Our courier shipments are the following types:

Standard	Weight	Sizes
◦ Documents	up to 0.5 kg	A4
◦ Parcels	up to 50 kg	for shipments up to 90 x 90 x 90 cm
◦ Non-palletised shipments	from 50 to 1000 kg	for shipments up to 90 x 90 x 90 cm

Non-standard

- all shipments with one of the sizes over 90 x 90 x 90 cm, regardless of weight

Tariff for general courier services for standard shipments in Bulgaria

The prices of our general courier services for standard shipments depend on:

- Delivery method
- Shipment weight
- Shipment size

Documents

Our envelopes contain documents weighing up to 0.5 kg and size A4.

Tariff weight of a shipment	Delivery method			
	Intown delivery (Tariff code 1)	Office-to-office Econtomat* (Tariff code 2)	Office-to-office Econtomat* Door-to-door** (Tariff code 3)	Door-to-door (Tariff code 4)
up to 0.5 kg	6.87 BGN	4.91 BGN	6.21 BGN	6.87 BGN

The prices are in Bulgarian leva (BGN) for 1 (one) item, VAT inclusive, with Road conditions fee of 9%

*For each parcel sent or received through an Econtomat, you receive an additional discount of:

- 10% off the tarif
- 50% off the tariff if a shipment is sent from and received at the same Econtomat.

**Tariff code 3 is valid for addresses in populated places with an Econt office. If the populated place does not have an Econt office tariff code 4 is applied.

The Tariff has been valid since 01.09.2021.

Parcels

A standard parcel consists of one or more parts with a total weight of up to 50 kg. Each part of the shipment may have a maximum size of 90 x 90 x 90 cm.

Tariff weight of a shipment	Delivery method			
	Intown delivery (Tariff code 1)	Office-to-office Econtomat* (Tariff code 2)	Office-to-office Econtomat* Door-to-door** (Tariff code 3)	Door-to-door (Tariff code 4)
up to 1 kg	8.50 BGN	5.45 BGN	6.87 BGN	8.50 BGN
over 1 kg and up to 2 kg	10.14 BGN	6.00 BGN	8.50 BGN	10.14 BGN
over 2 kg and up to 5 kg	10.79 BGN	6.54 BGN	10.79 BGN	12.43 BGN
over 5 kg and up to 10 kg	16.02 BGN	10.46 BGN	16.02 BGN	17.99 BGN
over 10 kg and up to 15 kg	21.58 BGN	11.77 BGN	21.58 BGN	23.54 BGN
over 15 kg and up to 20 kg	25.18 BGN	14.39 BGN	25.18 BGN	27.47 BGN
over 20 kg up to 50 kg	25.18 BGN + 0.66 BGN for every kg over 20 kg and up to 50 kg	14.39 BGN + 0.58 BGN for every kg over 20 kg and up to 50 kg	25.18 BGN + 0.66 BGN for every kg over 20 kg and up to 50 kg	27.47 BGN + 0.72 BGN for every kg over 20 kg and up to 50 kg

The prices are in Bulgarian leva (BGN) for 1 (one) item, VAT inclusive, with Road conditions fee of 9%

*For each parcel sent or received through an Econtomat, you receive an additional discount of:

- 10% off the tarif
- 50% off the tariff if a shipment is sent from and received at the same Econtomat.

**Tariff code 3 is valid for addresses in populated places with an Econt office. If the populated place does not have an Econt office tariff code 4 is applied.

The Tariff has been valid since 01.09.2021.

Non-palletised shipments

A standard non-palletised shipment consists of one or more parts with a total weight from 50 kg to 1000 kg. Each part of the shipment may have a maximum size of 90 x 90 x 90 cm

Tariff weight of a shipment	Delivery method		
	Office-to-office (Tariff code 81)	Office-to-office From and to a customer's address (Tariff code 81)	Door-to-door (Tariff code 81)
over 50 and up to 100 kg	4.47 BGN + 0.55 BGN/kg	12.43 BGN + 0.65 BGN/kg	13.63 BGN + 0.71 BGN/kg
over 100 and up to 150 kg	9.92 BGN + 0.49 BGN/kg	17.88 BGN + 0.60 BGN/kg	19.08 BGN + 0.65 BGN/kg
over 150 and up to 200 kg	18.09 BGN + 0.44 BGN/kg	26.05 BGN + 0.55 BGN/kg	27.25 BGN + 0.60 BGN/kg
over 200 and up to 300 kg	28.99 BGN + 0.38 BGN/kg	36.95 BGN + 0.49 BGN/kg	38.15 BGN + 0.55 BGN/kg
over 300 and up to 1000 kg	45.34 BGN + 0.33 BGN/kg	53.30 BGN + 0.44 BGN/kg	54.50 BGN + 0.49 BGN/kg

