



Export Guide 2022

Simply ship worldwide.

ECOLOGIC
Priorité neutralité carbone
laposte.fr/neutralitecarbone



LA POSTE
SOLUTIONS
BUSINESS



Quickly view
our product characteristics
by country

Characteristics by country

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

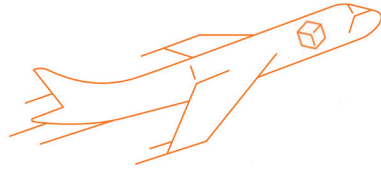
* Indicative transit times, in work days, only valid to major cities.

COUNTRY NAME	COUNTRY CODE	PRICE ZONE	MAX WEIGHT (KG)	INDICATIVE TRANSIT TIMES*	DELIVERY TRANSIT TIME COMMITMENT	SHIPPED	VOLUMETRIC WEIGHT	INTERACTIVE NOTIFICATION**
Japan	JP	5	30	4 days	✓	Air	Yes	
Latvia	LV	3	30/20	6 days	✓	Road	No	✓
Lithuania	LT	3	30/20	5 days	✓	Road	No	✓
Luxembourg	LU	1	30/20	3 days	✓	Road	No	✓
Malaysia	MY	6	30	6 days		Air	Yes	
Malta	MT	4	30	4 days	✓	Air	Yes	
Martinique	MQ	OM1	30	5 days		Air	Yes	✓
Mayotte	YT	OM1	30	7 days		Air	Yes	✓
Mexico	MX	6	30	7 days		Air	Yes	
Morocco	MA	4	30	4 days		Air	Yes	
Netherlands	NL	1	30/20	3 days	✓	Road	No	✓
New Caledonia	NC	OM2	30	7 days		Air	Yes	
New Zealand	NZ	6	30	7 days		Air	Yes	
Norway	NO	4	30	6 days		Air	Yes	
Poland	PL	3	30/20	5 days	✓	Road	No	✓
Portugal	PT	2	30/20	4 days	✓	Road	No	✓
Qatar	QA	6	30	7 days		Air	Yes	
Reunion	RE	OM1	30	5 days		Air	Yes	✓
Romania	RO	4	30	4 days	✓	Air	Yes	
Russia	RU	5	30	5 days		Air	Yes	
St Pierre and Miquelon	PM	OM1	30	7 days		Air	Yes	
Saudi Arabia	SA	6	30	5 days		Air	Yes	
Senegal	SEN	6	30	4 days		Air	Yes	
Singapore	SG	5	30	4 days	✓	Air	Yes	
Slovakia	SK	3	30/20	4 days	✓	Road	No	✓
Slovenia	SI	3	30/20	4 days	✓	Road	No	✓
South Africa	ZA	6	30	7 days		Air	Yes	
South Korea	KR	5	30	4 days	✓	Air	Yes	
Spain	ES	2	30/20	3 days	✓	Road	Non	✓
Sweden	SE	3	30/20	4 days	✓	Road	No	✓
Switzerland	CH	3	30	3 days	✓	Road	No	
Thailand	TH	5	30	5 days	✓	Air	Yes	
Tunisia	TU	4	30	4 days		Air	Yes	
United Arab Emirates	AE	6	30	7 days		Air	Yes	
United Kingdom	GB	2	30/20	3 days	✓	Road	No	✓
United States	US	5	30	5 days	✓	Air	Yes	
Vietnam	VN	5	30	7 days		Air	Yes	
Wallis and Futuna	WF	OM2	30	9 days		Air	Yes	

** Only available on the Colissimo Europe offer.



Export Guide 2022



Reach new heights

Colissimo
helps you push boundaries.

International development is a real growth lever for businesses. The exceptional events we have had this year support this notion. Indeed, we are seeing consumer behaviour changes accelerating to increasingly prefer purchases from e-commerce platforms or websites.

With its proximity and absence of customs barriers, Europe is naturally the prime market. Other markets are worth exploring are : overseas territories with 3 million residents, francophone countries in N. Africa, Canada and Switzerland offering real potential for e-commerce and which are easily accessible without requiring translating your on-line store.

In Asia, not including China which represents the world's largest e-commerce market, countries like Japan appreciate quality products "made in France" including fashion, luxury items, design, cosmetics and parapharmacy.

Colissimo offers major advantages to help you conquer these international markets. As Europe's BtoC leader and thanks to a new offering, Colissimo International

- A solution for servicing your clients in over 235 destinations according to local habits, deliveries are adapted according to each country of destination. Your clients can be delivered at home (with or without signature) in a relay point or on consignment.



- Featuring an attractively priced service without any surprises : thanks to the strength of our postal network (meeting KPG & EMS quality standards) and a simplified price guide from first to last kilometer.
- A returns offer in 24 countries : allowing your clients to return their order easily from their nearby post office (more than 73500 locations worldwide)
- An offer respecting our commitments : you & your clients benefit from a delivery neutral across the entire range provided by Colissimo. Since 2012 we are committed to compensating all of our deliveries in France & abroad.

We work alongside you to meet the many delivery requirements of cross-border consumers: speed, delivery methods, flexibility (return, notifications, etc.) and end-to-end traceability. On the strength of its expertise, Colissimo can provide you with assistance and advice on markets, regulations and customs formalities. Furthermore, our staff can put you in touch with other international players (BPI France, Business France, etc.).

Thanks to reduction actions in the behavioural, technological and organisational areas, as well as a carbon-neutral policy built on 4 pillars: prevent, measure, reduce, compensate, Colissimo is committed to responsible e-commerce by guaranteeing CO₂ neutral delivery.

Christophe Demailly,
International and French Overseas Manager
La Poste - Colissimo



REACH

Helping you to conquer the world

A comprehensive range of delivery services to grow your business abroad



Our advantages and strengths
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Colissimo International
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Colissimo French Overseas
p.12





Sustainable e-commerce
p.14


Our advantages and strengths

 Colissimo **specialises in express international** deliveries and sent more than 16 million parcels throughout the world in 2020.

 **A comprehensive & simple offering** allowing you access to more than 220 destinations as well as 12 in overseas territories.


 **An effective international network** of alliances and partners specialising in last mile delivery.


 The possibility to offer your foreign e-buyers **a parcel return service** from 24 countries and 8 DOM TOM* and from France to EU countries.


 **Our interactive notification service enhances your customers'** delivery experience to 21 countries: Australia, Austria, Belgium, Czech Republic, Denmark, Estonia, Germany, Hungary, Italy, Latvia, Lithuania, Luxembourg, the Netherlands, Poland, Portugal (including specific territories), Republic of Ireland, Slovakia, Slovenia, Spain, Sweden, United Kingdom**.

* Overseas Return offer available in: Guadeloupe, Saint Barths, Saint-Martin, Martinique, Guyana, Reunion, Mayotte and Saint-Pierre-et-Miquelon

** From January 1, 2022, resuming the delivery time commitment of destinations serviced by ground delivery. Germany, Austria, Belgium, Denmark, Spain, Estonia, Hungary, Italy, Latvia, Lithuania, Luxembourg, the Netherlands, Poland, Portugal, Czech Republic, United Kingdom, Slovakia, Slovenia, Switzerland.

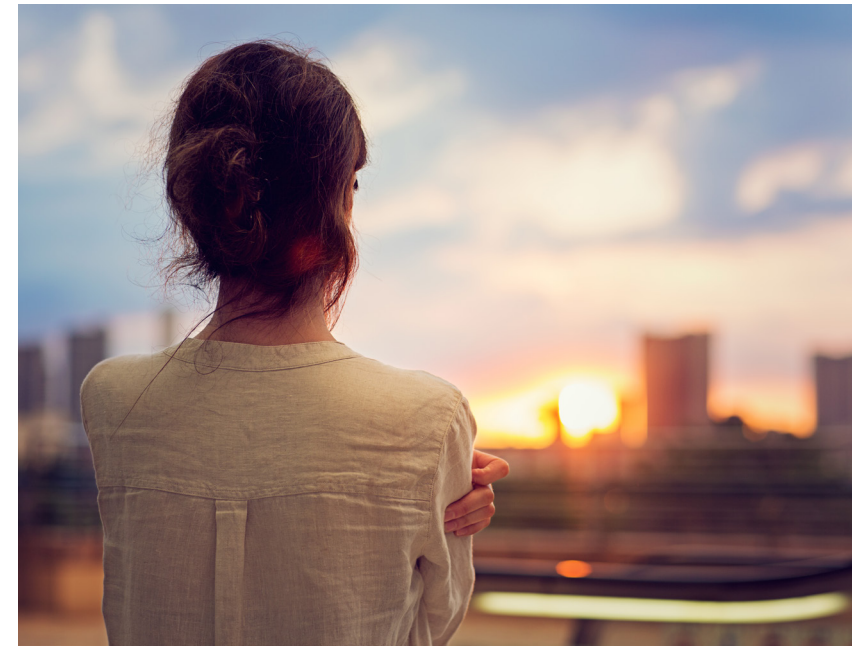
 **Delivery methods aligned** with local habits: at home or at collection points.










 **A delivery time commitment for 40 destinations** a strong export potential.**

 **Local customer relations** via your specific "Colissimo Box" online customer space, your Package Tracking tool and a specific International Customer Service.

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 "smart" 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.



	International	French Overseas
Colissimo Home Delivery		
Signature required		
No signature required		
Colissimo Collection Point		
At the post office		
At collection points and parcel rooms		
Colissimo Return		
Deposit at the post office		
Letter box delivery		

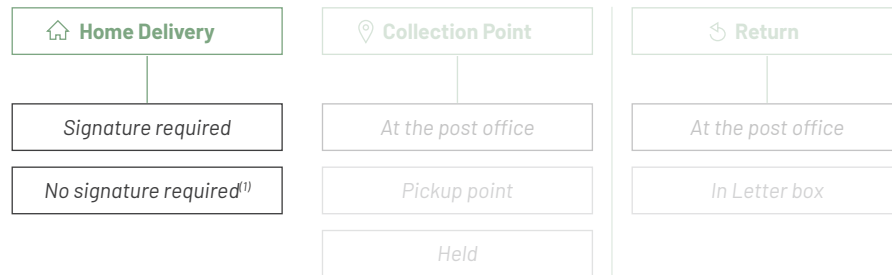
(1) Belgium and Switzerland. (2) Belgium and Finland. (3) Consignment available in Finland and Baltic countries in 2022.

(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



(1) Offer available in Belgium & Switzerland (in Switzerland only for shipments less than 65CHF in value). (2) Approximate timeframe, not including customs in working days for major economic centers. (3) From Jan 1, 2022 resuming the timeframe commitment for ground delivery Germany, Austria, Belgium, Denmark, Spain, Estonia, Hungary, Italy, Latvia, Lithuania, Luxembourg, the Netherlands, Poland, Portugal, Czech Republic, UK, Slovakia, Slovenia, Switzerland. (4) FTD - Free of Tax and Duties, DDP - Delivery Duty Paid. (5) List liable to change during the year.

🏠 Colissimo Europe Home Delivery

Colissimo Home Delivery
with signature required

more convenient and safer

Delivered by hand and signed for by the recipient

OR

Colissimo Home Delivery
no signature required⁽¹⁾

more practical

Delivered in letter box if the package's size allow it

- For any parcel up to **30kg**.
- Over **220 destinations** worldwide including in Europe.
- Delivery service on:
 - **D+3⁽²⁾** to the main European business centres
 - **D+5⁽²⁾** to the main business centres in the rest of the world.
- **Standard compensation** of €23/kg on the offer without signature, €33/kg on the offer with signature.
- **Optional compensation** (lump sum or *ad valorem*) to guarantee your valuable parcels for up to € 5,000.
- Complete tracking for **145 destinations in 6 languages** (refer to the table on the flap).
- **Recipient's signature** required on delivery.
- Guaranteed **delivery transit times** from postcode to postcode to **40 destinations⁽³⁾** (see below).
- The interactive **notification service enhances your customers' delivery experience to 21 destinations** (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.

The plus:

Release purchasing brakes by choosing the FTD/DDP⁽⁴⁾ option: for all shipments from Continental France to French overseas territories or major export 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.

