







**2023**
**RETAIL PRICE LIST**  
**CITY and DOMESTIC SERVICES**  
 Prices valid from 01-12-2023

<b>WARSZAWA</b>		<b>(48 22) 334 64 64</b>	<b>607 07 47 47</b>
<b>KRAKÓW KATOWICE</b>		<b>(48 12) 410 20 40</b>	<b>605 192 102</b>
<b>POZNAŃ</b>		<b>(48 61) 8 265 000</b>	<b>605 192 100</b>
<b>WROCLAW</b>		<b>605 192 101</b>	
<b>GDAŃSK SOPOT GDYNIA</b>		<b>605 192 105</b>	



**CITY SERVICES | STANDARD SERVICE / City Standard****SHIPMENTS up to 5 kg****within the city's administrative limits**

Expected delivery time **from 2 to 6 hours** after accepting the order – depending on current city infrastructure  
(*delivery time is subject to change depending on current road conditions (eg. road works, traffic jams, weather conditions, etc) at pickup and/or delivery points or en route.*)  
Service unavailable for private address.

up to 5 km

**PLN 46.00 net price****(PLN 56.58 gross price)**

from 5 to 10 km

**PLN 46.00 net price****(PLN 56.58 gross price)**

from over 10 km to the city limits

**as above****SHIPMENTS up to 5 kg****beyond the city's administrative limits**

Expected delivery time **from 4 to 6 hours** after accepting the order – depending on current city infrastructure  
(*delivery time is subject to change depending on current road conditions (eg. road works, traffic jams, weather conditions, etc) at pickup and/or delivery points or en route.*)  
Service unavailable for private address.

up to 15 km from city limits

**PLN 60.00 net price****(PLN 73.80 gross price)**

over 15 km to the city limits

**charged as National Express****SHIPMENTS weighing over 5 kg**

additional charge of

**PLN 15.00 net price**

for each additional 5 kg

**(PLN 18.45 gross price)****VOLUMETRIC WEIGHT**

is used to calculate charges when it is greater than actual weight.

The following volume ratio is used: 1m<sup>3</sup> = 250 kg**ADDITIONAL SERVICES / Intercity****COLLECTION OF SHIPMENT FROM CLIENT AND SENDING BY RAIL****PLN 60.00 net price (PLN 73.80 gross price)**

+ cost of transportation according to current PKP pricelist (available only in selected Polish cities)  
Max. weight of shipment 10 kg, max. size: 20 x 40 x 50 cm

**COLLECTION OF RAIL SHIPMENT AND DELIVERY TO CLIENT****PLN 60.00 net price (PLN 73.80 gross price)**

(*available only in selected Polish cities.*) The expected standard of delivery to the consignee within the city limits – up to **two hours** from the moment of arrival at PKP to the branch delivering the consignment.

**IF THE SHIPMENT CONTAINS MORE THAN ONE PARCEL****PLN 60.00 net price (PLN 73.80 gross price)****Extra charge for each additional parcel up to 10 kg**

+ cost of transportation according to current PKP pricelist (available only in selected Polish cities). Max. weight of shipment 10 kg, max. size: 20 x 40 x 50 cm

**VIP INTERCITY SERVICE****additional charge for INTERCITY SERVICE PLN 120.00 net (PLN 147.60 gross price)**

A courier dedicated to performing a specific and dedicated delivery. After delivery of the consignment the courier will phone the sender to confirm delivery.

**SPECIAL SERVICES****CITY EXPRESS****service charge + 100%**

Estimated standard of service **from 1 to 4 hours** from the moment of accepting the order – delivery time depends on the current city infrastructure (*delivery time is subject to change depending on current road conditions eg. road works, traffic jams, weather conditions, etc, at pickup and/or delivery points or en route.*)

**VIP Service**

packages up to 5 kg within the city's administrative limits

**PLN 125.00 net price (PLN 153.75 gross price)**

Service for shipments weighing up to 15 kg. A courier dedicated to performing a specific and dedicated delivery. After delivery of the consignment, the courier will phone the sender to confirm delivery.

**NATIONAL EXPRESS (weighing up to 75 kg) Further than 15 km from the city limits****PLN 3.80 net price (PLN 4.67 gross price) /1 km**

(*Pick up or delivery of packages . . . . service charge + 20% normal working days 17.00 – 20.00*)

(*Pick up or delivery of packages . . . . service charge + 30% normal working days 20.00 – 8.00 am On Saturdays, Sundays and public holidays.*)

**SPECIFICATIONS FOR DELIVERY TIMES OF PACKAGES**

(Minimum time 30 minutes)

(only City Standard, City Express Service, VIP)

**price of service + PLN 30.00 net price (PLN 36.90 gross price)**

Prices include 23% VAT, and do not include fuel surcharge.

