

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)	No	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)	Yes	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)	No	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)	Yes	7.1.2	captured data from an identity card are registered	Yes
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
			7.2	Ordinary parcels	
			7.2.1	Signature of the addressee or his agent	Yes
			7.2.2	Signature of a de facto agent	Yes
			7.3	Insured parcels	
			7.3.1	Signature of the addressee or his agent	Yes
			7.3.2	Signature of a de facto agent	Yes
Supplementary services					
<b>3</b>	<b>Cumbersome parcels admitted</b>	No	Insured parcel service		
Parcels service features			<b>8</b>	<b>Insured surface parcels admitted</b>	<b>Yes</b>
<b>5</b>	<b>Electronic exchange of information</b>		8.1	Maximum insured value for surface parcels (SDR)	4000
5.1.1	Use a track and trace system	Yes	<b>9</b>	<b>Insured air parcels admitted</b>	<b>Yes</b>
5.1.2	Mandatory tracking events transmitted		9.1	Maximum insured value for air parcels (SDR)	4000
EMC	Departure from outward office of exchange	Yes	9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	4000
EMD	Arrival at inward office of exchange	Yes	<b>10</b>	<b>Marking used for insured parcels</b>	
EMH	Attempted/Unsuccessful delivery	Yes	10.1	CP 74 pink label used	Yes
EMI	Final delivery	Yes	10.2	CP 73 label and pink "insured" label used	No
5.1.3	Optional tracking events transmitted		Cash-on-delivery service for parcel		
EMA	Posting/collection	Yes	<b>11.1</b>	<b>Acceptance of Cash-on-delivery (COD) service for parcels</b>	
EMB	Arrival at outward office of exchange	No	11.1.1	outbound COD parcels	Yes
EME	Held by Customs	Yes	11.1.2	inbound COD parcels	Yes
EMF	Out of Customs/Departure from inward office of exchange	Yes	<b>11.2</b>	<b>Amount charged to the sender for the service (in SDR), in addition to postage charges:</b>	
EMG	Arrival at delivery office	Yes			
EMJ	Arrival at transit office of exchange	Yes			
EMK	Departure from transit office of exchange	Yes			
5.1.4	Dispatch messages transmitted				
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes			
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			

11.2.1	for ordinary parcels	SDR	
11.2.2	for insured parcels	SDR	
<b>11.3</b>	<b>Additional amount for the delivery of COD parcels</b>	<b>Yes</b>	
11.3.1	Fixed cost	SDR	
11.3.2	Value range or the value of the parcel (explanation on how the service charge billed to the addressee is calculated): The COD fee corresponds to the issue of the international mail order. This fee is variable according to the COD amount.		
<b>11.4</b>	<b>Methods of payment accepted upon delivery for the service charge billed to the addressee</b>		
	Cash : Yes		
	Credit card : No		
	Cheque : No		
	Payment by mobile phone : No		
	Other :		
<b>11.5</b>	<b>Methods of payment accepted upon delivery for the value of the COD parcel</b>		
	Cash : Yes		
	Money order : No		
	Credit card : No		
	Cheque : No		
	Payment by mobile phone : No		
	Other :		
<b>11.6</b>	<b>Maximum value accepted for an inbound COD parcel</b>	SDR	
<b>Express delivery service</b>			
<b>12</b>	<b>Express parcel delivery service provided</b>	<b>No</b>	
<b>Parcels with advice of delivery</b>			
<b>13</b>	<b>Admission of advice of delivery for</b>		
13.1	ordinary parcels	Yes	
13.2	insured parcels	Yes	
<b>Parcels for delivery free of charges and fees</b>			
<b>14</b>	<b>Parcels for delivery free of charges and fees admitted</b>	<b>No</b>	
<b>Fragile parcel</b>			
<b>15</b>	<b>Fragile parcels admitted</b>	<b>No</b>	
<b>Consignment service</b>			
<b>16</b>	<b>Consignment service by bilateral agreements provided</b>	<b>No</b>	
<b>Integrated logistics service</b>			
<b>17</b>	<b>integrated logistics service by bilateral agreements provided</b>	<b>Yes</b>	
<b>Addresses for bilateral agreements</b>			
<b>18</b>	<b>Contact details of the person responsible for questions concerning bilateral agreements</b>		
	Name:	Mr Nuno Clérigo	
	Function:	Marketing Manager	
	Address:	Av. D. João II, 13 - 5º andar 1999-001 LISBOA PORTUGAL	
	Tel:	1: (+351)210470642 2: (+)	
	Fax:	(+351)210471978	
	E-mail	nuno.m.clerigo@ctt.pt	
<b>Admissible radioactive material and infectious substances</b>			
<b>19</b>	<b>Radioactive materials admitted in</b>		
19.1	Air Parcels		
		Inbound parcels	Yes
		Outbound parcels	Yes
19.2	Insured parcels		
		Inbound parcels	Yes
		Outbound parcels	Yes
<b>20</b>	<b>Infected substances admitted in</b>		
20.1	Air Parcels		
		Inbound parcels	No
		Outbound parcels	No
20.2	Insured parcels		
		Inbound parcels	No
		Outbound parcels	No
<b>Supplementary charges - Customs</b>			
<b>21</b>	<b>Non-dutiable parcels</b>		
21.1	Threshold level below which parcels are free of customs duties and other taxes	No	
	Comments:		
<b>22</b>	<b>Dutiable parcels</b>		
22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes	
22.2	Amount of fee collected		
	Local currency		12.0 EUR
	USD		
	Comments:		