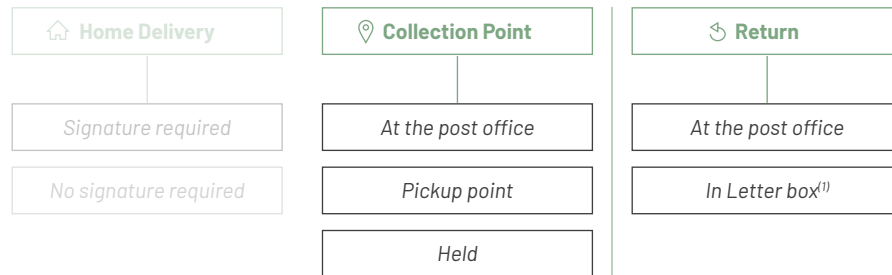
Destinations with delivery time commitment⁽³⁾:

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

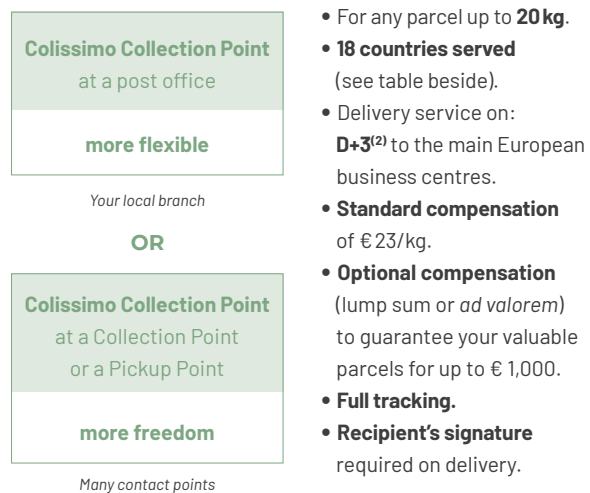
Colissimo International

Meet your customers all over the world.

Our international solutions



Colissimo Collection Point



• **E-mail and/or** text message notifications when package is available to collect.

Austria, Belgium, Czech Republic, Denmark⁽⁷⁾, Estonia, Finland⁽³⁾, Germany, Hungary, Italy⁽⁷⁾, Latvia, Lithuania, Luxembourg, the Netherlands, Poland, Portugal (including specified territories), Republic of Ireland⁽³⁾, Slovakia, Spain (including specified territories), Sweden, United Kingdom⁽⁴⁾.



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**.
- **Standard compensation** of € 23/kg.
- **Optional compensation** (lump sum or *ad valorem*) to guarantee your valuable parcels for up to € 5,000.
- **Full tracking.**
- **Notification sent** systematically to the re-sender; thus guaranteeing your customer the receipt of their parcel.
- Over **73,000 deposit points**.

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.

24 countries qualify⁽⁵⁾:

Australia, Austria, Belgium, Croatia, Czech Republic, Estonia, Finland, Germany, Greece, Hungary, Italy, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal (excluding specified territories), Republic of Ireland, Romania, Slovakia, Slovenia, Spain (excluding specified territories), Switzerland⁽⁶⁾ and United Kingdom.

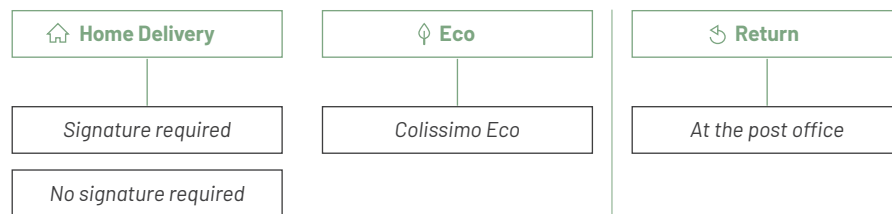
Countries listed in orange are not eligible for the Return offer from France to EU countries. Returns for the EU are handled by the Colissimo International Home delivery partner.

(1) Deposit method only available on the Return offer from France to European Union countries. (2) Indicative delivery times, excluding customs clearance, in work days to the main economic centres. (3) During 2022. (4) Since the United Kingdom has left the European Union, the service is temporarily suspended. (5) List subject to change during the year. (6) In Switzerland, the Return offer is eligible for any package of a value is below 65 CHF. (7) From July 1st 2022

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

Delivered by hand

OR

Colissimo Home Delivery
no signature required

more practical

Delivered in letter box

- For any parcel up to **30kg**.
- Delivery from **D+5⁽¹⁾** for the F01 zone⁽²⁾ (excluding

Mayotte et Saint Pierre and Miquelon) and **D+7⁽¹⁾** for the F02 zone⁽³⁾, Mayotte and Saint Pierre and Miquelon.

- **Standard compensation** of € 23/kg on the offer without signature, € 33/kg on the offer with signature.
- **Interactive delivery** 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 plus: release purchasing brakes by choosing the FTD/**

DDP* option. For all shipments from Continental France to French overseas territories (for the F01 zone including Saint-Martin, Saint Barths and Saint Pierre and Miquelon) or major export 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).

Colissimo Return French overseas

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⁽⁴⁾).
- **French overseas › Continental France and Continental France › French overseas⁽⁴⁾.**

Delivery transit time guidelines

- **Inter-DOM:** from D + 6⁽¹⁾.
- **French overseas › Continental France and Continental France › French overseas from D + 5⁽¹⁾** for the F01 zone (except Saint-Martin D + 7 and Saint Barths D + 6).
- Delivery *with signature*.
- For any parcel up to 30 kg.
- Standard compensation of € 23/kg.
- Optional *ad valorem* compensation to guarantee your valuable parcels for up to € 5,000.

Colissimo Eco French Overseas

Your customers are in no hurry?

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

- Take advantage of all the **Colissimo Home Delivery** no signature required offer to French overseas.
- Delivery your **customers from D + 21⁽¹⁾** for the F01 zone (excluding Saint-Martin, Saint Barths and Saint Pierre and Miquelon).
- **Full tracking** to all French Overseas destinations.
- **Standard compensation** of € 23/kg.
- **FTD/DDP** Option: only available for Guadeloupe (excluding Saint-Martin, Saint Barths and Saint Pierre and Miquelon), Martinique, Reunion, Mayotte and Guyana (F01 zone).

(1) Delivery transit times are in work days, excluding customs clearance. (2) F01: Guadeloupe (including St. Barths and Saint-Martin), Martinique, Réunion, Guiana, Mayotte and Saint Pierre and Miquelon. (3) F02: New Caledonia and its dependencies, French Polynesia, Wallis and Futuna, French Southern and Antarctic Lands (TAAF). (4) F01 zone only.

* FTD - Free of Tax and Duties, DDP - Delivery Duty Paid.

Committed to sustainable e-commerce

A pioneering player

Corporate Social Responsibility has been one of the La Poste group's priorities since the start of the 2000s. Colissimo is fully committed to this approach and has an ambitious and proactive sustainable development policy to reduce the impact of its activities on the environment.

Tangible actions

All Colissimo deliveries are carbon neutral since 2012. To achieve this, Colissimo takes permanent action to reduce its CO₂ emissions and compensates the remainder by financing eco-responsible projects that are beneficial to the environment and the economy both in France and elsewhere, in particular:

- in **France** a "Climate and Territory" programme to fight global warming and encourage energy transition,
- in **Kenya's** North-Western province, the "Lifestraw" programme provides access to potable water to almost 90% of its population. It encourages the growth of the local economy (job creation) and has resulted in a reduction in regional deforestation. The project makes it possible to avoid the emission of 1 million tonnes eqCO₂ every year.

Our commitments

By choosing Colissimo you are choosing a delivery partner committed to the environment which is in line with your CSR actions.



100%
renewable electricity

295,583
tonnes of CO₂ compensated in 2020



Incorporation of environmental criteria in the purchase of our transport services (haulage and air)

28% reduction of CO₂ emissions per parcel between 2013 and 2020

Colissimo, the choice of a responsible and successful delivery



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.18 to 153

Presentation of the 68 main destinations.

All the detailed fact sheets are on
www.laposte.fr/colissimo-entreprise

Algeria



Country details



Country code: **DZ**
 Capital: **Algiers**
 Currency: **Algerian Dinar**

Price zone: **4**
 Delivery partner:
 › **Champion Poste**

Delivery times

• **6 days**

Bank holidays in 2022

- 1st and 12 January
- 1st and 2 May
- 5, 9 and 30 July
- 8 August
- 8 October
- 1st November

Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 15 work days
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1 m
Max girth L+w+h: 1.50 m

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 goods:
 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.

Service available

- Colissimo International:
 – Colissimo Home
 Delivery signature required

Option

- Optional compensation
 (ad valorem)

Service included

- Tracking from drop-off to delivery



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Argentina



Country details



Country code: **AR**
 Capital: **Buenos Aires**
 Currency: **Argentinian peso**

Price zone: **6**
 Delivery partner:
 › **Correo Argentino**



Delivery times

- 5 days



Bank holidays in 2022

- 1st January
- 28 February
- 1st and 24 March
- 7 and 15 April
- 25 May
- 20 June
- 15 August
- 10 October
- 28 November
- 8 December



Delivery characteristics

Holding: yes

Delivery on Saturday: yes

Time held: 15 work days



Standards (machineable)

Max weight: 30 kg

Max girth: 1.50 m

Max length: 1 m



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 goods:

perfume.

*The above lists are not
 exhaustive and are subject
 to change.*

Service available

- Colissimo International:
 – Colissimo Home
 Delivery signature
 required

Option

- Optional compensation
 (ad valorem)

Service 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)



Austria



Country details



Country code: **AT**

Capital: **Vienna**

Currency: **Euro**

Price zone: **2**

Delivery partners:

› **Austrian Post** (Colissimo International: Home Delivery

signature required and Return)

› **DPD** (Colissimo International: Home Delivery signature required, Collection Point and Return)

Delivery times

- **3 days**
- With guaranteed delivery times for Colissimo Home Delivery and Collection Point

Bank holidays in 2022

- 6 January
- 15 August
- 18 April
- 26 October
- 26 May
- 1st November
- 6 and 16 June
- 8 and 26 December

Delivery characteristics

Number of delivery attempts:

2 (Colissimo Home Delivery)
1 for Colissimo International

Holding: yes

Time held:

5 work days for Colissimo Home Delivery - signature required and Colissimo Collection Point
10 work days for Colissimo International

Delivery on Saturday: No

Standards (machineable)

Max weight:

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

• Colissimo Collection Point: 20 kg

Max length: 1 m

Max girth L+w+h: 1.50 m

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 goods:

none.

The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery signature required
 - Colissimo Collection Point
- Colissimo Return

Option

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

Services included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery - signature required - and Colissimo Collection Point



Check out all the international destinations covered by Colissimo on: www.laposte.fr/colissimo-entreprise



Belgium



Country details



Country code: **BE**

Capital: **Brussels**

Currency: **Euro**

Price zone: **1**

Delivery partners:

› **Bpost** (Colissimo International: Home Delivery)

no signature required, At the post office and Return)

› **DPD** (Colissimo International: Home Delivery signature required, Pickup point and Return)

Delivery times

- **3 days**
- With guaranteed delivery times for Colissimo Home Delivery and Collection Point



Bank holidays in 2022

- 1st January
- 18 April
- 26 May
- 6 June
- 21 July
- 15 August
- 1st and 11 November
- 25 December



Delivery characteristics

Number of delivery attempts: 1

Holding: yes

Time held: 10 work days for all offers (excluding return)

Delivery on Saturday: no



Standards (machineable)

Max weight:

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

• Colissimo Collection Point: 20 kg

Max length: 1m

Max girth L+w+h: 1.50 m



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 goods:

parcels containing tobacco are prohibited.

The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery *with signature / no signature*
 - Colissimo Collection Point
- Colissimo Return

Option

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

Services 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



Bulgaria



Country details



Country code: **BG**
 Capital: **Sofia**
 Currency: **Lev**

Price zone: **4**
 Delivery partner:
 › **Bulgarian Post**

Delivery times

- **5 days**
- With guaranteed delivery times for Colissimo Home Delivery

Bank holidays in 2022

- 1st and 3 January
- 3 March
- 22 and 25 April
- 2, 6 and 24 May
- 6 and 22 September
- 26, 27 and 28 December

Delivery characteristics

Number of delivery attempts: 1
Holding: yes
Time held: 20 work days for all offers
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1 m
Max girth L+w+h: 1.50 m

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 goods:
 jewellery and precious stones.

