

Recommendations for Online Retailers

Delivery of Ordered Products

Our products are delivered by **GLS Slovenia**. In our online store, you can choose the delivery option that suits you best:

- **GLS Direct Delivery** to your selected address, or
- Delivery to a **GLS Parcel Locker**.

You can check the status of your parcel at any time via the GLS Slovenia website or the GLS App, where you can track your delivery, view the estimated delivery time, and manage certain delivery options.

Parcel Tracking:

[Parcel Tracking | GLS Slovenia](#)

GLS App:

<https://gls-group.com/SI/sl/prejeli-paket/gls-app/>

To ensure successful delivery, it is very important that you provide a valid email address and mobile phone number when placing your order, as GLS may send delivery notifications via email, SMS, Viber, or the GLS App.

Delivery Options

When placing your order, you can choose one of the following delivery options:

GLS Direct Delivery

GLS Direct Delivery means that a GLS courier will deliver your parcel to the address provided during the ordering process.

This may be:

- Your home address,
- Your business address,
- Another person's address, or
- Any other selected address within Slovenia.
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GLS generally delivers parcels to the first entrance door at the delivery address, in accordance with the [GLS Slovenia General Terms and Conditions](#).

Delivery to a GLS Parcel Locker

If you select delivery to a GLS Parcel Locker, your parcel will be delivered to the selected locker, where you can collect it whenever it is most convenient for you.

GLS Parcel Lockers are accessible **24 hours a day**, allowing parcel collection outside regular business hours.

GLS Recommendations

Once your parcel is ready for collection, you will receive a notification with a collection code. Enter the code at the Parcel Locker, the compartment will open, and you can collect your parcel.

Benefits of GLS Parcel Locker Collection

- Collect your parcel whenever it suits you.
- Parcel Lockers are available 24/7.
- No need to wait for a courier.
- Collection is quick and easy.
- Collect your parcel at the location most convenient for you.
- For Cash-on-Delivery shipments, payment is generally possible by payment card or via FLIK.

You can find your nearest GLS Parcel Locker here:

<https://gls-group.com/SI/sl/gls-iskanje-parcelshop/>

Delivery to a GLS Parcel Locker is suitable for parcels with maximum dimensions of **60 x 55 x 40 cm**. For larger parcels, we recommend selecting **GLS Direct Delivery** to your chosen address.

Delivery Charges

Delivery costs depend on the selected delivery method, the order value, and any additional services, such as **Cash on Delivery**.

GLS Direct Delivery

When selecting GLS Direct Delivery:

- For orders up to _____ €, the delivery charge is _____ €.
- For orders above _____ €, delivery is **free of charge**.
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GLS Parcel Locker Delivery

When selecting delivery to a GLS Parcel Locker:

- For orders up to _____ €, the delivery charge is _____ €.
- For orders above _____ €, delivery is **free of charge**.

Delivery charges apply to deliveries within Slovenia. Any additional charges, such as Cash on Delivery fees, special delivery services, or international shipping fees, will be displayed during checkout or charged in accordance with the online store's terms and conditions.

If Cash on Delivery is available for the order, this service may be charged separately and shown during checkout.

Delivery Time

The estimated delivery time is _____ **business days** from dispatch.

Orders placed before _____ are generally dispatched on the same or the next business day.

Delivery times may be extended due to increased order volumes, public holidays, extraordinary circumstances, incomplete delivery information, or other circumstances beyond the direct control of the online store or delivery provider.

How Can I Track My Parcel?

Once your order has been prepared or dispatched, you will receive a **parcel tracking number**. Using this number, you can check the current location and status of your parcel.

Tracking is available:

- Via [the GLS Slovenia website](#),
- Through email, SMS, Viber, or WhatsApp notifications,
- Via the [GLS App](#).

Tracking Link:

<https://gls-group.com/SI/sl/sledenje-posiljki/>

GLS App:

[GLS App – Easily Track and Manage Your Parcels | GLS Slovenia](#)

Within the GLS App, you can track your parcels in real time, view estimated delivery times, locate a GLS Parcel Locker or Parcel Shop, and manage selected delivery options.

Delivery Notifications

GLS may provide delivery updates via **email, SMS, or Viber messages**, provided that correct contact information has been supplied when the order was placed.

Therefore, we recommend always verifying your email address and mobile phone number before completing your order.

GLS may notify you:

- When the parcel is prepared by the sender,
- When the parcel enters the delivery network,
- Before delivery,
- On the day of delivery,
- When the parcel is delivered to a GLS Parcel Locker or GLS Parcel Shop,
- If the parcel is awaiting collection,
- If alternative delivery arrangements are required.

Managing Delivery Changes

Where available, you can use the link provided in the notification to:

- Redirect the parcel to a GLS Parcel Locker,
- Redirect the parcel to a GLS Parcel Shop,
- Change the delivery address,
- Select an alternative delivery date,
- Choose another available option.

If incorrect contact information has been provided, GLS may not be able to send notifications by email, SMS, or Viber.

What Happens If I Am Not Available?

If you are not available at the selected delivery address, you will receive instructions regarding collection or delivery modification, provided that valid contact details are available.

Where available, you may redirect the parcel:

- To a GLS Parcel Locker,
- To a GLS Parcel Shop,

- To another address,
- Or select a different delivery date.

If the recipient is unavailable, cannot be reached by phone, and the delivery address is near a GLS Parcel Locker, the courier may leave the parcel in a nearby Parcel Locker. The recipient will then receive collection information.

For Cash-on-Delivery parcels, payment at a GLS Parcel Locker is possible **only by payment card or via FLIK**.

