



Service Guide



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What is Parcellite?

Parcellite is our budget solution for the ecommerce industry, providing a domestic buying experience for all your consumer shipments worldwide.

It offers an affordable delivery solution to more than 200 countries. Parcellite offers you visibility of your shipment from collection, up to the moment your items are posted to the destination country. It provides you and your customers with relevant tracking updates. These events include:

- **Pre-Alerted**
- **Scanned at B2C**
- **Ready to Ship**
- **Shipped**

Parcellite international prices guarantee value for money and allow you to maximise your savings when time is on your side.

By directly accessing the best European and global delivery networks we are able to provide you with the most competitive service in the market. We are able to achieve that by combining the best domestic and international services of various postal operators.



WHY PARCELLITE?

- Maximize your savings when time is on your side.
- Global reach to 200+ countries and territories.
- Delivery solution with basic tracking.
- Global expertise with local knowledge.
- Track and Trace available from collection up to posting to destination country
- Efficiently manages cross border duties with delivery duty paid options available.
- Straightforward and easy-to-use interface for preparation and tracking.
- No hidden fees. Total cost control.
- Transparency and accountability throughout every step.
- Warehouse and distribution services available.
- Returns management solution available.
- Support from our dedicated customer service team.





Weight and Size limits

B2C Europe has set specific weight and size limits for the packages that you send using all its services. The restrictions below only pertain to individual packages. There are no limits to the total weight of your shipment or the total number of packages in your shipment.

Note: Packages that exceed B2C weight and size limits are subject to extra charges.



Maximum Weight: 2 kg

Maximum Size: 60cmx40cmx40cm (LXWXH).

The limits listed above apply to most packages and destinations, but there are some variances because of different local restrictions in some countries. Shipments larger than the limits listed above can be arranged by B2C Europe in some cases depending on the supplier used and on the destination country.



Operational Process Flow



ParcelLite provides easy access through only one interface to a full range of postal networks, courier networks, road express and pickup networks all over Europe and the rest of the world.

The journey of a parcel

How and where to hand over your parcels depends on your location. If you prefer, we can also collect them.

We request that you notify us about the details of the incoming shipment. This procedure is called *pre-alert*. Pre-alerted data is transmitted to B2C Europe; once the parcel reaches the warehouse it is immediately prepared for a fast and accurate delivery. In the warehouse it is scanned, weighed and sorted according to its final destination. The parcel leaves the warehouse, where it is then transported to one of the supplier's sorting offices and is then prepared for delivery. From there it will reach the local postal operator that will ship it to the consumer. With ParcelLite the recipient can access the location of the parcel from the collection, up to up to posting to destination country.

Delivery attempt(s)

For most of the shipments, according to the supplier rules, there will be one delivery attempt made.

What happens if there is no one available to receive the parcel?

- The parcel will be returned to the sender.



Packaging and labelling

Packaging

Each item can be placed into bags or boxes. It is important to make sure that each item is packed correctly so that it arrives in good condition. Please pack every item in strong containers, fill and seal them adequately and make sure the weight is evenly distributed. If the shipments are palletised, please ensure they are stacked and shrink wrapped appropriately with the labels facing outwards. Packing goods to minimize volume and weight while reinforcing them may save money, as well as ensuring that the goods are properly packed.



Labelling

Each item should be equipped with a barcode. The barcode contains important information, for this reason, it must be complete and legible to ensure the scanners can read them. Labels should be attached to the upper part of the parcel. We accept all "one dimensional" barcodes





Transit Time

The below list provides an indication of delivery times for mail and parcels. Since B2C Europe cannot influence the postal process in other countries, these times are only estimates, so the number of days may differ slightly. The number of days indicate working days.

- **Within 7 days**

Austria, Belgium, Croatia, Cyprus, Czech Republic, Denmark, France, Netherlands, Germany, Ireland, Italy, Luxembourg, Malta, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, United Kingdom.

- **Within 14 days**

Bulgaria, Estonia, Finland, Greece, Hungary, Latvia, Lithuania, Romania, Iceland, Norway, Serbia, Switzerland, Canada, USA, Israel, Japan, Rest of Europe, Middle East, Africa, S&C America, Asia and Oceania, Russia, Australia, China, New Zealand

A number of factors can affect the delivery time. Your item may arrive later due to aspects such as:

- Local holidays.
- Customs handling in the destination country.
- Strikes or other unforeseen events in the destination country.

Remote Area Delivery

In some areas geographical factors make delivery more complex: e.g. islands, highlands or other postcodes that are difficult to serve that we will define as remote areas.

Depending on the carrier service used, surcharges might apply.