The above lists are not exhaustive and are subject to change.

Service available

- Colissimo International:
 – Colissimo Home
 Delivery signature required

Option

- Optional compensation
 (ad valorem)

Service 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)



Cameroon



Country details



Country code: **CM**
 Capital: **Yaoundé**
 Currency: **Franc CFA**

Price zone: **6**
 Delivery partner:
 › **Cameroon Post**

Delivery times

- 5 days

Bank holidays in 2022

- 1st January
- 11 February
- 15 April
- 2, 20 and 26 May
- 15 August
- 25 and 26 December

Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 14 work days
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1 m
Max girth L+w+h: 1.50 m

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

*The above lists are not
 exhaustive and are subject
 to change.*

Service available

- Colissimo International:
 – Colissimo Home
 Delivery signature
 required

Option

- Optional compensation
 (ad valorem)

Service 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)



Croatia



Country details



Country code: **HR**
 Capital: **Zagreb**
 Currency: **kuna**

Price zone: **4**
 Delivery partner:
 › **Hrvatska pošta**

Delivery times

- **4 days**
- With guaranteed delivery times for Colissimo Home Delivery

Bank holidays in 2022

- 1st and 6 January
- 18 April
- 30 May
- 16 and 22 June
- 5 and 15 August
- 1st and 18 November
- 25 and 26 December

Delivery characteristics

Number of delivery attempts: 1
Holding: yes

Time held: 10 work days for all offers (excluding return)
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1 m

Max girth L+w+h: 1.50 m

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 goods:
 parcels containing tobacco are prohibited.

The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International: – Colissimo Home Delivery signature required
- Colissimo Return

Option

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

Service included

- Tracking from drop-off to delivery



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Cyprus



Country details



Country code: **CY**
 Capital: **Nicosia**
 Currency: **Euro**

Price zone: **4**
 Delivery partner:
 › **Cyprus Post**

Delivery times

- **5 days**
- With guaranteed delivery times for Colissimo Home Delivery

Bank holidays in 2022

- 1st and 6 January
- 7 and 25 March
- 1st, 22, 25 April
- 13 June 2022
- 15 August 2022
- 28 October 2022
- 25 and 26 December

Delivery characteristics

Number of delivery attempts: 1
Holding: yes

Time held: 10 work days for all offers
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1 m

Max girth L+w+h: 1.50 m

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 commercial invoice or pro forma invoice.

Specific restrictions:
 passport, drugs, pharmaceuticals, tobacco, perfumes, cosmetics, fabrics, watches, gambling.
Prohibited goods:
 spirits, wine, cash, content offensive to Muslim culture, or propaganda against the government.

The above lists are not exhaustive and are subject to change.

Service available

- Colissimo International:
 – Colissimo Home
 Delivery signature required

Option

- Optional compensation (*ad valorem*)

Service included

- Tracking from drop-off to delivery



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Czech Republic



Country details



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

- › **DPD** (Colissimo International: Home Delivery signature required, Collection Point and Colissimo Return)
- › **Czech Post** (Colissimo Return)

Delivery times

- **5 days**
- With guaranteed delivery times for Colissimo Home Delivery and Collection Point

Bank holidays in 2022

- 15 and 18 April
- 5 and 6 July
- 28 September
- 28 October
- 17 November
- 26 December

Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 5 work days for all offers (excluding return)
Delivery on Saturday: no

Standards (machineable)

Max weight:
 • Colissimo International, Colissimo Home Delivery and Colissimo Return: 30 kg
 • Colissimo Collection Point: 20 kg
Max length: 1m
Max girth L+w+h: 1.50 m

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 goods:
 none.
The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery signature required
 - Colissimo Collection Point
- Colissimo Return

Option

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

Services included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery with signature required and Colissimo Collection Point



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Denmark



Country details



Country code: **DK**
 Capital: **Copenhagen**
 Currency: **Danish krone**

Price zone: **3**
 Delivery partner:
 › **PostNord**

Delivery times

- **4 days**
- With guaranteed delivery times for Colissimo Home Delivery

Bank holidays in 2022

- 1st January
- 14, 15 and 18 April
- 13 and 26 May
- 6 June
- 25 and 26 December

Delivery characteristics

Number of delivery attempts: 1
Holding: yes
Time held: 10 work days for all offers
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1 m
Max girth L+w+h: 1.50 m

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.

Prohibited goods:
 none.

The above lists are not exhaustive and are subject to change.

Service available

- Colissimo International:
 – Colissimo Home Delivery signature required
 – Colissimo Collection Point⁽¹⁾

Option

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

Service included

- Tracking from drop-off to delivery
- Interactive notification service for Colissimo Home Delivery with signature required and Colissimo Collection Point



Check out all the international destinations covered by Colissimo on :
www.laposte.fr/colissimo-entreprise



(1) Starting July 1st 2022

Egypt



Country details



Country code: **EG**
 Capital: **Cairo**
 Currency: **Egyptian pound (LE)**

Price zone: **6**
 Delivery partner:
 › **Egypt Post**



Delivery times

- 5 days



Bank holidays in 2022

- 1st and 27 January
- 25 and 28 April
- 2, 3, 4 and 5 May
- 30 June
- 10, 11, 12 and 13 July
- 6 October



Delivery characteristics

Number of delivery attempts: 3
Holding: yes
Time held: 15 work days
Delivery on Saturday: no



Standards (machineable)

Max weight: 30 kg
Max length: 1 m
Max girth: 1.50 m



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 goods:
 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.
 Additional prohibitions can be found on the French customs website:
www.douane.gouv.fr/*

Service available

- Colissimo International:
 – Colissimo Home
 Delivery signature required

Options

- Optional compensation
- FTD/DDP

Service included

- N/A



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Estonia



Country details



Country code: **EE**
 Capital: **Tallinn**
 Currency: **Euro**
 Price zone: **3**
 Delivery partners:

- › **DPD** (Colissimo International: Home Delivery signature required, and Collection Point)
- › **Eesti Post** (Colissimo Return)

Delivery times

- **6 days**
- With guaranteed delivery times for Colissimo Home Delivery and Collection Point

Bank holidays in 2022

- 24 February
- 15 April
- 23 and 24 June
- 26 December

Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 5 work days for all offers (excluding return)
Delivery on Saturday: no

Standards (machineable)

Max weight:
 • Colissimo International, Colissimo Home Delivery and Colissimo Return: 30 kg
 • Colissimo Collection Point⁽¹⁾: 20 kg
Max length: 1m
Max girth L+w+h: 1.50 m

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 goods:
 none.

The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery signature required
- Colissimo Collection Point (Pickup point and Held)
- Colissimo Return

Option

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

Services included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery with signature required



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



⁽¹⁾ In the course of 2021.

Finland



Country details



Country code: **FI**
 Capital: **Helsinki**
 Currency: **Euro**

Price zone: **4**
 Delivery partner:
 › **Posti Corporation**

Delivery times

- **4 days**
- With guaranteed delivery times for Colissimo Home Delivery and Collection Point

Bank holidays in 2022

- 6 January
- 15 and 18 April
- 26 May
- 24 June
- 6 and 26 December

Delivery characteristics

Number of delivery attempts: 1
Holding: yes
Time held: 10 work days for all offers (excluding return)
Delivery on Saturday: no

Standards (machineable)

Max weight:
 • Colissimo International, Colissimo Home Delivery and Colissimo Return: 30 kg
 • Colissimo Collection Point⁽¹⁾: 20 kg
Max length: 1m
Max girth: 1.50 m

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 goods:
 none.

The above lists are not exhaustive and are subject to change.

⁽¹⁾In the course of 2021.

Services available

- Colissimo International:
 – Colissimo Home Delivery signature required
 – Colissimo Collection Point (except individual regions)*

Option

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

Service included

- Tracking from drop-off to delivery



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Germany



Country details



Country code: **DE**

Capital: **Berlin**

Currency: **Euro**

Price zone: **1**

Delivery partners:

› **Deutsche Post** (Colissimo)

International: Home Delivery signature required and Return)

› **DPD** (Colissimo International: Home Delivery signature required and Collection Point)

Delivery times

- **3 days**
- With guaranteed delivery times for Colissimo Home Delivery and Collection Point



Bank holidays in 2022

- 1st January
- 15, 17 and 18 April
- 1st, 13 and 24 May
- 3 October
- 25 and 26 December



Delivery characteristics

Number of delivery attempts: 1

Holding: yes

Time held: 5 work days for Colissimo Home Delivery - signature required and Colissimo Collection Point.

10 work days for the Colissimo International: - Colissimo Home Delivery signature required

Delivery on Saturday: yes (DPD)



Standards (machineable)

Max weight:

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

• Colissimo Collection Point: 20 kg

Max length: 1m

Max girth L+w+h: 1.50 m



Customs formalities

Customs documents:

no customs documents are required to EU. Please note that goods for Büsingen (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 goods:

none.

The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery signature required
 - Colissimo Collection Point
- Colissimo Return (except individual regions)

Options

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

Services included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery with signature required and Colissimo Collection Point



Check out all the international destinations covered by Colissimo on: www.laposte.fr/colissimo-entreprise



Greece



Country details



Country code: **GR**
 Capital: **Athens**
 Currency: **Euro**

Price zone: **4**
 Delivery partner:
 › **Elta**

Delivery times

- **5 days**
- With guaranteed delivery times for Colissimo Home Delivery

Bank holidays in 2022

- 6 January
- 7 and 25 March
- 22 and 25 April
- 13 June
- 15 August
- 28 October
- 26 December

Delivery characteristics

Number of delivery attempts: 1
Holding: yes

Time held: 10 work days for all offers (excluding return)
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1 m

Max girth L+w+h: 1.50 m

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 goods:
 none.

The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 – Colissimo Home Delivery signature required
- Colissimo Return

Option

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

Service included

- Tracking from drop-off to delivery



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Guadeloupe



Country details



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

Currency: **Euro**
Price zone: **OM1**

Delivery times

- 5 days for Colissimo Home Delivery
- 21 days for Colissimo Eco

Bank holidays in 2022

- 28 February
- 1st, 2 and 24 March
- 15 and 18 April
- 26 and 27 May
- 6 June
- 14 and 21 July
- 15 August
- 1st, 2 and 11 November

Delivery characteristics

Holding: yes in 60 post offices

Time held: 15 work days

Delivery on Saturday: yes

Standards (machineable)

Max weight: 30 kg

Max girth L+w+h: 1.50 m

Max length: 1 m

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 - 75 cl 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 goods:

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

The above lists are not exhaustive and are subject to change.

Services available

- Colissimo Home Delivery with signature / no signature
- Colissimo Eco
- Colissimo Return intra-Dom
- Colissimo Return France
- Colissimo Return Inter-DOM

Options

- Optional compensation (*ad valorem*) for Colissimo International
- Free of Duty and Taxes (FTD) (excluding Colissimo Return)

Service included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Deliver



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Guiana



Country details



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

Currency: **Euro**
Price zone: **OM1**

Delivery times

- 5 days for Colissimo Home Delivery
- 29 days for Colissimo Eco

Bank holidays in 2022

- 23 February
- 18 March
- 15 and 18 April
- 5 and 26 May
- 4 July
- 1st August
- 24 October
- 26 December

Delivery characteristics

Holding: yes in 44 post offices

Time held: 15 work days

Delivery on Saturday: yes

Standards (machineable)

Max weight: 30 kg

Max girth L+w+h: 1.50 m

Max length: 1 m

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 - 75 cl 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 goods:

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

The above lists are not exhaustive and are subject to change.

