



## Collect on delivery

reimbursement | Nachnahme | COD

Collect on delivery (COD), sometimes cash collect on delivery or cash on demand is the sale of goods, delivered by a forwarding company like Condor where payment is made on delivery of the goods to the forwarder rather than in advance. The forwarder collects the contracted amount from the consignee before delivering. If the goods are not paid for, they are returned to the retailer.

After collecting the goods, the forwarder is transferring the amount right to the seller or shipper of the goods. That service is very popular for small amounts, where banking transactions are complicated and time-consuming. Furthermore, it protects the consignee and the seller as the service is a real "cash against documents or cash against goods".

The problem of restricted payment transactions can be solved with collect on delivery terms.

Necessary information or documents:

- Invoice: The invoice amount must correspond to the transaction value of the goods.
- Information on the consignee and payer: The identity of the consignee must be clearly identifiable (contact person with contact details).
- Instructions on what to do with the goods in the event of non-payment.
- Instruction when the amount is to be collected (before or after customs clearance or before or after delivery, ...)
- Instruction whether to collect the COD fee from the recipient or from the client.
- Bank details of the seller for crediting the COD amount (IBAN and BIC)

### More information:

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### Service terms

A COD order always requires our confirmation. Cash on delivery orders can be rejected by us without giving reasons. The provisions of Reg (EU) 2015/849 and RL (EU) 2018/843 apply.

Payment for C.O.D. service does not provide protection against package loss or damage. We recommend the conclusion of a transport insurance.

The shipper assumes all risk related to the collection of the payment, including non-payment, insufficient funds, and forgery.