**DOMESTIC SERVICES | Domestic ECONOMIC Service****DELIVERY STANDARD**

Expected date of delivery of the parcel before the end of the next working day in Poland.

*Service available from Monday to Friday on business days.***I ZONE** (see map)

A4 to 1 kg

to 5 kg

**PLN 48.00 net price (PLN 59.04 gross price)****PLN 56.00 net price (PLN 68.88 gross price)****II ZONE** (see map)

A4 to 1kg

to 5 kg

**PLN 63.00 net price (PLN 77.49 gross price)****PLN 68.00 net price (PLN 83.64 gross price)****DOMESTIC SERVICES | Domestic STANDARD Service****DELIVERY STANDARD**

Expected date of delivery of the parcel before the end of the next working day in Poland with guarantee of delivery the next business day after posting. In the case of non-delivery, the additional payment for the Domestic STANDARD Service will not be added. In major shopping centers it is possible to deliver the parcel before 13:00.

*Service available from Monday to Friday on business days.*The price of the **ECONOMIC SERVICE + 40%****SHIPMENTS weighing over 5 kg** additional charge of for each additional 5 kg **PLN 15.00 net price (PLN 18.45 gross price)****VOLUMETRIC WEIGHT** is used to calculate charges when it is greater than actual weight.  
The following volume ratio is used: 1m<sup>3</sup> = 250 kg**DOMESTIC SPECIAL****AGAP DOMESTIC EXPRESS 9:00**

standard delivery service – predicted delivery time by 9:00 the next working day to major shopping centres in Poland.

**I ZONE** (availability must be confirmed by AGAP office)

A4 to 1 kg

to 5 kg

**PLN 140.00 net price (PLN 172.20 gross price)****PLN 145.00 net price (PLN 178.35 gross price)****AGAP DOMESTIC EXPRESS 12:00**

standard delivery service – predicted delivery time by 12:00 the next working day to major shopping centres in Poland.

**I ZONE** (availability must be confirmed by AGAP office)

A4 to 1 kg

to 5 kg

**PLN 115.00 net price (PLN 141.45 gross price)****PLN 120.00 net price (PLN 147.60 gross price)****ADDITIONAL WEIGHT CHARGE** (more than 5 kg) additional payment of **PLN 15.00 net price (PLN 18.45 gross price)** for each 5 kg**SPECIFYING RECEIPT OR DELIVERY TIME OF A PACKAGE** (availability must be confirmed by AGAP office). **service charge + PLN 30.00 net price (PLN 36.90 gross price)** minimum time interval 60 minutes.**CITIES/TOWNS****I ZONE**

Białystok

Bielsko-Biała

Bydgoszcz

Bytom

Chorzów

Częstochowa

Elbląg

Gdańsk

Gdynia

Katowice

Kielce

Koszalin

Kraków

Lublin

Łódź

Nowy Sącz

Olsztyn

Opole

Piotrków Trybunalski

Płock

Poznań

Radom

Rzeszów

Siedlce

Stupsk

Sopot

Szczecin

Tarnów

Toruń

Wałbrzych

Warszawa

Wrocław

Zielona Góra

**II ZONE**

all other cities/towns in Poland

**INDIVIDUAL CLIENT PROGRAM**

After analysing the client's individual needs, we can propose a unique delivery plan and pricing structure for most types of requirements.

**ADDITIONAL SERVICE CHARGES****SECOND AND CONSEQUITIVE DELIVERY ATTEMPTS****100% service charge****PICK UP OR DELIVERY OF PACKAGES**

normal working days 17.00 – 20.00

**service charge + 75%****PICK UP OR DELIVERY OF PACKAGES**normal working days 20.00 – 8.00  
Saturdays, Sundays and public holidays**service charge + 200%****CITY STANDARD SERVICE NOT ON WORKING DAYS AFTER 17.00, SATURDAYS, SUNDAYS AND PUBLIC HOLIDAYS.**

Prices include 23% VAT, and do not include fuel surcharge.



## ADDITIONAL SERVICES

### PACKAGING

Packaging **SMALL PACKAGES**  
 Packaging **MEDIUM PACKAGES**  
 Packaging **LARGE PACKAGES**  
 Packaging **SMALL PALLET**

**PLN 20.00 net price (PLN 24.60 gross price)**  
**PLN 25.00 net price (PLN 30.75 gross price)**  
**PLN 30.00 net price (PLN 36.90 gross price)**  
**PLN 60.00 net price (PLN 73.80 gross price)**

Packaging shipment at the customer's request (for a single package). Packaging using paperboard filler, stretch foil, tape.