Services available

- Colissimo Home Delivery with signature / no signature
- Colissimo Eco
- Colissimo Return intra-Dom
- Colissimo Return France
- Colissimo Return Inter-DOM

Options

- Optional compensation (*ad valorem*) for Colissimo International
- Free of Duty and Taxes (FTD) (excluding Colissimo Return)

Service included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Deliver



Check out all the international destinations covered by Colissimo on: www.laposte.fr/colissimo-entreprise



Hungary



Country details



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

- › **DPD** (Colissimo International: Home Delivery signature required, Collection Point and Return)
- › **Magyar Posta** (Colissimo Return)

Delivery times

- **5 days**
- With guaranteed delivery times for Colissimo Home Delivery and Collection Point

Bank holidays in 2022

- 14 and 15 March
- 15 and 18 April
- 6 June
- 31 October
- 1st November
- 26 December

Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 10 work days for all offers (excluding return)
Delivery on Saturday: no

Standards (machineable)

Max weight:
 • Colissimo International, Colissimo Home Delivery, Colissimo Return: 30 kg
 • Colissimo Collection Point⁽¹⁾: 20 kg
Max length: 1m
Max girth L+w+h: 1.50 m

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 goods:
 none.
The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery signature required
 - Colissimo Collection Point
- Colissimo Return

Option

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

Services included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo International and Colissimo Home Delivery signature required



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



⁽¹⁾In the course of 2021.

Iceland



Country details



Country code: **IS**
 Capital: **Reykjavik**
 Currency: **Icelandic krona**

Price zone: **4**
 Delivery partner:
 > **Postur**

Delivery times

- **4 days**
- With guaranteed delivery times for Colissimo Home Delivery

Bank holidays in 2022

- 14, 15, 18 and 21 April
- 26 May
- 6 and 17 June
- 1st August
- 26 December

Delivery characteristics

Number of delivery attempts: 1
Holding: yes
Time held: 20 work days for all offers
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1 m
Max girth L+w+h: 1.50 m

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 goods:
 none.

The above lists are not exhaustive and are subject to change.

Service available

- Colissimo International:
 – Colissimo Home
 Delivery signature required

Option

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

Service included

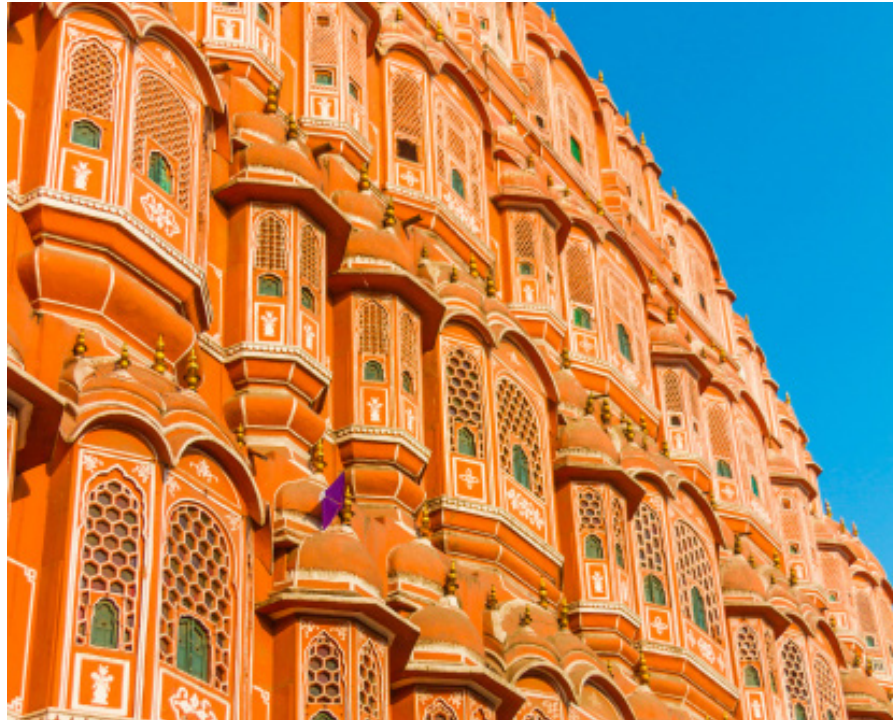
- Tracking from drop-off to delivery



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



India



Country details



Country code: **IN**
 Capital: **New Delhi**
 Currency: **Indian rupee**

Price zone: **5**
 Delivery partner:
 › **India Post**

Delivery times

- 4 days

Bank holidays in 2022

- 26 January
- 1st and 18 March
- 14 and 15 April
- 3 and 16 May
- 9, 15 and 19 August
- 5 and 24 October
- 8 November

Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 15 work days
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1 m
Max girth L+w+h: 1.50 m

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 goods:
 animal fats and oils, animal preservatives, wood and products in the form of wood, chemicals.
 Firearms must have a certificate - licence - import permit.

The above lists are not exhaustive and are subject to change.

Service available

- Colissimo International:
 – Colissimo Home
 Delivery signature required

Option

- Optional compensation (ad valorem)

Service included

- Tracking from drop-off to delivery



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Republic of Ireland



Country details



Country code: **IE**
 Capital: **Dublin**
 Currency: **Euro**

Price zone: **2**
 Delivery partner:
 > **AN Post***

Delivery times

- **4 days**
- With guaranteed delivery times for Colissimo Home Delivery

Bank holidays in 2022

- 3 January
- 17 March
- 15 and 18 April
- 2 May
- 6 June
- 1st August
- 31 October
- 26 and 27 December

Delivery characteristics

Number of delivery attempts: 1
Holding: yes
Time held: 10 work days for all offers (excluding return)
Delivery on Saturday: no

Standards (machineable)

Max weight: and Colissimo Return: 30 kg
 • Colissimo International, Colissimo Home Delivery
Max length: 1m
Max girth L+w+h: 1.50 m

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 goods: none.
The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery signature required
 - Colissimo Collection Point⁽¹⁾
- Colissimo Return

Option

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

Service included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery with signature required and Colissimo Collection Point



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



*On the effective date of Brexit, AN Post will become the only partner of this destination.
 (1) In the course of 2022

Israel



Country details



Country code: **IL**

Capital: **Jerusalem**

Currency: **New Israeli Shekel**

Price zone: **5**

Delivery partner:

› **Israel Postal Company**



Delivery times

- **6 days**



Bank holidays in 2022

- 17 to 21 April
- 4 and 5 May
- 5 June
- 25, 26 and 27 September
- 4, 5, 9 to 13, 16 and 17 October



Delivery characteristics

Number of delivery attempts: 2

Holding: yes

Time held: 15 work days

Delivery on Saturday: no



Standards (machineable)

Max weight: 20 kg

Max length: 1m

Max girth L+w+h: 1.50 m



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 goods:

pornography, dangerous toys, gambling, precious stones, slot machines, propaganda material, stamps.

The above lists are not exhaustive and are subject to change.

Service available

- Colissimo International: – Colissimo Home Delivery signature required

Option

- Optional compensation (*ad valorem*)

Service included

- Tracking from drop-off to delivery



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Italy



Country details



Country code: **IT**

Capital: **Rome**

Currency: **Euro**

Price zone: **2**

Delivery partners:

- ▶ **Poste Italiane** (Colissimo International: Home Delivery)

signature required and Return)

- ▶ **BRT** (Colissimo International: Home Delivery signature required, Collection Point and Return)

Delivery times

- **3 days**
- With guaranteed delivery times for Colissimo Home Delivery and Collection Point

Bank holidays in 2022

- 6 January
- 15 August
- 18 and 25 April
- 1st November
- 2 June
- 8 and 26 December

Delivery characteristics

Number of delivery attempts: 2 for all offers
Holding: yes

Time held: 10 work days for all offers (excluding return)
Delivery on Saturday: no

Standards (machineable)

Max weight:
• Colissimo International, Colissimo Home Delivery and Colissimo Return: 30 kg

• Colissimo Collection Point: 20 kg
Max length: 1 m
Max girth: 1.50 m

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 goods:
none.

The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery signature required
 - Colissimo Collection Point⁽¹⁾
- Colissimo Return

Option

- Optional compensation (*ad valorem*) excluding Colissimo Home Delivery

Services 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



(1) From July 1st 2022.

Latvia



Country details



Country code: **LV**
 Capital: **Riga**
 Currency: **Euro**

Price zone: **3**
 Delivery partner:
 > **DPD**

Delivery times

- **6 days**
- With guaranteed delivery times for Colissimo Home Delivery and Collection Point

Bank holidays in 2022

- 15 and 18 April
- 4 May
- 23 and 24 June
- 18 November
- 26 December

Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 5 work days for all offers
Delivery on Saturday: yes optional

Standards (machineable)

Max weight:
 • Colissimo International: Colissimo Home Delivery signature required: 30 kg
 • Colissimo Collection Point: 20 kg
Max length: 1m
Max girth L+w+h: 1.50 m

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 goods:
 none.
The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery signature required
 - Colissimo Collection Point (Pickup point and Held)

Option

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

Service included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo International, Colissimo Home Delivery with signature required and Colissimo Collection Point



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



Country details



Country code: **LT**
 Capital: **Vilnius**
 Currency: **Euro**
 Price zone: **3**
 Delivery partners:

- › **DPD** (Colissimo International: Home Delivery signature required, Collection Point and Return)
- › **Lietuvos Pastas** (Colissimo Return)

Delivery times

- **5 days**
- With guaranteed delivery times for Colissimo Home Delivery and Collection Point

Bank holidays in 2022

- 16 February
- 11 March
- 18 April
- 24 June
- 7 July
- 15 August
- 1st and 2 November
- 26 December

Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 5 work days for all offers (excluding return)
Delivery on Saturday: yes - optional

Standards (machineable)

Max weight:
 • Colissimo International, Colissimo Home Delivery and Colissimo Return: 30 kg
 • Colissimo Collection Point: 20 kg
Max length: 1m
Max girth L+w+h: 1.50 m

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 goods:
 none.
The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery signature required
 - Colissimo Collection Point (Pickup point and Held)
- Colissimo Return

Option

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

Services included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo International, Colissimo Home Delivery with signature required and Colissimo Collection Point



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Luxembourg



Country details



Country code: **LU**
Capital: **Luxembourg**

Currency: **Euro**

Price zone: **1**

Delivery partners:

› **Post Luxembourg** (Colissimo International: Home Delivery

signature required and Return)

› **DPD** (Colissimo International: Home Delivery signature required, Collection Point and Return)

Delivery times

- **3 days**
- With guaranteed delivery times for Colissimo Home Delivery and Collection Point

Bank holidays in 2022

- 18 April
- 9 and 26 May
- 6 and 23 June
- 15 August
- 1st November
- 26 December

Delivery characteristics

Number of delivery attempts: 1
Holding: yes
Time held: 5 work days for Colissimo Home Delivery and Colissimo Collection Point.

20 days for Colissimo International:
- Colissimo Home Delivery signature required.
Delivery on Saturday: no

Standards (machineable)

Max weight:

- Colissimo International, Colissimo Home Delivery and Colissimo Return: 30 kg
- Colissimo Collection Point: 20 kg

Max length: 1m
Max girth L+w+h: 1.50 m

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 goods:
none.

The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery signature required
 - Colissimo Collection Point
- Colissimo Return

Option

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

Services included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo International, Colissimo Home Delivery with signature required and Colissimo Collection Point



Check out all the international destinations covered by Colissimo on: www.laposte.fr/colissimo-entreprise



Malta



Country details



Country code: **MT**
 Capital: **La Valette**
 Currency: **Euro**

Price zone: **4**
 Delivery partner:
 › **Malta Post**

Delivery times

- **4 days**
- With guaranteed delivery times for Colissimo Home Delivery

Bank holidays in 2022

- 3 January
- 10 February
- 31 March
- 15 April
- 7 and 29 June
- 15 August
- 8 and 21 September
- 8, 13 and 26 December

Delivery characteristics

Number of delivery attempts: 1
Holding: yes

Time held: 20 work days for all offers (excluding return)
Delivery on Saturday: yes

Standards (machineable)

Max weight: 30 kg
Max length: 1m

Max girth L+w+h: 1.50 m

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 goods:
 perfume.

The above lists are not exhaustive and are subject to change.

Services available

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

Option

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

Service included

- Tracking from drop-off to delivery



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Martinique



Country details



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

Currency: **Euro**
Price zone: **OM1**

Delivery times

- 5 days for Colissimo Home Delivery
- 21 days for Colissimo Eco

Bank holidays in 2022

- 28 February
- 1st and 2 March
- 15 and 18 April
- 26 May
- 6 June
- 14 July
- 15 August
- 1st, 2 and 11 November

Delivery characteristics

Holding: yes in 53 post offices

Time held: 15 work days

Delivery on Saturday: yes

Standards (machineable)

Max weight: 30 kg

Max girth: 1.50 m

Max length: 1 m

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 - 75 cl 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 goods:

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

The above lists are not exhaustive and are subject to change.