Collection from a GLS Parcel Locker or GLS Parcel Shop

If the parcel is delivered to a GLS Parcel Locker or GLS Parcel Shop, you will receive collection instructions.

If the parcel is not collected on time, GLS may send additional reminders via SMS, Viber, email, or the GLS App. Uncollected parcels may be returned to the sender.

GLS Parcel Locker

You will receive a collection code for the Parcel Locker.

To collect your parcel:

1. Select **"Collect Parcel"** on the Parcel Locker screen.
2. Enter your collection code.
3. Collect your parcel from the opened compartment.

The parcel will remain available in the GLS Parcel Locker for **3 days, in addition to the day of delivery**. If not collected within this period, it may be returned to the sender.

For Cash-on-Delivery parcels, payment is possible **only by payment card or via FLIK**.

GLS Parcel Shop

If the parcel is delivered to a GLS Parcel Shop, it can be collected during the shop's opening hours.

The parcel will remain available for **4 days, in addition to the day of delivery**. If not collected within this period, it may be returned to the sender.

Additional charges may apply at some GLS Parcel Shop partner locations:

- **Petrol:** €0.80 parcel handling fee and €2.10 Cash-on-Delivery processing fee.
- **Tobačna 3DVA:** €1.50 Cash-on-Delivery processing fee.

Partner locations may modify their pricing. Current fees are always available at the collection point or on the GLS Slovenia website.

If the recipient voluntarily chooses collection at a Parcel Shop, any additional fees shall be borne by the recipient. In the case of returns or withdrawal from the purchase agreement, the sender is not obliged to reimburse such additional costs.

Where Can I Find My Tracking Number?

The tracking number is included in your order dispatch notification, which is typically sent by email, SMS, or Viber once the parcel has been prepared or handed over to GLS.

You may also check the GLS App.

If you cannot find the notification, please first check your spam or promotions folder.

If you still cannot locate it, please contact us at:

online-store@

We will be happy to check the status of your order.

Delivery Issues

If you experience any delivery issues, first check the parcel status using GLS Tracking or the GLS App.

Parcel Tracking:

<https://gls-group.com/SI/sl/sledenje-posiljki/>

GLS App:

<https://gls-group.com/SI/sl/prejeli-paket/gls-app/>

For assistance, you may also contact GLS Customer Service:

- Tel: +386 1 500 11 50
- WhatsApp: <https://wa.me/+38641496496>
- Viber: <https://viber.com/glsslovenia>
- Email: info@gls-slovenia.com
- GLS Chat: <https://gls-group.com/SI/sl/gls-kontakt/>
- Support hours: Monday to Friday, 7:30 AM–4:30 PM

Alternatively, contact us at:

online-store@email

We will help you verify your order status and advise on next steps.

Damaged Parcel or Damaged Products

If you notice that the parcel is damaged upon receipt, we recommend recording the damage at the time of delivery and photographing the parcel.

Please notify us as soon as possible, and no later than ____ **days** after receiving the parcel.

Include:

- Order number,
- Parcel tracking number,
- Description of the damage,
- Photos of the outer packaging,
- Photos of the damaged products.

Send the information to:

online-store@email

After reviewing the case, we will provide instructions regarding replacement, refund, or another appropriate solution.

General Delivery Terms

Parcel delivery is carried out in accordance with the **GLS Slovenia General Terms and Conditions** and the terms and conditions of our online store.

More information is available at:

<https://gls-group.com/SI/sl/splosni-pogoji-poslovanja/>

Product Returns

If the product you ordered does not meet your expectations, you may return it in accordance with the terms and conditions of our online store.

Before returning an item, please review the instructions on our website or contact us at:

_____online-store@_____

As a general rule, consumers purchasing online have the right to notify the retailer of their withdrawal from the contract within **14 days of receiving the goods**, without stating any reason. The cost of returning the goods is borne by the customer unless otherwise specified by the online store.

How do I return a parcel?

Returns can be arranged through **GLS**. You can initiate a return via the following return link:

_____return link _____

The process is simple:

1. Click the return link.
2. Enter the required information and your order number.
3. Create a return label.
4. Attach the label to the parcel.
5. Drop off the parcel at your nearest **GLS Parcel Locker** or **GLS Parcel Shop**.
- 6.

Find your nearest GLS location here:

<https://gls-group.com/SI/sl/gls-iskanje-parcelshop/>

If returns via the dedicated return link are not available, you can also send the return parcel yourself via **PošljiPaket.si**:

<https://posljipaket.si>

At PošljiPaket.si, enter the sender's and recipient's details, prepare the parcel, arrange shipment, and after payment you will receive a shipping label to attach to the parcel.

You may also choose the **"Label-Free Return"** service, which allows you to hand over the parcel using only a **QR code**, without printing a label.

To benefit from a lower return shipping cost, you can use the following discount code when booking the shipment:

DISCOUNT CODE: _____

Return Costs

The cost of returning goods depends on the terms and conditions of our online store:

- Returns are **free of charge**, if explicitly stated.
- Alternatively, the return shipping cost is borne by the customer via **PosljiPaket.si** using the designated **discount code**.

Return Cost: ____ € / Free of Charge / Paid by Customer

Important Information

Please ensure that the product is packed securely to prevent damage during transportation. Include the order number or a completed return form inside the parcel if required.

Once we have received and inspected the returned product, we will process the refund in accordance with the terms and conditions of our online store.

Estimated Refund Processing Time: ____ days

Useful Links

GLS Returns Service:

<https://gls-group.com/SI/sl/prejeli-paket/vracila-blaga/>