colissimo Return

## Features included

- Tracking from drop-off  
to delivery
- **Interactive notification  
service** for Colissimo  
Home Delivery  
*signature required* and  
Colissimo Out of Home  
Delivery
- **Proof of Delivery**  
available on Colissimo  
Parcel Tracker (partner  
DPD only)



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(1) Available in 2025.



# Greece



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## Country details



Country code: **GR**  
Capital: **Athens**  
Currency: **Euro**  
Price zone: **4**

Delivery: **Air**  
Delivery partner:  
**Elta**



## Delivery times

- **From D+5**
- With guaranteed delivery times for Colissimo Home Delivery<sup>(1)</sup>

<sup>(1)</sup> Available in 2025.



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 14 business days

(excluding return)

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and**

**Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods  
(ICAO, IATA).



## Customs formalities

**Customs documents:**

no customs documents  
are required to EU.

Please note that goods for  
mount Athos must have  
the following documents  
attached:

+ 4 copies of form CN23,

+ 2 copies of commercial  
invoice or pro forma invoice.

**Specific restrictions:**

sensitive products or those  
subject to excise duties must  
have the relevant documents  
attached.

**Prohibited imports:**

none.

*The above lists are not  
exhaustive and are subject  
to change. You are advised to  
consult the websites of the  
customs authorities of the  
destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home  
Delivery *signature required*
- Colissimo Return from  
International to France  
and from France

## Options

- Optional compensation  
(*ad valorem*) for  
Colissimo International  
and Colissimo Return  
from International to  
France and from France

## Features included

- Tracking from drop-off  
to delivery



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# Guadeloupe



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## Country details



Country code: **GP**  
Administrative centre:  
**Basse-Terre**  
Currency: **Euro**

Price zone: **OM1**  
Delivery: **Air for Colissimo**  
**Home Delivery and Colissimo**  
**Eco**



## Delivery times

- From D+5 for Colissimo Home Delivery
- From D+18 for Colissimo Eco



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

**<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/french-overseas#fiches-pays>**



## Delivery characteristics

**Holding:** yes in 60 post offices

**Time held:** 15 business days

**Delivery on Saturday:** yes



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23

(warning: for customs

clearance of alcoholic

beverages, the sender must

indicate a detailed description

with volume of pure alcohol

per bottle, price per litre and

quantity - 75cl or 1 litre on the

CN23 customs declaration.

Without these indications,

customs clearance will be

delayed in order to obtain

these elements from the

consignee);

+ 2 copies of the commercial or

pro forma invoice.

**Specific restrictions:**

customs taxes (excise

duties, VAT) must be paid by

the recipient if the alcohol

quantities sent are above:

1 litre of alcohol for a beverage

with an alcohol content of

over 22° or 2 litres of alcohol

for a beverage with an alcohol

content under 22°.

**Prohibited imports:**

the shipment of tobacco

(cigarettes, cigars...) is

prohibited from the French

Overseas to Metropolitan

France.

**Tax threshold:**

Duties and taxes apply to all

shipments with a market value

of EUR 22 or more. Customs

taxes (excise duties, VAT) are

payable by the consignee if the

quantities of alcohol shipped

exceed: 1 liter of alcohol and

alcoholic beverage over 22° or

2 liters of alcohol and alcoholic

beverage under 22°.

*The above lists are not*

*exhaustive and are subject*

*to change. You are advised to*

*consult the websites of the*

*customs authorities of the*

*destination countries.*

## Services available

- Colissimo International
- Colissimo Home  
Delivery signature required / no signature required
- Colissimo Eco
- Colissimo Return  
intra-Dom
- Colissimo Return  
Mainland France
- Colissimo Return  
Inter-Dom

## Options

- Optional compensation (*ad valorem*) for Colissimo Home  
Delivery signature required and Mainland France Return
- DDP option for Colissimo Home  
Delivery and Eco offers

## Features included

- Tracking from drop-off to delivery
- **Proof of delivery** using Parcel Tracker



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# Hong Kong



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## Country details



Country code: **HK**  
Capital: **Hong Kong**  
Currency: **Hong Kong Dollar**  
Price zone: **5**

Delivery: **Air**  
Delivery partner:  
**Hong Kong Post**



## Delivery times

- **From D+4**
- With guaranteed delivery times for Colissimo Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

**<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>**



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** no

**Time held:** 7 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

the Hong Kong territory still has a free port status and remains an autonomous customs territory, separate from the rest of China. Goods must have the following documents attached:

+ 4 copies of form CN23,

+ 2 copies of commercial

invoice or pro forma invoice.

**Specific restrictions:**

alcohol and tobacco imports require a permit and a transport licence. Pharmaceutical products and drugs, textiles, and radio broadcasting equipment are subject to an import licence.

**Prohibited imports:**

lottery tickets, celluloid.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*

## Options

- Optional compensation (*ad valorem*)
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



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# Hungary



## Country details



Country code: **HU**  
Capital: **Budapest**  
Currency: **Forint**  
Price zone: **3**  
Delivery: **Road**  
Delivery partners:

- › **DPD** (Colissimo Home Delivery, Colissimo Out of Home Delivery pick-up point and locker<sup>(1)</sup>) and Return from France
- › **Magyar Posta** (Colissimo Return from International to France)



## Delivery times

- **From D+5**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery

<sup>(1)</sup> Available in 2025.



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 10 business days  
(excluding return)

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and  
Weights (machinable):**

**Max weight:**

- Colissimo Home Delivery, Colissimo Return: 30kg
- Colissimo Out of Home Delivery: 20kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Dangerous goods Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.



## Customs formalities

**Customs documents:**

no customs documents are required to EU.

**Specific restrictions:**

sensitive products or those subject to excise duties must have the relevant documents attached.

**Prohibited imports:** none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery (pick-up point and locker <sup>(1)</sup>)
- Colissimo Return

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery *signature required* and Colissimo Out of Home Delivery
- **Proof of Delivery** available on Colissimo Parcel Tracker (partner DPD only)



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(1) Available in 2025.





# Iceland



## Country details



Country code: **IS**  
Capital: **Reykjavik**  
Currency: **Icelandic Krona**  
Price zone: **4**

Delivery: **Air**  
Delivery partner:  
**Postur**



## Delivery times

- **From D+4**
- With guaranteed delivery times for Colissimo Home Delivery<sup>(1)</sup>

<sup>(1)</sup> Available in 2025.



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

**<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>**



## Delivery characteristics

**Number of delivery**

**attempts:** 1

**Holding:** yes

**Time held:** 30 business days

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of the commercial invoice or pro forma invoice,

+ 1 declaration of origin EUR1 certificate may enable the consignee to benefit from the reduction or exemption of customs duties on arrival.

**Specific restrictions:**

asbestos, hazardous materials, carpets, gaming equipment, ivory, liquids, pornographic films or images.

**Prohibited imports:** none.

**Tax threshold:**

Duties and taxes apply to all shipments with a market value of ISK 0 or more, with the exception of personal gifts. Duties and taxes apply to personal gifts with a market value of ISK 13,500 or more, equivalent to USD 98.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*

## Options

- Optional compensation (*ad valorem*)

## Features included

- Tracking from drop-off to delivery

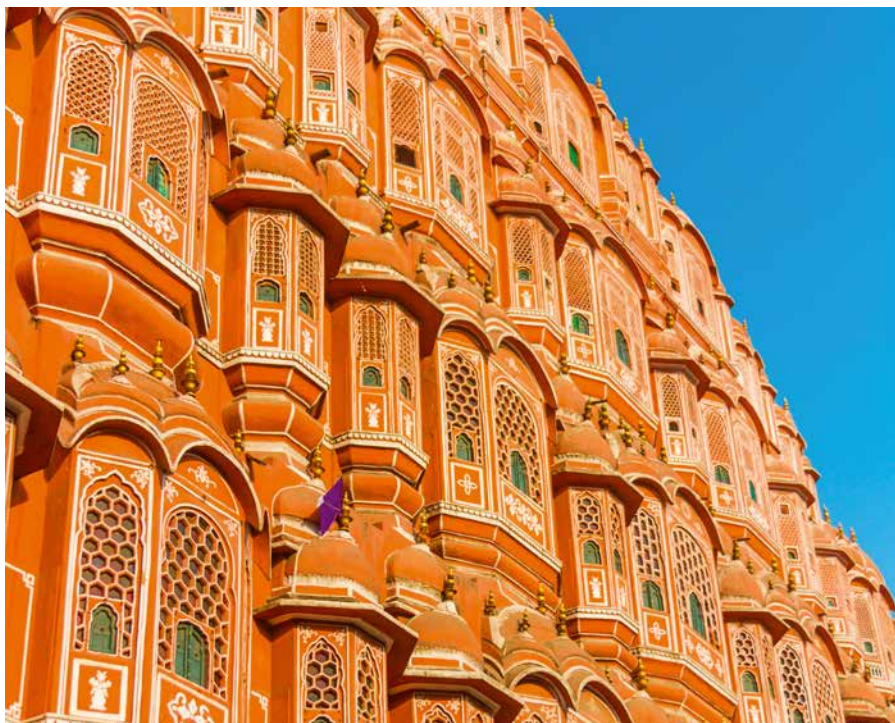


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# India



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## Country details



Country code: **IN**  
Capital: **New Delhi**  
Currency: **Indian Rupee**  
Price zone: **5**

Delivery: **Air**  
Delivery partner:  
**India Post**



## Delivery times

- From D+4



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

**<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>**



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 15 business days

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of commercial invoice or pro forma invoice.

**Specific restrictions:**

200 rupees for gifts.

No limit for parcels of

no commercial value.

Duty free for charities.

**Prohibited imports:**

animal fats and oils, animal preservatives, wood and products in the form of wood, chemicals.

Firearms must have a

certificate - licence - import permit.

**Tax threshold:**

Duties and taxes apply to all shipments valued at over 0 USD (except for gifts and samples valued at 10,000 INR or the equivalent of 132 USD).

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*

## Options

- Optional compensation (*ad valorem*)
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



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# Israel



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## Country details



Country code: **IL**

Capital: **Jerusalem**

Currency: **New Israeli Shekel**

Price zone: **5**

Delivery: **Air**

Delivery partner:

**Israel Postal Company**



## Delivery times

- From D+6



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 15 business days

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 20kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of commercial invoice or pro forma invoice.

**Specific restrictions:**

alcohol, tobacco, food, drugs, cosmetics, communication equipment, computer equipment, toys, hides, skins and pelts.

**Prohibited imports:**

pornography, dangerous toys, gambling, precious stones,

slot machines, propaganda material, stamps.

**Tax threshold:**

Duties and taxes apply to all shipments with a market value of USD 500 or more.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery signature required

## Options

- Optional compensation (*ad valorem*)
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



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# Italy



## Country details



Country code: **IT**

Capital: **Rome**

Currency: **Euro**

Price zone: **2**

Delivery: **Road**

Delivery partners:

› **Poste Italiane** (Home  
Delivery *signature required*  
and Colissimo Return from

International to France)

› **BRT** (Colissimo Return from  
International to France:  
Colissimo Home Delivery,  
Colissimo Out of Home  
Delivery pick-up point and  
Colissimo Return from  
France)



## Delivery times

- **From D+3**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

### Number of delivery

**attempts:** 2

**Holding:** yes

**Time held:**

- 3 business days with partner  
BRT

- 10 business days with

partner Poste Italiana  
(excluding returns)

**Delivery on Saturday:**

- no with our partner BRT  
- yes with our partner Poste  
Italiane



## Standards and regulations

### Authorised Dimensions and Weights (machinable):

**Max weight:**

- Colissimo International, Colissimo Home Delivery and Colissimo Return: 30kg
- Colissimo Out of Home Delivery: 20kg

**Max length:** 1m

**Max girth:** 1.50m

**Transport regulations:**

Dangerous goods Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.



## Customs formalities

### Customs documents:

no customs documents are required to EU.

Please note that goods bound for Livigno, Campione d'Italia, Vatican City and San Marino must have the following documents attached:

- + 4 copies of form CN23,
- + 2 copies of commercial invoice or pro forma invoice.

### Specific restrictions:

sensitive products or those subject to excise duties must have the relevant documents attached.

**Prohibited imports:** none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery (pick-up point)
- Colissimo Return

## Options

- Optional compensation (*ad valorem*) on Colissimo International and Colissimo Return
- Postal partner option

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery *signature required* and Colissimo Out of Home Delivery
- **Proof of Delivery** available on Colissimo Parcel Tracker (partner BRT only)



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# Japan



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## Country details



Country code: **JP**  
Capital: **Tokyo**  
Currency: **Japanese Yen**  
Price zone: **5**

Delivery: **Air**  
Delivery partner:  
**Japan Post**



## Delivery times

- **From D+4**
- With guaranteed delivery times for Colissimo Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** no

**Time held:** 15 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of commercial invoice or pro forma invoice.

**Specific restrictions:**

food of animal origin is the subject of many import restrictions.

**Prohibited imports:**

plant products with no Japanese certificate, meat-based food preparations, indecent images.

