

Currency : EURO

Basic services**Mail classification system (Conv., art. 13.3; Regs., art. RL 120)**

1	Based on speed of treatment of items (Regs., art. RL 120.2):	Yes
1.1	Priority and non-priority items may weigh up to 5 kilogrammes (Regs., art. RL 122.1). Whether admitted or not:	No
2	Based on contents of items (Regs., art. RL 122.2):	No
2.1	Letters and small packets weighing up to 5 kilogrammes (Regs., art. RL 122.2.1). Whether admitted or not (dispatch and receipt):	No
2.2	Printed papers weighing up to 5 kilogrammes (Regs., art. RL 122.2.2). Whether admitted or not for dispatch (obligatory for receipt):	No
3	Classification of post items to the letters according to their size (Conv., art. 14; Regs., art. RL 121.2)	Yes

Optional supplementary services**4 Insured items (Conv., art. 15.2; Regs., art. RL 138.1)**

4.1	Whether admitted or not (dispatch and receipt):	Yes
4.2	Whether admitted or not (receipt only):	-
4.3	Declaration of value. Maximum sum	
4.3.1	surface routes:	
4.3.2	air routes:	2.409 SDR
4.3.3	Labels (RL 138.6.3 et 138.6.4) . CN 06 label or two labels (CN 04 and pink "Valeur déclarée" (insured label) used:	CN 04 and pink 'Valeur déclarée' (insured) label
4.4	Offices participating in the service:	
4.5	Services used:	
4.5.1	air services (IATA airline code):	AZ - LH - IB - AF - KLM - MS - LX - OS - MA - OK
4.5.2	sea services (names of shipping companies):	
4.6	Office of exchange to which a duplicate CN 24 formal report must be sent (Regs., art. RL 197.10):	
	Office Name :	EXCHANGE OFFICE MILANO PESCHIERA BORROMEO
	Office Code :	
	Address :	Items not subject to customs duties: Poste Italiane SpA - CMP Peschiera Borromeo - Via Archimede, 2 - 20068 PESCHIERA BORROMEO (MI) Items subject to customs duties: Poste Italiane SpA - CMP Peschiera Borromeo Milano Linate - Aeroporto Forlanini - 20090 SEGRATE (MI)
	Phone :	(+39) 02 50903350
	Fax :	(+39) 06 98686081
	E-mail 1 :	simone.maggio@posteitaliane.it
	E-mail 2:	mimma.natale@posteitaliane.it

5	Cash-on-delivery (COD) items (Conv., art. 15.2.2; Regs., arts. RL 139.1, RL 139.2 and RL 139.3)	
5.1	Whether admitted or not (dispatch and receipt):	Yes
5.2	Whether admitted or not (receipt only):	-
5.3	Amount of the rate applied in addition to the postage charges applicable to COD items	
5.3.1	ordinary items:	SDR
5.3.2	registered items:	2.409 SDR
5.3.3	insured items:	2.409 SDR
5.4	Charges on COD items	
5.4.1	Levied on the sender of the item:	Yes
5.4.2	Levied on the addressee of the item:	Yes
5.4.3	Do you apply a special charge for delivering cash-on-delivery items in the destination country	No
5.4.4	If you answer yes, how much is this charge	SDR
5.4.5	Do you require cash-on-delivery items to be sealed	No
6	Express items (Conv., art. 15.2.3; Regs., art. RL 140)	
6.1	Whether admitted or not (dispatch and receipt):	Yes
6.2	Limited to priority items:	No
6.3	Item itself or an advice of arrival delivered by express in the case of an insured item:	-
6.4	Other information	
7	Delivery to the addressee in person (Conv., art. 15.2.4; Regs., art. RL 142)	
7.1	Admitted for registered and insured items (If admitted according to question 4):	Yes
7.2	Admitted <u>only</u> if registered and insured items are received with an advice of delivery :	Yes
7.3	Indication to appear on items sent to your administration :	"Deliver to the addressee in person"
8	Items for delivery free of charges and fees (Conv., art. 15.2.5; Regs., art. RL 143)	
8.1	Ordinary, registered and insured items. Whether admitted or not:	No
8.2	Registered and insured items only. Whether admitted or not:	No
8.3	Merchandise return service (Conv., art 15.2.8)	Yes
9	International business reply service (IBRS) (Conv., art. 15.3.1; Regs., art. RL 144)	
9.1	International business reply service (IBRS) (Conv., art. 15.3.1; Regs., art. RL 144)	Yes
9.2	Operated on a reciprocal basis (Regs., art. RL 144.2.3)	Yes
9.3	Items weighting from 50g to 2000g on a reciprocal basis (Regs., art. RL 144.3.3)	Yes
9.4	If more than 50g but less than 2000g, please specify the upper weight limit	g
9.5	Items excluded from IBRS with certain contents other than the ones specified in Conv., art. 18 (Regs., art. RL 144.3.4)	Yes
9.5.1	If yes, please specify: Note that domestic legislation does not allow the transportation of empty cartridges and toners.	
9.6	Open to bilaterally agreement to any further extensions of the service (Regs., art. RL 144.3.5)?	Yes
10	International reply coupons (Conv., art. 15.3.2; Regs., art. RL 146). Whether sold or not (Regs., art. RL 146.1):	Yes