<p>PRICING:</p> <p>Consumers Goods up to EUR 150: EUR 5 Goods between EUR 150 and EUR 1000 EUR: EUR 12</p> <p>Companies Goods up to 1000 EUR: 12 EUR</p> <p>Companies and Consumers Goods over 1000 EUR or goods subject to (IEC) Special Consumer Tax, please see information in <a href="https://www.ctt.pt">https://www.ctt.pt</a>.</p> <p>Items with IOSS - Import One-Stop Shop: Free of charges.</p>	<p>Comments:</p>
<p><b>23</b>      <b>Customs clearance fee collected for for all items declared at customs</b>      <b>No</b></p> <p>Comments:</p>	<p><b>Collection</b></p>
<p><b>24</b>      <b>Administration fees collected for parcels subject to export customs clearance</b>      <b>No</b></p> <p>Comments:</p>	<p><b>30</b>      <b>Collection of parcels at post offices provided for</b></p> <p>30.1      all addresses      Yes</p> <p>30.2      specific areas only      No</p> <p>Comments:</p>
<p><b>Special charges - Storage</b></p>	<p><b>Delivery procedures for parcels for which customs duty and taxes are payable</b></p>
<p><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>Yes</b></p> <p>25.1      Amount of charge per day/per parcel</p> <p>Local currency      1.35</p> <p>SDR      1.09</p> <p>25.2      Period of charge, if not daily</p>	<p><b>31</b>      <b>Procedure for parcels for which customs duty is payable</b></p> <p>31.1      Pick up of parcel at the customs office      No</p> <p>31.2      Addressee's address with collection of customs duties and taxes at the time of delivery      Yes</p> <p>31.3      Delivery to the addressee's address after payment of customs duties and taxes      No</p> <p>31.4      Over the counter at the local post office with immediate payment of customs duties and taxes      Yes</p> <p>31.5      Other</p>
<p><b>Special delivery charges</b></p>	<p><b>Period of retention</b></p>
<p><b>26</b>      <b>Delivery charges collected at the time of delivery in response to the advice of arrival</b>      <b>No</b></p>	<p><b>32</b>      <b>Period of retention for parcels</b></p> <p>32.1      Normal period      15 Day(s)</p> <p>32.2      Exceptional period      30 Day(s)</p> <p><b>33</b>      <b>Retention for parcels for which notice could not be sent or addressed to poste restante</b></p> <p>33.1      Normal period      30 Day(s)</p> <p>33.2      Exceptional period      60 Day(s)</p>
<p><b>Special charges – Poste restante</b></p>	<p><b>Parcels automatically retained</b></p>
<p><b>27</b>      <b>Poste restante service provided</b>      <b>Yes</b></p> <p>27.1      Amount of charge per parcel</p> <p>Local currency      0.65</p> <p>SDR      0.52</p> <p>27.2      Basis for charge if not an amount per parcel</p>	<p><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></p>
<p><b>Special provisions - Treatment of parcels wrongly accepted</b></p>	
<p><b>28</b>      <b>Parcels returned to sender</b>      <b>Yes</b></p>	
<p><b>Delivery areas</b></p>	
<p><b>29</b>      <b>Parcels delivered to</b></p> <p>29.1      all addresses      Yes</p> <p>29.2      specific areas only      No</p>	