**Tax threshold:**

Duties and taxes apply to all shipments with a market value of JPY 10,000 or more (equivalent to USD 68). If the

shipment is split (to avoid exceeding weight limits, etc.) and sent from a fixed sender to a fixed consignee at the same time, the total customs value of all packages shipped separately from the same sender to the same consignee must not exceed JPY 10,000.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*

## Options

- Optional compensation (*ad valorem*)
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



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# Latvia



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## Country details



Country code: **LV**  
Capital: **Riga**  
Currency: **Euro**  
Price zone: **3**  
Delivery: **Road**  
Delivery partners:

- › **DPD** (Home Delivery signature required and Out of Home Delivery with locker)
- › **Express Pasts** (Colissimo Return from International to France)



## Delivery times

- **From D+6**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 5 business days

**Delivery on Saturday:** yes - optional



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:**

- Colissimo Home Delivery and Colissimo Return: 30kg
- Colissimo Out of Home Delivery: 20kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Dangerous goods Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.



## Customs formalities

**Customs documents:**

no customs documents are required to EU.

**Specific restrictions:**

sensitive products or those subject to excise duties must have the relevant documents attached.

**Prohibited imports:**

none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery (locker)

## Options

- Optional compensation (*ad valorem*) for Colissimo Home Delivery *with signature* and Colissimo Return

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery *signature required*
- **Proof of Delivery** available on Colissimo Parcel Tracker (partner DPD only)



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# Lithuania



## Country details



Country code: **LT**

Capital: **Vilnius**

Currency: **Euro**

Price zone: **3**

Delivery: **Road**

Delivery partners:

› **DPD** (Colissimo Home Delivery *signature required*, Colissimo Out of Home Delivery and Colissimo Return from France)

› **Lietuvos Pastas** (Colissimo Return from International to France)



## Delivery times

- **From D+5**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 5 business days  
(excluding return)

**Delivery on Saturday:** yes -  
optional



## Standards and regulations

**Authorised Dimensions and  
Weights (machinable):**

**Max weight:**

- Colissimo Home Delivery and Colissimo Return: 30kg
- Colissimo Out of Home Delivery: 20kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Dangerous goods Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.



## Customs formalities

**Customs documents:**

no customs documents are required to EU.

**Specific restrictions:**

sensitive products or those subject to excise duties must have the relevant documents attached.

**Prohibited imports:**

none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery (locker)
- Colissimo Return

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery *signature required* and Colissimo Out of Home Delivery
- **Proof of Delivery** available on Colissimo Parcel Tracker (partner DPD only)



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# Luxembourg



## Country details



Country code: **LU**

Capital: **Luxembourg**

Currency: **Euro**

Price zone: **1**

Delivery: **Road**

Choice of delivery partner:

› **Post Luxembourg** (Colissimo Home Delivery *signature*

*required* and Colissimo

Return from International to France)

› **DPD** (Home Delivery with signature, Out of Home Delivery pick-up point and Return from France)



## Delivery times

- **From D+3**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

### Number of delivery attempts:

1

### Holding:

yes

### Time held:

- 5 business days with our partner DPD

- 15 business days with our partner Post Luxembourg (excluding Return)

### Delivery on Saturday:

- no with our partner DPD  
- yes with our partner Post Luxembourg



## Standards and regulations

### Authorised Dimensions and Weights (machinable):

#### Max weight:

- Colissimo Home Delivery and Colissimo Return: 30kg
- Colissimo Out of Home Delivery: 20kg

#### Max length:

1m

#### Max girth L+w+h:

1.50m

### Transport regulations:

Dangerous goods Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery (pick-up point)
- Colissimo Return

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return
- Postal partner option

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery *signature required* and Colissimo Out of Home Delivery
- **Proof of Delivery** available on Colissimo Parcel Tracker (partner DPD only)



## Customs formalities

### Customs documents:

no customs documents are required to EU.

### Specific restrictions:

sensitive products or those subject to excise duties must have the relevant documents attached.

### Prohibited imports:

none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*



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# Malaysia



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## Country details



Country code: **MY**  
Capital: **Kuala Lumpur**  
Currency: **Ringgit**  
Price zone: **6**

Delivery: **Air**  
Delivery partner:  
**Malaysia Post Limited**



## Delivery times

- From D+7



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** no

**Time held:** 15 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,  
+ 2 copies of commercial  
invoice or pro forma invoice.

**Specific restrictions:**

alcohol and spirits, wine,  
cosmetics, books, magazines,  
video games, audio recordings,  
pharmaceutical products,  
cigarettes, military clothing  
and equipment, electrical  
equipment and devices.

**Prohibited imports:**

objects offensive to Muslim  
culture, antiques, animal  
products from endangered  
species and their by-products,

plants and plant products,  
radio-communication devices,  
firecrackers, obscene articles,  
furs, precious metals.

**Tax threshold:**

Duties and taxes apply to all  
shipments with a market value  
of MYR 500 or more (equivalent  
to USD 107).

*The above lists are not  
exhaustive and are subject  
to change. You are advised to  
consult the websites of the  
customs authorities of the  
destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home
 Delivery signature required

## Options

- Optional compensation  
(ad valorem)

## Features included

- Tracking from drop-off  
to delivery



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# Malta



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## Country details



Country code: **MT**  
Capital: **Valetta**  
Currency: **Euro**  
Price zone: **4**

Delivery: **Air**  
Delivery partner:  
**Malta Post**



## Delivery times

- **From D+4**
- With guaranteed delivery times for Colissimo Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 1

**Holding:** yes

**Time held:** 20 business days  
(excluding return)

**Delivery on Saturday:** yes



## Standards and regulations

**Authorised Dimensions and  
Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods  
(ICAO, IATA).



## Customs formalities

**Customs documents:**

no customs documents  
are required to EU.

**Specific restrictions:**

sensitive products or those  
subject to excise duties must  
have the relevant documents  
attached.

**Prohibited imports:**

perfume.

*The above lists are not  
exhaustive and are subject  
to change. You are advised to  
consult the websites of the  
customs authorities of the  
destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home  
Delivery *signature required*
- Colissimo Return from  
International to France  
and from France

## Options

- Optional compensation  
(*ad valorem*) for  
Colissimo International  
and Colissimo Return

## Features included

- Tracking from drop-off  
to delivery



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# Martinique



## Country details



Country code: **MQ**  
Administrative centre: **Fort-de-France**  
Currency: **Euro**

Price zone: **OM1**  
Delivery: **Air for Colissimo Home Delivery and Colissimo Eco**



## Delivery times

- From D+5 for Colissimo Home Delivery
- From D+18 for Colissimo Eco



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Holding:** yes in 53 post offices

**Time held:** 15 business days

**Delivery on Saturday:** yes



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23

(warning: for customs

clearance of alcoholic

beverages, the sender must

indicate a detailed description

with volume of pure alcohol

per bottle, price per litre and

quantity - 75cl or 1 litre on the

CN23 customs declaration.

Without these indications,

customs clearance will be

delayed in order to obtain

these elements from the

consignee);

+ 2 copies of the commercial or

pro forma invoice.

**Specific restrictions:**

customs taxes (excise

duties, VAT) must be paid by

the recipient if the alcohol

quantities sent are above:

1 litre of alcohol for a beverage

with an alcohol content of

over 22° or 2 litres of alcohol

for a beverage with an alcohol content under 22°.

**Prohibited imports:**

the shipment of tobacco

(cigarettes, cigars...) is

prohibited from the French

Overseas to Metropolitan

France.

**Tax threshold:**

Duties and taxes apply to all

shipments with a market value

of EUR 22 or more. Customs

taxes (excise duties, VAT) are

payable by the consignee if the

quantities of alcohol shipped

exceed: 1 liter of alcohol and

alcoholic beverage over 22° or

2 liters of alcohol and alcoholic

beverage under 22°.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International
- Colissimo Home Delivery *signature required / no signature required*
- Colissimo Eco
- Colissimo Return intra-Dom
- Colissimo Return Mainland France
- Colissimo Return Inter-Dom

## Options

- Optional compensation (*ad valorem*) for Colissimo Home Delivery *signature required* and Mainland France Return
- DDP for Colissimo Home Delivery and Eco offers

## Features included

- Tracking from drop-off to delivery
- **Proof of delivery** using Parcel Tracker



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# Mayotte



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## Country details



Country code: **YT**  
Administrative centre:  
**Mamoudzou**  
Currency: **Euro**

Price zone: **OM1**  
Delivery: **Air for Colissimo**  
**Home Delivery and Colissimo**  
**Eco**



## Delivery times

- From D+7 for Colissimo Home Delivery
- From D+18 for Colissimo Eco



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Holding:** yes in 13 post offices

**Delivery on Saturday:** no

**Time held:** 15 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23

(warning: for customs clearance of alcoholic beverages, the sender must indicate a detailed description with volume of pure alcohol per bottle, price per litre and quantity - 75cl or 1 litre on the CN23 customs declaration.

Without these indications, customs clearance will be delayed in order to obtain these elements from the consignee);

+ 2 copies of the commercial or pro forma invoice.

**Specific restrictions:**

customs taxes (excise duties, VAT) are payable by the consignee if the quantities of alcohol dispatched are greater than or equal to: 1 litre of alcohol for a beverage with an alcohol content of over

22° or 2 litres of alcohol for a beverage with an alcohol content under 22°.

**Prohibited imports:**

the shipment of tobacco (cigarettes, cigars...) is prohibited from the French Overseas to Metropolitan France.

**Tax threshold:**

Duties and taxes apply to all shipments with a market value of EUR 22 or more. Customs taxes (excise duties, VAT) are payable by the consignee if the quantities of alcohol shipped exceed: 1 liter of alcohol and alcoholic beverage over 22° or 2 liters of alcohol and alcoholic beverage under 22°.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo Home  
Delivery signature required / no signature required
- Colissimo Eco
- Colissimo Return  
intra-Dom
- Colissimo Return  
Mainland France
- Colissimo Return  
Inter-Dom

## Options

- Optional compensation (*ad valorem*) for Colissimo Home Delivery signature required and Mainland France Return
- DDP for Colissimo Home Delivery and Eco offers

## Features included

- Tracking from drop-off to delivery
- **Proof of delivery** using Parcel Tracker



Check out  
all the international destinations  
covered by Colissimo on :

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





# Mexico



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## Country details



Country code: **MX**  
Capital: **Mexico**  
Currency: **Mexican Peso**  
Price zone: **6**

Delivery: **Air**  
Delivery partner:  
**Correos de Mexico**



## Delivery times

- From D+7



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 10 business days

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of commercial invoice or pro forma invoice.

**Specific restrictions:**

In the case of medical equipment and health care products, products manufactured abroad must be distributed by a legally appointed representative/distributor in Mexico and be registered with the Secretariat of Health.

Products whose value is under 50 USD are exempt from customs duty and VAT.

**Prohibited imports:**

antiquities, asbestos, hazardous goods, firearms, cheques, furs, jewellery and precious metals, ivory, military equipment, card games, sweets and non-industrial food products, drugs.

**Tax threshold:**

Duties and taxes apply to all shipments with Servicio Postal Mexicano with a value of USD 50 or more.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*

## Options

- Optional compensation (*ad valorem*)
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



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all the international destinations  
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# Morocco



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## Country details



Country code: **MA**  
Capital: **Rabat**  
Currency: **Moroccan Dirham**  
Price zone: **4**

Delivery: **Air**  
Delivery partner:  
**Chronopost**



## Delivery times

- From D+4



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 15 business days

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of the commercial or pro forma invoice,

+ 1 declaration of origin EUR1 certificate may enable the consignee to benefit from the reduction or exemption of customs duties on arrival.

**Specific restrictions:**

packages with pharmaceutical and parapharmaceutical products must be accompanied by a medical prescription, alcoholic beverages, precious metals, costume jewellery.

If the value of the content is equal or superior to 10,000,0 DHR or for commercial use, a Single Declaration of Goods

(DUM) must be filled out, when it reaches its destination.

Consequently, it is recommended that you anticipate the delivery times and additional cost.

**Prohibited imports:**

banknotes.

**Tax threshold:**

Duties and taxes apply to all shipments with a market value of MAD 1,250 or more (equivalent to USD 123).

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home
  - Delivery signature required

## Options

- Optional compensation (*ad valorem*)
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



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



# The Netherlands



## Country details



Country code: **NL**

Capital: **Amsterdam**

Currency: **Euro**

Price zone: **1**

Delivery: **Road**

Delivery partners:

› **DPD** (Colissimo Home)

Delivery with signature,  
Colissimo Out of Home  
Delivery with pick-up point  
and locker <sup>(1)</sup> and Colissimo  
Return from France)

› **PostNL** (Colissimo Return  
from International to France)



## Delivery times

- **From D+3**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery

(1) Available in 2025



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 1

**Holding:** yes

**Time held:** 5 business days

(excluding return)

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:**

- Colissimo Home Delivery and Colissimo Return: 30kg
- Colissimo Out of Home Delivery: 20kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Dangerous goods Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.



## Customs formalities

**Customs documents:**

no customs documents are required to EU.

**Specific restrictions:**

sensitive products or those subject to excise duties must have the relevant documents attached.

**Prohibited imports:** none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery (pick-up point and locker <sup>(1)</sup>)
- Colissimo Return

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery *signature required* and Colissimo Out of Home Delivery
- **Proof of Delivery** available on Colissimo Parcel Tracker (partner DPD only)



Check out  
all the international destinations  
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[www.laposte.fr/  
colissimo-entreprise](https://www.laposte.fr/colissimo-entreprise)



(1) Available in 2025



# New Caledonia



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## Country details



Country code: **NC**  
Administrative centre:  
**Nouméa**

Currency: **CFP Franc**  
Price zone: **OM2**  
Delivery: **Air**



## Delivery times

- From D+7 for Colissimo Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

**<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>**



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** no

**Time held:** 15 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,  
+ 2 copies of the commercial invoice or pro forma invoice,  
+ 1 declaration of origin EUR1 certificate may enable the reduction or exemption from customs duties on arrival.