11	Radioactive materials (Conv., art. 18.3; Regs., arts. RL 131 and RL 132)	
11.1	Whether admitted or not (dispatch and receipt):	No
11.2	Whether admitted or not (receipt only):	No
12	Requests for withdrawal from the post, alteration or correction of address (Conv., art. 5; Regs., art. RL 152)	
12.1	Whether admitted or not:	No
12.2	Office to which requests must be sent: (Regs., art. RL 152.3.4):	
	Office Name :	
	Office Code :	
	Address :	
	Phone :	
	Fax :	
	E-mail 1 :	
	E-mail 2 :	
13	Exempt patient specimens (human or animal) (Conv., art.; Regs., arts. RL 133)	
13.1	Whether admitted or not (dispatch and receipt):	No
13.2	Whether admitted or not (receipt only):	No
14	Category B Infectious Substances (UN 3373) (Conv., art.; Regs., arts. RL 131.1.2, RL 132.2.2 to RL 132.2.6)	
14.1	Whether admitted or not (dispatch and receipt):	No
14.2	Whether admitted or not (receipt only):	No
15	Literature for the blind (Regs., art. RL 126.5)	
15.1	Sound recordings sent by a blind person to any addressee. Whether admitted or not as literature for the blind:	Yes
15.2	Sound recordings sent to a blind person by any sender. Whether admitted or not as literature for the blind:	Yes
16	Combination in one item of articles on which different charges are payable (Regs., art. RL 105.4).	No
	Whether authorized or not:	
Other information		
17	Small packets exceeding 500 g (Conv., art.; Regs., art. RL 106.1). Delivery charge on domestic items applicable to international items:	SDR
18	Registered items. Liability (Conv., art. 23.2)	
18.1	Whether accepted or non in cases of <i>force majeure</i> (Regs., art. RL 159.2):	No
18.2	Equivalent of the 30 SDR indemnity per item (Regs., art. RL 159.4):	37.36 EUR
18.3	Equivalent of the indemnity for each M bag – maximum 150 SDR (Regs., art. RL 159.4):	186.80 EUR

19	Insured items. Liability (Conv., art. 23.4)	
19.1	Whether accepted or not in cases of <i>force majeure</i> (Regs., art. RL 159.2):	No
19.2	Whether admitted or not on board ships and aircraft used by the administrations (Regs., art. RL 165.4):	Yes
20	« This section is no longer valid »	
21	Registered items in closed envelopes containing the articles mentioned in article 18.6 of the Convention. Whether admitted or not:	No
22	Methods of denoting prepayment (Regs., arts. RL 114 and RL 115)	
22.1	Prepayment of postage indicated by means of impressions made by a printing press or other printing or stamping process. Whether admitted or not:	Yes
22.2	Indication used to denote prepayment:	"Tariffa pagata" - "Postage Paid"
22.3	Can prepayment be denoted by an indication that full postage has been prepaid, for example: "Taxe perçue" (Postage paid)? Whether admitted or not:	Yes
22.4	If so, indicate the indication(s) adopted:	"Tariffa pagata" - "Postage Paid"
23	Suspected fraudulent use of postage stamps, etc. (Regs., art. RL 116)	
23.1	Is the prescribed procedure permitted by internal legislation:	-
23.2	Office to which advices on suspected fraudulent use must be sent:	
	Office Name : Corporate Affairs - Gestione Rischi di Gruppo - Fraud Management and Security Intelligence	
	Office Code :	
	Address : Viale Europa, 175 00144 ROME ITALY	
	Phone :	
	Fax : (+39) 06 5958 0653	
	E-mail 1 : panicor@posteitaliane.it	
	E-mail 2:	
24	Registered items (Regs., arts. RL 137, RL 180.1 and RL 180.3)	
24.1	Replacement of the prescribed CN 04 label by a framed label on which only the letter "R" has been printed:	No
24.2	Replacement by a stamp impression or strip:	Yes
24.3	CN 33 special lists. Whether always required or not:	-
24.4	Bulk entry. Whether accepted or not:	-
24.5	Bulk entry in all cases:	-
24.6	Bulk entry only within the framework of a bilateral agreement:	No
25	Procedures for delivering registered and insured items (Regs., arts. RL 137 and RL 138)	
25.1	Handed over against the signature of the addressee or of a duly authorized agent	
25.1.1	Registered items:	Yes
25.1.2	« This section is no longer valid »	

