

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
<b>1</b>	<b>Maximum weight limit admitted</b>		RESDIT	Response to a CARDIT – destination post	Yes
1.1	Surface parcels (kg)	30	<b>6</b>	<b>Home delivery</b>	
1.2	Air (or priority) parcels (kg)	30	6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
<b>2</b>	<b>Maximum size admitted</b>		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
2.1	Surface parcels		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes	6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	6.5	Nature of this governmental or legally binding restriction.	
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	<b>7</b>	<b>Signature of acceptance</b>	
2.2	Air parcels		7.1	When a parcel is delivered or handed over	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes	7.1.1	a signature of acceptance is obtained	Yes
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	7.1.2	captured data from an identity card are registered	No
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7.1.3	another form of evidence of receipt is obtained	No
<b>Supplementary services</b>			7.2	Ordinary parcels	
<b>3</b>	<b>Cumbersome parcels admitted</b>	No	7.2.1	Signature of the addressee or his agent	Yes
<b>Parcels service features</b>			7.2.2	Signature of a de facto agent	Yes
<b>5</b>	<b>Electronic exchange of information</b>		7.3	Insured parcels	
5.1.1	Use a track and trace system	Yes	7.3.1	Signature of the addressee or his agent	No
5.1.2	Mandatory tracking events transmitted		7.3.2	Signature of a de facto agent	No
EMC	Departure from outward office of exchange	Yes	<b>Insured parcel service</b>		
EMD	Arrival at inward office of exchange	Yes	<b>8</b>	<b>Insured surface parcels admitted</b>	<b>No</b>
EMH	Attempted/Unsuccessful delivery	Yes	<b>9</b>	<b>Insured air parcels admitted</b>	<b>No</b>
EMI	Final delivery	Yes	<b>10</b>	<b>Marking used for insured parcels</b>	
5.1.3	Optional tracking events transmitted		10.1	CP 74 pink label used	No
EMA	Posting/collection	Yes	10.2	CP 73 label and pink "insured" label used	No
EMB	Arrival at outward office of exchange	No	<b>Cash-on-delivery service for parcel</b>		
EME	Held by Customs	Yes	<b>11.1</b>	<b>Acceptance of Cash-on-delivery (COD) service for parcels</b>	
EMF	Out of Customs/Departure from inward office of exchange	Yes	11.1.1	outbound COD parcels	No
EMG	Arrival at delivery office	Yes	11.1.2	inbound COD parcels	No
EMJ	Arrival at transit office of exchange	Yes	<b>Express delivery service</b>		
EMK	Departure from transit office of exchange	Yes	<b>12</b>	<b>Express parcel delivery service provided</b>	<b>No</b>
5.1.4	Dispatch messages transmitted		<b>Parcels with advice of delivery</b>		
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes	<b>13</b>	<b>Admission of advice of delivery for</b>	
RESDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes			
5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes			
5.1.6	Other messages transmitted				
PRECON	Pre-advice of international consignment – origin post	Yes			
RESCON	Response to a PRECON – destination post	Yes			

13.1	ordinary parcels	No	21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes	
13.2	insured parcels	No	21.2	Exemption threshold		
<b>Parcels for delivery free of charges and fees</b>				Local currency	22 EUR	
<b>14</b>	<b>Parcels for delivery free of charges and fees admitted</b>	<b>No</b>		USD		
<b>Fragile parcel</b>				Comments:		
<b>15</b>	<b>Fragile parcels admitted</b>	<b>No</b>	<b>22</b>	<b>Dutiable parcels</b>		
<b>Consignment service</b>			22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes	
<b>16</b>	<b>Consignment service by bilateral agreements provided</b>	<b>No</b>	22.2	Amount of fee collected		
<b>Integrated logistics service</b>				Local currency	15 EUR	
<b>17</b>	<b>integrated logistics service by bilateral agreements provided</b>	<b>Yes</b>		USD		
<b>Addresses for bilateral agreements</b>				Comments:		
<b>18</b>	<b>Contact details of the person responsible for questions concerning bilateral agreements</b>		<b>23</b>	<b>Customs clearance fee collected for all items declared at customs</b>	<b>No</b>	
Name:	Mr Gross Philippe			Comments:		
Function:	Procurement Specialist		<b>24</b>	<b>Administration fees collected for parcels subject to export customs clearance</b>	<b>No</b>	
Address:	POST Luxembourg L-2020 Luxembourg			Comments:		
Tel:	1: (+352)24243736 2: (+352) 24244671		<b>Special charges - Storage</b>			
Fax:	(+)		<b>25</b>	<b>Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection</b>	<b>No</b>	
E-mail	philippe.gross@post.lu roel.hoogveld@post.lu		<b>Special delivery charges</b>			
<b>Admissible radioactive material and infectious substances</b>			<b>26</b>	<b>Delivery charges collected at the time of delivery in response to the advice of arrival</b>	<b>No</b>	
<b>19</b>	<b>Radioactive materials admitted in</b>		<b>Special charges – Poste restante</b>			
19.1	Air Parcels		<b>27</b>	<b>Poste restante service provided</b>	<b>No</b>	
		Inbound parcels	No	<b>Special provisions - Treatment of parcels wrongly accepted</b>		
		Outbound parcels	No	<b>28</b>	<b>Parcels returned to sender</b>	<b>Yes</b>
19.2	Insured parcels		<b>Delivery areas</b>			
		Inbound parcels	No	<b>29</b>	<b>Parcels delivered to</b>	
		Outbound parcels	No	29.1	all addresses	Yes
<b>20</b>	<b>Infected substances admitted in</b>		29.2	specific areas only	No	
20.1	Air Parcels			Comments:		
		Inbound parcels	No	<b>Supplementary charges - Customs</b>		
		Outbound parcels	No	<b>21</b>	<b>Non-dutiable parcels</b>	
20.2	Insured parcels					
		Inbound parcels	No			
		Outbound parcels	No			

