

LETTERPOST SERVICES IN INTERNATIONAL 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	150.00
Change or correction of the recipient's address	200.00 (if the request is to be sent by telegram, the sender also pays the price of the telegram)
Redirection of a registered postal item to a new address, including poste-restante	200.00
Return of the item from the receiving post office before dispatch	100.00
Return of the item after dispatch	200.00 (if the request is to be sent by telegram, the sender also pays the price of the telegram)
Claiming a registered postal item	Free of charge
Issuance of additional confirmation of receipt of insured items	35.00

Prices are shown in RSD currency.

Services are VAT exempt pursuant to the article 25, paragraph 2, item 6 of the Law on value added tax ("Official gazette of the RS" nos. 84/04, 86/04-corr., 61/05, 61/07, 93/12, 108/13, 6/14 – harmonized RSD amount, 68/14 – other law, 142/14, 5/15 – harmonized RSD amount, 83/15, 5/16 – harmonized RSD amount, 108/16, 7/17 – harmonized RSD amount, 113/17, 13/18 – harmonized RSD amount, 30/18, 4/19 – harmonized RSD amount, 72/19, 8/20– harmonized RSD amount, and 153/20 and 138/22).

SERVICES AT THE REQUEST OF THE RECIPIENT

Service	Sale price
Storing of registered postal items in post office outside of prescribed deadlines, but no longer than 30 days	90.00
Redirection of a registered postal item 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

Service	Sale price
Return of non-delivered registered postal item to the sender	For letterpost items, receipt postage is charged reduced by the price of non-performed services/handling and increased by the price of service of submission of items for customs inspection in import. For the return of an undelivered parcel, postage is charged in accordance with international regulations
Receipt and recording of authorizations	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 letterpost items weighing over 500g (per day)	15.00
Submission of postal items for customs inspection in export:	
- Letterpost items	40.00
- M bags	100.00
Submission of postal items for customs inspection in import:	
- Letterpost items	100.00
- M bags	300.00
Submission of items to the competent authority for stamping and control	100.00

Notifying the customer to submit required or missing documentation for customs inspection	144.00
Transfer of non-registered letters or postcards for which postage was either not paid or wasn't sufficiently paid	100.00
Refund of higher charged postage	Free of charge

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