



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	60.00
Paid 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	50.00
Return of the item after dispatch	85.00
Claiming of a registered postal item	70.00
Issuance of additional confirmation of receipt of insured or COD items	50.00
Issuance of a certificate or a certified copy of postal document relating to the delivery of a registered item	50.00
Delivery of a postal item marked "Personal"	60.00
Packaging of letterpost items	25.00
Addressing of postal items	15.00
Filling out the forms	15.00
Electronic confirmation of the delivery of postal items – SMS message	20.00

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, 138/22, and 94/24).

**Prices are shown in RSD currency.**

**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	60.00
Issuance of confirmation or a certified copy of postal document relating to the delivery of a registered item	50.00

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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	70.00
Re-packing of items with damaged content, reporting on items' irregularities and notifying the customer	60.00 (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 60.00 RSD
Refund of higher charged postage	Free of charge

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