Collection			Requests for withdrawal from the post or alteration, or correction of address		
<b>30</b>	<b>Collection of parcels at post offices provided for</b>		<b>35</b>	<b>Requests for withdrawal from the post accepted</b>	<b>No</b>
30.1	all addresses	Yes			
30.2	specific areas only	No			
	Comments:				
Delivery procedures for parcels for which customs duty and taxes are payable			Special provisions - Force majeure		
<b>31</b>	<b>Procedure for parcels for which customs duty is payable</b>		<b>36</b>	<b>Liability admitted in cases of force majeure</b>	<b>No</b>
31.1	Pick up of parcel at the customs office	No	36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes	36.2	Addressee/sender's reservations admitted at the time of delivery	Yes
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No			
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes	Special provisions - Customs declarations		
31.5	Other		<b>37</b>	<b>Number of CN 23 customs declarations required for inbound parcels</b>	<b>2</b>
			37.1	Number of CN 23 customs declarations required for parcels in transit	
			37.2	Languages in which CN 23 customs declarations can be completed French English German, Luxembourgish.	
Period of retention			Special provisions - Method of dispatching accompanying documents		
<b>32</b>	<b>Period of retention for parcels</b>		<b>38</b>	<b>Documents affixed to the relevant parcels</b>	<b>Yes</b>
32.1	Normal period	15 Day(s)	38.1	Documents attached to the parcels bill	No
32.2	Exceptional period				
<b>33</b>	<b>Retention for parcels for which notice could not be sent or addressed to poste restante</b>		Service to customers		
33.1	Normal period	15 Day(s)	<b>39</b>	<b>On-line tracking provided</b>	<b>Yes</b>
33.2	Exceptional period		39.1	Web site address to access information <a href="http://www.trackandtrace.lu">http://www.trackandtrace.lu</a>	
			39.2	Languages in which track and trace information is available French English German	
Parcels automatically retained			Service to designated operators		
<b>34</b>	<b>A list of contact e-mail addresses for accounting and verification notes is temporarily being maintained and published outside the compendia; please refer to International Bureau circular 75/2020. The UPU contact person for any updates to this list is <a href="mailto:jean-marc.coeffic@upu.int">jean-marc.coeffic@upu.int</a>.</b>		<b>40.</b>	<b>User of the Internet-based Inquiry System (IBIS)</b>	<b>Yes</b>
Office name:	Centre de tri Bettembourg		40.1	Details of office(s) responsible for handling parcel post inquiries	
Name:	Ms Véronique Kolodziejek		Office name:	POST Courier	
Function:	Chef du service Colis postaux		Name:	Mr Ly Trierweiler	
Address:	Centre de Tri Bettembourg Service Colis Postaux L-3290 Bettembourg		Function:	Superviseur du CSC (Customer Service Center)	
Tel:	1: (+352)24538240 2: (+)		Address:	POST Courier CSC L-2996 Luxembourg	
Fax:	(+352)24538367		Tel:	1: (+352)24248230 2: (+)	
E-Mail:	<a href="mailto:veronique.kolodziejek@post.lu">veronique.kolodziejek@post.lu</a>		Fax:	(+)	
			E-Mail:	<a href="mailto:epgcs@post.lu">epgcs@post.lu</a>	

Hours of service and days(s) on which the inquiry service is operating

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	08:00-17:00	-
Tuesday	08:00-17:00	-
Wednesday	08:00-17:00	-
Thursday	08:00-17:00	-
Friday	08:00-17:00	-
Saturday	-	-
Sunday	-	-

Languages French English German, Luxembourgish.