The following list tells you which islands and regions might be subject to a surcharge due to their location:

- **Denmark (DK):** 4592, 5960, 5970, 5985, 6720, 7884, 8305, 8592, 9940, 9950, 9960, Bornholm: 3700, 3720, 3730, 3740, 3751, 3760, 3770, 3782, 3790
- **Germany (DE):** Hidden see: 18565, North-Friesland Islands: 25849, 25859, 25863, 25869, 25938, 25946, 25980, 25992, 25996–25999, East-Friesland Islands: 26465, 26474, 26486, 26548, 26571, 26579, 26757, Helgoland: 27498, Neuwerk: 27499, Chiemsee: 83256
- **Estonia (EE):** 62601, 88001–88005, 91217, 91301–91320, 92001–92420, 93001–94799, 96027, 96098



- **Faroe Islands (FO):** FR100 - FR999
- **Finland (FI):** Aland–Islands: 22000–22999
- **France (FR):** 17111, 17123, 17190, 17310, 17370, 17410, 17480, 17550, 17580, 17590, 17630, 17650, 17670, 17740, 17840, 17880, 7940, 22870, 29242, 29253, 29259, 29990, 56360, 56590, 56780, 56840, 85330, 85350, Corsica: 20000–20999
- **Gibraltar (GI):** GX11
- **Greece (GR):** Saronic Islands: 180xx, 189xx, Ionian Islands: 28xxx–29xxx, 31xxx, 49xxx, Berg Athos: 63086–63087, Crete: 70xxx–74xxx and Aegean Islands: 80xxx–85xxx
- **UK (GB):** Northern Ireland: BT, Channel Islands Guernsey and Jersey: GY, JE, Outer Hebrides: HS, Isle of Man: IM, Scottish Highlands and Isle of Skye: IV, Orkney Inseln: KW, Shetland Islands: ZE Firth of Clyde Islands: KA27-28, Region Argyll and Bute with Loch Lomond and Inner Hebrides: FK17-21, PA20-38, PA41-49, PA60-80, PH16-50, Isle of Wight: PO30-41, Isles of Scilly: TR21-25
- **Greenland (GL):** 3900–3999
- **Italy (IT):** Pontine Islands: 04020, 04027, Sardinia: 07000–09999, Venetian Lagoon: 30010, 30012, 30100, 30121–30126, 30131–30133, 30135, 30141, Elba and Tuscan Archipelago: 57030–57039, 58012–58013, 58018, Tremiti Islands: 71040, Islands of the Gulf of Naples: 80070–80071, 80073–80077, 80079, Island group of Sicily: 90010, 91017, 91023, 92010, 98050, 98052, 98055, Campione d’Italia: IT 22060, Livigno: IT 23030
- **Croatia (HR):** 20221–20226, 20260, 20263, 20264, 20270–20275, 20290, 21220, 21223–21225, 21400, 21403–21405, 21410, 21412–21413, 21420, 21423–21426, 21430, 21432, 21450, 21454, 21460, 21462–21463, 21465–21469, 21480, 21483, 21485, 22231–22236, 22243–22244, 23212, 23234, 23249–23251, 23262–23264, 23271–23275, 23281–23287, 23291–23296, 51280–51281, 51500, 51511–51517, 51521–51523, 51550–51552, 51554–51557, 51559, 51561–51562, 51564, 53291, 53294, 53296
- **Malta (MT):** Comino: KMN, Gozo: FNT, GRB, GSM, GSR, KCM, MFN, MXR, NDR, QLA, SLZ, SNT, VCT, XLN, XRA, XWK, ZBB
- **Netherlands (NL):** 1156AA–1156ZZ, 1791AA–1797ZZ, 8881AA–8884ZZ, 8891AA–8897ZZ, 8899AA–8899ZZ, 9161AA–9164ZZ, 9166AA–9166ZZ
- **Norway (NO)** Spitsbergen (Svalbard): NO 9170-9179, Jan Mayen Island: NO 8099
- **Portugal (PT):** Madeira: 9000–9390, Porto Santo: 9400, Azores: 9500–9980
- **Russia (RU):** Crimean Federal District and the city of Sebastopol: 29xxxx
- **Sweden (SE):** 10005, 13025, 13033, 13034, 13036, 13038, 13039, 13042, 13043, 13055, 13056,

37022, 43080–43099, 45204–45205, 47112–47115, 47500–47599, 62000–62999, 74296–74297, 76017–76019, 91803

- **Spain (ES):** Balearic Islands: 07000–07999- 35 xxx, 38 xxx, 51 xxx or 52 xxx
- **Switzerland (CH):** CH 6911, Martina: CH 7560, Samnaun: CH 7562–7563
- **Turkey (TR):** Marmara: 10360-10389, Ayvalik: 10405, Avsa: 10940-10974, Bozcaada: 17680-17699, Gökceada: 17760- 17799, Adalar: 34970-34977, Northern Cyprus: 99xxx
- **Ukraine (UA):** Autonomus Republic Crimea: 95xxx-98xxx and the town Sevastopol: 99xxx





Prohibited and Restricted Items.

