

Annex no. 5

In the case of a withdrawal/cancellation declaration for a service ordered on the <https://ecsomag.hu> site, 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) 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	Cash on delivery (COD): CashService and BankCardService	yes
		FlexDeliveryService	no
		FlexDeliveryService with optional SMS service	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) 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	<i>Cash on Delivery:</i> <i>CashService and BankCardService</i>	this additional service cannot be ordered
		FlexDeliveryService	no
		FlexDeliveryService 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	<i>Cash on Delivery:</i> CashService and BankCardService	this additional service cannot be ordered
		FlexDeliveryService	no
		FlexDeliveryService 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	<i>Cash on delivery:</i> CashService and BankCardService	this additional service cannot be ordered
		FlexDeliveryService	no
		FlexDeliveryService with optional SMS service	this additional service cannot be ordered



If the package is not delivered up within 30 days of ordering the Service, the automatic termination of the contract for the provision of the GLS ePackage service results in the Customer will be notified of the termination of the contract by e-mail.

The Service Provider pays the price of the GLS ePackage (basic service) and everything ordered the additional service fee - in the absence of performance - will be reimbursed to the Customer by the contract within 15 days after it is termination. The refund will be made to the bank account number specified at the time of the order or by transfer to the bank card used for payment.