
RELEASE DELIVERY AUTHORISATION
Supplementary terms



Applicable as of 23 October



Supplementary terms for release delivery authorisation

Applicable as of 23 October 2023

(Version No. 1/2023)

Recipients who issue a release delivery authorisation confirm that they are entitled to submit the consent to release delivery for all persons named and indemnify and hold harmless Österreichische Post AG (herein "Post") against all claims.

Our delivery staff deposits/leaves the shipments, at the recipient's risk, directly at the specified delivery location without attempting direct delivery. Only shipments that bear the exact same name and address as specified in the release delivery authorisation will be deposited/left at the specified location. The recipient agrees that all shipments deposited/left are deemed delivered and confirmed.

The release delivery authorisation is effective until it is revoked/withdrawn by either the recipient or Österreichische Post AG. Revocation takes effect one week after receipt of the revocation notice.

Post reserves the right to change the conditions for release delivery at any time. If the changes are exclusively beneficial to recipients, they are applicable as of the day they are notified. In case of changes that are not exclusively beneficial to recipients, Post will notify such changes no later than four weeks before they become effective. These changes also apply to existing contractual relationships and are deemed accepted unless the recipient objects within two weeks of notification. Any changes to the terms of release delivery will be notified in an appropriate manner, e.g. in the form of a letter or online at post.at/p/a/abstellgenehmigung. If customers object to the changes to the terms of release delivery, their release delivery authorisation is deemed revoked by Post after one week (as of the day on which Post receives the customer's revocation notice).

Österreichische Post AG

Company headquarters, „Paket Österreich“ Division
Rochusplatz 1
1030 Wien

**Austrian Pos Customer Service**

Hotline Tel.: 0800 010 100
post.at/kundenservice

post.at | post.at/sendungsverfolgung

Information on data protection can be found at post.at/datenschutz.
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