Office name: International Mail Monitoring		http://www.ctt.pt
Name: Ms Ana Sofia Santos		
Function: International Mail Monitoring		
Address: Av. Marechal Gomes da Costa 13 1849-001 Lisboa Portugal		
Tel: 1: (+351)218318417 2: (+)		
Fax: (+351)218318102		
E-Mail: a.sofia.santos@ctt.pt		
<b>Requests for withdrawal from the post or alteration, or correction of address</b>		
<b>35</b>	<b>Requests for withdrawal from the post accepted</b>	<b>Yes</b>
35.1	Central office (in destination country) to which requests must be sent	
Office name: International Mail Monitoring		
Name: Ms Ana Sofia Santos		
Function: International Mail Monitoring		
Address: Edifício CTT Expresso - MARL Lugar do Quintanilho, Piso 0, 2664-500 São Julião do Tojal Portugal		
Tel: 1: (+351)219926331 2: (+351)926394105		
Fax: (+351)219926357		
E-Mail: a.sofia.santos@ctt.pt		
<b>Special provisions - Force majeure</b>		
<b>36</b>	<b>Liability admitted in cases of force majeure</b>	<b>Yes</b>
36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	Yes
36.2	Addressee/sender's reservations admitted at the time of delivery	Yes
<b>Special provisions - Customs declarations</b>		
<b>37</b>	<b>Number of CN 23 customs declarations required for inbound parcels</b>	<b>1</b>
37.1	Number of CN 23 customs declarations required for parcels in transit	1
37.2	Languages in which CN 23 customs declarations can be completed French English Portuguese	
<b>Special provisions - Method of dispatching accompanying documents</b>		
<b>38</b>	<b>Documents affixed to the relevant parcels</b>	<b>Yes</b>
38.1	Documents attached to the parcels bill	No
<b>Service to customers</b>		
<b>39</b>	<b>On-line tracking provided</b>	<b>Yes</b>
39.1	Web site address to access information	
		39.2 Languages in which track and trace information is available English Portuguese
<b>Service to designated operators</b>		
<b>40.</b>	<b>User of the Internet-based Inquiry System (IBIS)</b>	<b>Yes</b>
40.1	Details of office(s) responsible for handling parcel post inquiries	
Office name: AN/GAP Apoio a Clientes e Negócio		
Name: Ms Paula Abreu		
Function: International Claims		
Address: Av. D. João II - nº13 - 3º andar 1999-001 LISBOA PORTUGAL		
Tel: 1: (+351)210471224 2: (+)		
Fax: (+351)210471905		
E-Mail: claims@ctt.pt		
Hours of service and days(s) on which the inquiry service is operating		
<b>Opening Hours (Local)</b>		
<b>Day</b>	<b>Opening hours 1</b>	<b>Opening hours 2</b>
Monday	09:00-18:00	-
Tuesday	09:00-18:00	-
Wednesday	09:00-18:00	-
Thursday	09:00-18:00	-
Friday	09:00-18:00	-
Saturday	-	-
Sunday	-	-
Languages French English Spanish Portuguese		
<b>National Holidays</b>		
<b>41.1 National holidays</b>		
National holiday in 2023		
<b>Month</b>	<b>Day(s)</b>	<b>National Holidays - Description</b>
January	1	New Year
February	21	Carnival
April	7	Good Friday
April	9	Easter
April	25	Liberation Day
May	1	Labour Day
June	8	Corpus Christi
June	10	National Day

August	15	Assumption of Mary
October	5	Republic Day
November	1	All Saints Day
December	1	Restoration of Independence
December	8	Immaculate Conception
December	25	Christmas
December	26	Christmas

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	New Year
March	1	Carnival
April	15	Good Friday
April	17	Easter
April	25	Liberation Day
May	1	Labour Day
June	10	National Day
June	16	Corpus Christi
August	15	Assumption of Mary
October	5	Republic Day
November	1	All Saints Day
December	1	Restoration of Independence
December	8	Immaculate Conception
December	25	Christmas
December	26	Christmas

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

Regional holiday in 2023

Month	Day(s)	Regional/Local Holidays – Localities and description
June	13	Lisbon
June	24	Porto
July	4	Coimbra

Regional holiday in 2022

Month	Day(s)	Regional/Local Holidays – Localities and description
June	13	Lisbon
June	24	Porto

July	4	Coimbra
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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	Yes
42.3	parcels abandoned by the sender	Yes
42.4	parcels lost or destroyed	Yes
42.5	parcels rifled or damaged	Yes

**Redirection within the country of destination**

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

Comments:

Available for parcels up to 10 kg.  
From 4.90 to 10.90 SDR, according to the domestic parcels service tariffs