25.1.3	Insured items:	Yes
25.2	Whether handed over against the signature of a <i>de facto</i> agent (member of the addressee's family, hotel porter, janitor, etc.)	
25.2.1	Registered items:	Yes
25.2.2	« This section is no longer valid »	
25.2.3	Insured items:	Yes
25.3	Number of attempted deliveries for registered and insured items	
25.3.1	Registered items	1
25.3.2	« This section is no longer valid »	
25.3.3	Insured items	1
25.4	Retention period for registered and insured items once a card has been left after several failed delivery attempts	
25.4.1	Registered items	30 Day(s) - Month (s)
25.4.2	« This section is no longer valid »	
25.4.3	Insured items	30 Day(s) - Month (s)
26	« This section is no longer valid »	
27	Advice of delivery (CN 07 form) (Regs., art. RL 141.3.1)	
27.1	Whether signed by the addressee (or his representative):	Yes
27.2	Whether signed by the official of the office of destination:	Yes
28	Letter-post items retained or addressed poste restante (Regs., art. RL 151.5.3). Period of retention:	30 Day(s) - Month (s)
29	Inquiries (Regs., art. RL 154 and RL 155).	
	Offices to which inquiries must be sent regarding (CN 08 form) (Regs., art. RL 154.2.5):	
29.1	Ordinary items:	
	Office Name : POSTE ITALIANE Spa - COO – Servizi al Cliente	
	Office Code : COO	
	Address : Viale Europa 175 H001 00144 ROMA ITALY	
	Phone : (+39) 0659582472	
	Fax : (+39) 06 54220704 06 59588061	
	E-mail 1 : cavallarof@posteitaliane.it	
	E-mail 2 :	
29.2	Registered items or insured items:	

Office Name : POSTE ITALIANE Spa - COO – Servizi al Cliente
 Office Code : COO
 Address : Viale Europa 175 H033
 00144 ROMA
 ITALY
 Phone :
 Fax : (+39) 0698683415
 E-mail 1 : Reclamation.Internationale.UTRIMI@posteitaliane.it
 E-mail 2:

29.3 Cash-on-delivery (COD) items:

Office Name : same of 29.2
 Office Code :
 Address :
 Phone :
 Fax :
 E-mail 1 :
 E-mail 2:

29.4 Electronic CN 08 form (Regs., art. 154.2.1) Whether admitted or not: Yes

30 Items subject to customs control (Regs., art. RL 156)

30.1 Number of CN 23 customs declarations needed when the contents exceed 300 SDR in value: 2
 30.2 Languages in which the CN 22 label and CN 23 customs declarations may be filled in: French, English
 30.3 M bags (Regs., art. RL 156.9)
 30.3.1 Whether the address label of special bags of printed papers requires a CN 22 label:
 30.3.1.1 in all cases (whether items have to be submitted to customs control or not): -
 30.3.1.2 only when items have to be submitted to customs control: Yes
 30.3.2 Any CN 23 customs declaration required, as well as any other accompanying papers, should be attached:
 30.3.2.1 to the outside of the bag: Yes
 30.3.2.2 to one of the items contained in the bag: No

