

Custom or manual handling is applied to shipments whose packaging, shape, content, size or weight prevent them from being processed through automated sorting systems or require special handling. Such shipments include:

A. Non-Conveyable Items

- Car Tires
- Wooden, metal, or other types of containers
- Cylinders, carpets, rolls of fabric
- Shipments with spiky or fragile contents



Car Tires



Cylinders



Wooden Containers



Containers



Carpets / Rolls of fabric



Spiky / Fragile Contents

B. Oversized Parcels (OS)

Parcels with any of the following characteristics:

- The longest side exceeds **175 cm**
- The weight is over **30 kg**
- Girth* is more than **280 cm**

**Girth is calculated as the sum of the longest side of a parcel plus twice the sum of the other two sides.*



due to the manual handling required or special processing, may experience a delay of **up to 2 additional business days**.

COLLECTION AND RETURNS

Once notified of the shipment's arrival, recipients may collect special handling shipments directly from the delivery store.

Shipments with a maximum dimension over 220 cm or a weight exceeding 50 kg may be returned to the sender. Any shipment containing hazardous materials will also be returned.

PACKAGING RESPONSIBILITY

The sender is responsible for ensuring the packaging adequately protects both the shipment's contents and those handling or transporting it.