

Spring GDS

Service Level Agreement (S.L.A.)

Before making any enquiries with your assigned Customer Service manager, we recommend you to check the status of your parcel on our tracking page: <https://mailingtechnology.com/tracking> or on the site of the final delivery provider by entering the shipment number.

If the recipient was absent and has a waybill, the waybill indicates where the shipment is and what to do to collect it.

If the custody period at destination has elapsed, the shipment will be returned to our warehouses and we will resend it to your address as soon as possible.

Once the shipment has been accepted with Spring GDS, it will not be possible to make changes and/or request a refund.

If the information available is insufficient, you can contact us via the email mailbox assigned to your account, from Monday to Friday from 9:00 am to 6:00 pm and Saturdays from 8:00 am to 3:00 pm.

Once the period indicated below has elapsed since the last tracking update on the shipment, you may request an investigation of the shipment. This requires a notice from the recipient stating they have not received the shipment in question. In some cases it is possible to request the *Affidavit*.

Zone 1: 7 working days

Austria, Belgium, France, Germany, the Netherlands, Italy, Portugal, Spain and the United Kingdom

Zone 2: 15 working days

Rest of countries

Upon receipt of the required documentation, your assigned specialist will initiate the investigation. The response time of the final supplier varies based on the destination country:

Zone 1: 7 to 15 working days

Zone 2: 15 to 60 working days

Requests for information, as well as subsequent emails exchanged with your assigned Customer Service specialist, must include in the subject line the tracking number and/or, otherwise, the reference number indicated on our XBS delivery platform.



For shipments that do not have any updates or additional information within 30 days of being accepted at our warehouses, a file will be opened to begin the compensation process. In case of receipt of confirmation of delivery or return to origin from the final provider, it will be cancelled¹.

To initiate the compensation process, the invoice must be attached, along with a copy of the reimbursement made to the customer, and/or the replacement shipment number.

The period for claims and compensation expires 30 days after the export of the shipment to Europe, or 120 days for a destination outside Europe.

In the event of a delivery dispute, this must be communicated in writing via the Affidavit within a maximum of 7 days of the date on which the provider recorded the delivery event. After this period, the claim may be rejected².

Any order with evidence of having been damaged or tampered with must be refused by the consumer upon delivery.

If this is not possible, a complaint must be filed with the final provider on the day of receipt of the shipment, or within 24 hours at the latest, and photographs must be provided to prove the condition of the shipment. Without this documentation, it is not possible to initiate the corresponding claim.

When we are aware that the package has been returned to origin and the periods indicated below have elapsed, the complaint process may be initiated within 30 days of the expiry of the period.

Zone 1: 7 to 60 working days

Zone 2: 15 to 120 working days

¹ Excluded from the above section are those shipments where the latest information indicates that they are in the process of customs clearance. As this is a separate entity from Spring, we cannot access its information or processes.

² In some cases, the recipient may be required to file a formal complaint with the final delivery provider, which we will need a copy and/or assigned reference number.