

Service Specifics

Dia Siguiente:

- Must be called in before 17:00h to be delivered the next work day before 14:00h.
- The maximum size is an A3 envelope (30cm x 42cm) 4cm thick.
- The maximum weight is 1 kg.

Mismo Dia:

- Must be called in before 13:00h to be delivered before 20:00h (zones 1, 2, 3)
- Must be called in before 11:00h to be delivered before 20:00h (zone XL)
- The maximum size is an A3 envelope (30cm x 42cm) 4cm thick.
- The maximum weight is 1 kg.

Economic:

- Our new service
- Maximum size is 20cm x 40cm x 35cm.
- Maximum weight is approximately 6kg.

Normal:

- Our standard service; if not specified differently, we deliver and charge under these terms.
- Maximum size is 20cm x 40cm x 35cm.
- Maximum weight is approximately 6kg.

Urgent:

- Urgent deliveries will be delivered on time or will be free of charge.
- The time window starts after the client hangs up the phone or when the package is ready, whichever is later.
- Maximum size is 20cm x 40cm x 35cm.
- Maximum weight is approximately 6kg.

Waiting time

- The package must be ready within five minutes of the courier's arrival.
- Additional wait time will be billed at 0,50 euros per minute.

Size and weight

- We do not charge for heavy or oversized packages; however, such packages will be charged as an Urgent.
- For oversized or odd-shaped deliveries, the messenger present will decide if the package can be carried safely.
- We reserve the right to refuse any package based on its size and/or weight.

Packaging

- All packages must be wrapped appropriately.
- All packages must have the delivery address and a contact name attached.
- We reserve the right to refuse any package based on packaging or lack thereof.

Weather

- We do not charge extra in rainy or wet conditions.
- During extreme weather conditions, delivery times may change.
- During extreme weather conditions, Urgent services will be delivered as soon as possible.

Billing and Payment

- Bills will be emailed within the first three days of the following month.
- Hard copies of bills, if requested, can also be sent by normal mail.
- Payment must be made within thirty calendar days of the billing date.
- Payment must be made via bank transfer, domiciliacion, cash, or check.
- Checks will only be accepted for payments greater than 30 euros.

Discounts

- We offer a 5% discount on bills larger than 250 euros excluding IVA.
- We offer a 7% discount on bills larger than 500 euros excluding IVA.
- We offer a 10% discount on bills larger than 700 euros excluding IVA.

Working Hours:

- Monday through Thursday: 8h - 20h, Friday: 8h - 19h.
- We are available to work outside these hours with advance notice.
- Saturdays, Sundays, and holidays we are closed.

Proof of Delivery:

- Copy of waybill can be emailed, free of charge
- Copy of waybill can be hand-delivered for an extra charge