31 Empty bags (Regs., art. RL 203.5)

31.1 Office of exchange appointed for reception of empty bags in long-distance services:

Office Name : POSTE ITALIANE SpA - CMP PESCHIERA BORROMEO
 Office Code :
 Address : Via Archimede, 2
 20068 PESCHIERA BORROMEO (MILANO)
 ITALY
 Phone : (+39) 02 50903214
 Fax : (+39) 06 98680672
 E-mail 1 : scottial@posteitaliane.it
 E-mail 2 : derosar7@postaitaliane.it

31.2 Average value in SDR of bags used by offices of exchange (Regs., art. RL 203.10): 3.55 SDR

32 Special address for transmission concerning transit charges and terminal dues: CN 43, CN 54, CN 54bis, CN54ter, CN 56, CN56bis, CN 57, CN 58, CN 61, CN 62, CN 62bis, CN 63 and CN 64 forms (Regs., art. RL 240):

CN 54, CN 54bis, CN 54ter, CN 56, CN 56bis, CN 57, CN 58, CN 61, CN 62, CN 62bis, CN 63, CN 64

Office Name : POSTE ITALIANE SpA - PCL - Internazionale - Contabilità Operativa Internazionale

Address : Viale Europa, 175
00144 Roma - ITALY

Phone : (+39) 0659585599

Fax : (+39) 065433045

E-mail 1 : InternationalAccoun@posteitaliane.it

E-mail 2 : palmierit@posteitaliane.it

32 Special address for transmission concerning transit charges and terminal dues: CN 43, CN 54, CN 54bis, CN54ter, CN 56, CN56bis, CN 57, CN 58, CN 61, CN 62, CN 62bis, CN 63 and CN 64 forms (Regs., art. RL 240):

Office Name : POSTE ITALIANE Spa – AFC /Servizi Amministrativi - CP- Contabilità Corrispondenti Esteri - Mrs Marina Demata (for CN 52)

Address : Viale Europa 190, 00144 Rome - ITALY

Phone : (+39) 0659586525

Fax : (+39) 065922226

E-mail 1 : dematam@posteitaliane.it

E-mail 2 : pirollib@posteitaliane.it

32 Special address for transmission concerning transit charges and terminal dues: CN 43, CN 54, CN 54bis, CN54ter, CN 56, CN56bis, CN 57, CN 58, CN 61, CN 62, CN 62bis, CN 63 and CN 64 forms (Regs., art. RL 240):

CN 43,

Office Name : CMP Milano Peschiera Borromeo (Dispatches coming from ITLINA (Priority Mail) or addressed to ITLINA/ITMILA (both Priority/Non Priority Mail))

Address : Via Archimede, 2
20068 PESCHIERA BORROMEO - MILANO - ITALY

Phone :

Fax :

E-mail 1 : CN43-SENT-TO-ITA@posteitaliane.it

E-mail 2 : CN43-ISSUED-BY-ITA@posteitaliane.it

32 Special address for transmission concerning transit charges and terminal dues: CN 43, CN 54, CN 54bis, CN54ter, CN 56, CN56bis, CN 57, CN 58, CN 61, CN 62, CN 62bis, CN 63 and CN 64 forms (Regs., art. RL 240):

CN 43,

Office Name : CMP Milano Peschiera Borromeo (Dispatches coming from ITMILA (Non Priority Mail))

Address : Milano Linate - Aeroporto Forlanini - 20090 SEGRATE (MI)

Phone :

Fax :

E-mail 1 : CN43-SENT-TO-ITA@posteitaliane.it

E-mail 2 : CN43-ISSUED-BY-ITA@posteitaliane.it

33 Office(s) of exchange responsible for handling letter post (Regs., art. RL 173.3)

Office Name : POSTE ITALIANE SpA

Office Code : ITLINA

Address : MILANO PESCHIERA BORROMEO - Export and Import - Via Archimede, 2 - 20068 PESCHIERA BORROMEO - MILANO - ITALY

Phone : (+39) 02 50903350

Fax : (+39) 02504680

E-mail 1 : simone.maggio@posteitaliane.it

E-mail 2 : mimma.natale@posteitaliane.it

33 Office(s) of exchange responsible for handling letter post (Regs., art. RL 173.3)

Office Name : POSTE ITALIANE SpA

Office Code : ITMILA

Address : Items not subject to customs duties: Poste Italiane SpA -CMP Peschiera Borromeo - Via Archimede, 2 - 20068 PESCHIERA BORROMEO (MI)
Items subject to customs duties: Poste Italiane SpA – CMP Peschiera Borromeo
Milano Linate - Aeroporto Forlanini - 20090 SEGRATE (MI)