Services available

- Colissimo Home Delivery with signature / no signature
- Colissimo Eco
- Colissimo Return intra-Dom
- Colissimo Return France
- Colissimo Return Inter-DOM

Options

- Optional compensation (*ad valorem*) excluding Colissimo Eco
- Free of Duty and Taxes (FTD) (excluding Colissimo Return)

Service included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery



Check out all the international destinations covered by Colissimo on: www.laposte.fr/colissimo-entreprise



Mayotte



Country details



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

Currency: **Euro**
Price zone: **OM1**

Delivery times

- 7 days for Colissimo Home Delivery
- 48 days for Colissimo Eco

Bank holidays in 2022

- 28 February
- 18 and 27 April
- 2 and 26 May
- 6 June
- 14 July
- 15 August
- 1st and 11 November

Delivery characteristics

Holding: yes in 13 post offices **Delivery on Saturday:** no
Time held: 15 work days

Standards (machineable)

Max weight: 30 kg **Max girth L+w+h:** 1.50 m
Max length: 1 m

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 - 75 cl 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 goods:
the shipment of tobacco (cigarettes, cigars...) is prohibited from the French Overseas to Metropolitan France.

The above lists are not exhaustive and are subject to change.

Services available

- Colissimo Home Delivery with signature / no signature
- Colissimo Eco
- Colissimo Return intra-Dom
- Colissimo Return France
- Colissimo Return Inter-DOM

Options

- Optional compensation (*ad valorem*) excluding Colissimo Eco and Colissimo Return
- Free of Duty and Taxes (FTD) (excluding Colissimo Return)

Service included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Mexico



Country details



Country code: **MX**
 Capital: **Mexico**
 Currency: **Mexican peso**

Price zone: **6**
 Delivery partner:
 › **Correos de Mexico**

Delivery times

• **7 days**

Bank holidays in 2022

- 7 February
- 21 March
- 13, 14 and 15 April
- 16 September
- 21 November

Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 10 work days
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1 m
Max girth L+w+h: 1.50 m

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

The above lists are not exhaustive and are subject to change.

Service available

- Colissimo International:
 – Colissimo Home
 Delivery signature required

Options

- Optional compensation (*ad valorem*)
- FTD/DDP

Service included

- Tracking from drop-off to delivery



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Morocco



Country details



Country code: **MA**
 Capital: **Rabat**
 Currency: **Moroccan Dirham**

Price zone: **4**
 Delivery partner:
> Chronopost

Delivery times

- 4 days

Bank holidays in 2022

- 11 January
- 2 and 3 May
- 29 July
- 10 October
- 18 November

Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 15 work days
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1 m
Max girth L+w+h: 1.50 m

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 goods:
 banknotes.

The above lists are not exhaustive and are subject to change.

Service available

- Colissimo International:
 – Colissimo Home
 Delivery signature required

Option

- Optional compensation
 (ad valorem)

Service included

- Tracking from drop-off to delivery



Check out all the international destinations covered by Colissimo on:
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The Netherlands



Country details



Country code: **NL**
 Capital: **Amsterdam**
 Currency: **Euro**
 Price zone: **1**
 Delivery partners:

- › **DPD** (Colissimo International: Home Delivery signature required, Collection Point and Colissimo Return)
- › **PostNL** (Colissimo Return)

Delivery times

- **3 days**
- With guaranteed delivery times for Colissimo Home Delivery and Collection Point

Bank holidays in 2022

- 18 and 27 April
- 26 May
- 6 June
- 26 December

Delivery characteristics

Number of delivery attempts: 1
Holding: yes
Time held: 5 work days for all offers (excluding return)
Delivery on Saturday: no

Standards (machineable)

Max weight:
 • Colissimo International, Colissimo Home Delivery and Colissimo Return: 30 kg
 • Colissimo Collection Point: 20 kg
Max length: 1m
Max girth L+w+h: 1.50 m

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 goods:
 none.
The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery signature required
 - Colissimo Collection Point
- Colissimo Return

Option

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

Services included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo International, Colissimo Home Delivery with signature required and Colissimo Collection Point



Check out all the international destinations covered by Colissimo on: www.laposte.fr/colissimo-entreprise



New Zealand



Country details



Country code: **NZ**

Capital: **Wellington**

Currency: **New Zealand Dollar**

Price zone: **6**

Delivery partner:

➤ **New Zealand Post**



Delivery times

• **7 days**



Bank holidays in 2022

- 3, 4 and 31 January
- 6 and 24 June
- 7 February
- 24 October
- 15, 18 and 25 April
- 26 and 27 December



Delivery characteristics

Number of delivery attempts: 2

Holding: yes

Time held: 15 work days

Delivery on Saturday: yes



Standards (machineable)

Max weight: 30 kg

Max length: 1m

Max girth L+w+h: 1.50 m



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 goods:

alcoholic beverages,
tobacco, preparations made
with cereals or flour (except
pastas), perishable biological
materials, pharmaceutical
products in the absence of
accreditation.

*The above lists are not
exhaustive and are subject
to change.*

Service available

- Colissimo International:
– Colissimo Home
Delivery signature
required

Option

- Optional compensation
(*ad valorem*)

Service 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)



Norway



Country details



Country code: **NO**

Capital: **Oslo**

Currency: **Norwegian krone**

Price zone: **4**

Delivery partner:

› **Posten Norge**



Delivery times

- **6 days**
- With guaranteed delivery times for Colissimo Home Delivery
- On this destination, the local partner can deliver in 1st intention in Collection Point



Bank holidays in 2022

- 14, 15 and 18 April
- 17 and 26 May
- 6 June
- 26 December



Delivery characteristics

Number of delivery attempts: 1

Holding: yes

Time held: 10 work days for all offers

Delivery on Saturday: no



Standards (machineable)

Max weight: 30 kg

Max length: 1m

Max girth L+w+h: 1.50 m



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 goods:

none.

The above lists are not exhaustive and are subject to change.

Service available

- Colissimo International:
 - Colissimo Home Delivery signature required

Option

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

Service included

- Tracking from drop-off to delivery



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



Country details



Country code: **PL**
 Capital: **Warsaw**
 Currency: **złoty**
 Price zone: **3**
 Delivery partners:

- › **DPD** (Colissimo International: Home Delivery signature required, Collection Point and Return)
- › **Poczta Polska** (Colissimo Return)

Delivery times

- **5 days**
- With guaranteed delivery times for Colissimo Home Delivery and Collection Point

Bank holidays in 2022

- 6 January
- 18 April
- 3 May
- 16 June
- 15 August
- 1st and 11 November
- 26 December

Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 5 work days for all offers (excluding return)
Delivery on Saturday: no

Standards (machineable)

Max weight:
 • Colissimo International, Colissimo Home Delivery and Colissimo Return: 30 kg
 • Colissimo Collection Point: 20 kg
Max length: 1m
Max girth L+w+h: 1.50 m

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 goods:
 none.
The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery signature required
 - Colissimo Collection Point
- Colissimo Return

Option

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

Services included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo International, Colissimo Home Delivery with signature required and Colissimo Collection Point



Check out all the international destinations covered by Colissimo on: www.laposte.fr/colissimo-entreprise



Portugal



Country details



Country code: **PT**

Capital: **Lisbon**

Currency: **Euro**

Price zone: **2 (Portugal)**

zone **4 (Azores and Madeira)**

Delivery partners:

› **DPD Portugal** (Colissimo International: Home Delivery signature required, Collection Point and Return)

› **CTT Expresso** (Colissimo Return)



Delivery times

- **4 days (Mainland Portugal) and 5 days (Azores and Madeira)**
- With guaranteed Delivery times for Colissimo Home Delivery and Collection Point



Bank holidays in 2022

- 1 March
- 15 and 25 April
- 10 and 16 June
- 15 August
- 5 October
- 1st November
- 1st, 8 and 26 December



Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 10 work days for Colissimo International and Colissimo Home Delivery

10 work days for Colissimo Collection Point
Delivery on Saturday: no



Standards (machineable)

Max weight:

- Colissimo International, Colissimo Home Delivery and Colissimo Return: 30 kg
- Colissimo Collection Point: 20 kg

Max length: 1 m
Max girth L+w+h: 1.50 m



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 goods:
none.

The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery signature required
 - Colissimo Collection Point
- Colissimo Return

Option

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

Services included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo International, Colissimo Home Delivery with signature required and Colissimo Collection Point



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



Country details



Country code: **QA**
 Capital: **Doha**
 Currency: **Qatari Rial**

Price zone: **6**
 Delivery partner:
 > **Qatar Post**

Delivery times

• 7 days

Bank holidays in 2022

- 8 February
- 1st to 5 May
- 10 to 14 July
- 18 December

Delivery characteristics

Number of delivery attempts: 3
Holding: yes
Time held: 14 work days
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1 m
Max girth L+w+h: 1.50 m

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 goods:
 Vegetable products,
 food products, tobacco,
 chemicals or products from

related industries, plastics,
 publishing, press or graphic
 materials.

*The above lists are not
 exhaustive and are subject
 to change.*

*Additional prohibitions
 can be found on the French
 customs website:
www.douane.gouv.fr/*

Service available

- Colissimo International:
 – Colissimo Home
 Delivery signature
 required

Option

- Optional compensation
 (ad valorem)

Service 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)



Reunion



Country details



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

Currency: **Euro**
Price zone: **OM1**

Delivery times

- 5 days for Colissimo Home Delivery
- 11 days for Colissimo Eco

Bank holidays in 2022

- 18 April
- 26 May
- 6 June
- 14 July
- 15 August
- 1st and 11 November
- 20 December

Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 15 work days
Delivery on Saturday: yes

Standards (machineable)

Max weight: 30 kg
Max length: 1 m
Max girth L+w+h: 1.50 m

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 - 75 cl 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 goods:
the shipment of tobacco (cigarettes, cigars...) is prohibited from the French Overseas to Metropolitan France.

The above lists are not exhaustive and are subject to change.

Services available

- Colissimo Home Delivery with signature / no signature
- Colissimo Eco
- Colissimo Return intra-Dom
- Colissimo Return France
- Colissimo Return Inter-DOM

Options

- Optional compensation (*ad valorem*) excluding Colissimo Eco and Colissimo Return
- Free of Duty and Taxes (FTD) (excluding Colissimo Return)

Service included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Romania



Country details



Country code: **RO**
 Capital: **Bucharest**
 Currency: **Romanian leu**

Price zone: **4**
 Delivery partner:
 › **Posta Romana**

Delivery times

- **4 days**
- With guaranteed delivery times for Colissimo Home Delivery

Bank holidays in 2022

- 24 January
- 22 and 25 April
- 1st and 13 June
- 15 August
- 30 November
- 1st and 26 December

Delivery characteristics

Number of delivery attempts: 1
Holding: yes
Time held: 30 work days for all offers (excluding return)
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1 m
Max girth L+w+h: 1.50 m

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 goods:
 none.
The above lists are not exhaustive and are subject to change.

Services available

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

Option

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

Service included

- Tracking from drop-off to delivery



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Russia



Country details



Country code: **RU**
 Capital: **Moscow**
 Currency: **rouble**

Price zone: **5**
 Delivery partner:
 › **Russian Post**

Delivery times

- 5 days

Bank holidays in 2022

- du 3 au 7 January
- 23 February
- 7 and 8 March
- 2, 3 and 9 May
- 10 and 13 June
- 4 November

Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 30 work days
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1m
Max girth: 1.50 m

Customs formalities

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

Specific restrictions:
 theoretical duty-free
 admission thresholds:
 100 USD for goods not bound
 for production or trade.
 Parcels containing food
 products, perfumes, toys
 and audio/video recordings
 are only allowed if they are
 intended for private use and
 the quantity is limited to 10
 articles.

Prohibited goods:
 firearms, bladed weapons,
 ammunition, Russian
 Federation currency,
 alcoholic beverages, tobacco,
 medical products, chemicals,
 costume jewellery, any
 kind of political material,
 photocopying equipment,
 identity cards and passports,
 honey.