### STORAGE

Storage of packages at AGAP. Payment per day

**PLN 30.00 net (PLN 36.90 gross price)**

### SURCHARGE FOR ADDITIONAL PACKAGES PER CONSIGNMENT

Price for the second and each additional element in a consignment regardless of the number of packages in the consignment.

**PLN 15.00 net (PLN 18.45 gross price)**

### COURIER WAITING TIME (over 10 mins) for each 10 mins

**PLN 20.00 net price (PLN 24.60 gross price)**

### PROOF OF DELIVERY

1. Original written proof of delivery by AGAP courier/
2. Provided verbally
3. Delivery of the waybill from AGAP's archives (scanned version, xerox copy or sent by fax).

**price according to the basic services price list**  
**+ PLN 15.00 net price (PLN 18.45 gross price)**  
**free of charge**  
**PLN 20.00 net price (PLN 24.60 gross price)**

### INFORMATION BEFORE RECEIPT/DELIVERY (PDI)

Determine the details of the service – contact before receipt, notification service – before package delivery AGAP staff contact the recipient in order to arrange the delivery time. The sender is obliged to inform customer services and the courier of the recipient's contact details.

**service charge + PLN 15.00 net price (PLN 18.45 gross price)**

### SURCHARGES FOR NON-STANDARD ELEMENTS / NON-STACKABLE price for shipments containing items up to 31.5 kg **PLN 60.00 net (PLN 73.80 gross price)**

Surcharges are applied to the following items:

- of which the longest side is longer than 1.4 m, or any of the other sides than 0.6 m;
- rounded, cylindrical or oval;
- irregular shapes with protruding parts;
- with a sticky surface that prevents slipping (eg. rubber, etc.);
- containing loose, heavy items or those whose weight distribution is uneven;
- arranged in loose packaging or in packaging of irregular shape (ie. when it is possible to move the contents, thus shifting the center of gravity during transport);
- stickers marked "UP"/ „GÓRA”;
- the contents of which requires special handling (when there is no possibility of automatic sorting in storage or handling and/or there is the possibility of damage to other items);
- contain liquids (barrels, canisters, buckets, etc.).

The fee is also charged when returning undelivered shipping of non-standard items.

### PAYMENTS FOR NON-STANDARD ITEMS for packages containing elements heavier than 31.5 kg

**PLN 160.00 net price (PLN 196.80 gross price)**

The fee covers items on pallets:

- when the pallets' dimensions exceed 0.8 m x 1.2 m (pallet EURO);
- items extending beyond the pallet;
- the item is not attached to the pallet (e.g. using foil, binding tape, screws, etc.).

The fee will be charged for non-palletted items when:

- their longest side is longer than 1.4 m or any of the other sides exceeds 0.6 m,
- they have "UP"/ „GÓRA" stickers attached;
- contain liquids (barrels, canisters, buckets, etc.);
- are round, cylindrical or oval;
- have irregular shapes with protruding elements.

The fee also applies to items containing goods which, because of their nature cannot be palletted (eg. devices on wheels) and/or cannot be sorted automatically. The fee is also charged when returning non-standard items to the sender.

### ADDITIONAL CHARGES

Element with a spatial weight **from 31,5 kg to 50 kg**

Element with a spatial weight **above 50 kg to 110 kg**

Element with a spatial weight **above 110 kg**

**PLN 15.00 net price (PLN 18.45 gross price)**  
**PLN 20.00 net price (PLN 24.60 gross price)**  
**PLN 99.00 net price (PLN 121.77 gross price)**

### WEIGHT AND DIMENSIONS OF THE PACKAGE (including packaging):

- One-piece shipments
- Maximum weight up to 31,5 kg
- Maximum dimensions of standard package: 1,2 x 0,6 x 0,6 (m).

If the longest side of the element is longer than 1.2 m or any of the other sides exceeds 0.6 m, an additional fee is charged for the non-standard element.

- Maximum length of shipment 2 m.
- Sum of sides (length + width + height) not more than 3 m.

For each item in the shipment, the spatial weight according to the conversion factor is calculated:

$$\text{height A (cm)} \times \text{length B (cm)} \times \text{width C (cm)}$$

$$4000$$

or volumetric calculator  $1\text{m}^3 = 250 \text{ kg}$

- The principle of choosing a higher item weight – real or spatial – applies.
- For items whose spatial weight is greater than 31,5 kg, the following applies: basic fee for parcels weighing 31,5 kg and the additional surcharge for spatial weight.

### RETURNS

**FOR THE ATTENTION OF/INDIVIDUAL DELIVERY** charged according to the standard services price list

**+ PLN 15.00 net price (PLN 18.45 gross price)**

**PRIVATE ADDRESS – PICK UP OR DELIVERY** charged according to the CITY EXPRESS or VIP services price list

**+ PLN 20.00 net price (PLN 24.60 gross price)**

(not a company address)

(services absolutely linked to the PDI service and the reservation of time for collection or delivery of packages)

**charged according to the standard services price list**

Prices include 23% VAT, and do not include fuel surcharge.