The prices are in Bulgarian leva (BGN) for 1 (one) item, VAT inclusive, with Road conditions fee of 9%

The formula for calculating the courier service for standard shipments is as follows:

Courier service = general service + additional services + fuel and road conditions fee. The fuel and road conditions fee depends on the fuel prices in Bulgaria, the infrastructure and road conditions. The fee is announced by Econt on the first day of every month.

1. The Tariff weight is the real or the volumetric weight of all parts of a shipment as the larger of the two is charged rounded to a whole kilogram.
2. The real shipment weight is the sum total of the weight of all its parts.
3. The dimensional weight of the shipment is calculated in kg by multiplying the width (in cm) x the length (in cm) x the height (in cm).
4. The maximum sizes of each shipment must fall within the following standard sizes:
    - 90 x 90 x 90 cm per parcel
    - 120 x 80 x 170 cm per pallet
5. Shipments with Tariff weight up to 20 kg are collected from and delivered to a customer's address by the courier.
6. Shipments with Tariff weight over 20 kg are collected from and delivered to the ground floor of a customer's address by the courier. The customer has to assist in the loading and unloading of the shipment.
7. Shipments whose size or weight exceeds those set in para. 1 and 2 are collected after checking the type of shipment and the possibilities for collection and delivery at the address. The price for delivery shall be agreed additionally with the customer if it is not specified in the Tariff.

Econtomat

Our Econtomats have boxes in three sizes for sending and receiving shipments:

- small – with maximum shipment sizes: width 61 cm, length 44 cm, height 8 cm
- medium – with maximum shipment sizes: width 61 cm, length 44 cm, height 18 cm
- big – with maximum shipment sizes: width 61 cm, length 44 cm, height 37 cm

The tariff rate is based on weight rather than the size of the box. Econt reserves its right to conduct control measurements of each parcel sent via an Econtomat in case of incorrectly specified parameters.

For each parcel sent or received through an Econtomat, you receive an additional discount of:

- 10% off the general courier service rate when preparing shipments via your e-Office or at an Econt office.
- 50% off the general courier service rate when a parcel is sent from and received at the same Econtomat.

The Tariff has been valid since 01.09.2021.

Tariff for general courier services for non-standard shipments in Bulgaria

Non-standard shipments are shipments containing one or more parts whose sizes are larger than 90 x 90 x 90 cm. They require special attention and care in their transportation and storage.

Shipment weight	Price calculation formula		
	Office-to-office	office - door door - office	Door-to-door
Up to 15 kg	OAC/2* x 43.58 BGN	OAC/2* x 60.07 BGN	OAC/2* x 75.22 BGN
Over 15 kg	OAC* x 43.58 BGN	OAC* x 60.07 BGN	OAC* x 75.22 BGN

The prices are in Bulgarian leva (BGN) for 1 (one) item, VAT inclusive, with Road conditions fee of 9%

*OAC - occupied area coefficient. It is determined by the following formula:

OAC = the longest side in m X the shortest side in m/0.96 (area of 1 standard Europallet in sq.m.)

The formula for calculating the courier service for non-standard shipments is as follows:

Courier service = general service + additional service + extra charge + fuel and road conditions fee

1. Non-standard shipments are those that exceed the maximum size and weight limit as well as those which require special transportation, storage, loading and unloading.
2. Shipments which do not meet the conditions listed in the Tariff for non-standard shipments in Bulgaria may be collected by the courier for delivery.
3. Shipments which are not included in the Tariff for non-standard shipments in Bulgaria are collected after checking the type of shipment and the possibilities for collection from and delivery to the address. The price for delivery shall be agreed additionally with the customer if it is not specified in the Tariff.
4. Non-standard shipments shall be accepted for delivery between towns and Econt offices according to Table 1.

The price for basic courier services for non-standard shipments shall be based on the occupied area coefficient (OAC) and the corresponding price for a shipment under and over 15 kg. OAC is determined by the following formula:

OAC = the longest side in m X the shortest side in m/ 0.96 (area of 1 standard Europallet in sq.m.)