Phone : (+39) 02 50903350

Fax : (+39) 06 98681796

E-mail 1 :

E-mail 2 : mimma.natale@posteitaliane.it

Mails conveyed by sea

34 Surface letter-post mails

34.1 Name of port(s) of arrival:

34.2 Name and address of the exchange office of destination to which advance CN 37 delivery bills should be sent:

Office Name :

Office Code :

Address :

Phone :

Fax :

E-mail 1 :

E-mail 2:

35 Surface parcel mails (See Parcel Post Compendium)**Service to customers****36 On-line tracking provided** Yes

36.1 Web site address to access information

<http://www.poste.it/online/dovequando/home.do>

36.2 Languages in which track and trace information is available

Italian

36.3 Contact point :

36.3.1 For partner designated operators

Phone : (+39) 06 5958 6614

Fax : (+39) 06 5958 0480

E-mail : VALERIA.TUCCIELLO@POSTEITALIANE.IT

36.3.2 For customers

Phone : (+39) 0698683415

Fax : (+39) 06 54220704 06 59588061

E-mail : Reclamation.Internationale.UTRIMI@posteitaliane.it

National Holidays

37.1 National holidays available on parcel post compendium

https://parcel.upu.org/Published%20Documents/Parcel_Compndium_IT_ITA_EN.pdf

37.2 Parcel post compendium

<https://parcel.upu.org>**Delivery standards****38 See the annexes.****Other information****39 Airmail**

39.1 Are dues payable for air conveyance of airmails in transit between two airports in your country fixed in the form of a single price? No

39.2 Subject to the agreement of the administrations receiving these mails at the airports of their countries, does your administration send surface mail by air with reduced priority (S.A.L.)? See also table D – Details concerning the S.A.L. service published in CN 68: <http://www.upu.int/en/activites/transport/publications.html> Yes

39.3 If so, are reduced air surcharges collected for S.A.L. mail? Yes

39.4 As an administration of dispatch, have you opted for individual entry of each bag on the CN 38 or CN 41 delivery bill? Yes

39.5 Subject to prior agreement, do you authorize administrations to use your airmail bags for making up mails addressed to you? No

39.6 For bags of S.A.L. mail, is use made of CN 35 labels bearing in bold characters the words "S.A.L. surface par avion" (S.A.L. surface airlifted) instead of CN 36 labels? No

Letter Post Compendium Online - Annexes**IT - Italy****POSTE ITALIANE, S.p.A.****ITA**

Letter delivery standards - Air letter

OE Name MILANO C.M.P. BORROMEO
 IMPC Code ITLINA
 Tel (+39)0250903350
 Fax (+39)0698681796
 Hours of operation Mon-Fri 7:00-19:00; Sat 12:00-19:00 (operations) - Open time: from Sunday h.23:00 to Friday h.23:00; Saturday 12:00-19:00

From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 15:00	Tuesday	---	---
Monday	15:01 - 23:59	Wednesday	---	---
Tuesday	00:00 - 15:00	Wednesday	---	---
Tuesday	15:01 - 23:59	Thursday	---	---
Wednesday	00:00 - 15:00	Thursday	---	---
Wednesday	15:01 - 23:59	Friday	---	---
Thursday	00:00 - 15:00	Friday	---	---
Thursday	15:01 - 23:59	Monday	---	---
Friday	00:00 - 15:00	Monday	---	---
Friday	15:01 - 23:59	Tuesday	---	---
Saturday	00:00 - 23:59	Tuesday	---	---
Sunday	00:00 - 23:59	Tuesday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
all postcodes	

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 2 h 30 min

Customs clearance times: N.A.

Items subject to customs duty:

Items not subject to customs duty:

Comments:

The above data refer to the AIR product PRIO LETTER

Letter Post Compendium Online - Annexes

IT - Italy

POSTE ITALIANE, S.p.A.

