

LETTERPOST SERVICES IN DOMESTIC TRAFFIC  
PRIVATE CUSTOMERS

**SERVICES AT THE REQUEST OF THE SENDER/RECIPIENT AND SERVICES PROVIDED  
AUTOMATICALLY**

**SERVICES AT THE REQUEST OF THE SENDER**

Service	Sale price
Sending of a registered postal item with a return receipt	48.00
Paid (business) reply	Price as for the letter weighing 250 g or a postcard
Change or correction of the recipient's address	85.00
Redirection of a registered postal item to a new address, including poste-restante, except for court letters	85.00
Return of the item from the receiving post office before dispatch	30.00
Return of the item after dispatch	85.00
Claiming of a registered postal item	60.00
Issuance of additional confirmation of receipt of insured and COD items	35.00
Issuance of a certificate or a certified copy of postal document relating to the delivery of a registered item	35.00
Delivery of a postal item marked "Personal"	48.00
Packaging of letterpost items	20.00
Addressing of postal items	10.00
Filling out the forms	10.00
Electronic confirmation of the delivery of postal items – SMS message	16.00

Prices are shown in RSD currency.

Services are VAT-exempt pursuant to Article 25, paragraph 2, item 6 of the Law on Value Added Tax ("Official Gazette of the RS", Nos. 84/04, 86/04-correction, 61/05, 61/07, 93/12, 108/13, 6/14 - harmonized RSD amounts, 68/14 - other law, 142/14, 5/15 - harmonized RSD amounts, 83/15, 5/16 - harmonized RSD amounts, 108/16, 7/17 - harmonized RSD amounts, 113/17, 13/18 - harmonized RSD amounts, 30/18, 4/19 - harmonized RSD amounts, 72/19, 8/20 – harmonized RSD amounts, 153/20 and 138/22), except for the service „Electronic confirmation of the delivery of postal item – SMS message, the price of which includes VAT.

**SERVICES AT THE REQUEST OF THE RECIPIENT**

<b>Service</b>	<b>Sale price</b>
Storing of registered postal items, except for court letters, in post office outside of prescribed deadlines, but no longer than 30 days	90.00
Redirection of a registered postal item, except for court letters, to a new address, including poste-restante	300.00
Re-delivery of postal items	100.00
PO Box usage	Free of charge
Delivery of poste-restante items at the address	85.00
Personal delivery of registered postal items	30.00
Issuance of confirmation or a certified copy of postal document relating to the delivery of a registered item	35.00

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**SERVICES PROVIDED AUTOMATICALLY**

<b>Service</b>	<b>Sale price</b>
Return of non-delivered registered postal items to the sender, except for court letters	receipt postage reduced by the price of non-provided services/handling
Receipt and recording of authorisations	60.00
Re-packing of items with damaged content, reporting on items' irregularities and notifying the customer	50.00 (price of wrapping material is additionally charged, in case the material is used)

Commission opening and inspection of the contents of the item suspected of containing prohibited articles, based on the decision of the competent authority	Free of charge
Storing of items for delivery, in accordance with the deadlines set by the general conditions (storage fee) for registered letterpost items weighing over 50 g (per day)	15.00
Transfer of non-registered letters or postcards for which the postage wasn't paid or was insufficiently paid	Amount of the missing postage increased by 48.00 RSD
Refund of higher charged postage	Free of charge

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