



PARCEL 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	Price
Sending of a registered postal item with a return receipt	60.00
Change or correction of the recipient's address	85.00
Redirection of a registered postal item to a new address, including "poste-restante"	85.00
Return of the item from the receiving post office before dispatch	50.00
Return of the item after dispatch	85.00
Claiming 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
Packing of parcel items	60.00
Addressing the items	15.00
Filling in the forms	15.00
Electronic delivery confirmation – SMS notification	20.00
Returning the return documentation	130.00
Issuance and delivery of confirmation of completed parcel delivery	300.00
Collection at the address of 5 and more parcels	100.00 per collection

### SERVICES AT THE REQUEST OF THE RECIPIENT

Service	Price
Safekeeping 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	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

Service	Price
Return of non-delivered registered postal items to the sender	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 and parcels (per day)	15.00
Refund of higher charged postage	free of charge

**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, 61/05, 61/07, 93/12, 108/13, 68/14, 142/14, 83/15, 108/16, 113/17, 30/18, 72/19, 153/20, and 138/22), except for the "Electronic delivery confirmation - SMS notification" at the sender's request service.