

Variant 1: If the consignee is not in:	Country	Specification
driver will attempt at <b>neighbour</b> then parcel goes to <b>Parcel Shop</b>	Austria	
driver will leave notification card in consignee 's mail box	Portugal	Delivery attempt at neighbour is only allowed when telephonic authorization by the cnee exists
no 2nd delivery	Slovenia	pcl can be delivered to PS (in agreement with cnee), or delivered to Parcel locker (in agreement with cnee or with left notification card)

Variant 2: If the consignee is not in:	Country	Specification
driver will attempt at <b>neighbour</b> then parcel will go back to the Depot	Belgium	If driver cannot deliver to a PS or neighbour, the parcel will go back to the depot and a 2 <sup>nd</sup> delivery attempt will be made the next working day.
driver will leave notification card in consignee 's mail box	France	If delivery to a neighbour or to a ParcelShop/ParcelBox is unsuccessful, the courier returns the parcel to the depot. A subsequent delivery attempt is then made either upon the recipient's request or automatically after two working days.
2nd delivery upon request	Germany	If delivery to a neighbour is unsuccessful, the courier leaves a notification at the address with the date of the next delivery attempt. If the second delivery attempt is also unsuccessful, the parcel is delivered to the nearest ParcelShop/ParcelBox. In some locations, parcels can be delivered directly to the recipient's mailbox at the delivery address (PIN AG partner).
	Greece	Delivery to a ParcelShop/ParcelBox is carried out after the second unsuccessful delivery attempt.
	Hungary	
	Ireland	attempt twice and leave 2 notification cards also can leave with neighbour
	Luxembourg	If driver cannot deliver to a PS or neighbour, the parcel will go back to the depot and a 2 <sup>nd</sup> delivery attempt will be made the next working day.
	The Netherlands	

Variant 3: If the consignee is not in:	Country	Specification
driver will leave notification card in consignee 's mail box	Norway	Parcels goes straight to PS. Notification card will be sent by post, app, email or text, depending on info transferred to our system from GLS. Storage time 14 days.
no 2nd delivery	Switzerland	Option 2 applies to private customer and companies. If parcel is already at the post office, a redelivery is for extra cost

Variant 4: If the consignee is not in:	Country	Specification
parcels goes back to <b>Depot</b>	Bulgaria	After the failed delivery attempt the parcel is left at the depot or at the nearest parcel shop, then the consignee is informed via e-mail or phone call.
driver will leave notification card in consignee 's mail box	Croatia	Delivery to neighbour only allowed based on a written confirmation from the consignee. Second and third delivery attempt performed on the 3rd and 5th working day without request - automatic procedure (or other days according to request from consignee/shipper).
2nd delivery upon request	Czech Republic	Delivery to the neighbour or to the ParcelShop is possible only if the consignee accept it by the phone, e-mail or link before delivery
	Denmark	No neighbour delivery in DK. Parcels < 20 kg will be delivered to ParcelShop. Parcels > 20 kg or not suitable for ParcelShop will go back to Depot
	Estonia	Driver can agree with consignee that parcel will be delivered to Parcel Locker. If driver can not reach the mail box, notification card will be sent by post
	Italy	
	Spain	No transport company in Spain is allowed to deliver to an alternative address (excl. ParcelShop) unless the consignee has given their permission. Parcel will go back to the Depot and wait for new instructions from consignee
	Latvia	Driver can agree with consignee that parcel will be delivered to Parcel Locker; If cnee not reachable, we will send text message or email
	Lithuania	Driver can agree with consignee that parcel will be delivered to Parcel Locker; If cnee not reachable, we will send text message or email
	Poland	Alternative delivery requires consent of cnee. If cnee doesn't agree for alternative delivery the it takes place next business day In option 4 the 2nd delivery is next business day
	Romania	B2C parcels have 3 delivery attempts: 1st in depot entry day, 2nd in the 3rd day, 3rd in the 5th day (if second delivery is not confirmed with cnee). B2B parcels have only 1 delivery attempt
	Slovakia	Driver can agree with consignee that parcel will be delivered into PS or ParcelLocker

Variant 5: If the consignee is not in:	Country	Specification
We do not make any further delivery attempt to the address	Finland	SMS and Email will be sent if finnish mobile phone and email address is available. Otherwise notification card by Letter. No delivery attempt at private consignee's address
The recipient is notified via email	Sweden	Parcels with a weight of 1-20kg are always delivered to Parcel Shops, but we also have limitations to size. Prior to delivery of all 21+ kg home deliveries we always need to agree on a date and time interval with the consignee through our advice system.