**Specific restrictions:**

none.

**Prohibited imports:**

none.

**Tax principles:**

- Tax threshold (including shipping fees): from 3,000 XPF  
- Customs fees = 1,150 XPF  
- Local taxes: from 3 to

22% based on tariff status (= customs nomenclature filled out on CN23 customs declaration with article designation)

**Tax threshold:**

Duties and taxes apply to all shipments with a market value of EUR 166 or more.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo Home  
Delivery *signature required*
- Colissimo Home  
Delivery *no signature required*

## Options

- Optional compensation  
(*ad valorem*)

## Features included

- Tracking from drop-off to delivery



Check out  
all the international destinations  
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# New Zealand



## Country details



Country code: **NZ**  
Capital: **Wellington**  
Currency: **New Zealand Dollar**  
Price zone: **6**

Delivery: **Air**  
Delivery partner:  
**New Zealand Post**



## Delivery times

- From D+10



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 15 business days

**Delivery on Saturday:** yes



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of the commercial pro forma invoice.

**Specific restrictions:**

theoretical duty-free admission thresholds: 110 NZD for gifts; 40 NZD for commercial parcels.

Customs duties and taxes: tax on goods and services = 12.5%.

**Prohibited imports:**

alcoholic beverages, tobacco, preparations made with cereals or flour (except

pastas), perishable biological materials, pharmaceutical products in the absence of accreditation.

**Tax threshold:**

Duties and taxes apply to all shipments with a market value of NZD 1,000 or more (equivalent to USD 589).

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery signature required

## Options

- Optional compensation (*ad valorem*)
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



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# Norway



## Country details



Country code: **NO**

Capital: **Oslo**

Currency: **Norwegian Krone**

Price zone: **4**

Delivery: **Air**

Delivery partner:

**Posten Norge**



## Delivery times

- **From D+6**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery<sup>(1)</sup>
- For this location, the delivery partner can make a first delivery attempt at an Out of Home point

<sup>(1)</sup> Available in 2025



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

### Number of delivery

**attempts:** 1

**Holding:** yes

**Time held:** 10 business days

(excluding Return)

**Delivery on Saturday:** yes



## Standards and regulations

### Authorised Dimensions and

#### Weights (machinable):

#### Max weight:

- Colissimo Home Delivery and Colissimo Return: 30kg
- Colissimo Out of Home

Delivery<sup>(1)</sup>: 20kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

#### Transport regulations:

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

### Customs documents:

- + 4 copies of form CN23,
- + 2 copies of the commercial or pro forma invoice,
- + 1 declaration of origin EUR1 certificate may enable the consignee to benefit from the reduction or exemption of customs duties on arrival.

### Specific restrictions:

pharmaceuticals not requiring import authorisation, footwear, chemicals, tobacco, leather and raw hides, alcoholic beverages and tobacco can only be imported by authorised importers, perfumes and cosmetics must be approved, radio and telecommunication equipment.

**Prohibited imports:** none.

### Tax threshold:

1- The minimum import duty-free threshold in Norway of

350NOK (approx. EUR 30) will be abolished, meaning that goods will not be taxed from the 1st NOK.

2- For commercial shipments of goods below 3,000NOK (approx. EUR 260), a "VOEC (VAT in E-Commerce) number" will be mandatory for importing or exporting goods to this country. This means that for shipments of goods between 0 and 3,000NOK, e-tailers will have to collect VAT directly from their recipients and pay it to the Norwegian tax authorities.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery (post office, pick-up point and locker)<sup>(1)</sup>
- Colissimo Return from International to France

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



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(1) Available in 2025.



# Nigeria



## Country details



Country code: **NG**  
Capital: **Abuja**  
Currency: **Naira**  
Price zone: **6**

Delivery: **air**  
Delivery partner:  
**Nigerian Postal Service**



## Delivery times

- From D+5



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** not available

**Holding:** Yes

**Time held:** 30 business days

**Delivery on Saturday:** Yes



## Standards and regulations

**Authorised Dimensions and  
Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth:** 1.50m

**Transport regulations:**

Prohibited dangerous goods  
(ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 2 copies of form CN23,

+2 copies of commercial  
invoice or pro forma invoice.

**Specific restrictions:**

Sensitive products or those  
subject to excise duties must  
have the relevant documents  
attached.

**Prohibited imports:**

For more details, visit the  
official customs website:

[https://customs.gov.  
ng/?page\\_id=3077](https://customs.gov.ng/?page_id=3077)

**Tax threshold:**

Duties and taxes apply to  
all shipments with a market  
value of 250 USD or more.

*The above lists are not  
exhaustive and are subject  
to change. You are advised to  
consult the websites of the  
customs authorities of the  
destination countries.*

## Services available

- Colissimo

International:

- Colissimo Home

Delivery with signature

## Options

- Compensation (*ad  
valorem insurance*)

- DDP (operated by  
Colissimo with a  
dedicated last-mile  
partner)

## Features included

- Tracking from drop-off  
to delivery



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



# Poland



## Country details



Country code: **PL**

Capital: **Warsaw**

Currency: **Złoty**

Price zone: **3**

Delivery: **Road**

Delivery partners:

DPD (Colissimo Home Delivery,

Colissimo Out of Home

Delivery with pick-up point and locker<sup>(1)</sup> and Colissimo Return from France)

› **Poczta Polska** (Colissimo Return from International to France)



## Delivery times

- **From D+5**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery

<sup>(1)</sup> Available in 2025.



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 3 business days

(excluding return)

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:**

- Colissimo Home Delivery and Colissimo Return: 30kg

- Colissimo Out of Home Delivery: 20kg

- **Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Dangerous goods Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.



## Customs formalities

**Customs documents:**

no customs documents are required to EU.

**Specific restrictions:**

sensitive products or those subject to excise duties must have the relevant documents attached.

**Prohibited imports:** none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery (pick-up point and locker<sup>(1)</sup>)
  - Colissimo Return

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery *signature required* and Colissimo Out of Home Delivery
- **Proof of Delivery** available on Colissimo Parcel Tracker (partner DPD only)



Check out all the international destinations covered by Colissimo on :

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

(1) Available in 2025.



# Portugal



## Country details



Country code: **PT<sup>(1)</sup>**

Capital: **Lisbon**

Currency: **Euro**

Price zone: **2(Portugal)**

zone **4 (Azores and Madeira)**

Delivery: **Road (mainland Portugal), Air (islands)**

Delivery partners:

› **DPD Portugal** (Colissimo Home Delivery signature required including specified

regions, Colissimo Out of Home Delivery with pick-up point and Return from France)

› **CTT Expresso** (Colissimo Return from International to France including specified regions)

› **CTT Locky** (Colissimo Out of Home Delivery with locker - excluding specified regions<sup>(2)</sup>)



## Delivery times

- **From D+4 (Mainland Portugal) and From D+6 (Azores and Madeira)**
- With guaranteed Delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery, including specified territories

(1) The Azores and Madeira are also served with the country code PT. (2) Available in 2025.



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 5 business days

(excluding return)

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:**

- Colissimo Home Delivery and Colissimo Return: 30kg

- Colissimo Out of Home Delivery: 20kg

- **Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Road: dangerous goods

Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.

Air: for the islands: prohibited dangerous goods (ICAO, IATA)



## Customs formalities

**Customs documents:**

no customs documents are required to EU.

**Specific restrictions:**

sensitive products or those subject to excise duties must have the relevant documents attached.

**Prohibited imports:** none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery (pick-up point and locker<sup>(1)</sup> – excluding specified regions)
- Colissimo Return (including specified territories)

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery *signature required* and Colissimo Out of Home Delivery
- **Proof of Delivery** available on Colissimo Parcel Tracker (partner DPD only)



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(1) Available in 2025.



# Qatar



## Country details



Country code: **QA**  
Capital: **Doha**  
Currency: **Qatari Rial**  
Price zone: **6**

Delivery: **Air**  
Delivery partner:  
**Quatar Post**



## Delivery times

- From D+5





## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 3

**Holding:** yes

**Time held:** 14 business days

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,  
+ 2 copies of commercial  
invoice or pro forma invoice.

**Specific restrictions:**

Milk and dairy products,  
bird's eggs, natural honey.

**Prohibited imports:**

Vegetable products, food  
products, tobacco, chemicals  
or products from related  
industries, plastics, publishing,  
press or graphic materials.

**Tax threshold:**

For individuals: duties and  
taxes apply to all shipments

with a market value equal to  
or greater than 3000QAR,  
equivalent to 824 USD. For  
companies: duties and taxes  
apply to all shipments with  
a market value equal to or  
greater than 1000QAR, i.e. the  
equivalent of 270 USD.

*The above lists are not  
exhaustive and are subject  
to change. You are advised to  
consult the websites of the  
customs authorities of the  
destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home
- Delivery signature required

## Options

- Optional compensation  
(ad valorem)

## Features included

- Tracking from drop-off  
to delivery



Check out  
all the international destinations  
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colissimo-entreprise](http://www.laposte.fr/colissimo-entreprise)



# Republic of Ireland



## Country details



Country code: **IE**  
Capital: **Dublin**  
Currency: **Euro**  
Price zone: **2**  
Delivery: **Road (DPD) , Air (An Post)**  
Delivery partner:  
› **DPD** (Colissimo Home

Delivery and Colissimo  
Out of Home Delivery with  
locker)

› **An Post** (Colissimo Return  
from International to  
France and Colissimo  
Return from France)



## Delivery times

- **From D+4**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery<sup>(1)</sup>

<sup>(1)</sup> Available in 2025



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 3

**Holding:** yes

**Time held:** 5 business days

(excluding return)

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:**

- Colissimo Home Delivery and Colissimo Return: 30kg
- Colissimo Out of Home Delivery: 20kg

- **Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Road: dangerous goods

Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.



## Customs formalities

**Customs documents:**

no customs documents are required to EU.

**Specific restrictions:**

sensitive products or those subject to excise duties must have the relevant documents attached.

**Prohibited imports:**

none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery (pick-up point)
- Colissimo Return

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo International
- **Proof of Delivery** available on Colissimo Parcel Tracker (partner DPD only)



Check out all the international destinations covered by Colissimo on:

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



# Reunion



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## Country details



Country code: **RE**  
Administrative centre:  
**Saint-Denis**  
Currency: **Euro**

Price zone: **OM1**  
Delivery: **Air for Colissimo**  
**Home Delivery and Colissimo**  
**Eco**



## Delivery times

- From D+5 for Colissimo Home Delivery
- From D+18 for Colissimo Eco



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/french-overseas#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 15 business days

**Delivery on Saturday:** yes



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23 (warning: for customs clearance of alcoholic beverages, the sender must indicate a detailed description with volume of pure alcohol per bottle, price per litre and quantity - 75cl or 1 litre on the CN23 customs declaration. Without these indications, customs clearance will be delayed in order to obtain these elements from the consignee);

+ 2 copies of the commercial or pro forma invoice.

**Specific restrictions:**

customs taxes (excise duties, VAT) must be paid by the recipient if the alcohol quantities sent are above: 1 litre of alcohol for a beverage with an alcohol content of over 22° or 2 litres of alcohol for a beverage with an alcohol content under 22°.

**Prohibited imports:**

the shipment of tobacco (cigarettes, cigars...) is prohibited from the French Overseas to Metropolitan France.

**Tax threshold:**

Duties and taxes apply to all shipments with a market value of EUR 22 or more. Customs taxes (excise duties, VAT) are payable by the consignee if the quantities of alcohol shipped exceed: 1 liter of alcohol and alcoholic beverage over 22° or 2 liters of alcohol and alcoholic beverage under 22°.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International
- Colissimo Home  
Delivery signature required / no signature required
- Colissimo Eco
- Colissimo Return intra-Dom
- Colissimo Return Mainland France
- Colissimo Return Inter-Dom

## Options

- Optional compensation (*ad valorem*) excluding Colissimo Eco
- DDP for Colissimo Home Delivery and Eco offers

## Features included

- Tracking from drop-off to delivery
- **Proof of delivery** using Parcel Tracker



Check out  
all the international destinations  
covered by Colissimo on :

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





# Romania



## Country details



Country code: **RO**  
Capital: **Bucharest**  
Currency: **Romanian Leu**  
Price zone: **4**

Delivery: **Air**  
Delivery partner:  
**Posta Romana**



## Delivery times

- **From D+4**
- With guaranteed delivery times for Colissimo Home Delivery<sup>(1)</sup>

<sup>(1)</sup> Available in 2025.



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 1

**Holding:** yes

**Time held:** 30 business days  
(excluding return)

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and  
Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods  
(ICAO, IATA).



## Customs formalities

**Customs documents:**

no customs documents  
are required to EU.

**Specific restrictions:**

sensitive products or those  
subject to excise duties must  
have the relevant documents  
attached.

**Prohibited imports:**

none.