**National Holidays****41.1 National holidays**

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	New Year
April	5	Lundi de Pâques
May	1	Fête du Travail
May	9	Journée de l'Europe
May	13	Ascension
May	24	Lundi de Pentecôte
June	23	Fête Nationale
August	15	Assomption
November	1	Toussaint
December	25	Premier jour de Noël
December	26	Deuxième jour de Noël

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	New Year
April	18	Lundi de Pâques
May	1	Fête du Travail
May	9	Journée de l'Europe
May	26	Ascension
June	6	Lundi de Pentecôte
June	23	Fête Nationale
August	15	Assomption
November	1	Toussaint

December	25	Premier jour de Noël
December	26	Deuxième jour de Noël

**Regional Holidays****41.2 Regional holidays**

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description
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**Cancellation of fees****42 Fees cancelled when they concern**

42.1	parcels returned to sender	Yes
42.2	parcels redirected to a third party	No
42.3	parcels abandoned by the sender	No
42.4	parcels lost or destroyed	No
42.5	parcels rifled or damaged	No

**Redirection within the country of destination**

43.1	Redirection done without a request from the sender or addressee	No
43.2	Redirection fee charged	No
43.3	Amount of redirection fee (SDR)	
	Comments:	

**Miscellaneous provisions – operation of the parcel service**

44.1	Postal parcel services operated by the designated postal operator	Yes
44.2	Postal parcel services operated by a transport company or companies	No
44.3	Service provided throughout the country	Yes

Postcodes	Localities

**Office(s) of exchange handling parcels****45 Details of office(s) of exchange responsible for handling parcel post**

Office name: Centre de Tri Bettembourg  
 IMPC code: LULUXC  
 Name: Mr Piras Angelo  
 Function: Chef du Centre de tri  
 Address: Centre de Tri Bettembourg  
 ZAE Krackelshaff  
 L-3290 Bettembourg  
 Tel: 1: (+352)24538263  
 2: (+)  
 (+352)24538367  
 Fax: (+352)24538367  
 E-Mail: angelo.piras@post.lu

Hours of service and days(s) on which the OE is operating

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	00:00-12:00	12:00-23:59
Tuesday	00:00-12:00	12:00-23:59
Wednesday	00:00-12:00	12:00-23:59
Thursday	00:00-12:00	12:00-23:59
Friday	00:00-12:00	12:00-23:59
Saturday	00:00-12:00	12:00-22:00
Sunday	-	22:00-23:59

Observations/Comments

The office of exchange is closed on Public Holidays.

**Delivery standards**

46-47 See the annexes.

**Barcode**

48 Barcode sample used on all outward international postal parcels.



CP003725651LU

**Parcel delivery standards - Air parcel**

OE Name Luxembourg Centre de Tri  
 IMPC Code LULUXC  
 Tel (+352)2453 8227  
 Fax (+352)2453 8364  
 Hours of operation Mon - Fri (0:00 - 24:00), Sat (0:00 - 22:00), Sun (22:00 - 24:00)

From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
<b>Day</b>	<b>Time</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
Monday	00:00 - 17:00	Tuesday	---	---
Monday	17:01 - 23:59	Wednesday	---	---
Tuesday	00:00 - 17:00	Wednesday	---	---
Tuesday	17:01 - 23:59	Thursday	---	---
Wednesday	00:00 - 17:00	Thursday	---	---
Wednesday	17:01 - 23:59	Friday	---	---
Thursday	00:00 - 17:00	Friday	---	---
Thursday	17:01 - 23:59	Monday	---	---
Friday	00:00 - 23:59	Monday	---	---
Saturday	00:00 - 17:00	Monday	---	---
Saturday	17:01 - 23:59	Tuesday	---	---
Sunday	00:00 - 23:59	Tuesday	---	---

## Definition of zones

## Zone 1:

Postcodes	Cities
	Tout le pays

## Zone 2:

Postcodes	Cities

## Zone 3:

Postcodes	Cities

Arrival at office of exchange: 2-3 heures

**Customs clearance times:** One day if documentation is complete and if there is no need to advise the addressee.

Items subject to customs duty: 1 jour.  
Items not subject to customs duty: 0 heure.

**Comments:**

\* The office of exchange is closed on Public Holidays.  
\* The time for customs clearance is not included in the delivery standards.

## Parcel delivery standards - Surface parcel

OE Name Luxembourg Centre de Tri  
 IMPC Code LULUXC  
 Tel (+352)2453 8227  
 Fax (+352)2453 8364  
 Hours of operation Mon - Fri (0:00 - 24:00), Sat (0:00 - 22:00), Sun (22:00 - 24:00)  
 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 - 20:00	Tuesday	---	---
Monday	20:01 - 23:59	Wednesday	---	---
Tuesday	00:00 - 20:00	Wednesday	---	---
Tuesday	20:01 - 23:59	Thursday	---	---
Wednesday	00:00 - 20:00	Thursday	---	---
Wednesday	20:01 - 23:59	Friday	---	---
Thursday	00:00 - 20:00	Friday	---	---
Thursday	20:01 - 23:59	Monday	---	---
Friday	00:00 - 23:59	Monday	---	---
Saturday	00:00 - 20:00	Monday	---	---
Saturday	20:01 - 23:59	Tuesday	---	---
Sunday	00:00 - 23:59	Tuesday	---	---

## Definition of zones

## Zone 1:

Postcodes	Cities
Tout le pays	

## Zone 2:

Postcodes	Cities

## Zone 3:

Postcodes	Cities

Arrival at office of exchange:

**Customs clearance times:**

One day if documentation is complete and if there is no need to advise the addressee.



Items subject to customs duty: 1 jour  
Items not subject to customs duty: 0 heure.

**Comments:**

\* The office of exchange is closed on Public Holidays.  
\* The time for customs clearance is not included in the delivery standards.

Last validation date: DA V2 01/12/2019