*The above lists are not
 exhaustive and are subject
 to change.*

Service available

- Colissimo International:
 – Colissimo Home
 Delivery signature
 required

Option

- Optional compensation
 (ad valorem)

Service 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)



Saudi Arabia



Country details



Country code: **SA**
 Capital: **Riyadh**
 Currency: **Saudi riyal**

Price zone: **6**
 Delivery partner:
 › **Saudi Post**

Delivery times

- 5 days

Bank holidays in 2022

- 13 May
- 20 July
- 9 August
- 23 September
- 18 October

Delivery characteristics

Number of delivery attempts: 3
Holding: yes

Time held: 15 work days
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1 m

Max girth: 1.50 m

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 goods:
 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.*

*The above lists are not
 exhaustive and are subject
 to change.*

Services available

- Colissimo International:
 – Colissimo Home
 Delivery signature
 required
- Colissimo Return

Options

- Optional compensation
 (ad valorem)
- FTD/DDP

Service 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)



Senegal



Country details



Country code: **SEN**
 Capital: **Dakar**
 Currency: **CFA Franc (XOF)**

Price zone: **6**
 Delivery partner:
 › **La Poste**

Delivery times

- **4 days**

Bank holidays in 2022

- 1st January
- 4 and 18 April
- 1st, 2, 3 and 26 May
- 6 June
- 10 July
- 7, 8 and 15 August
- 25 and 26 September
- 19 October
- 14 and 15 November
- 25 December

Delivery characteristics

Number of delivery attempts: 2
Holding: yes

Time held: 15 work days
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1m

Max girth: 1.50 m

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 goods:
 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.
 Additional prohibitions can be found on the French customs website:
www.douane.gouv.fr/*

Service available

- Colissimo International:
 – Colissimo Home
 Delivery signature required

Option

- Optional compensation
 (ad valorem)

Service included

- Tracking from drop-off to delivery



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Slovakia



Country details



Country code: **SK**
 Capital: **Bratislava**
 Currency: **Euro**
 Price zone: **3**
 Delivery partners:

- › **DPD** (Colissimo International: Home Delivery signature required, Collection Point and Return)
- › **Slovak Post** (Colissimo Return)

Delivery times

- **4 days**
- With guaranteed delivery times for Colissimo Home Delivery and Collection Point

Bank holidays in 2022

- 6 January
- 15 and 18 April
- 5 July
- 29 August
- 1st and 15 September
- 1st and 17 November
- 26 December

Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 5 work days for all offers (excluding return)
Delivery on Saturday: no

Standards (machineable)

Max weight:
 • Colissimo International, Colissimo Home Delivery and Colissimo Return: 30 kg
 • Colissimo Collection Point: 20 kg
Max length: 1m
Max girth L+w+h: 1.50m

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 goods: none.
The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery signature required
 - Colissimo Collection Point
- Colissimo Return

Option

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

Service included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery with signature required and Colissimo Collection Point



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Slovenia



Country details



Country code: **SI**

Capital: **Ljubjana**

Currency: **Euro**

Price zone: **3**

Delivery partners:

› **DPD** (Colissimo International: Home Delivery signature required, Collection Point and Return)

› **Slovenia Post** (Colissimo Return)

Delivery times

• **4 days**

• With guaranteed delivery times for Colissimo Home Delivery

Bank holidays in 2022

- 8 February
- 18 and 27 April
- 2 May
- 15 August
- 31 October
- 1st November
- 26 December

Delivery characteristics

Number of delivery attempts: 2

Holding: yes

Time held: 5 work days for all offers (excluding return)

Delivery on Saturday: no

Standards (machineable)

Max weight:

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

Max length: 1m

Max girth L+w+h: 1.50 m

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 goods:

none.

The above lists are not exhaustive and are subject to change.

Services available

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

Option

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

Services included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo International, Colissimo Home Delivery with signature required



Check out all the international destinations covered by Colissimo on: www.laposte.fr/colissimo-entreprise



South Africa



Country details



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

Delivery partner:
 › **South Africa Post Office limited**

Delivery times

• **7 days**

Bank holidays in 2022

- 1st January
- 16 June
- 15, 18 and 27 April
- 2 May
- 9 August
- 16 and 26 December

Delivery characteristics

Number of delivery attempts: 3
Holding: yes
Time held: 21 work days
Delivery on Saturday: no

Standards (machineable)

Max weight: 30 kg
Max length: 1 m
Max girth: 1.50 m

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 goods:
 perfumes, passports, alcohol-based creams and perfumes, food.
The above lists are not exhaustive and are subject to change.

Service available

- Colissimo International:
 – Colissimo Home
 Delivery signature required

Options

- Optional compensation (*ad valorem*)
- FTD/DDP

Service included

- Tracking from drop-off to delivery



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



South Korea



Country details



Country code: **KR**

Capital: **Seoul**

Currency: **South Korean won**

Price zone: **5**

Delivery partner:

› **Korea Post**

Delivery times

- **4 days**
- With guaranteed delivery times for Colissimo Home Delivery

Bank holidays in 2022

- 1st and 31 January
- 1st and 2 February
- 1st and 9 March
- 5 May
- 1st and 6 June
- 15 August
- 9 and 12 September
- 3 and 10 October
- 25 December

Delivery characteristics

Holding: yes

Delivery on Saturday: no

Time held: 15 work days

Standards (machineable)

Max weight: 30 kg

Max girth L+w+h: 1.50 m

Max length: 1 m

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 telecommuni-
cation devices authorised
with a permit.

Prohibited goods:

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.*

Service available

- Colissimo International:
– Colissimo Home
Delivery signature
required

Option

- Optional compensation
(*ad valorem*)

Service 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)



Spain



Country details



Country code: **ES**

Capital: **Madrid**

Currency: **Euro**

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

Delivery partner:

- **SEUR** (Colissimo International: Home Delivery signature required, Collection Point and Return)
- **Correos** (Colissimo Return)

Delivery times

- **3 days (Mainland Spain)**
- **4 days (Spanish islands)**
- With guaranteed Delivery times for Home Delivery and Collection Point (including individual regions)

Bank holidays in 2022

- 1st and 6 January
- 14, 15 and 18 April
- 2 and 16 May
- 24 June
- 25 July
- 15 August
- 12 October
- 1st and 9 November
- 6, 8 and 26 December

Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 10 work days for Colissimo International and Colissimo Home Delivery

5 days with signature required and Colissimo Collection Point
Delivery on Saturday: yes

Standards (machineable)

Max weight:

- Colissimo International, Colissimo Home Delivery and Colissimo Return: 30 kg
- Colissimo Collection Point: 20 kg

Max length: 1 m
Max girth L+w+h: 1.50 m

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 goods:
 none.

The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery signature required
 - Colissimo Collection Point (except individual regions)
- Colissimo Return (except individual regions)

Option

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

Services included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo International and Colissimo Home Delivery with signature required and Colissimo Collection Point



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Sweden



Country details



Country code: **SE**
 Capital: **Stockholm**
 Currency: **Swedish krona**

Price zone: **3**
 Delivery partner:
 › **PostNord**

Delivery times

- **4 days**
- With guaranteed delivery times for Colissimo Home Delivery and Collection Point

Bank holidays in 2022

- 6 January
- 15 and 18 April
- 26 May
- 6 and 24 June
- 26 December

Delivery characteristics

Number of delivery attempts: 1
Holding: yes
Time held: 10 work days for all offers
Delivery on Saturday: no

Standards (machineable)

Max weight: Colissimo Collection Point: 20 kg
 Colissimo Home Delivery and Colissimo International: 30 kg
Max length: 1 m
Max girth: 1.50 m

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 goods: none.
The above lists are not exhaustive and are subject to change.

Service available

- Colissimo International:
 - Colissimo Home Delivery signature required
 - Colissimo Collection Point

Option

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

Services included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo Home Delivery with signature required and Colissimo Collection Point



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



Switzerland



Country details



Country code: **CH**

Capital: **Berne**

Currency: **Swiss franc**

Price zone: **3**

Delivery partner:

› **Swiss Post**



Delivery times

- **3 days**
- With guaranteed delivery times for Colissimo Home Delivery



Bank holidays in 2022

- 15 and 18 April
- 26 May
- 6 and 16 June
- 1st and 15 August
- 1st November
- 8 and 26 December



Delivery characteristics

Number of delivery attempts: 1

Holding: yes

Time held: 10 work days for all offers (excluding return)

Delivery on Saturday: no



Standards (machineable)

Max weight: 30 kg

Max length: 1m

Max girth L+w+h: 1.50 m



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 goods:

weapons, agricultural products, plants, chemicals, animal products (ham, salami, sausage, etc.), precious metal goods, lottery tickets.

The above lists are not exhaustive and are subject to change.

Services available

- Colissimo International:
 - Colissimo Home Delivery *with signature* / *no signature* (for any package of a value is below 65 CHF)
- Colissimo Return (for any package of a value is below 65 CHF)

Options

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

Service included

- Tracking from drop-off to delivery



Check out all the international destinations covered by Colissimo on: www.laposte.fr/colissimo-entreprise



Tunisia



Country details



Country code: **TU**
 Capital: **Tunis**
 Currency: **Tunisian Dinar**

Price zone: **4**
 Delivery partner:
 › **La Poste Tunisian**



Delivery times

- **4 days**



Bank holidays in 2022

- 1st and 14 January
- 20 March
- 9 April
- 1st and 3 May
- 10, 25 and 30 July
- 13 August
- 15 and 18 October



Delivery characteristics

Number of delivery attempts: 2
Holding: yes

Time held: 15 work days
Delivery on Saturday: yes



Standards (machineable)

Max weight: 30 kg
Max length: 1m

Max girth: 1m



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 goods:

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.

Service available

- Colissimo International:
 – Colissimo Home
 Delivery signature required

Option

- Optional compensation (*ad valorem*)



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



United Kingdom



Country details



Country code: **GB**
 Capital: **London**
 Currency: **English pound**

Price zone: **2**
 Delivery partners:
 › **Parcelforce**

Delivery times

- **3 days**
- With guaranteed delivery times for Colissimo Home Delivery

Bank holidays in 2022

- 3 January
- 15 and 18 April
- 2 May
- 2 and 3 June
- 29 August
- 26 and 27 December

Delivery characteristics

Number of delivery attempts: 2
Holding: yes
Time held: 5 work days for all offers
Delivery on Saturday: yes - optional

Standards (machineable)

Max weight:
 • Colissimo International:
 • - Colissimo Home Delivery signature required and Colissimo Home Delivery: 30 kg
Max length: 1m
Max girth L+w+h: 1.50 m

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 goods:
 wine.
The above lists are not exhaustive and are subject to change.
Additional prohibitions can be found on the French customs website:
www.douane.gouv.fr/

Services available

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

Options

- Optional compensation (*ad valorem*) for Colissimo International
- **FTD/DDP**

Services included

- Tracking from drop-off to delivery
- **Interactive notification service** for Colissimo International, Colissimo Home Delivery with signature required



Check out all the international destinations covered by Colissimo on:
www.laposte.fr/colissimo-entreprise



United States



Country details



Country code: **US**
 Capital: **Washington**
 Currency: **American dollar**
 Price zone: **5**

Delivery partner:
 › **United States Postal Service**

Delivery times

- **5 days**
- With guaranteed delivery times for Colissimo Home Delivery

Bank holidays in 2022

- 17 January
- 21 February
- 30 May
- 5 September
- 10 October
- 24 November
- 26 December

Delivery characteristics

Holding: yes
Time held: 5 work days
 depending on the storage
 location of the American Post
 Office

Delivery on Saturday: yes

Standards (machineable)

Max weight: 30 kg
Max length: 1 m

Max girth L+w+h: 1.50 m

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 goods:
 alcoholic beverages,
 pharmaceutical products
 not approved by the US
 administration.

*The above lists are not
 exhaustive and are subject
 to change.*

Service available

- Colissimo International:
 – Colissimo Home
 Delivery signature
 required

Options

- Optional compensation
 (ad valorem)
- FTD/DDP

Service 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
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Prohibited products and restrictions
[p.160](#)

Best practices for preparing parcels

 Follow these rules if you want your parcels to arrive!

