

# Retoure

## Overview of product options

Services	Product options	Basis <sup>1</sup>	Report <sup>1</sup>	Plus	Fokus	Hybrid	Retoure	Retoure Extra	Prices* for MAIL and DIALOGPOST
Type of mail item	MAIL	✓	✓	✓	✓	✓	✓	✓	
	DIALOGPOST with wrapping	✓	✓	✓	✓	✓	✓	✓	
	DIALOGPOST without wrapping	✓	✓						
	Pressepost	✓	✓						
Action to be taken	Return if the item cannot be delivered			✓	✓	✓	✓	✓	0.25 € (DIALOGPOST with wrapping)
	Return if the recipient has moved and requested mail redirection				✓			4	0.25 € (DIALOGPOST with wrapping)
	Redirect if the recipient has moved and has requested mail redirection (for MAIL, DIALOGPOST with wrapping)	✓	✓	✓		✓	✓		free
	Destroy if the item cannot be delivered***	✓	✓						free
Adress information	Address correction if the address is incorrect	✓		✓	✓	✓			0.33 € / free**
	Relocation address / information (if the recipient has moved and requested mail redirection)	✓	2	✓	✓	✓			1.40 €
	Undeliverable because recipient could not be found/ delivery was refused/item was not collected	✓	✓	✓	✓				0.33 € / free**
	Undeliverable because the recipient is deceased	✓	3	✓	✓				0.88 € / free**
Additional services	<b>Optional:</b> Undeliverable with database confirmation	✓	✓	✓	✓				0.61 €
	<b>Optional:</b> New address via the address search service****	✓	✓	✓	✓				5.50 €
Data provision	Download <b>Optional:</b> SFTP								Free €500.00 one-time

All prices are valid for MAIL and DIALOGPOST. Exception: The price for the service "New address via the address search service" also applies to Pressepost. Further prices for Pressepost can be found in the Press Distribution price list at [pressedistribution.de](http://pressedistribution.de).

<sup>1</sup> Not in combination with books or merchandise or letters which contain inserts not made of paper.

<sup>2</sup> For Dialogpost without wrapping and Pressepost, delivered as address property 25.

<sup>3</sup> Delivered as address property 10.

<sup>4</sup> Return also in case of death and temporary absence with request for mail redirection.

\* All other services are subject to statutory VAT.

\*\* For the "Letter mail" item type in connection with Basis or Report.

\*\*\* Additionally in the case of relocations if the recipient has requested mail redirection, for DIALOGPOST without wrapping and Pressepost.

\*\*\*\* Supplementary agreement required.

Prices are subject to change. Last reviewed: 01/01/2024