*The above lists are not  
exhaustive and are subject  
to change. You are advised to  
consult the websites of the  
customs authorities of the  
destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home  
Delivery *signature required*
- Colissimo Return from  
International to France  
and from France

## Options

- Optional compensation  
(*ad valorem*) for  
Colissimo International  
and Colissimo Return

## Features included

- Tracking from drop-off  
to delivery



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all the international destinations  
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# St. Pierre and Miquelon



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## Country details



Country code: **PM**

Administrative centre:  
**Saint-Pierre**

Currency: **Euro**

Price zone: **OM1**

Delivery: **Air**



## Delivery times

- From D+7 for Colissimo Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

**<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/french-overseas#fiches-pays>**



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** no

**Time held:** 15 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,  
+ 2 copies of the commercial invoice or pro forma invoice,  
+ 1 declaration of origin EUR1 certificate may enable the consignee to benefit from the reduction or exemption of customs duties on arrival.

**Specific restrictions:**

none.

**Prohibited imports:**

the shipment of tobacco (cigarettes, cigars...) from the French Overseas to Metropolitan France is prohibited.

**Tax threshold:**

Duties and taxes apply to all shipments with a market value of EUR 22 or more. Customs taxes (excise duties, VAT) are payable by the consignee if the quantities of alcohol shipped exceed: 1 liter of alcohol and alcoholic beverage over 22° or 2 liters of alcohol and alcoholic beverage under 22°.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo Home  
Delivery signature required / no signature required
- Colissimo Return

## Options

- Optional compensation (ad valorem)

## Features included

- Tracking from drop-off to delivery
- **Proof of delivery** using Parcel Tracker



Check out  
all the international destinations  
covered by Colissimo on :  
**[www.laposte.fr/  
colissimo-entreprise](http://www.laposte.fr/colissimo-entreprise)**



# Saudi Arabia



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## Country details



Country code: **SA**  
Capital: **Riyadh**  
Currency: **Saudi Riyal**  
Price zone: **6**

Delivery: **Air**  
Delivery partner:  
**Saudi Post**



## Delivery times

- From D+5



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 3

**Holding:** yes

**Time held:** 15 business days

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and  
Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth:** 1.50m

**Transport regulations:**

Prohibited dangerous goods  
(ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of commercial  
invoice or pro forma invoice.

**Specific restrictions:**

optical or medical  
equipment, computer  
equipment, pharmaceutical  
and medical products, sound  
or image recording devices.

**Prohibited imports:**

spirits, wines, tobacco,  
photos, films, gambling  
devices, perfumes,  
cosmetics, chemicals,  
films and filming devices

(excluding cultural, industrial  
and medical films), *precious  
metals, gemstones, pork-  
based food products.*

**Tax threshold:**

Duties and taxes apply to all  
shipments of goods valued  
at more than 1,000 SAR,  
equivalent to 267 USD.

*The above lists are not  
exhaustive and are subject  
to change. You are advised to  
consult the websites of the  
customs authorities of the  
destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home
 Delivery signature  
required

## Options

- Optional compensation  
(*ad valorem*)
- DDP (operated by  
Colissimo with a  
dedicated last-mile  
partner)

## Features included

- Tracking from drop-off  
to delivery



Check out  
all the international destinations  
covered by Colissimo on :

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



# Senegal



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## Country details



Country code: **SN**

Capital: **Dakar**

Currency: **CFA Franc (XOF)**

Price zone: **6**

Delivery: **Air**

Delivery partner:

**Société Nationale La Poste,  
Senegal**



## Delivery times

- From D+4



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

**<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>**



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 15 business days

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and  
Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth:** 1.50m

**Transport regulations:**

Prohibited dangerous goods  
(ICAO, IATA).



Check out  
all the international destinations  
covered by Colissimo on:

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



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of the commercial  
pro forma invoice.

**Specific restrictions:**

transmitter-receiver devices,  
medicinal products (other  
than for personal use), meat  
and offal, double concentrate  
tomato paste, protected  
animal species.

**Prohibited imports:**

obscene publications in any  
form whatsoever (cassettes,

videos, newspapers, all other  
objects contrary to morality,  
etc.); narcotics; subversive  
material likely to disturb  
public order.

*The above lists are not  
exhaustive and are subject  
to change. You are advised to  
consult the websites of the  
customs authorities of the  
destination countries.*



# Singapore



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## Country details



Country code: **SG**  
Capital: **Singapore**  
Currency: **Singapore Dollar**  
Price zone: **5**

Delivery: **Air**  
Delivery partner:  
**Singapore Post**



## Delivery times

- **From D+4**
- With guaranteed delivery times for Colissimo Home Delivery





## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** yes

**Time held:** 14 business days



## Standards and regulations

### Authorised Dimensions and Weights (machinable):

**Max weight:** 30kg

**Max length:** 1m

**Max girth:** 1.50m

### Transport regulations:

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

### Customs documents:

+ 4 copies of form CN23,

+ 2 copies of the commercial pro forma invoice.

### Specific restrictions:

none.

### Prohibited imports:

banknotes, coins, traveller's cheques, bearer securities, precious metals, jewellery. Weapons, plants, skimmed milk, alcoholic beverages, tobacco products, chewing gum, drugs, public lottery

tickets and games of chance.

### Tax threshold:

Duties and taxes apply to all shipments with a market value of SGD 400 or more (equivalent to USD 293).

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*

## Options

- Optional compensation (*ad valorem*)
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



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all the international destinations  
covered by Colissimo on :

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



# Slovakia



## Country details



Country code: **SK**  
Capital: **Bratislava**  
Currency: **Euro**  
Price zone: **3**  
Delivery: **Road**  
Delivery partners: **DPD**  
(Colissimo Home Delivery  
*signature required*, Colissimo

Out of Home Delivery with  
pick-up point and locker<sup>(1)</sup>  
and Colissimo Return from  
France»  
› **Slovak Post** (Colissimo  
Return from International to  
France)



## Delivery times

- **From D+4**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery

(1) Available in 2025.



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 3

**Holding:** yes

**Time held:** 5 business days

for

all offers (excluding return)

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:**

- Colissimo Home Delivery and Colissimo Return: 30kg

- Colissimo Out of Home Delivery: 20kg

- **Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Dangerous goods Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.



## Customs formalities

**Customs documents:**

no customs documents are required to EU.

**Specific restrictions:**

sensitive products or those subject to excise duties must have the relevant documents attached.

**Prohibited imports:** none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:

– Colissimo Home Delivery *signature required*

– Colissimo Out of Home Delivery (pick-up point and locker <sup>(1)</sup>)

- Colissimo Return

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery *signature required* and Colissimo Out of Home Delivery
- **Proof of Delivery** available on Colissimo Parcel Tracker (partner DPD only)



Check out all the international destinations covered by Colissimo on :

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



(1) Available in 2025.

# Slovenia



## Country details



Country code: **SI**  
Capital: **Ljubljana**  
Currency: **Euro**  
Price zone: **3**  
Delivery: **Road**  
Delivery partners:

- › **DPD** (Colissimo Out of Home Delivery with pick-up point and locker<sup>(1)</sup> and Colissimo Return from France»
- › **Slovenia Post** (Colissimo Return from International to France)



## Delivery times

- **From D+5**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery

(1) Available in 2025



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 3

**Holding:** yes

**Time held:** 5 business days

(excluding return)

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:**

- Colissimo International, Colissimo Home Delivery and Colissimo Return: 30kg
- Colissimo Out of Home Delivery: 20kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Dangerous goods Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.



## Customs formalities

**Customs documents:**

no customs documents are required to EU.

**Specific restrictions:**

sensitive products or those subject to excise duties must have the relevant documents attached.

**Prohibited imports:**

none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery pick-up point and locker<sup>(1)</sup>
- Colissimo Return

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery *signature required* and Colissimo Out of Home Delivery
- **Proof of Delivery** available on Colissimo Parcel Tracker (partner DPD only)



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(1) Available in 2025

# South Africa



## Country details



Country code: **ZA**  
Capital: **Pretoria**  
Currency: **Rand**  
Price zone: **6**

Delivery: **Air**  
Delivery partner:  
**South Africa Post Office**



## Delivery times

- From D+6





## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 3

**Holding:** yes

**Time held:** 21 business days

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and  
Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth:** 1.50m

**Transport regulations:**

Prohibited dangerous goods  
(ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of commercial  
invoice or pro forma invoice.

**Specific restrictions:**

alcoholic beverages require  
customs inspection on  
arrival; pharmaceuticals and  
drugs must be accompanied  
by a prescription.

**Prohibited imports:**

perfumes, passports,  
alcohol-based creams and  
perfumes, food.

**Tax threshold:**

Duties and taxes apply to all  
shipments of goods valued at  
over 0 USD.

*The above lists are not  
exhaustive and are subject  
to change. You are advised to  
consult the websites of the  
customs authorities of the  
destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home
- Delivery signature required

## Options

- Optional compensation  
(ad valorem)
- DDP (operated by  
Colissimo with a  
dedicated last-mile  
partner)

## Features included

- Tracking from drop-off  
to delivery



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# South Korea



## Country details



Country code: **KR**  
Capital: **Seoul**  
Currency: **South Korean Won**  
Price zone: **5**

Delivery: **Air**  
Delivery partner:  
**Korea Post**



## Delivery times

- **From D+5**
- With guaranteed delivery times for Colissimo Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** no

**Time held:** 15 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 20kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of commercial invoice or pro forma invoice.

**Specific restrictions:**

books, brochures, leaflets, newspapers, magazines, animal and vegetable foodstuffs.

Radios and telecommunication devices authorised with a permit.

**Prohibited imports:**

fabrics, rice, wool. Except when Korean customs authorise their import: any money, precious metals, jewellery.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*

## Options

- Optional compensation (*ad valorem*)
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



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# Spain



## Country details



Country code: **ES<sup>(1)</sup>**

Capital: **Madrid**

Currency: **Euro**

Price zone: **2 (Mainland Spain)**  
**zone 4 (islands)**

Delivery: **Road (mainland Spain), Air (islands)**

Delivery partners:

› **SEUR for mainland Spain and Balearic Islands** (Colissimo International: Colissimo Home Delivery *signature*)

*required, «Colissimo Out of Home Delivery with pick-up point and locker<sup>(1)</sup> excluding specified regions<sup>(2)</sup> Colissimo Return from France)*

› **Correos for Canary Islands and specific territories**

(Colissimo International: Colissimo Home Delivery *signature required*, Colissimo Return from mainland Spain and the islands



## Delivery times

- **From D+3 (Mainland Spain)**
- **From D+5 (islands and specified regions)**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery (including individual regions)

(1) The Canary Islands, Ceuta, Melilla and the Balearic Islands are also served by the country code ES. (2) Available in 2025.



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

### Number of delivery attempts:

1 with our partner SEUR

2 with our partner Correos

**Holding:** yes

**Time held:**

With our partner SEUR:

7 business days for Colissimo

International Home Delivery

and Colissimo Return

5 business days for Colissimo

Out of Home Delivery

With our partner Correos:

15 calendar days

**Delivery on Saturday:** no



## Standards and regulations

### Authorised Dimensions and Weights (machinable):

#### Max weight:

- Colissimo International, Colissimo Home Delivery and Colissimo Return: 30kg

- Colissimo Out of Home Delivery: 20kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

### Transport regulations:

Road: dangerous goods

Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.

Air: prohibited dangerous goods (ICAO, IATA).



## Customs formalities

### Customs documents:

no customs documents are required to EU.

Please note that goods for Ceuta, Melilla and the Canary Islands (Tenerife, Palma, Gran Canaria, La Gomera, El Hierro, Lanzarote, Fuerteventura) must have the following documents attached:

+ 4 copies of form CN23,

+ 2 copies of the commercial or pro forma invoice.

### Specific restrictions:

sensitive products or those subject to excise duties must have the relevant documents attached.

**Prohibited imports:** none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

### • Colissimo International:

– Colissimo Home

Delivery *signature required*

– Colissimo Out

of Home Delivery (pick-up and locker<sup>(1)</sup>)

– excluding specified regions)

### • Colissimo Return

(including specified regions)

## Options

### • Optional compensation

(*ad valorem*) for

Colissimo International and Colissimo Return

## Features included

### • Tracking from drop-off to delivery

### • Interactive notification

**service** for Colissimo

Home Delivery

*signature required* and

Colissimo Out of Home

Delivery (excluding

specified regions)

### • Proof of Delivery

available on Colissimo

Parcel Tracker (partner

SEUR only)



Check out  
all the international destinations  
covered by Colissimo on: 138

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

(1) Available in 2025.

# Sweden



## Country details



Country code: **SE**  
Capital: **Stockholm**  
Currency: **Swedish Krona**  
Price zone: **3**  
Delivery: **Road**  
Delivery partner:  
› **DPD:** Colissimo Home

Delivery, Colissimo Out of Home Delivery (pick-up point and locker<sup>(1)</sup>)  
› **Postnord:** Colissimo Return from International to France



## Delivery times

- **From D+4**
- With guaranteed delivery times for Colissimo Home Delivery and Colissimo Out of Home Delivery
- In some zip codes, the local post office delivers to Out of Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 1

**Holding:** yes

**Time held:** 7 business days  
(excluding Return)

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and  
Weights (machinable):**

**Max weight:**

- Colissimo Return: 20kg
- Colissimo Home Delivery: 30kg
- Colissimo Out of Home Delivery: 20kg

**Max length:** 1m

**Max girth:** 1.50m

**Transport regulations:**

Dangerous goods Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.



## Customs formalities

**Customs documents:**

no customs documents are required to EU.

**Specific restrictions:**

sensitive products or those subject to excise duties must have the relevant documents attached.