**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: Lisboa CP  
 IMPC code: PTLISH  
 Name: Mr Nuno Galão  
 Function: OP/Operações Internacionais e Regiões Autónomas  
 Address: Av. D. João II - nº13 - Piso 2,  
 1999-001 LISBOA  
 PORTUGAL  
 Tel: 1: (+351)210470557  
 2: (+)  
 Fax: (+351)210471974  
 E-Mail: nuno.n.galao@ctt.pt

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

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	00:00-23:59	-
Tuesday	00:00-23:59	-

Wednesday	00:00-23:59	-
Thursday	00:00-23:59	-
Friday	00:00-23:59	-
Saturday	-	-
Sunday	-	-

## Observations/Comments

In accordance to the circular 322/2004, has withdraw "economy" forwarding. Therefore surface parcels are admitted as inward items only. In the outward service, all parcels are forwarded as airmail parcels (in particular, parcels arriving by surface)

**Delivery standards**

46-47 See the annexes.

**Barcode**

48 Barcode sample used on all outward international postal parcels.



CP 00396279 3 PT

**Parcel delivery standards - Air parcel**

OE Name Lisboa CP  
 IMPC Code PTLISH  
 Tel (+351)218318146  
 Fax (+351)218318379  
 Hours of operation Mon to Fri: 00:00 - 23:59, Saturdays and Sundays closed  
 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 - 14:30	Thursday	Monday+1	Monday+2
Monday	14:31 - 23:59	Friday	Tuesday+1	Tuesday+2
Tuesday	00:00 - 14:30	Friday	Tuesday+1	Tuesday+2
Tuesday	14:31 - 23:59	Monday	Wednesday+1	Wednesday+2
Wednesday	00:00 - 14:30	Monday	Wednesday+1	Wednesday+2
Wednesday	14:31 - 23:59	Tuesday	Thursday+1	Thursday+2
Thursday	00:00 - 14:30	Tuesday	Thursday+1	Thursday+2
Thursday	14:31 - 23:59	Wednesday	Friday+1	Friday+2
Friday	00:00 - 14:30	Wednesday	Friday+1	Friday+2
Friday	14:31 - 23:59	Thursday	Monday+1	Monday+2
Saturday	00:00 - 23:59	Thursday	Monday+1	Monday+2
Sunday	00:00 - 23:59	Thursday	Monday+1	Monday+2

## Definition of zones

## Zone 1:

Postcodes	Cities
1000 to 8999	Mainland

## Zone 2:

Postcodes	Cities
9000 to 9499	Madeira Islands

## Zone 3:

Postcodes	Cities
9500 to 9999	Azores Islands

Arrival at office of exchange: 17:00

**Customs clearance times:**

Items subject to customs duty: 2 days

Items not subject to customs duty: 2 hours

**Comments:**

Postal codes correspond to delivery offices.

There is no customs clearance services on Saturdays, Sundays and public holidays.



**Parcel delivery standards - Surface parcel**

OE Name                      Lisboa CP  
IMPC Code                    PTLISH  
Tel                              (+351)218318146  
Fax                              (+351)218318379  
Hours of operation          Mon to Fri: 00:00 - 23:59, Saturdays and Sundays closed  
From the airport/port/office of exchange 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 - 14:30	Thursday	Monday+1	Monday+2
Monday	14:31 - 23:59	Friday	Tuesday+1	Tuesday+2
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Wednesday	00:00 - 14:30	Monday	Wednesday+1	Wednesday+2
Wednesday	14:31 - 23:59	Tuesday	Thursday+1	Thursday+2
Thursday	00:00 - 14:30	Tuesday	Thursday+1	Thursday+2
Thursday	14:31 - 23:59	Wednesday	Friday+1	Friday+2
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2 hours

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**Parcel delivery standards - Air parcel**

OE Name LISBOA CP DOUANE  
IMPC Code PTLISE  
Tel (+351)218318146  
Fax (+351)218318379  
Hours of operation Mon to Fri: 00:00 - 23:59, Saturdays and Sundays closed  
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>
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IMPC Code PTLISE  
Tel (+351)218318146  
Fax (+351)218318379  
Hours of operation Mon to Fri: 00:00 - 23:59, Saturdays and Sundays closed  
From the airport/port/office of exchange of destination to the addressee

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Wednesday	00:00 - 14:30	Monday	Wednesday+1	Wednesday+2
Wednesday	14:31 - 23:59	Tuesday	Thursday+1	Thursday+2
Thursday	00:00 - 14:30	Tuesday	Thursday+1	Thursday+2
Thursday	14:31 - 23:59	Wednesday	Friday+1	Friday+2
Friday	00:00 - 14:30	Wednesday	Friday+1	Friday+2
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Last validation date: GdS V1 01/01/2018