

Content

The Universal Service Provider (USP) has the obligation to provide universal services, such as the collection, transport, sorting and distribution of postal items for domestic and international destinations. According to law 4053/2012 “On Postal Services, Electronic Communications and Other Provisions”, ELTA is the Universal Service Provider until December 31st, 2028.

Letters weighing up to 2 kg (ordinary mail)

Mainly letters, cards, bills and small parcels (i.e. postal items whose dimensions exceed the envelope limits). The category is characterized as “ordinary mail”, because the delivery of the items is not monitored by any special system.

The following delivery times apply:

- Domestically, with delivery time for the 1st priority letters (provided the mail has been deposited by the sender by 12 noon and no excluded area is involved), as a rule:
 - either within 3 working days after the day of deposit, at a rate of 90%.
 - or within 5 working days after the day of deposit, at a rate of 98%.
- Abroad, with delivery time to the addressee for the 1st priority letter, as a rule:
 - 3 working days within the European Union (EU) (intra-EU).
 - 3-5 working days for other countries.
- In the case of 2nd priority letters, the time varies according to the delivery times of the country of destination.

Special delivery services

Special services for the delivery of letters/cards/small parcels (1st and 2nd priority), which are subject to an additional charge, namely are:

- Registered mail.
- Items with declared value/insured items.
- Services such as certified delivery mail (1st and 2nd priority, with proof of delivery note signed by the addressee), with acknowledgment of receipt (1st priority), cash-on-delivery (1st and 2nd priority, accompanied by a postal check).

Same delivery deadlines as those of ordinary mail apply.

Parcels weighing up to 20 kg

The course of delivery is monitored by a special system at all stages.

The following delivery times apply:

- In Greece, up to 3 working days.
- To the countries abroad, delivery time and fees differ depending on the destination and delivery priority (1st or 2nd).

Individual License Providers provide similar services to the above, that fall under the categories of: a) mail items weighing up to 2 kg, including direct mail items, newspapers, magazines, books, catalogs up to 2 kg and b) parcels weighing up to 20 kg.

The content of the Universal Service (UC) does not include any service whose terms and especially prices are subject to individual negotiation, commercial agreement or special offer (Law 4727/2020).