**Prohibited imports:** none.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
  - Colissimo Out of Home Delivery (pick-up point and locker <sup>(1)</sup>)
  - Colissimo Return from International to France

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo International
- **Proof of Delivery** available on Colissimo Parcel Tracker (partner DPD only)



Check out  
all the international destinations  
covered by Colissimo on :

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



(1) Available in 2025.



# Switzerland



## Country details



Country code: **CH**  
Capital: **Berne**  
Currency: **Swiss Franc**  
Price zone: **3**

Delivery: **Road**  
Delivery partner:  
**Swiss Post**



## Delivery times

- **From D+3**
- With guaranteed delivery times for Colissimo Home Delivery





## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** 1

**Holding:** yes

**Time held:** 15 business days

(excluding return)

**Delivery on Saturday:** no



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Dangerous goods Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of the commercial invoice or pro forma invoice,

+ 1 declaration of origin EUR1 certificate may enable the consignee to benefit from the reduction or exemption of customs duties on arrival.

**Specific restrictions:**

alcoholic beverages.

**Prohibited imports:**

weapons, agricultural products, plants, chemicals, animal products (ham, salami, sausage, etc.),

precious metal goods, lottery tickets.

**Tax threshold:**

Swiss VAT registration from CHF 100,000 or more. Duties and taxes for all shipments with a greater than or equal to equal to CHF 63 or the equivalent of 72.5 USD.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required / no signature required* (for any package with a value below 63 CHF)
- Colissimo Return<sup>(1)</sup>

## Options

- Optional compensation (*ad valorem*) for Colissimo Home Delivery *signature required* and Colissimo Return
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



Check out  
all the international destinations  
covered by Colissimo on :

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



(1) Return to France is free of charge on re-importation from this destination (excluding islands).

# Thailand



## Country details



Country code: **TH**  
Capital: **Bangkok**  
Currency: **Baht**  
Price zone: **5**

Delivery: **Air**  
Delivery partner:  
**Thailand Post**



## Delivery times

- **From D+5**
- With guaranteed delivery times for Colissimo Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** no

**Time held:** 15 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of the commercial pro forma invoice.

**Specific restrictions:**

plants, flowers and seeds, electrical equipment.

**Prohibited imports:**

lottery tickets, playing cards, meat and meat-based foods, pornography, weapons, electronic games, roasted coffee, tea leaves and powders, rice, cereal-based food products, vegetables, fruit, alcoholic beverages

over 1 litre, optical and imaging equipment, surgical instruments and devices.

**Tax threshold:**

Duties and taxes apply to all shipments with a market value of THB 1,500 or more (equivalent to USD 41).

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*

## Options

- Optional compensation (*ad valorem*)
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



Check out  
all the international destinations  
covered by Colissimo on :

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



# Tunisia



## Country details



Country code: **TU**

Capital: **Tunis**

Currency: **Tunisian Dinar**

Price zone: **4**

Delivery: **Air**

Delivery partner:

**La Poste Tunisienne**



## Delivery times

- From D+4



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

**<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>**



## Delivery characteristics

**Number of delivery**

**attempts:** 2

**Holding:** yes

**Time held:** 15 business days

**Delivery on Saturday:** yes



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth:** 1m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



Check out  
all the international destinations  
covered by Colissimo on :

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



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of the commercial  
invoice or pro forma invoice,

+ 1 declaration of origin EUR1  
certificate may enable the  
consignee to benefit from  
the reduction or exemption  
of customs duties on arrival.

+ For deliveries < €6,000  
indication to be included on  
the invoice.

+ For shipments > €6,000  
attach the EUR1 form to the  
parcel.

**Specific restrictions:**

none.

**Prohibited imports:**

alcoholic beverages (except  
with special authorization  
from the Tunisian Ministry  
of Finance), contraceptives,  
playing cards, chalk, pencils,  
baby bottles.

*The above lists are not  
exhaustive and are subject  
to change. You are advised to  
consult the websites of the  
customs authorities of the  
destination countries.*

# Turkey



## Country details



Country code: **TR**

Capital: **Ankara**

Currency: **Turkish Lira**

Price zone: **4**

Delivery: **Air**

Delivery partner:

**Turkish PTT Corporation**



## Delivery times

- From D+4



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Number of delivery**

**attempts:** not available

**Holding:** Yes

**Time held:** 20 business days

**Delivery on Saturday:** Yes



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 2 copies of form CN23,

+ 2 copies of commercial invoice or pro forma invoice.

**Specific restrictions:**

Sensitive products or those subject to excise duties must have the relevant documents attached.

**Prohibited imports:**

For more details, visit the following websites :

- <https://www.ticaret.gov.tr/>

- <https://gumrukrehberi.gov.tr/>

**Tax threshold:**

Application of duties and taxes for all shipments of goods with a value than €30. For these shipments, the customs can only be completed can only be carried out with the help a customs broker.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo

International:

- Colissimo Home

Delivery with signature

## Options

- Compensation (*ad valorem insurance*)
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- None



Check out  
all the international destinations  
covered by Colissimo on :

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





# United Arab Emirates



## Country details



Country code: **AE**  
Capital: **Abu Dhabi**  
Currency: **Emirati Dirham**  
Price zone: **6**

Delivery: **Air**  
Delivery partner:  
**Emirates Post**



## Delivery times

- From D+5



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** no

**Time held:** 15 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 3 copies of form CN23,

+ 2 copies of the commercial or pro forma invoice

**Specific restrictions:**

Living plants and floriculture products, fresh or dried fruit, fertilizers.

**Prohibited imports:**

Meat and edible offal, oleaginous seeds and fruits, miscellaneous food preparations, organic and inorganic chemicals, pharmaceuticals, hides and skins.

**Tax threshold:**

Duties and taxes apply to all shipments with a market value of AED 1,000 or more (equivalent to USD 272).

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*

## Options

- Optional compensation (*ad valorem*)
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery



Check out  
all the international destinations  
covered by Colissimo on :

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



# United Kingdom



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## Country details



Country code: **GB**  
Capital: **London**  
Currency: **English Pound**  
Price zone: **2**

Delivery: **Road**  
Delivery partner:  
**Parcelforce**



## Delivery times

- **From D+3**
- With guaranteed delivery times for Colissimo Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entrepri.se.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

### Number of delivery

**attempts:** 2

**Holding:** yes

**Time held:** 15 business days

### Time a parcel is kept while

**waiting for payment of**

**customs duties (value >**

**135GBP):** 21 days

**Delivery on Saturday:** no



## Standards and regulations

### Authorised Dimensions and Weights (machinable):

#### Max weight:

- Colissimo Home Delivery and Colissimo Return: 30kg

- **Max length:** 1m

**Max girth L+w+h:** 1.50m

### Transport regulations:

Dangerous goods Authorised by the ADR: only on favorable advice from our safety experts. Contact your sales representative for further information.



## Customs formalities

### Customs documents:

- + 4 copies of form CN23,
- + 2 copies of commercial invoice or pro forma invoice.

### Specific restrictions:

sensitive products or those subject to excise duties must have the relevant documents attached.

### Prohibited imports:

wine, products of animal origin, plants and plant products.

### Tax threshold:

Packages with a market value of less than GBP 135 are checked before delivery to ensure that the sender has registered with the tax authorities for payment of VAT (UK VAT number and UK EORI number).

Packages with a market value of over GBP 135 are cleared through customs, and the consignee is asked to pay customs duties (VAT and customs clearance fees) on delivery.

Parcel Force provides a notification service to the addressee with information on the delivery time slot and the possibility of paying customs charges online (for orders > GBP 135).

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery *signature required*
- Colissimo Return (excluding islands)

## Options

- Optional compensation (*ad valorem*) for Colissimo International and Colissimo Return
- DDP (operated by Colissimo with a dedicated last-mile partner)

## Features included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery *signature required*



Check out  
all the international destinations  
covered by Colissimo on :

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



# United States



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## Country details



Country code: **US**  
Capital: **Washington**  
Currency: **American Dollar**  
Price zone: **5**

Delivery: **Air**  
Delivery partner:  
**United States Postal Service**



## Delivery times

- **From D+5**
- With guaranteed delivery times for Colissimo Home Delivery



## Bank and postal holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

<b>Holding:</b> yes	location of the American Post
<b>Time held:</b> 5 business days	Office
depending on the storage	<b>Delivery on Saturday:</b> yes



## Standards and regulations

### Authorised Dimensions and Weights (machinable):

**Max weight:** 30kg

**Max length:** 1m

**Max girth L+w+h:** 1.50m

### Transport regulations:

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

### Customs documents:

+ 4 copies of form CN23,  
+ 2 copies of commercial  
invoice or pro forma invoice.

### Specific restrictions:

companies producing food  
products must be listed  
with the Food and Drug  
Administration (FDA).  
A preliminary declaration  
must be made to the FDA for  
each food item exported.  
The FDA will confirm or  
refuse with a preliminary  
identification number.  
This number must be written  
on the postal customs  
declaration (CN 23).

### Prohibited imports:

alcoholic beverages,  
pharmaceutical products  
not approved by the US  
administration.

### Tax threshold:

Duties and taxes apply to  
all shipments with a market  
value of USD 800 or more.

*The above lists are not  
exhaustive and are subject  
to change. You are advised to  
consult the websites of the  
customs authorities of the  
destination countries.*

## Services available

- Colissimo International:  
– Colissimo Home  
Delivery signature  
required

## Options

- Optional compensation  
(ad valorem)
- DDP (operated by  
Colissimo with a  
dedicated last-mile  
partner)

## Features included

- Tracking from drop-off  
to delivery



Check out  
all the international destinations  
covered by Colissimo on :  
[www.laposte.fr/  
colissimo-entreprise](http://www.laposte.fr/colissimo-entreprise)



# Vietnam



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## Country details



Country code: **VN**  
Capital: **Hanoi**  
Currency: **Dong**  
Price zone: **5**

Delivery: **Air**  
Delivery partner:  
**Vietnam Post**



## Delivery times

- **From D+5**
- With guaranteed delivery times for Colissimo Home Delivery





## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/international#fiches-pays>



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** no

**Time held:** 15 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of the commercial pro forma invoice.

**Specific restrictions:**

alcoholic beverages, computer equipment, devices and media recording sound and images books, magazines, pharmaceutical products and drugs, cosmetics, non perishable and tinned foods.

**Prohibited imports:**

alcohol, wine, perfumes, tobacco, plants, grains,

seeds, publications contrary to public order or immoral, jewellery and precious objects.

**Tax threshold:**

Duties and taxes apply to all shipments with a market value of VND 1,000,000 or more (equivalent to USD 43).

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo International:
  - Colissimo Home Delivery signature required

## Options

- Optional compensation (ad valorem)

## Features included

- Tracking from drop-off to delivery



Check out  
all the international destinations  
covered by Colissimo on :

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



# Wallis and Futuna



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## Country details



Country code: **WF**

Administrative centre:

**Mata Utu**

Currency: **Euro**

Price zone: **OM2**

Delivery: **Air**



## Delivery times

- From D+7 for Colissimo Home Delivery



## Bank holidays in 2025

Information unavailable at time of publishing.

Go to the Colissimo Box country sheet:

<https://www.colissimo.entreprise.laposte.fr/en/offer-and-prices/french-overseas#fiches-pays>



## Delivery characteristics

**Holding:** yes

**Delivery on Saturday:** no

**Time held:** 15 business days



## Standards and regulations

**Authorised Dimensions and Weights (machinable):**

**Max weight:** 30kg

**Max length:** 1m

**Max girth:** 1.50m

**Transport regulations:**

Prohibited dangerous goods (ICAO, IATA).



## Customs formalities

**Customs documents:**

+ 4 copies of form CN23,

+ 2 copies of the commercial pro forma invoice.

**Specific restrictions:**

drugs and food supplements are subject to authorisation from the Ministry of Health, fresh food is subject to authorisation from the phytosanitary department and frequency devices are subject to authorisation

from the Ministry of Telecommunications.

**Prohibited imports:**

perfume, personal effects, foodstuffs.

*The above lists are not exhaustive and are subject to change. You are advised to consult the websites of the customs authorities of the destination countries.*

## Services available

- Colissimo Home  
Delivery signature required / no signature required

## Options

- Optional compensation (ad valorem)

## Features included

- Tracking from drop-off to delivery



Check out  
all the international destinations  
covered by Colissimo on :

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







## PREPARE

# A well-prepared parcel is a well-sent parcel

It is the guarantee that your parcels will arrive at their destination



Best practices  
**p.156**



Creating your parcel  
**p.158**



Prohibited products and restrictions  
**p.160**

# The art of packing



Best practices for ensuring the integrity of your goods and their successful delivery

**It is simple to make sure your parcels reach your recipients safe and sound. Choosing packaging and labelling carefully, paying attention to what you can and cannot send and applying best practices is all it takes.**

You will find all the rules and practices to follow when preparing your parcels for shipment with Colissimo.

**For more information, go to Colissimo Box<sup>(1)</sup> and consult the 'Advice' section.**



(1) Available on [www.laposte.fr/colissimo-enterprise](http://www.laposte.fr/colissimo-enterprise) (free consultation excluding the cost of your internet provider fees at the time of connection).

