Deliver Protocol GLS Spain

1. - Delivery times

24 hours or 48/72 hours . Depends on the service requested

- Delivery interval: from 9 am to 7 pm

2. Delivery time interval:

Delivery on Saturdays possible with 12 € supplement

3. Free shipping attempts: 3

4. If client is not at the delivery address/courier cannot reach the customer:  
The courier call the customer. The courier sends an email (free)/ sends sms ( 0.07 € )

5. Notifications in the day of delivery:   
5.1 SMS

Email with shipping details and a link to the shipment

5.2. Call on the day of : if it is not an incidence , it is not notifies us and the person in charge of your account informs you and we

6. If the recipient refuses to accept the package: it is not notifies us and the person in charge of your account informs you and we await your instructions

7. After unsuccessful deliveries:

It is returned when a period of 7 business days passes. Is returned to our warehouse

8. COD Payment to the Courier:   
Maximum amount- 1000€

9. COD Payment by card:   
Only through email with the link you receive

10. Pick-up points:

At the moment, it is not possible to collect shipments at a refund point

11. Cut-off time:   
5 pm

12. Comments on orders:

The client can leave comments for the courier

13. Reassignment of the application (Change of address, name, re-delivery, etc.):

If the new delivery is less than 200 meters from the initial address there is a charge to change the clients nameand address. If the new address is more than 200 meters away, it is counted as a new shipment

14. Access to private office

Access codes to our extranet

15. Dealing with incidents

They can send the information individually or in excel format once a day or several times a day