The obtained price according to OAC shall be compared to the price of the service according to the actual weight of the shipment at the Tariff for general courier services for standard shipments in Bulgaria. Of the two values, the higher one shall be accepted as the shipment price.

You can calculate the courier service price for your non-standard shipments here

The Tariff has been valid since 01.09.2021.

Table 1

Populated place	Econt office	Office-to-office	Door-to-door
Blagoevgrad	Blagoevgrad Ekont Ekspres	Yes	Yes
Burgas	Burgas	Yes	–
Burgas	Burgas Meden rudnik	–	Yes
Varna	Varna	Yes	Yes
Veliko Tyrnovo	Veliko Tyrnovo	Yes	Yes
Vidin	Vidin, Avangard Kaleto	Yes	Yes
Vratsa	Vratsa	Yes	–
Gabrovo	Gabrovo	Yes	–
Gorna Oryahovitsa	Gorna Oryahovitsa	Yes	–
Gotse Delchev	Gotse Delchev	Yes	Yes
Dobrich	Dobrich	Yes	–
Dryanovo	Dryanovo	Yes	–
Dupnitsa	Dupnitsa	Yes	–
Ihtiman	Ihtiman	Yes	–
Kazanlyk	Kazanlyk Sklad Batenberg	Yes	–
Karlovo	Karlovo	Yes	–
Kyrdzhali	Kyrdzhali	Yes	–
Kyustendil	Kyustendil Morits Levi	Yes	–
Kyustendil	Kyustendil Batenberg	Yes	–
Lovech	Lovech	Yes	–
Lyaskovets	Lyaskovets Treti mart	Yes	–
Montana	Montana	Yes	–
Nesebyr	Nesebyr sklad	Yes	Yes
Pazardzhik	Pazardzhik	Yes	–
Pernik	Pernik Iztok	Yes	Yes
Petrich	Petrich Monopola	Yes	–
Petrich	Petrich Promishlena zona	Yes	–
Pleven	Pleven	Yes	–
Plovdiv	Plovdiv	Yes	Yes
Radomir	Radomir	Yes	–
Razgrad	Razgrad	Yes	–
Ruse	Ruse	Yes	Yes
Samokov	Samokov	Yes	–

Populated place	Econt office	Office-to-office	Door-to-door
Sandanski	Sandanski	Yes	–
Sevlievo	Sevlievo	Yes	–
Silistra	Silistra Makedonia	Yes	–
Silistra	Silistra Avrora OMV	Yes	–
Sliven	Sliven Svetlina	Yes	–
Smolyan	Smolyan	Yes	–
Sofia	Sofia RTS	Yes	Yes
Sofia	Sofia RTS Orion	Yes	–
Stara Zagora	Stara Zagora ZHP gara	Yes	Yes
Troyan	Troyan	Yes	–
Troyan	Troyan Karavelov	Yes	–
Tutrakan	Tutrakan	Yes	–
Tyrgovishte	Tyrgovishte	Yes	–
Haskovo	Haskovo	Yes	–
Shumen	Shumen	Yes	–
Yambol	Yambol	Yes	–

Tariff for additional courier services in Bulgaria

Name of service	Index	Prices and premium
Cash on delivery	CD	See the table

The recipient pays a cash on delivery amount	A sender receives a cash on delivery amount		
	at an office of Econt in cash	in cash at an address	via bank transfer
at an office of Econt in cash	1.31 %	2.62 %	1.31 %
in cash at an address	2.62 %	2.62 %	2.62 %
electronically	1.31 %	2.62 %	1.31 %

1. The percentage is calculated as per the amount of the cash on delivery.
2. You can pay electronically:
    - at an office of Econt or an Econtomat - with a bank card through a POS terminal
    - in e-Econt - via ePay

Declared Value	OC	0.26 % of the declared value

The declared value is the shipment value up to which we bear responsibility in case of damage, loss or theft. It is specified by the customer when sending the shipment. The limit is BGN 10,000.

Our responsibility depends on whether you have allowed us to inspect the contents of the shipment before dispatch:

- If you have allowed us, we are liable for loss, theft or damage of the contents of the shipment.
- If you have not allowed us, we are liable for loss, theft or damage only of the packaging and not of the contents of the shipment.