Home delivery	Return	Out of Home delivery		
No signature required signature required		At the post office	At a collection point	In a locker
We deliver all parcels at your usual rate that meet the following characteristics				
Up to and including 30kg**		Up to and including 20kg**		
The maximum size of the longest side does not exceed 100cm and/or L+W+H≤150cm.				The maximum size of the longest side does not exceed 60cm and/or L+W+H≤ 130cm.
Small parcel focus Remember to use as much of the lowest weight tier (0-250g) as you need to weigh down your parcel. These parcels must also respect a minimum size.				
16cm (length) × 11cm (width) x 1cm (height)	21cm (long) × 16cm (wide) x 1cm (high)	16cm (length) × 11cm (width) x 1cm (height)		
We also deliver some parcels that are a bit bigger for an extra fee* (manual handling)				
All parcels with dimensions between 150cm < l+w+h ≤200cm** and/or where the biggest side is between 100cm < l ≤200cm				N/A

\* For non-machineable parcels, consult the general pricing for the current rate of the extra fee.

\*\* Varies depending on the country. Due to local distribution constraints, parcels for French Polynesia, New Caledonia and its dependencies, Wallis and Futuna and the French Southern and Antarctic Lands, from Postal Areas and Abroad, cannot comply with the standards defined in this section and are subject to more restrictive standards. A parcel may end up being returned to the sender. To find out the details for each country, customers can consult the Country Fact Sheets on Colissimo Box<sup>®</sup> via the Internet [www.laposte.fr/colissimo-enterprise](http://www.laposte.fr/colissimo-enterprise) (free consultation excluding the connection and communication costs applied by the customer's operator at the time of consultation) or they can contact their sales representative to learn more about the specific features of a country.



# The Golden Rules for a perfect parcel

To make sure your parcels are machineable, they must comply a few rules:

## **Choose sturdy packaging adapted to the size of your product.**

Choose the best form of packaging for your product. Take into account the packaging's size so that it fits your product well and you minimise needless empty space. If your package is small enough, it can be delivered directly to the recipient in their letter box.

Your packaging should also have a **normal and sturdy shape**. For tubes, use rectangular or triangular ones, or use a shipping cylinder. Finally, to guarantee confidentiality and security, avoid marking the exterior or placing other information on it that identifies the contents, especially if they're valuable.

## **Wedge the product inside the chosen packaging.**

The idea is that your product doesn't move during shipping. Filling all the empty space inside the parcel also protects your product and the packaging from possible damage.

Choose packing material that works best for your product, your environmental requirements and your budget: paper, recycled cardboard, recycled and recyclable fibres, air cushions... Avoid polystyrene chips that crumble easily and are highly polluting and inflammable.

## **Choose an effective closure method.**

On a box, best practice is to make a cross on the top with extra strong tape, so that your parcel doesn't open during shipping. Be careful not to cover the label and hide important information. It's best not to use the label itself as a way of closing your box, as it may tear.

Finally, you may be tempted to use further closure solutions, such as string or plastic banding. However, as soon as they loosen, they can become a problem, delaying delivery.



### Place one label on each parcel.

All the information on the label is important for delivering it. The label must be at least 10x15cm, legible, placed flat and on one side of the parcel, and not be inside a plastic pouch (which is only used for customs documents when they can't be digitalised). Finally, it should also be unique: one label, one parcel.

As for legibility, our machines need to be able to perfectly read the bar and 3D codes. Check your printer and ink, use non porous paper and doublecheck that there are no blank lines, scratches or sideways shifting.

### Customs documents: documents that are well prepared guarantee punctual delivery.

Customs formalities concern merchandise sent to the French Overseas and internationally, as well as to some territories and islands that are attached to countries that belong to the European Union.

For some destinations, you can now make your customs declarations online before giving us your parcels. For those that still need paper documents, **these must be obvious and placed in a transparent plastic envelope stuck onto the parcel, without covering the label.**

Find all customs formalities and practical procedures that are necessary for successfully sending your parcels on each of the country fact sheets, available in this guide and on Colissimo Box.

*\*The territories and islands subject to customs formalities within the European Union are as follows: for Germany, the Island of Helgoland and the territory of Büsingen; for Denmark, the Faroe Islands and Greenland; for Spain, Ceuta, Melilla, and the Canary Islands; for Finland, the Åland Islands; for Greece, Mount Athos; for Italy, Livigno, Campione d'Italia, the Vatican, and San Marino.*

# Prohibited products and restrictions

## The different bans on objects posted using Colissimo

La Poste is the designated postal operator for France and applies the rules of the Universal Postal Union (UPU) and complies with the French Post and Communications Code. To comply with our General Terms and Conditions of sale, items entrusted to Colissimo must not contain dirty, dangerous, forbidden or prohibited items, in particular counterfeit items, items that contravene current laws and regulations, and/or items which, due to their nature or packaging, are likely in particular to injure La Poste staff or damage other La Poste items or machines.

The following is prohibited,  
whatever the destination:

- **All merchandise covered by current national, European and international regulations on hazardous materials**, such as, but not limited to, gases; munitions; flammable, radioactive, biological, toxic and corrosive materials; batteries including those made using lithium\*;
- **Items that are counterfeit and/or contrary to laws and regulations in force;**
- Narcotics;
- Goods that require **temperature-controlled transport;**
- **Publications or audiovisual material prohibited** by any applicable laws or regulations;
- **Dead or alive animals**, unless they're an exception that is provided for by the regulations in force;
- Any content whose postal transport **is likely to violate human dignity, integrity and respect for the human body**, in particular funerary ashes and relics;
- **Bank notes and coins** that are current and legal tender, and are intended for circulation in France;
- Products that are accompanied or must be accompanied by a **CITES document** (Convention on international trade of endangered species of wild fauna and flora threatened by extinction);

*\*except for special provisions – consult the 'Advice' section in the Colissimo Box or ask your sales representative.*

- **Legally defined funds and objects of value** (including precious metals, bearer bonds, fiduciary values, vacation, gift and luncheon vouchers);
- **Shipments containing weapons** (mounted and/or disassembled), whatever their category, to a country other than Metropolitan France (excluding Corsica);
- **Items whose import or circulation is prohibited** in the country of destination.

#### Also not recommended:

- Perishable merchandise inside packages. La Poste cannot be held responsible for their deterioration, in particular in the case of a particular delivery timeframe not being met;
- Fragile products. La Poste cannot be held responsible for their deterioration;
- Answers to a call for tender or an exam inside a package. La Poste cannot be held responsible for any reason whatsoever if a deadline is not met or if delivery is late.

#### Restrictions tied to respecting national and international regulations

The Client agrees to comply with national and international regulations, in particular those pertaining to export control. You are also advised to consult the websites of the customs authorities of destination countries.



#### Cosmetic products exemption

For all destinations served by road transport, Colissimo authorises a list of cosmetic products classified as dangerous for transport. Consult your sales representative for more information.

#### Note

Lithium cells and batteries are authorised for road and air transport subject to power and weight conditions, and must be contained in their switched-off equipment. Consult our General Terms and Conditions of sale.



# 1-click postage

Choose from the different  
postage solutions  
to quickly find what  
you need



Turnkey  
solution  
**p.164**



Web  
service solution  
**p.165**



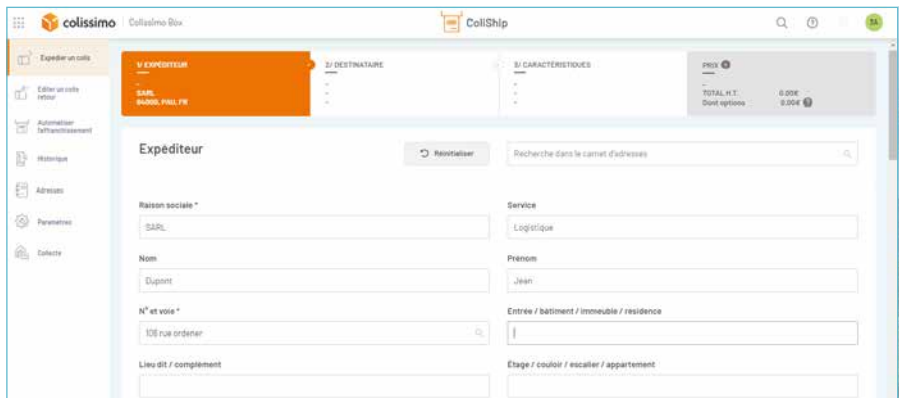
Your labels  
**p.166**



Official  
Colissimo  
Module on CMS  
**p.168**

# Your turnkey solution

ColiShip is an online application that makes it simple to stamp and create labels for the entire Colissimo business range:



- **Generation of labels** with barcodes.
- **Management/import** of address and parcel files.
- **Export of summary** parcel lists.
- **Printing of drop-off forms** (optional).
- **Built-in customs module**, CN23 printing, customs summary.
- **Accessible from any digital device:** computer, tablet or smartphone.
- **Bilingual** French/English.



## Advantages

- **Time-saving at start-up and on a daily basis** using a simple, complete and easy-to-use solution.
- The possibility of having a **view of your shipment costs**.
- An online, **user-friendly, ergonomic** MAC/PC compatible interface.



# Your web service solution

Your “Labelling” web service solution: a unique web service allowing you to print labels for the entire Colissimo Entreprise range.

- **Direct inclusion** of your order file through your back office.
- **Request** to the Colissimo label web service.
- **Creation of transport labels** by the web service.
- **Automatic updates** without additional developments when services and labels change.
- **Quick and easy access** to new services.
- **Access to all the Colissimo labels** (France, French Overseas, international) in several formats: ZPL, DPL, PDF...



## Advantages

- **A solution** that can be fully integrated into your parcel shipping process
- **A very reliable service**
- **Constant real time updates** of our routing data
- **Labels compliant with our partner network.** Automatic updates.
- **An effective service** with real time answers to your web service calls
- **Quick customs processing** due to customs declarations generated by the web service.



# Your labels

## International destinations

### a. For Colissimo International

There are two label sizes for Colissimo International: one size for Belgium and another for the rest of the world.



Label size example  
for Belgium



Label size example  
for the rest of the world

### b. For Colissimo Home Delivery and Out of Home Delivery:

There are three different label sizes:



Label size example  
for home and  
collection point  
deliveries  
in Belgium



Label size example  
for home and  
collection point  
deliveries to other  
destinations

Label size example  
for home and  
collection point  
deliveries  
to Belgium



# To the French Overseas

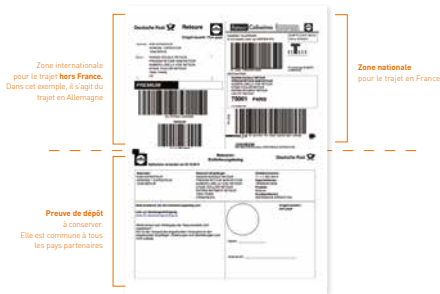
For Colissimo  
Home Delivery  
and Colissimo Eco:



Example of label  
size for parcels  
bound for the  
French Overseas

# Your Return label

For Colissimo  
Return:



A 2-paged delivery note. The two upper sections must not be separated.  
Plan one label no matter where the parcel is dropped off. It is valid for 1 month from the day it is edited.

*N.B.: this label is adapted to and specifically for the drop-off country. It contains all the information connected with the parcel and describes in the drop-off country's languages the instructions to follow when dropping off and returning a parcel.*

# Your Official Colissimo Module on CMS

Download it on one of the six CMS platforms: Prestashop, Shopify, Woo Commerce, Magneto, Oxatis and Wix.



Take advantage of the module to:

- stamp your packages;
- show pickup points to your customers;
- follow your packages.

- Easy to use, the module can be integrated into your site;
- Updated constantly, you can use the full Colissimo Entreprise offer;
- Configure the Colissimo offers that you want to make available for your customers.

For more information, go to the Colissimo Box site [www.colissimo.entreprise.laposte.fr](http://www.colissimo.entreprise.laposte.fr).







## CUSTOMS CLEARANCE

# Formalities: a guide

With our customs expertise  
sending packages  
is simple and efficient



To the European  
Union  
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Outside the European  
Union and to French  
Overseas  
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Customs  
documents  
**p.178**



# To the European Union

## Destinations concerned: 26 countries of the EU (excluding France)

Austria, Belgium, Bulgaria, Cyprus, Croatia, Czech Republic, Denmark, Estonia, Finland, Germany, Greece, Hungary, Italy, Latvia,

Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Republic of Ireland, Romania, Slovakia, Slovenia, Spain, Sweden.

## Formalities to be observed

To the EU, no customs documents are required except for the specific territories listed below.

## Specific requirements

Some territories and islands attached to European Union countries have customs formalities (provide 4 copies of the CN23 customs declaration and 2 copies of the pro forma or commercial invoice):

Canary Islands (Spain), Ceuta (Spain), Melilla (Spain), Heligoland (Germany), Büsingen (Germany), Livigno (Italy), Vatican (Italy), Campione d'Italia (Italy), San Marino (Italy), mount Athos (Greece), the Faroe islands (Denmark), Greenland (Denmark), Aland islands (Finland).



# Outside the European Union and to French Overseas

## ✂ Destinations concerned:

Countries outside of the EU and French Overseas

## 📄 Formalities to be observed

- **4 copies of the correctly filled CN23** customs declaration<sup>(1)</sup>, **1 copy of which must be kept by the customer for the required legal period, as proof of export for tax purposes.**
- **2 copies of the commercial or pro forma** invoice (no VAT for shipments outside the EU).
- **Tax bases:** On arriving in the country of destination,

the parcel goes through customs clearance and, if necessary, is taxed if the value of the goods is higher than the applicable tax threshold. Customs duties and taxes vary depending on the destination. This tax is calculated on the basis of the total declared amount **(value of goods sent excl. VAT + cost of transport + any insurance).**

A simulator in the Colissimo Box can be used to assess duties and taxes:

<https://www.colissimo.entreprise.laposte.fr/en/international/customs-charge-calculator>

- **N.B. :** the methods for taking charge of Wine and Champagne products: excise duty paid only.