The following articles are prohibited from shipment to all countries served by B2C Europe. It is the shipper's responsibility to comply with current government regulations or laws applicable in each country. Shipments are subject to inspection and possible delays by customs or representatives of other government authorities.

- Acids
- Aerosols
- Aftershave
- Alcoholic beverages
- Animal skins (non-domesticated)
- Articles of exceptional value (e.g., works of art, antiques, precious stones, gold and silver)
- Batteries containing liquid
- Bleach
- Cash
- Compressed Gas
- Dangerous goods / Hazardous materials (following IATA regulations for Express and Expedited, and following ADR regulations for Standard)
- Explosives
- Firearms or air rifles
- Flammable products of any type
- Furs
- Ignitable Gas
- Incapacitating Sprays
- Ink or Toner Cartridges
- Ivory and ivory products
- Knives or weapons
- Live animals
- Meat or animal products
- Money and negotiable items
- Nail Varnish
- Passports
- Perfume, aftershave and other fragrances
- Plants
- Poisons
- Pornographic materials
- Seeds
- Tobacco and tobacco products
- Hover boards prohibited with DHL & FedEx
- TV's prohibited with TNT

Also prohibited are: goods moving under ATA Carnet and all temporary exports and imports; goods moving under FCR, FCT and CAD (Cash Against Document); shipments with inherent vice, which by their nature are likely to soil, impair or damage persons, merchandise or equipment; goods, the



carriage of which is prohibited by law in the country of origin, transit or destination (e.g. ivory and ivory products), goods which attract excise duty (e.g. spirits) or which require special facilities, safety precautions or permits. Under applicable law, certain goods may be transported only under prescribed conditions and certain goods are prohibited from transportation by air (e.g. liquids in glass containers).

Dangerous Goods

B2C Europe does not carry dangerous goods including those specified in the International Civil Aviation Organisation (ICAO) technical instructions, the International Air Transport Association (IATA) dangerous goods regulations and the European Agreement concerning the international carriage of Dangerous goods by Road (ADR) regulations or any other national or international rules applicable to the transport of dangerous goods. Individuals or businesses which ship Dangerous Goods without appropriate labelling documentation and packaging can face significant financial and legal penalties.

Further information available at: [http://www.upu.int/nc/en/activities/customs/cds-list-of-prohibitions-and-restrictions.html?sword_list\[0\]=prohibited&sword_list\[1\]=items](http://www.upu.int/nc/en/activities/customs/cds-list-of-prohibitions-and-restrictions.html?sword_list[0]=prohibited&sword_list[1]=items)

We may at our discretion accept some dangerous goods for carriage in some countries if you have been accorded the status of an approved Client and this must be given by us in writing before your shipment can be accepted. Your dangerous goods will only be accepted if they comply with the applicable regulations and our requirements.

Valuable goods

We recommend valuable goods such as precious stones, precious metals, jewellery, money, negotiable instruments, unprotected furniture, fragile glass or china, objects of art, antiques and important documents that include passports, tenders, shares and option certificates should not be sent through our network delivery system because it involves the use of mechanical handling and automated sortation equipment together with multiple trans-shipments on and off vehicles.





Transit Liability

Within B2C Europe the Customer service department is your contact for inquiries in case of loss and damage. **No transit liability** is provided when choosing ParcelLite.

Tracking information

Track and Trace: Proof of Posting

With ParcelLite you will be able to follow your shipment until the moment it is posted through international or domestic postal networks. The posting scan by B2C Europe provides proof of posting and helps to predict the delivery moment. There are several ways to trace your shipment. With TrackYourParcel you can check the delivery status of your parcel. Please click on the link below to see how:

<https://www.trackyourparcel.eu/>.

You can also track your parcel by accessing our customer portal “Customer Pages”. Track and Trace is a search tool within Customer Pages that allows you to find your shipments. You can search for your shipments in different ways; you can choose to track your shipment between a specific date range, per shipment, order number, postal code, name, current status or history status.

The various statuses are:

- Pre-Alerted
- Scanned at B2C
- Ready to Ship
- Shipped





Undeliverable

B2C Europe will collect and scan parcels registered as undeliverable. There is a choice of options available for undeliverable items:

- **Physical return.**

There are many reasons that a package may be returned to us as undeliverable:

- Incorrect Address
- Change of address: the addressee no longer resides at that address and the carrier doesn't have current forwarding information.
- Missing information: Incomplete, illegible, or incorrect address.
- The addressee refuses the delivery: If a recipient is not expecting a package, they may refuse it if they believe it was sent to them in error.
- Parcel is refused by the addressee at time of delivery.
- Failed Delivery Attempts: Most of our carriers make 1 to 3 attempts to deliver a package. After that, the package will be returned to us.

