

HELLENIC TRAIN

General Terms for the Transport of Small Unaccompanied Packages by passenger train

The company "HELLENIC TRAIN - RAILWAY COMPANY SOCITE ANONYME", hereinafter referred to as the "Company", provides small unaccompanied package transport services between the stations of Athens and Thessaloniki and vice versa under the following terms, which the sender or the legal representative thereof represents that they unreservedly accept:

1. The sender is required to clearly and completely describe the content of the item being shipped in the Small Unaccompanied Packages Transport Form. Furthermore, the sender warrants that: a) they are the owner or legal holder of the items delivered for shipping or the representative of the owner or legal holder of the items in question; b) the content of the item being dispatched is as described; c) all the required particulars of the sender and of the recipient have been correctly recorded; and d) the item being dispatched has been packaged so as to ensure its safe handling.
2. The Company has the right to refuse to accept and/or to suspend the handling of small packages to be sent if the obligations referred to herein are not complied with, while in the same case the sender undertakes to pay all additional expenses that may arise during the handling, return or storage of said items.
3. The sender shall care and be responsible for the safe and durable packaging of the items, depending on their content. If the content of items suffers damage during their transport and management due to unsafe and improper packaging, the Company is released from any obligation to make good such damage.
4. The Company shall not undertake the transport of small packages which may be excluded from transport under the terms of the Rail Transport Regulation (KAMES). These include small packages with the following contents: Explosives, flammable materials, radioactive materials, corrosive substances, compressed gases, narcotics, poisons, antiquities, works of art, perishable foodstuffs, living or dead animals, plants and, in general, objects which are liable due to their nature or packaging to self-destruct or destroy other objects. Moreover, the Company does not undertake to transport currency and money. To prevent delivery for transport of the above-mentioned items, the Company is entitled but not obligated to inspect the item it undertakes to handle and to even open it. If the sender refuses the inspection of the item to be delivered, the Company shall be entitled not to accept it. When the sender delivers such items to be shipped for any reason, the Company, once it has ascertained that they exist, has the right to handle them at its discretion, including by immediately suspending the transport, waiving any further liability, while the fees are non-refundable. The sender shall always be held solely liable for any damage that may be caused to persons or other objects due to misrepresentation of the content.
5. Gold, silver, precious stones, precious metals, fragile and vulnerable articles shall not be accepted for transport.
6. When, for any reason, an item is not collected by the recipient within 10 days from the date of arrival, it shall be returned to the sender, who shall be charged the amount paid for its shipping. If the item cannot be delivered to the sender for any reason, it shall remain at the Company's premises for 30 days at the stipulated charge, for a maximum charge of 50€. After this deadline has elapsed, the object shall be classified as definitively undeliverable, followed by the destruction procedure with the drafting of a relevant report, and the Company shall no longer bear any further obligation.

7. The recipient, if there are reasonable grounds to do so, is entitled to receive it with reservations.
8. In the event of total/partial damage or loss of the content of the items being shipped, with the Company being at fault, compensation of either 80€ (total damage or loss) or 40€ (partial damage) shall be paid. In setting the compensation amount, under no circumstances shall the commercial usefulness or special value of the items for the sender, recipient or third party be taken into account. Compensation for non-material damage is included in the above amounts, while the resulting loss of profit is not compensated. In cases of multiple shipments, where multiple courier items are being shipped to a single recipient falling under the above cases, each small package is treated differently and compensated separately.
9. If an item is returned and the company is proven to be at fault for the non-delivery, the sender is entitled to request reimbursement of postal costs.
10. In case of late delivery for which the Company is demonstrably and exclusively found to be at fault, compensation equal to 2€ for each day of delay shall be paid, with a maximum amount of 50€.
11. The company shall bear no liability and shall pay no compensation whatsoever if the delay is due to force majeure (weather conditions, criminal acts, etc.).
12. The application for the exercise of any relevant right by the sender or recipient must be submitted in writing to the Company within an exclusive deadline of one (1) week from the day following the date on which the article was delivered for shipping. The original Small Unaccompanied Package Transport Form must be submitted.

For any additional information, complaint or problem, please contact the Luggage Services: Athens: 2130 121 552 & Thessaloniki: 2130 121 522, 8:00-20:00 daily or fill in the special contact form www.hellenictrain.gr->contact/requests

The company reserves the right not to receive items for transport at its discretion.

13. In order to provide Transport of Small Unaccompanied Packages, HELLENIC TRAIN collects and processes solely the necessary particulars of the senders and recipients of the packages (name, surname, address, telephone number and e-mail address) and shall not use them for any further purpose other than providing the above service and communicating with the sender/recipient in order to complete the transport. For more information regarding the protection of your personal data and your rights, please review HELLENIC TRAIN's Data Privacy Policy, available