It is simple to make sure your parcels reach your recipients safe and sound. A careful choice of packaging and labelling and complying with specific technical standards is all it takes.

You will find all the rules and practices to follow when preparing your parcels for shipment.

Sizes and weights to observe*: see table opposite.

Check that your parcels adhere to the standards specific to each service and method of delivery.









	Home delivery	Collection point delivery		Return
Distribution method	No signature required signature required	At the post office	At a collection point	On hold International and French Overseas
Allowed machineable (cumulative characteristics)				
Max weight	≤ 30 kg*	≤ 20 kg		≤ 30 kg
Minimum sizes	16 cm (length) × 11 cm (width) × 1 cm (height)			21 cm (long) × 16 cm (wide) × 1 cm (high)
Maximum sizes	L+w+h > 150 cm and/or l ≤ 100 cm		L+w+h > 130 cm and/or l ≤ 60 cm	L+w+h > 150 cm and/or l ≤ 100 cm
Not allowed (alternative characteristics- if it meets one of the conditions)				
Weight	> 30 kg	> 20 kg		> 30 kg
Sizes	L+w+h > 200 cm and/or l > 200 cm*		L+w+h > 130 cm and/or l ≤ 60 cm	L+w+h > 200 cm and/or l > 200 cm*
Allowed non machineable (NM) (cumulative characteristics)				
Max weight	≤ 30 kg*	≤ 20 kg		≤ 30 kg
Sizes	150 < L+w+h ≤ 200 cm* and/or 100 < L ≤ 200 cm	L+w+≤ 150 cm and L ≤ 100 cm	NA	150 < L+w+h ≤ 200 cm* and/or 100 < L ≤ 200 cm

* 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 Colissimo Box via the Internet 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.

Creating your parcel

To make sure your parcels are machineable, they should comply with the following conditions:

-  **They should be stable** to prevent them from flipping over. Always fill them out with cushioning material or bubble wrap.
-  **They should have regular shapes** with at least one side showing the transport label horizontally.
-  **Use sufficiently strong packaging suitable for the contents:** avoid using complicated shapes and materials that make it harder to read the label, such as plastic and cellophane which are shiny and reflect.
-  **Your parcels should be sealed closed without overlaps:** no string, handles, flaps, etc.
-  **If you can, use compact packaging** which will make the parcel stronger.
-  **If you are sending rolls use machineable tubes** (triangular or square overpacking guaranteeing the stability of the parcel). Standard, non machineable rolls, are systematically priced higher.



Label and customs documents

To ship your parcel to its destination, it needs a label that is readable by La Poste machines. It must be:

- correctly printed
- have no blank lines
- have nothing crossed out
- be positioned flat on the largest side of the parcel
- have no creases.

The parcel packaging should never conceal the information on the label, even partially.

For example: do not cover the label with parcel strengthening bands.

Four copies of the CN23 customs declaration and two copies of the commercial invoice (or pro forma invoice) should be visible and placed in the transparent delivery documents pocket stuck to the side of the parcel.

Prohibited products and restrictions

The different bans on objects posted using Colissimo

Before dropping off your parcels at La Poste, check that the content is authorised.

Whatever destination you chose, the following products are prohibited:

- **Dirty objects.**
- **Goods covered by applicable national, European and international regulations covering hazardous materials**, such as the following partial list: gases, weapons, ammunition, lithium batteries, inflammable, radioactive, biological, toxic or corrosive materials.
- **Animals**, whether dead or alive.
- **Articles that are counterfeit**, against applicable laws and regulations, in particular, labour law.
- **Items** that by nature or their packaging are **likely to injure La Poste staff** or **damage other items** or La Poste machines.
- **Legally defined monetary values** (precious metals, bearer bonds and paper shares).
- **Parcels containing human ashes** and funerary relics.

- **Spray cans** shipped by plane.
- **Goods** with a CITES document (covered by the international trade regulations on species of endangered flora and fauna).

Other products are not recommended:

- **Perishable goods.**
- **Fragile products.**
- **Replies to calls for requests for proposals** or copies of exams.

Note

You will find additional information on prohibited products on the La Poste website www.laposte.fr. We also recommend you check the customs authority websites for the destination countries.





POSTAGE

1-click postage

Choose from the different
postage solutions
to quickly find what
you need



Turnkey
solution
p.164



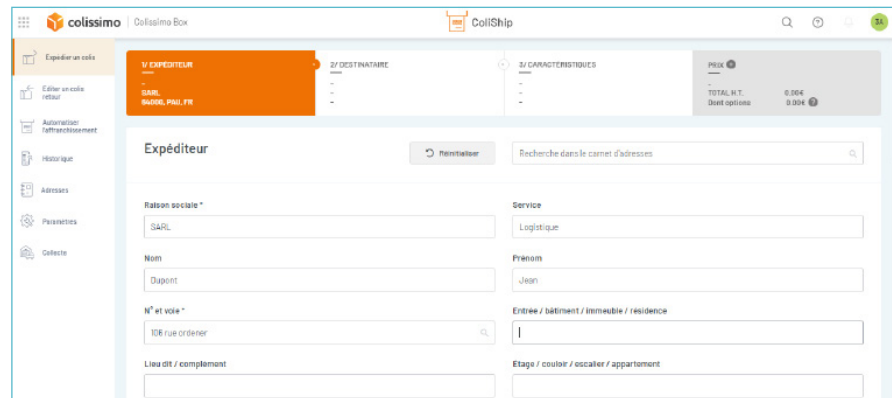
Web
service
p.165



Your labels
p.166

Your turnkey solution

ColiShip, an online application, provides you with a simple postage labelling service for the entire Colissimo Entreprise 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

- **Everyday time** saving 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 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.



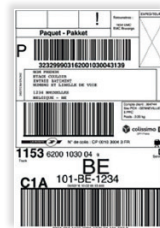
Label size example for Belgium



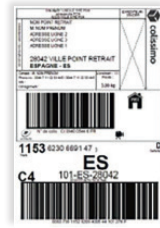
Label size example for the rest of the world

b. For Colissimo Home Delivery and Collection Point:

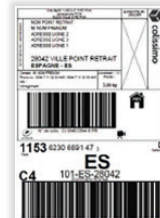
There are three different label sizes:



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

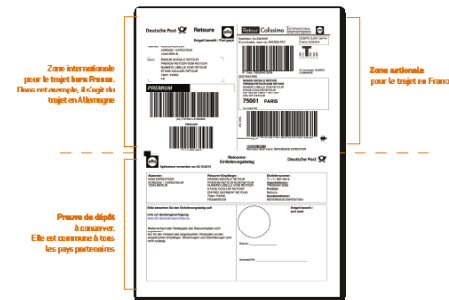
For Colissimo Home Delivery and Colissimo Eco:



Example of label size for parcels bound for the French overseas

Your Return label

For Colissimo Return:



A 2-page 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.



CUSTOMS CLEARANCE

Formalities: a guide

With our customs expertise
sending packages
is simple and efficient



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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), Mellila (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⁽¹⁾, **1 copy of which is to 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).**



What you need to know

- In addition to the customs documents required a SAD (Single Administrative Document) is required 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⁽²⁾ 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).

⁽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.

⁽²⁾EORI: Economic Operator Registration and Identification - website: 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⁽¹⁾ applicable in the French Overseas territories:

8.5 % Réunion,
Guadeloupe and
Martinique. 0 % Guiana
and Mayotte.

Example of dock dues⁽¹⁾ applicable in the French Overseas territories:

Guadeloupe and
Martinique: 7 %; Guiana:
14 %; 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 FDT option** (Free of Duty and Taxes) 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 French Overseas départements, except for the French Overseas territories and French Southern and Antarctic Lands.

⁽¹⁾ These rates are provided for information only and may vary depending on the products.



Customs regulations for French overseas exports in 2022

The instructions



To modernise and simplify the VAT regime for e-commerce flows



To guarantee fair competition between European / non-European operators

Reminder of the objectives and changes

- **Collection of VAT and customs taxes** from July 1st for all e-commerce goods from the 1st euro from overseas. For all goods shipped overseas, the tax threshold does not change (€22).
- **Electronic customs declaration:** from overseas from July 1st ; to overseas from October 12, 2021.
- **Implementation of a process for retrieving electronic customs clearance data** from shippers to optimize the service provided to customers: from overseas from July 1st ; to overseas from 12 October 2021.

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 new 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 FTD option

For any shipment from mainland France to the French overseas departments, you can bear the duties and taxes thanks to the "Franc de Taxes et de Droits" - FTD 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**.



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)
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.

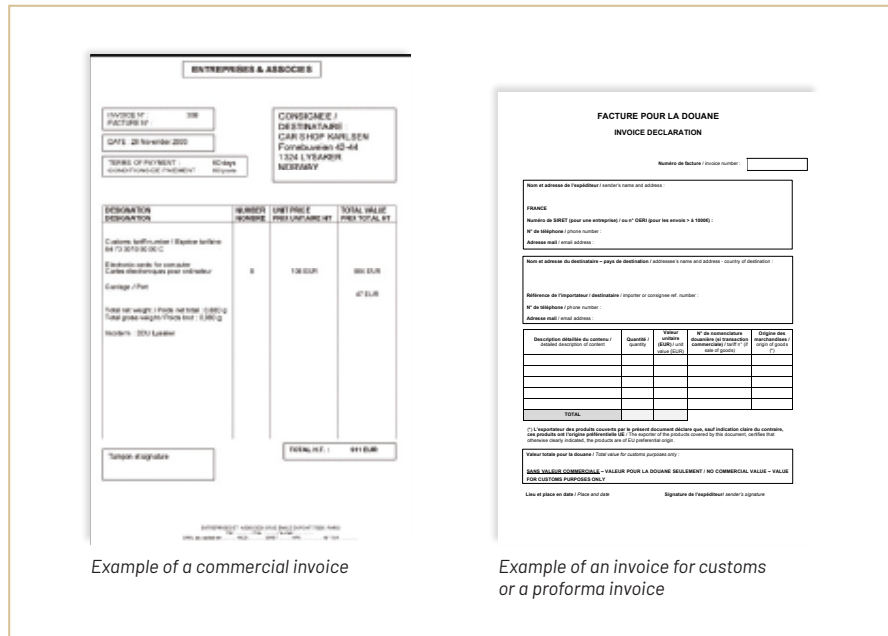
FRANCE		DÉCLARATION EN DOUANE		CN 23	
Nom		Référence en douane (si expéditeur/ destinataire)		N° de l'envoi (code à barres, VLS existant) Post libre ouvert d'office	
Société/forme		N° de tél.		Important ! Informations douanes	
Rue		N° de tél.			
Code postal		Ville			
Pays					
Nom					
Société/forme		N° de tél.		Référence de l'importateur/déclarataire (si elle existe) [code fiscal] N° de TVA/code de l'importateur (fiscalité)	
Rue		N° de tél.		N° de tél./adresse/facture/email de l'importateur/déclarataire (si connu)	
Code postal		Ville			
Pays					
Description détaillée du contenu (1)		Quantité (2)	Poids net (en kg) (3)	Valeur (5)	Pour les envois commerciaux seulement N° nomenclature CN (4) Pour origine des marchandises (6)
Catégorie de l'envoi (10)		Echantillon commercial		Autre (veuillez préciser) :	
<input type="checkbox"/> Cadeau		<input type="checkbox"/> Retour de marchandise		Explication :	
<input type="checkbox"/> Document		<input type="checkbox"/> Vente de marchandises			
Observations (11) (p. ex. marchandises soustraites à la quantification des contrôles sanitaires, phytosanitaires ou à d'autres restrictions)		Poids brut total (8)		Valeur totale (9)	Frais de port/franc (7)
<input type="checkbox"/> Licence (12) N° de licence		<input type="checkbox"/> Certificat (13) N° de licence certifiée		<input type="checkbox"/> Facture (14) N° de la facture	
				Date et signature de l'expéditeur (15)	

The pro-forma invoice and commercial invoice

- For non-commercial shipments (with no commercial transaction between the sender and the recipient (i.e.: non commercial samples), you must produce two copies of a pro forma invoice – N.B. give the manufacturing cost of the goods as their value.
- For commercial shipments (i.e.: products intended for sale with commercial transactions between the sender and the recipient), you must produce two copies of the commercial invoice – N.B. indicating the sale price of the goods as the value.