### SEASONAL PARCEL FEE

The amount of the seasonal parcel fee is published on the website [www.agap.pl](http://www.agap.pl), indicating the amount and the exact period of its application.

### CHANGING THE PAYER

**PLN 20.00 net price (PLN 24.60 gross price) for every package**

After AGAP has issued an invoice, changing the payer is possible on the written request of the client. An administrative fee will be charged for each additional invoice charged to the new payer indicated in the "change of payer" written request.

### THIRD PARTY PAYMENT

**PLN 10.00 net price (PLN 12.30 gross price) / per parcel**

Parcel services payable by the Ordering Party who is not the Sender or the Recipient.

### ADDITIONAL DEMAND FOR PAYMENT

**PLN 50.00 net price (PLN 61.50 gross price)**

AGAP reserves the right to charge the client an administrative fee in the event of having to send a second, and each subsequent, demand for payment for services rendered by AGAP. Business Clients only.

### RE-OPENING OF BANK TRANSFER ACCOUNT

**PLN 80.00 net price (PLN 98.40 gross price)**

Administrative fee for re-opening bank transfer account facilities.

## ADDITIONAL INFORMATION

### PACKAGING

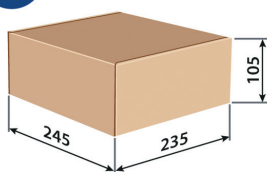
Complementing the services provided by AGAP is the care our staff take of packages assigned to them. AGAP employees often go beyond the call of duty on behalf of customers to further protect shipments before final delivery.

#### Packaging of parcels as requested by the Client consists of:

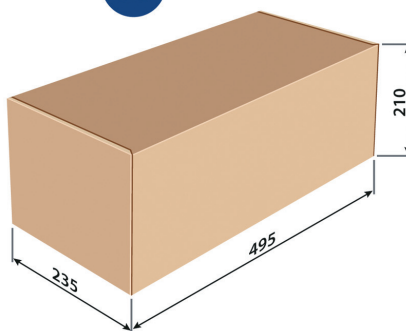
- packing shipments at the customer's request (for single package).  
Packaging with cardboard filler, stretch foil, tapes, physical protection
- combining individual packages in sets according to customer requirements
- product labelling mailing labels (and others) supplied by the client, according to the client's requirements
- gluing cartons, inserting flyers, fastening leaflets according to the Client's requirements
- binding products with tape, rubber bands, string
- fixing wrappers to products
- laminating products.

#### Size of packages – Dimensions

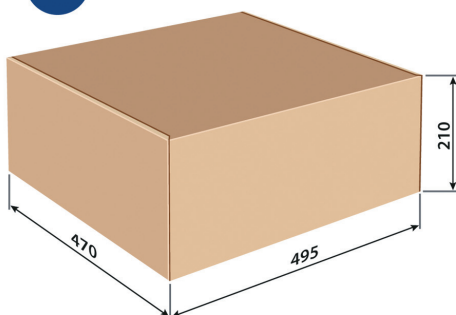
**S** SMALL (245 x 235 x 105 mm)



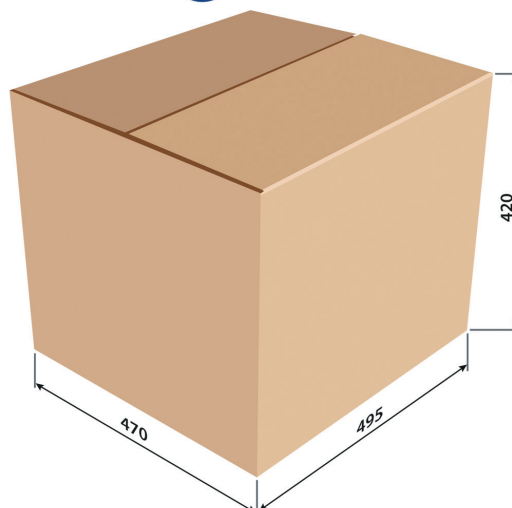
**M** MEDIUM (235 x 495 x 210 mm)



**L** LARGE (470 x 495 x 210 mm)



**XL** EXTRA LARGE (470 x 495 x 420 mm)



**S** pack sizes up to 245 x 235 x 105 mm

**M** pack sizes up to 235 x 495 x 210 mm

**L** pack sizes up to 470 x 495 x 210 mm

**XL** pack sizes up to 470 x 495 x 420 mm

Prices include 23% VAT, and do not include fuel surcharge.