Proof of Delivery		
Paper	DC	3.82 BGN of a shipment
Digital	EDC	2.35 BGN of a shipment

A document hand signed by the recipient which guarantees that the shipment has been accepted by them. The signed proof of delivery receipt is returned to the shipper on the next business day.

Proof of Delivery - Packing list	DC–CP	See the table

A document which is prepared and sent by the shipper. It is hand signed by the recipient when accepting the shipment. The signed proof of delivery receipt is returned to the shipper on the next business day.

The service rate is like that of documents with a 10% discount.

Service	Price
Intown delivery	6.18 BGN
Office-to-office	4.41 BGN
Door-to-office/office-to-door	5.59 BGN
Door-to-door	6.18 BGN

Fixed delivery time

- with a specific delivery time — P — 5.45 BGN of a shipment
- with indicated delivery interval — 2.62 BGN of a shipment

You can choose a specific time or time interval of your convenience for shipment delivery to an address. The service is compulsory for shipment deliveries on Saturdays. We usually deliver by 1:00 pm on Saturdays unless you have specified an earlier time. The Fixed delivery time service is available for addresses in the whole territory of the country, except for populated places that are serviced on schedule.

Delivery with a cooler — REF — 5.23 BGN of a shipment

You can send shipments which are sensitive to external conditions. You need to make a request for a cooler bag in advance, at least a day before sending the shipment. Maximum size - 30 x 30 x 17 cm

Packaging — PACK — See the table

You need to wrap your shipments yourselves. You can do that in advance or at an Econt office. We can offer poly mailing bags, cardboard boxes, corrugated cardboard, or bubble wrap for shipment packaging at your request.

Type of packaging	Sizes	Price
cardboard box	40 x 35 x 35 cm	5.04 BGN per unit
cardboard box	30 x 20 x 30 cm	2.60 BGN per unit
cardboard box	30 x 25 x 15 cm	1.46 BGN per unit
cardboard box	25 x 17 x 10 cm	0.96 BGN per unit
corrugated cardboard	1 sq. m.	1.05 BGN per sq. m
bubble wrap	1 sq. m.	1.78 BGN per sq. m
large poly mailing bag without a pocket (up to 9 kg)	44 x 55.5 cm	0.23 BGN per unit
large poly mailing bag with a pocket (up to 9 kg)	44 x 55.5 cm	0.26 BGN per unit
middle poly mailing bag without a pocket (up to 6 kg)	34.5 x 40 cm	0.16 BGN per unit
middle poly mailing bag with a pocket (up to 6 kg)	34.5 x 40 cm	0.19 BGN per unit
mini poly mailing bag without a pocket (up to 3 kg)	24 x 33 cm	0.10 BGN per unit
mini poly mailing bag with a pocket (up to 3 kg)	24 x 33 cm	0.13 BGN per unit
poly sack (up to 21 kg)	60 x 110 cm	0.50 BGN per unit
glass edging profile		2.40 BGN per unit
cardboard bag (for documents)	21.5 x 30.5 cm	0.76 BGN per unit
Small thermal box	49.5 x 37 x 13 cm	10.80 BGN per unit
Large thermal box	49.5 x 37 x 24 cm	14.00 BGN per unit
Dry ice		3.10 BGN per unit
Box for 1 bottle		0.65 BGN per unit
Box for 2 bottles		1.30 BGN per unit
Box for 3 bottles		1.60 BGN per unit

Type of packaging	Sizes	Price
Loading pocket		0.07 BGN per unit

Rent a Motorbike stand — PACK 12 — 18.31 BGN

We have developed a special motorbike stand. Thus we guarantee that we will deliver it in the condition it was sent.

Two-Way Delivery — DP

You can send a shipment and have it returned with a 10% discount.

Return delivery

You can return every shipment received with at least 10% discount.

Review — free of charge

You can see the goods before payment.

Review and test — free of charge

You can see and test the goods before payment.

Review, test and select — free of charge

You can see, test and select the goods before payment. Select and pay only for what you select.

Change delivery — IC — See the table

You can freely change the recipient, the place and time of delivery at any time. You can do that by phone instructions, through the email notification or via your profile at e-Econt.