(1) Detailed description of the goods: quantity, weight, value > €0, no VAT for shipments outside the EU, the customs nomenclature no. if trading goods and the country of origin.



## What you need to know

- In addition to the customs documents required, a SAD (Single Administrative Document) is needed if the value of the goods is equal to or greater than €1,000.
- La Poste can draw up this SAD on behalf of the sending customer whose EORI number<sup>(2)</sup> must be indicated on the CN23 customs declaration and on the invoice.
- A EUR1 movement certificate or DOF (declaration of origin on invoice) can be supplied by the sender depending on the destination country in order to take advantage of reduced customs duties (depending on the destination country).

(2) EORI: Economic Operator Registration and Identification - website: [www.douane.gouv.fr/articles/a14701-nouveau-service-en-ligne-pour-obtenir-le-numero-eori](http://www.douane.gouv.fr/articles/a14701-nouveau-service-en-ligne-pour-obtenir-le-numero-eori)  
 Process: Register your company with Customers (EORI number) | Portal-General Customs Management

## French Overseas taxation

From France, the French Overseas are considered as export territories. All exports are exempt from VAT subject to proof that the export is real using the CN23 together with the drop-off slip that serves as a receipt for tax purposes.

Additional taxes (dock dues, regional dock dues) are paid at the destination and refunded through the French Overseas' internal operating budgets. Local VAT is also paid at the destination.

### **Example of VAT rates<sup>(1)</sup> applicable in the French Overseas territories:**

8.5% Reunion, Guadeloupe and Martinique.  
0% Guiana and Mayotte.

### **Example of dock dues<sup>(1)</sup> applicable in the French Overseas territories:**

Guadeloupe and Martinique: 7%; Guiana: 15%; Reunion: 4%;  
Regional dock dues: 2.5%

## For the French Overseas departments

There is a way to avoid the recipient paying customs duties and taxes on delivery: **the DDP option** (Free of Duty and Taxes/Delivery Duty Paid) for all customers. In that case, the customs duties and taxes are reinvoiced to the sender.

**This option is available for all French Overseas Colissimo services. It is available for destinations in Reunion, Martinique, Guadeloupe, Mayotte and French Guiana.**

(1) These rates are provided for information only and may vary depending on the products.



## Customs regulations for French Overseas exports

### Customs regulation reminder for exporting to French Overseas

- **Collection of VAT and customs taxes** for all e-commerce merchandise, starting from the first euro coming from Overseas, and for all merchandise sent Overseas. The tax threshold hasn't changed (€22).
- **Electronic customs declaration**: applicable for shipments to and from Overseas.
- **Implementation of a process to retrieve electronic customs data** from senders to optimise customer service.

### New customs declaration process for your Colissimo

#### 1. ColiShip user:

- A. Log in to the Colissimo Box
- B. Go to ColiShip
- C. Generate your label and your CN23
- D. Upload invoice to online postage tool

#### 2. Web Service or Specific Development:

- A. Access the Mailing Web Service or the CN23 Web Service
- B. Generate your label and your CN23
- C. Access the Web Service documentation
- D. Download the invoice from the Web Service documentation

### Thanks to this process, you will benefit from:

**A reliable customs clearance process** for Overseas departments to anticipate and avoid any delays at destination.

**Simplified logistics preparation** thanks to the dematerialization of customs documents.

**A proactive service** to inform you of any absence of customs documents.

#### Improved quality of delivery:

- **By the transmission of electronic data** upstream of customs clearance.

- **By the possibility given to your customers** to receive a notification in order to be able to pay the customs charges online.

**A real time saving** on the average delivery time (if electronic data and customs documents in compliance).



#### Remove the barriers to purchase by choosing the DDP option

For any shipment from mainland France to the French Overseas departments, you can bear the duties and taxes thanks to the "Delivered Duty Paid" – DDP option.

Thus the e-buyer receives his package without having to pay duties and taxes at destination.

# Customs documents

## The CN23 customs declaration

**The CN23 proves the origin, nature and value of your shipment.**

This document is the exporter's **customs declaration** in the eyes of the customs authorities and is his responsibility. Using it, the customs authorities in the destination country can determine the customs duties or taxes the goods may be subject to. Without this document specific to the postal

network, packages will be returned to their sender or held by customs.

The CN23 must be:

- either signed by La Poste for parcels dropped off at a post office.
- or accompanied by the drop-off slip (for multiple shipments) signed by La Poste.
- or accompanied by an electronic proof of drop-off produced by the ColiShip tool on which the signature is replaced by scanning when the parcel or parcels are dropped off.
- This document **must be kept** by the sender for **at least 4 years**.

FRANCE		DÉCLARATION EN DOUANE		CN 23	
<b>De</b> Nom _____ Société/forme _____ Rue _____ N° de tél. _____ Code postal _____ Ville _____ Pays _____		Référence en douane (à l'expéditeur la date) _____ N° de l'envoi (code à barres, s'il existe)   <b>Pour être ouvert d'office</b>		<b>Important !</b> Non-marchandise douane	
<b>A</b> Nom _____ Société/forme _____ Rue _____ N° de tél. _____ Code postal _____ Ville _____ Pays _____		Référence de l'importateur/déclarataire (si elle existe) (code fiscal)* de TVA/Code de l'importateur (si existant) N° de tél./télécopieur/fax/rue de l'importateur/déclarataire (si connu)			
Description détaillée du contenu (1)		Quantité (2)	Poids net (en kg) (3)	Valeur (5)	Pour les envois commerciaux seulement
					N° articles des 20 (7)   Pour l'origine des marchandises (8)
			Poids brut total (6)	Valeur totale (4)	Frais de port/autres (9)
Catégorie de l'envoi (10) : <input type="checkbox"/> Cadeaux <input type="checkbox"/> Retour de marchandises <input type="checkbox"/> Document <input type="checkbox"/> Vente de marchandises Observations (11) : (p. ex. marchandises soumise à la quarantaine des contrôles sanitaires, phytosanitaires ou à d'autres restrictions)		Échantillon commercial <input type="checkbox"/> Autre (veuillez préciser) : _____ Retour de marchandises <input type="checkbox"/> Explication : _____ Vente de marchandises		Bureau d'origine/datée de départ Je certifie que les renseignements fournis dans la présente déclaration de douane sont exacts et que les envois ne contiennent aucun objet dangereux ou interdit par la législation ou la réglementation postale ou douanière.	
<input type="checkbox"/> Licence (12) N° de la licence _____		<input type="checkbox"/> Certificat (13) N° de la licence _____		<input type="checkbox"/> Facture (14) N° de la facture _____	
				Date et signature de l'expéditeur (15)	





## How to fill it in?

1. Detailed description of the exported goods giving the customs tariff number for commercial shipments ([pro.douane.gouv.fr/rita-encyclopedie/public/nomenclatures/init.action](http://pro.douane.gouv.fr/rita-encyclopedie/public/nomenclatures/init.action))
2. Indication of the quantity, weight, unit and total value of the goods (always greater than €0)
3. Indication of the origin of the goods (country of manufacture)
4. Definition of the nature of the parcel (sale of goods, sample, return) and indication of the customs nomenclature number for sales of goods

## Where can you get one?

The CN 23 is issued via the Colissimo postage tools.



# The invoice declaration of origin (DOF) or EUR1 or ATR for Turkey

The European Union has special relationships with a large number of third countries<sup>(1)</sup>. Thanks to these relationships your exports have preferential customs clearance arrangements.

These special arrangements **allow the recipient to take advantage of a reduction of or an exemption of customs duties on arrival.**

To take advantage of these arrangements, you must prove that the goods in question are from the European Union. When sending a parcel, this proof is provided by the exporter using **a declaration of origin that must be added to the shipment** in addition to the CN23 and, in some cases, invoices.

This is done using a **DOF** (Declaration of Origin on Invoice) for most destinations, or using a **EUR1/EUR-MED or EUR2** document for the other destinations, or an **ATR** for Turkey.

The sender can also request authorization to become a certified **exporter**.

This status means that the EUR1 or EUR-Med does not need to be checked by the customs for some destinations<sup>(2)</sup>.

## Note

You can get blank EUR1/ EUR-MED documents from the Ubifrance International Commerce Library.

View of the DOF

**Modèle de D.O.F**

*Je soussigné, exportateur des marchandises couvertes par le présent document, déclare que, sauf indication contraire, ces marchandises, répondent aux conditions fixées pour obtenir le caractère originaire dans les échanges préférentiels avec (1) ..... et sont originaires de l'Union Européenne.*

À \_\_\_\_\_ le \_\_\_\_\_

Signature : \_\_\_\_\_  
(La signature doit être suivie de l'indication, en toutes lettres du nom qui signe la déclaration.)

(1) List of the European Union's agreements and unilateral preferences / Directorate General for Customs and Indirect Taxation Portal: [www.douane.gouv.fr/fiche/liste-des-accords-et-preferences-unilaterales-de-lunion-europeenne](http://www.douane.gouv.fr/fiche/liste-des-accords-et-preferences-unilaterales-de-lunion-europeenne)

(2) Become an approved exporter and certify origin on a commercial document / Directorate General for Customs and Indirect Taxation Portal: [www.douane.gouv.fr/fiche/devenir-exportateur-agree-et-certifier-lorigine-sur-un-document-commercial](http://www.douane.gouv.fr/fiche/devenir-exportateur-agree-et-certifier-lorigine-sur-un-document-commercial)

Main destination countries <sup>(1)</sup>	Parcel value thresholds	Documents to attach
<b>A/</b> Albania, Algeria, Andorra <b>B/</b> Bosnia-Herzegovina, British Virgin Islands <b>C/</b> Canada, Ceuta, Chile, Colombia, Costa Rica <b>E/</b> Egypt, El Salvador, Equator <b>F/</b> Faroe Islands <b>G/</b> Gaza Strip, Georgia, Guatemala <b>H/</b> Honduras <b>I/</b> Iceland, Israel <b>J/</b> Japan, Jordan <b>K/</b> Kosovo <b>L/</b> Lebanon, Lichtenstein <b>M/</b> Melilla, Mexico, Moldavia, Montenegro, Morocco <b>N/</b> Nicaragua, North Macedonia, Norway <b>P/</b> Panama, Peru <b>S/</b> Serbia, Singapore, South Africa, Switzerland <b>T/</b> Tunisia <b>U/</b> Ukraine, United Kingdom <b>V/</b> Vietnam <b>W/</b> West Bank <b>ACP countries (Africa, Caribbean, Pacific)</b>	<p>&lt; €6,000</p> <p>&gt; €6,000</p>	<p>DOF</p> <p>EUR1 or EUR-MED for certain exchanges</p> <p>or with no value limit for an approved exporter (AE) or an exporter registered in the REX system, based on the destination country</p>
<b>OCT (Overseas Countries and Territories)</b>	<p>&gt; €10,000</p> <p>&gt; €10,000</p>	<p>DOF</p> <p>EUR1 or with no value limit for a registered exporter (REX)</p>
Syria	<p>&lt; €850</p> <p>&gt; €850</p>	<p>EUR2</p> <p>EUR1</p>
North Cyprus, Turkey (except for agricultural products covered by appendix 1 of the Treaty of Amsterdam and CECA products)		<p>ATR Certificate (proof of community status)</p>
North Cyprus, Turkey (agricultural products covered by appendix 1 of the Treaty of Amsterdam and CECA products)	<p>&lt; €6,000</p> <p>&gt; €6,000</p>	<p>DOF</p> <p>EUR1 or EUR-MED or with no value limit for an approved exporter (AE)</p>
South Korea	<p>&lt; €6,000</p> <p>&gt; €6,000</p>	<p>DOF</p> <p>only for approved exporters</p>

(1) List of agreements and associated documents available at: [www.douane.gouv.fr/articles/a11987-liste-des-accords-et-preferences-unilaterales-de-l-union-europeenne](http://www.douane.gouv.fr/articles/a11987-liste-des-accords-et-preferences-unilaterales-de-l-union-europeenne)  
For more information on the status, see: [www.douane.gouv.fr/articles/a10831-devenir-exportateur-agree-et-certifier-l-origine-sur-un-document-commercial/](http://www.douane.gouv.fr/articles/a10831-devenir-exportateur-agree-et-certifier-l-origine-sur-un-document-commercial/)

## Single Administrative Document (SAD)

If the value of your shipment is greater than or equal to € 1000, you will also need to fill in the SAD (single administrative document) in addition to providing the CN23 and the proforma invoice. La Poste can draw up this document on behalf of the sender if necessary.

### EORI number

To draw up the SAD, the sending customer must have provided their EORI number (Economic Operator Registration and Identification) on the CN23 and the invoice<sup>(1)</sup>. This European Union identification number for businesses is issued by French Customs on the request by the exporter.

### Where can you get one?

The document must be produced electronically on the French customs website.

### Advantage

La Poste can fill in this document for the customer if needed.

### Proof of export

If the value is < €1,000, the CN23 together with the signed drop-off slip are proof of export and must be kept by the customer for at least 4 years.

If the value is > €1,000, the customer must keep a copy of the SAD for at least 4 years (in addition to the CN23 customs declaration).