Practical advice

Customs documents (CN23, invoices) must be placed in a clear self-adhesive document holder stuck to the side of the package with the value of the goods being shipped easily visible.



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⁽¹⁾. 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.**

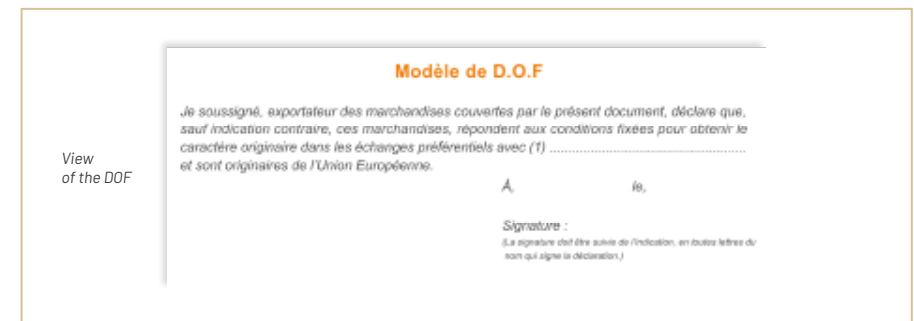
To take advantage of these arrangements, you must prove that the goods in question are from the European Union. When sending a parcel, this proof is provided by the exporter using **a declaration of origin that must be added to the shipment** in addition to the CN23 and, in some cases, invoices.

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⁽²⁾.

Note

You can get blank EUR1/ EUR-MED documents from your regional Chamber of Commerce or at the following email address: librairie@businessfrance.fr



(1) List of EU agreements and unilateral preferences | Portal Customs Management: www.douane.gov.fr/fiche/liste-des-accords-et-preferences-unilaterales-de-lunion-europeenne

(2) Become certified exporter and certify origins on commercial documents: www.douane.gov.fr/fiche/devenir-exportateur-agree-et-certifier-lorigine-sur-un-document-commercial



TRACKING

Parcel tracking at your fingertips

Simple innovative online tools to keep an eye on your shipments



International tracking
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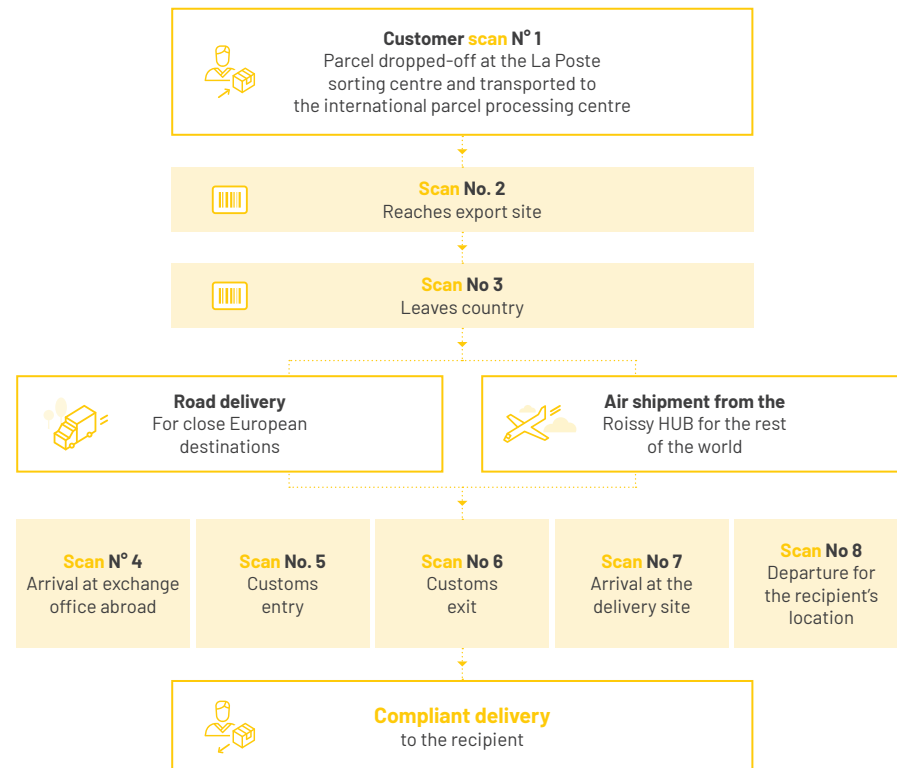


Colissimo Box, more autonomy and freedom!
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International tracking

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 145 destinations




A	Albania, Algeria, American Samoa, Angola, Anguilla, Antigua, Argentina, Armenia, Australia, Austria, Azerbadjian
B	Bahrain, Bangladesh, Belgium, Belize, Benin, Bermuda, Bosnia, Brazil, British Virgin Islands, Brunei, Bulgaria, Burkina Faso, Burma, Bylorussia
C	Cambodia, Cameroon, Canada, Canary Islands, Cap Verde, Chili, China, Colombia, Comoros, Cook Islands, Croatia, Cuba, Curaçao, Cypress, Czech Republic
D	Denmark, Dutch Antilles
E	East Timor, Ecuador, El Salvador, Estonia, Ethiopia
F	Fiji, Finland
G	Gabon, Gambia, Georgia, Germany, Ghana, Gibraltar, Greece, Guam, Guatemala, Guernsey, Guinea
H	Hong Kong, Hungary
I	Iceland, India, Indonesia, Iraq, Iran, Ireland, Israel, Italy, Ivory Coast
J	Japan, Jersey
K	Kenya
L	Laos, Latvia, Lebanon, Liechtenstein, Lithuania, Luxembourg
M	Macau, Macedonia, Madagascar, Malasia, Maldives, Malta, Mariana Islands, Mauritius, Mexico, Moldova, Monaco, Mongolia, Montenegro, Morocco, Mozambique
N	Nepal, the Netherlands, Netherlands New Guinea, New Zealand, Nigeria, North Korea, Norway
P	Panama, Papua New Guinea, Peru, Philippines, Poland, Portugal, Puerto Rico
R	Romania, Russia, Rwanda
S	Saint Lucia, Saloman Islands, Samoa, San Marino, Saudia Arabia, Serbia, Seychelles, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sri Lanka, Svalbard and Jan Mayen Island, Sweden, Switzerland
T	Taiwan, Tanzania, Thailand, Togo, Tonga
U	U.S. Virgin Islands, Uganda, Ukraine, United Arab Emirates, United Kingdom, United States of America, Uruguay
V	Vanuatu, Vietnam
Y	Yemen

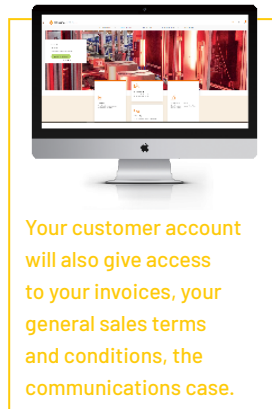
This list is for information only and is liable to change. Tracking until the moment a parcel exits the French mainland is available to other destinations.

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
-  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. 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 Entreprise accounts, you can pick an account and track them all.

View

Quick clear viewing 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.

Notify

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 3 languages (French, English, German) using any digital equipment (desktop, tablet or mobile phone).

Your customer recipients can track their parcel at all times on www.laposte.fr⁽¹⁾ (full tracking in 6 languages)

(1) Free consultation, excluding connection and communication costs linked to the choice of operator.

A series of horizontal dotted lines for writing, consisting of 20 lines spaced evenly down the page.

Our export customer service

235 staff members and parcel experts at your disposal:

Customer service for Key Accounts senders and receivers:

- From Monday to Friday, 9 am to 6 pm
- Based in Noisy-le-Grand
- 0810 800 800 (for Key Account customers sending from France and abroad)
- 3631 (for receiving customers and private senders)

Business and Personal National and International Sender Customer Service:

- From Monday to Friday, 8 am to 6 pm
- Based in Saint-Dié des Vosges
- 03 29 42 16 01 (from French Overseas territories and abroad)

0 810 800 800

Service 0,06 € / min
+ price applic.

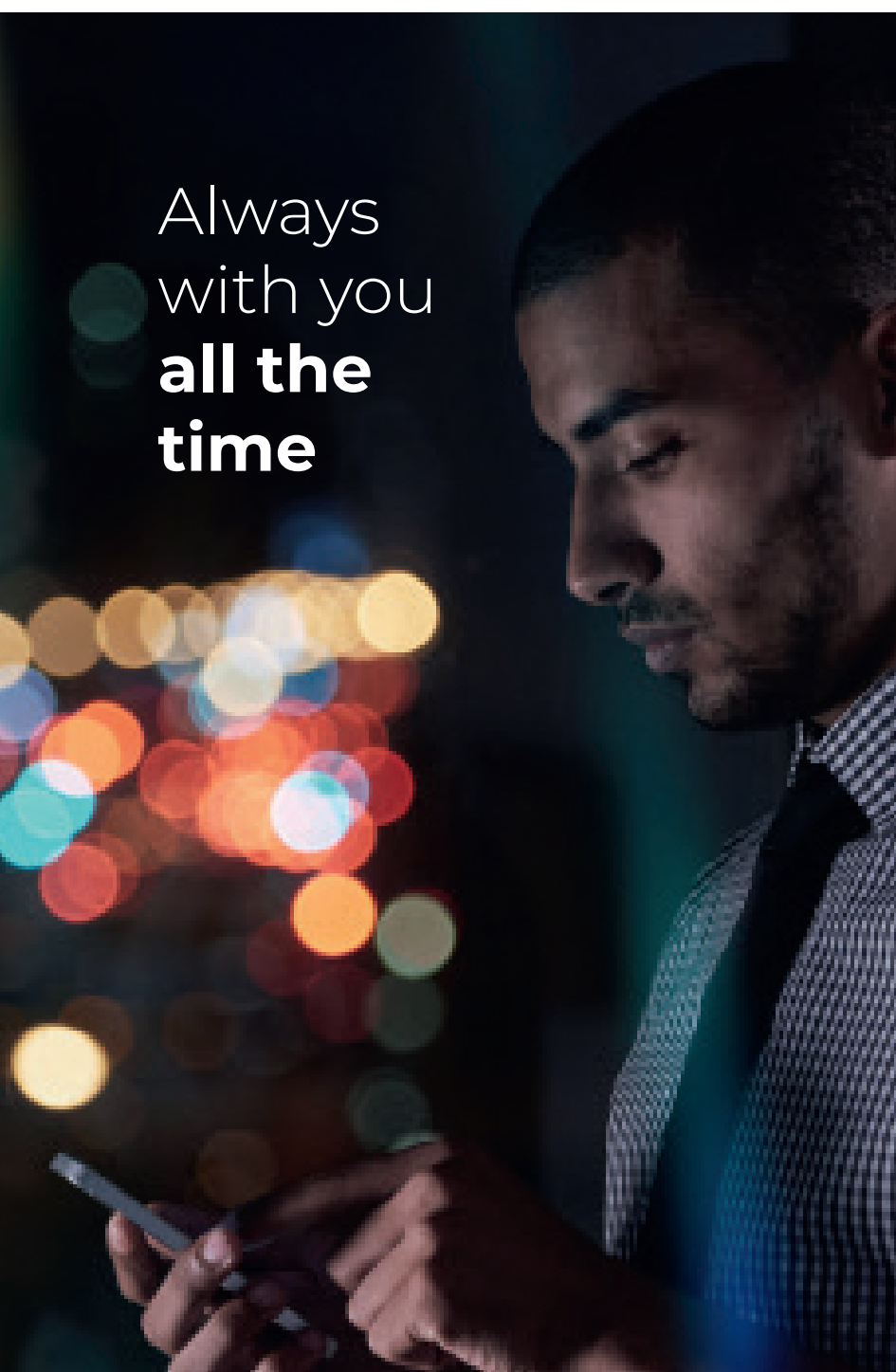
0 825 878 888

Service 0,20 € / min
+ price applic.

Our customer service provides:

- Interactive voice server
- Product and service information
- Package tracking requests
- Delivery support
- Compliant processing and payment of compensation when applicable

Always
with you
**all the
time**





Our 2022 Export Guide is available on:
www.laposte.fr/colissimo-entreprise 

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