



Customer Information

Voluminous parcel*

When passing through our sorting centres, parcels are automatically measured by calibrated volume scanners and classified according to defined threshold values.

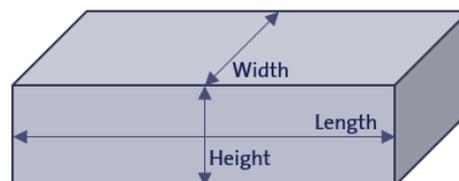
Based on the parcel dimensions – length, width and height – the volume is calculated according to this formula:

$$\text{Volume in litres} = \frac{\text{Length} \times \text{width} \times \text{height (in cm)}}{1000}$$

Examples:

$$\frac{\text{L } 80 \text{ cm} \times \text{W } 50 \text{ cm} \times \text{H } 20 \text{ cm}}{1000} = 80 \text{ litres}$$

$$\frac{\text{L } 80 \text{ cm} \times \text{W } 50 \text{ cm} \times \text{H } 40 \text{ cm}}{1000} = 160 \text{ litres}$$



* The threshold value for volume packages is 150 litres. If the parcel volume exceeds this threshold, the surcharge "Voluminous parcel" is calculated according to the price list.