ITA

Letter delivery standards - Surface letter

OE Name MILANO C.M.P. BORROMEO
 IMPC Code ITLINA
 Tel (+39)0250903350
 Fax (+39)0698681796
 Hours of operation Mon-Fri 7:00-18:00; Sat 12:00-19:00 (operations) - Open time: from Saturday h.23:00 to Friday h.23:00; Saturday 12:00-19:00

From the airport/port/office of exchange of destination to the addressee

Arrival at the airport		Days of delivery by zone		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 15:00	Thursday	---	---
Monday	15:01 - 23:59	Friday	---	---
Tuesday	00:00 - 15:00	Friday	---	---
Tuesday	15:01 - 23:59	Monday	---	---
Wednesday	00:00 - 15:00	Monday	---	---
Wednesday	15:01 - 23:59	Tuesday	---	---
Thursday	00:00 - 15:00	Tuesday	---	---
Thursday	15:01 - 23:59	Wednesday	---	---
Friday	00:00 - 15:00	Wednesday	---	---
Friday	15:01 - 23:59	Thursday	---	---
Saturday	00:00 - 23:59	Thursday	---	---
Sunday	00:00 - 23:59	Thursday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
all postcodes	

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

2h 30 min

Customs clearance times:

N.A.

Items subject to customs duty:

Items not subject to customs duty:

Comments:

The above data refer to the SURFACE product NON-PRIO
LETTER

Letter Post Compendium Online - Annexes

IT - Italy

POSTE ITALIANE, S.p.A.

ITA

Letter delivery standards - Air letter

OE Name MILANO C.M.P. BORROMEO Milano Linate - Aeroporto Forlanini
 IMPC Code ITMILA
 Tel (+39)0270203720
 Fax (+39)0270203703
 Hours of operation Mon-Fri 7:00-18:00; Saturday and Sunday closed (operations) - Open time: from Sunday h.22:30 to Friday h.22:00

From the airport of destination to the addressee

Arrival at the airport		Days of delivery by zone		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 15:00	Tuesday	---	---
Monday	15:01 - 23:59	Wednesday	---	---
Tuesday	00:00 - 15:00	Wednesday	---	---
Tuesday	15:01 - 23:59	Thursday	---	---
Wednesday	00:00 - 15:00	Thursday	---	---
Wednesday	15:01 - 23:59	Friday	---	---
Thursday	00:00 - 15:00	Friday	---	---
Thursday	15:01 - 23:59	Monday	---	---
Friday	00:00 - 15:00	Monday	---	---
Friday	15:01 - 23:59	Tuesday	---	---
Saturday	00:00 - 23:59	Tuesday	---	---
Sunday	00:00 - 23:59	Tuesday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
all postcodes	

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

4 hours

Customs clearance times:

Monday to Friday 08:00 - 18:00; Saturday and Sunday closed

Items subject to customs duty:

Items not subject to customs duty:

Comments:

The above data refer to the AIR product PRIO LETTER

Letter Post Compendium Online - Annexes

IT - Italy

POSTE ITALIANE, S.p.A.

ITA

Letter delivery standards - Surface letter

OE Name MILANO C.M.P. BORROMEO Milano Linate - Aeroporto Forlanini
 IMPC Code ITMILA
 Tel (+39)0270203720
 Fax (+39)0270203703
 Hours of operation Mon-Fri 7:00-18:00; Saturday and Sunday closed (operations) - Open time: from Sunday h.22:30 to Friday h.22:00

From the airport/port/office of exchange of destination to the addressee

Arrival at the airport		Days of delivery by zone		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 15:00	Thursday	---	---
Monday	15:01 - 23:59	Friday	---	---
Tuesday	00:00 - 15:00	Friday	---	---
Tuesday	15:01 - 23:59	Monday	---	---
Wednesday	00:00 - 15:00	Monday	---	---
Wednesday	15:01 - 23:59	Tuesday	---	---
Thursday	00:00 - 15:00	Tuesday	---	---
Thursday	15:01 - 23:59	Wednesday	---	---
Friday	00:00 - 15:00	Wednesday	---	---
Friday	15:01 - 23:59	Thursday	---	---
Saturday	00:00 - 23:59	Thursday	---	---
Sunday	00:00 - 23:59	Thursday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
all postcodes	

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 4 hours

Customs clearance times:

Mon-Fri 8:00-18:00; Saturday and Sunday closed

Items subject to customs duty:

Items not subject to customs duty:

Comments:

The above data refer to the SURFACE product NON-PRIO
LETTER