

Annex no. 5

In the case of a withdrawal/cancellation declaration for a service ordered on the <https://ecsomag.hu> site and in the GLS Application, the service fees to be refunded by the Service Provider

For parcels to be delivered domestically

When does the sender duly communicate the cancellation to the Service Provider?	Will the Service Provider refund the GLS eParcel (basic service) or GLS APP (basic service) fee?	Will the Service Provider refund the fee of the additional service?
After the order has been placed, but before the parcel is picked up by the courier	yes	yes (all additional services)
After pick-up by the courier, while the parcel is at the GLS sorting plant	no	<ul style="list-style-type: none"> • Cash on delivery (COD) (CashService and BankCardService) yes • FlexDeliveryService – flexible delivery with optional SMS service: no • FlexDeliveryService - no
After pick-up by the courier, if the parcel has been transferred to the delivering courier	no	no

For export parcels:

When does the sender duly communicate the cancellation?	Will the Service Provider refund the GLS eParcel (basic service) or GLS APP (basic service) fee?	Will the Service Provider refund the fee of the additional service?
After the order has been placed, but before the parcel is picked up by the courier	yes	<ul style="list-style-type: none"> • COD (CashService and BankCardService): <i>this additional service cannot be ordered</i> • FlexDeliveryService – no • FlexDeliveryService – flexible delivery with optional SMS service: this additional service cannot be ordered
After pick-up by the courier, while the parcel is in the Service Provider's sorting plant (not yet handed over to the partner country and not in transit)	a domestic service fee is applied instead of the export charge, the difference will be refunded to the sender	<ul style="list-style-type: none"> • COD (CashService and BankCardService): <i>this additional service cannot be ordered</i> • FlexDeliveryService – no • FlexDeliveryService – flexible delivery with optional SMS service: this additional service cannot be ordered
After pick-up by the courier, if the parcel has left the Service Provider's sorting plant or is in transit, or if it has been handed over to the partner country	no	<ul style="list-style-type: none"> • COD (CashService and BankCardService): <i>this additional service cannot be ordered</i> • FlexDeliveryService – no • FlexDeliveryService – flexible delivery with optional SMS service: this additional service cannot be ordered

If the parcel is not picked up within 30 days of the service order, the contract for the provision of the GLS eParcel and GLS APP service will automatically terminate. The Customer will be notified of the termination of the contract by e-mail.

The Service Provider will refund the fees for the GLS eParcel (basic service) and GLS APP (basic service) and any additional services ordered, if not fulfilled, to the Customer within 15 days of the termination of the contract. The refund shall be made by transfer to the bank account number provided at the time of ordering or to the credit card used for payment.