Type of change	Price	Who can make the change	
		Sender	Recipient
Change delivery in the same populated place			
Change of Recipient	free of charge	☑	☑
Change of address	3.30 BGN*	☑	☑
Change of office or Econtomat of delivery	3.30 BGN*	☑	☑
Change of the delivery method	3.30 BGN*	☑	☑
Change delivery to another populated place			
Change of address, office or Econtomat of delivery**	The price of delivery is according to the tariff for that particular service	☑	
Change the delivery time			

Type of change	Price	Who can make the change	
		Sender	Recipient
Change of date of delivery (from Monday to Friday)	free of charge	☑	☑
Delivery on Saturday		☑	☑
- indicated exact time "at"	5.45 BGN		
- indicated exact time "until/before/between"	2.62 BGN		
Fixed delivery time		☑	☑
- indicated exact time "at"	5.45 BGN		
- indicated exact time "until/before/between"	2.62 BGN		
Change the delivery time			
Change who will pay for the delivery	free of charge	☑	
Splitting the costs of delivery	free of charge	☑	
Change of Cash on Delivery terms***	free of charge	☑	
Other changes			
Shipment return	The price of delivery is according to the tariff for that particular service	☑	
Destroying a shipment	free of charge****	☑	
Change of terms of additional services: Proof of Delivery. TwoWay Delivery, Check and Test. Check, test and select, Correct data and signature on a document	free of charge	☑	

Price application conditions
* Upon credit payment, an additional fee in the amount of BGN 0.60 is charged.
** If you redirect postal shipments to an address – instead of an office, you will pay a delivery price according to courier service pricing, without an additional order fee being charged.
*** The following changes are possible – addition/cancellation of cash on delivery or postal money transfer, as well as change in the payment method.
**** When you want to cancel a shipment, you have to pay for the services done until the moment of the order.

All prices are VAT inclusive.

Instructions free of charge

Give instructions to the courier what to do with the shipment upon its collection or handover or with any accompanying documents.

Data accuracy and signing of documents	PD	4.25 BGN

You can send documents to be signed and instruct the courier:

- to verify the identity of the person signing the document
- to show the place for the signature
- to indicate the colour of the pen
- to check the date of signing the document
- to receive from the Recipient a copy of the ID or another document and deliver it to the Sender

Cost sharing	free of charge

You can specify who will pay the costs - you, the other party, or you will share the costs, according to your arrangement.

Email Notifications	free of charge

Via email, you are always informed about the location of your shipment, the office or courier taking care of you. You can change the method of delivery directly through email and with only one click before shipment delivery.

SMS Notifications	0.18 BGN

With the SMS Notifications service, you learn the most important things about your shipments and you receive a link to track them. Quickly and easily, you have access to information about the place of delivery and the price of the service.

Shipment storage fee after 7 days	SK	5.23 BGN per day per shipment

It is charged if you do not pick up your shipment within 7 working days.

Payment of Cash on Delivery through postal money order	Free option of Cash on Delivery

An option which allows easy, convenient and lawful trade from a distance. It is not necessary to issue a receipt

Keeping a courier at an address	5.23 BGN

In case a courier is delayed an address for more than 15 minutes, an additional courier service fee is charged for every 30 minutes of delay.

Advance payment free of charge

Advance payment allows you to pay in advance for your courier services in cash or via bank transfer. You get the respective vouchers for the sum you deposit. You can use the vouchers to pay for courier services through your e-office. Advance payment is not available for postal services.

The prices are in Bulgarian leva (BGN), VAT inclusive, with Road conditions fee of 9%

Tariff for special courier services in Bulgaria

Buy by courier PBC (CD) See the table

We buy on your behalf and deliver to you whatever you want

Amount of money paid for a purchase	Fee for a visit to an address	Percentage of the purchase value
at an office of Econt in cash	-	1.31 %
in cash at an address	3.27 BGN	2.62 %
electronically* or via bank transfer**	-	1.31 %

*in advance

**You can pay electronically:

- at an office of Econt - with a bank card via a POS terminal
- in e-Econt - via ePay
- in e-Econt - with your bank card

The prices are in Bulgarian leva (BGN), VAT inclusive, with Road conditions fee of 9%

The delivery is subject of the General Terms and Conditions of contract with users of non-universal postal services provided by Econt Express Ltd, in conformity with the issued certificate of registration for rendering of non-universal postal services № 0026-02/02.02.2017

Barter free of charge

Swap free goods remotely

The prices are in Bulgarian leva (BGN), VAT inclusive, with Road conditions fee of 9%

Delivery times

- For populated places with Econt offices – on the next working day after sending
- For populated places without Econt offices – within 3 working days after sending, according to the service schedule