SAD example

(1) EORI: [www.douane.gouv.fr/demarche/enregistrer-votre-entreprise-aupres-de-la-douane-numero-eori](http://www.douane.gouv.fr/demarche/enregistrer-votre-entreprise-aupres-de-la-douane-numero-eori)  
Procedure: Register your company with Customs (EORI number) | Portal of the General Directorate of Customs and Indirect Taxes.



## TRACKING

# Parcel tracking at your fingertips

Simple innovative online tools to keep an eye on your shipments



International tracking  
**p.186**



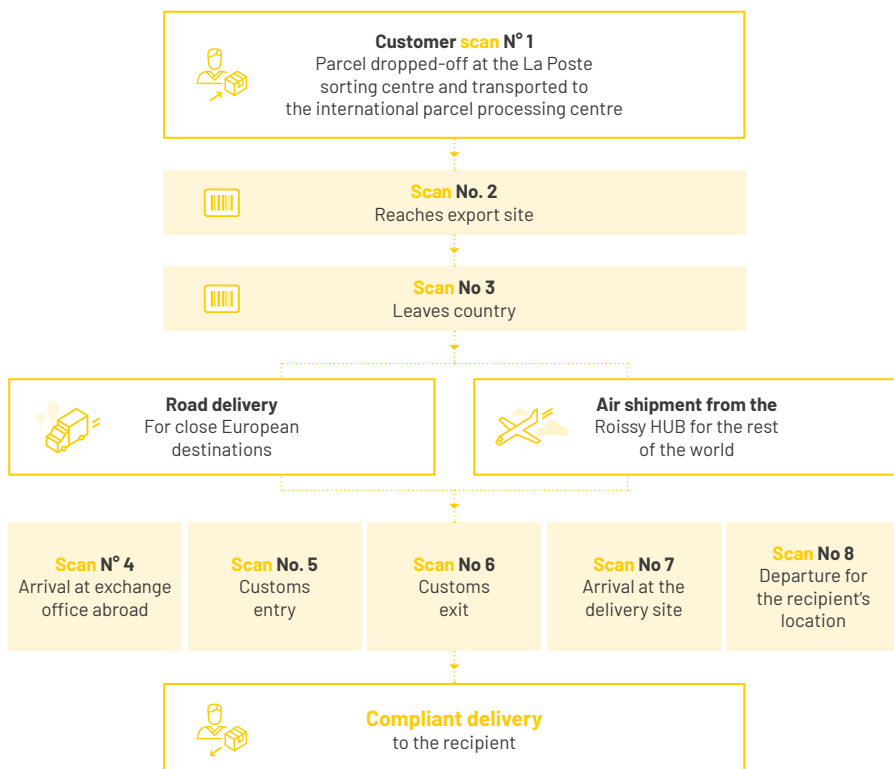
Colissimo Box, more autonomy and freedom!  
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# International tracking

We aim to create a delivery experience where you might not expect it, and that mindset is at the heart of our interactive online solutions designed to meet the needs of e-buyers.

## Your parcel's journey abroad



# Full tracking to over 150 destinations in International and Overseas

<b>A</b>	Afghanistan, Albania, Algeria, American Samoa, Angola, Anguilla, Antigua-and-Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan
<b>B</b>	Bahrein, Bangladesh, Belgium, Belize, Benin, Bermuda, Bhutan, Bosnia, Botswana, Brazil, British Virgin Islands, Brunei, Bulgaria, Burkina Faso, Burma, Belarus
<b>C</b>	Cambodia, Cameroon, Canada, Canary Islands, Cap Verde, Chile, China, Colombia, Comoros, Cook Islands, Congo, Costa Rica, Croatia, Cuba, Curaçao, Cyprus, Czech Republic
<b>D</b>	Denmark, Djibouti
<b>E</b>	East Timor, Ecuador, Egypt, El Salvador, Estonia, Ethiopia, Eswatini
<b>F</b>	Fidji, Finland, French Guiana, French Polynesia
<b>G</b>	Gabon, Gambia, Georgia, Germany, Ghana, Gibraltar, Greece, Guadeloupe, Guam, Guatemala, Guernsey, Guinea
<b>H</b>	Hong Kong, Hungary
<b>I</b>	Iceland, India, Indonesia, Iraq, Iran, Israel, Italy, Ivory Coast
<b>J</b>	Japan, Jersey, Jordan
<b>K</b>	Kazakhstan, Kenya, Kyrgyzstan
<b>L</b>	Laos, Latvia, Lebanon, Lesotho, Liechtenstein, Lithuania, Luxembourg
<b>M</b>	Macau, Macedonia, Madagascar, Malaysia, Malawi, Maldives, Mali, Malta, Mariana Islands, Martinique, Mauritius, Mayotte, Mexico, Moldova, Monaco, Mongolia, Montenegro, Morocco, Mozambique, Myanmar
<b>N</b>	Namibia, Nauru, Nepal, the Netherlands, Netherlands Antilles, Netherlands, New Caledonia, New Guinea, New Zealand, Nicaragua, Niger, Nigeria, North Korea, Norway
<b>P</b>	Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Poland, Portugal (including the Azores and Madeira islands), Puerto Rico
<b>Q</b>	Qatar
<b>R</b>	Republic of Ireland, Reunion, Romania, Russia, Rwanda
<b>S</b>	Saint-Barthelemy, Saint-Lucia, Saint-Martin, Saint-Pierre and Miquelon, Saint Vincent and the Grenadines, Saloman Islands, Samoa, San Marino, Saudia Arabia, Serbia, Seychelles, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain (including Balearic and Canary islands, Ceuta and Melilla), Sri Lanka, Svalbard and Jan Mayen Island, Sudan, Suriname, Sweden, Switzerland
<b>T</b>	Taiwan, Tanzania, Thailand, Togo, Tonga, Turkey, Tuvalu
<b>U</b>	U.S. Virgin Islands, Uganda, Ukraine, United Arab Emirates, United Kingdom, United States of America, Uruguay, Uzbekistan
<b>V</b>	Vanuatu, Vietnam
<b>W</b>	Wallis and Futuna
<b>Y</b>	Yemen
<b>Z</b>	Zambia

This list is for information only and is liable to change. Tracking until the moment a parcel exits the French mainland is available to other destinations. 192

# Colissimo Box, more autonomy and freedom!

You can manage your business yourself and stay informed daily, through your customer account.

## Colissimo Box is:



An area reserved for our business customers



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



A personal, multi-user space protected by login and password sent when your account is created.



Your customer account will also give access to your invoices, your general sales terms and conditions, the communications case.

## Colissimo Box:

- **Instant access** to the applications you use daily (Parcel tracking, ColiShip, etc.).
- **Configure** your technical solutions and your recipients' notifications.
- **Access smart accessories** to assist with the shipment process and make it easier (consumables orders, ready to use editorial and graphic pack, petrol price adjustment calculator, volume and weight calculator and so on).
- **Download** your technical documents: choice of delivery mode, labelling, tracking.
- **Have all the information** related to your contract (invoices, contacts, etc.).
- **Create and manage users** and grant them specific rights.
- **Login to your customer account** using any web terminal or smartphone.

## Track your parcels

Parcel tracking is available free of charge when you connect to your Colissimo Box customer account on [laposte.fr/colissimo-entreprise](https://laposte.fr/colissimo-entreprise). With it you can:

### Search

**Easily track your international and French**

**Overseas** parcels searching by destination country or delivery status and by **partner tracking number**. If you have several

Colissimo Enterprise accounts, you can pick an account and track them all.

### View

**A quick and clear view** using a simple interface that makes it easier to understand your parcel's routing. You can see your parcel history over the last year. Users can customise the results table for better legibility and up to 200 parcels requiring specific tracking can be pinned there.

### Request

You can **send single or multiple requests to the Customer Service** about all your international packages and track the **status of these queries**.

### Inform

Information on **what's happening in our network** both in French Overseas and other countries directly on the parcel information sheet if this concerns your destination postcode.

### Connect

**Available in 2 languages** (French, English) using any digital equipment (desktop, tablet or mobile phone).

Your customer recipients  
can track their parcel at all times  
on [www.laposte.fr](https://www.laposte.fr)<sup>(1)</sup>  
(full tracking in 3 languages:  
FR, EN, DE)

(1) Free consultation, excluding connection and communication costs linked to the choice of operator.

# Our export customer service

**250 personnel**, parcel experts at your service and ready to help you with our products and offers, find a package, assist in delivering packages, register and handle claims.

## Customer service for each customer and a dedicated number:

- **3631**: For sending customers, or individuals receiving a package, or businesses without a Colissimo contract (Monday to Friday, 8.30am to 7pm, and Saturday morning from 8.30am to 1pm).
- **0 810 800 800** : For key account sending customers and Colissimo contract holders (Monday to Friday, 9am to 6pm), in France and internationally.

**0 810 800 800**

Service 0,06 € / min  
+ prix appel

**0 825 878 888**

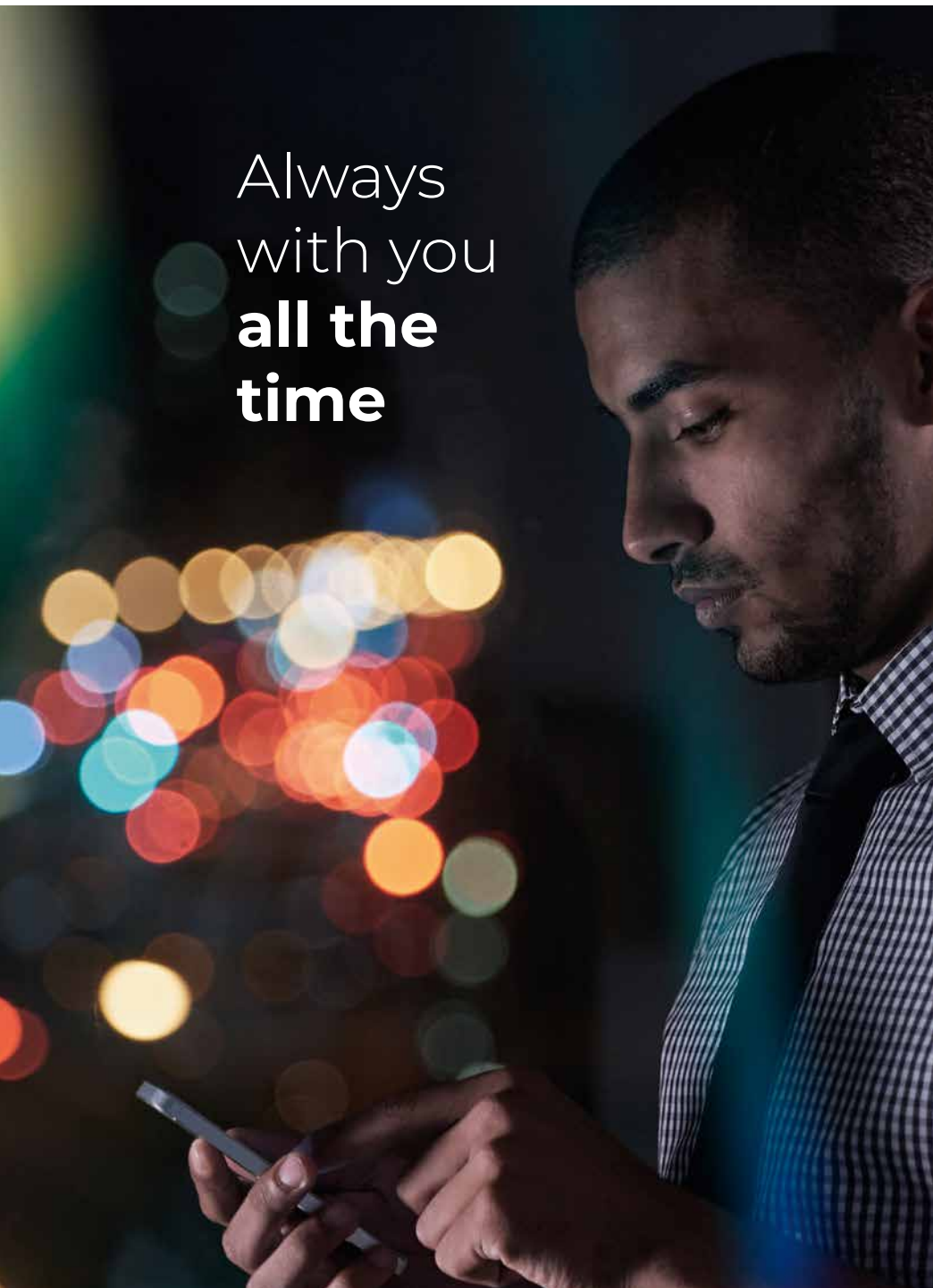
Service 0,20 € / min  
+ prix appel

- **0 825 878 888** : For business sending customers who have a Colissimo contract (Monday to Friday, 8.30am to 6pm).  
A dedicated number for callers from France.
- **0 329 421 601** : For business sending customers who have a Colissimo contract (from Monday to Friday, 8.30am to 6pm).  
This number is for overseas department and international callers.

## Customer Service Activities:

- Interactive voice server
- Product and service information and help
- Package tracking service
- Delivery assistance
- Claims handling and claim payments

Always  
with you  
**all the  
time**





Our 2025 Export Guide is available on:  
**[www.laposte.fr/colissimo-entreprise](http://www.laposte.fr/colissimo-entreprise)** 