

99118029261000

# Arbitration procedure for postal services Acceptance

Heruntergeladen am 06.06.2025

<https://fimpportal.de/xzufi-services/102879340/B100019>

| Modul                     | Sachverhalt   |
|---------------------------|---|
| Leistungsschlüssel        | 99118029261000  |
| Leistungsbezeichnung I    | Arbitration procedure for postal services Acceptance  |
| Leistungsbezeichnung II   | Request arbitration in the event of a dispute with a postal service provider  |
| Typisierung               | 1 - Bund: Regelung und Vollzug  |
| Quellredaktion            | Bund  |
| Freigabestatus Katalog    | fachlich freigegeben (gold)   |
| Freigabestatus Bibliothek | unbestimmter Freigabestatus   |
| Begriffe im Kontext       |   |
| Leistungstyp              | Leistungsobjekt mit Verrichtung   |
| Leistungsgruppierung      |   |
| Verrichtungskennung       | Entgegennahme (261)   |
| SDG-Informationsbereich   | Verbraucherrechte und Garantien im Zusammenhang mit dem Kauf von Waren und Dienstleistungen, einschließlich Verfahren für die Beilegung von Verbraucherrechtsstreitigkeiten und die |

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|                               | Verbraucherentschädigung  |
| Lagen Portalverbund           | Außergerichtliche Verfahren und Streitschlichtung (1150100), Verbraucherschutz (1150300)  |
| Einheitlicher Ansprechpartner | Nein  |
| Fachlich freigegeben am       | 09.12.2024  |
| Fachlich freigegeben durch    | Federal Ministry for Economic Affairs and Energy (BMWK)   |
| Handlungsgrundlage            | <a href="https://www.gesetze-im-internet.de/postschliv/">https://www.gesetze-im-internet.de/postschliv/</a>   |
| Teaser                        | If you are unable to reach an agreement with a postal service provider in the event of a dispute, the Federal Network Agency can mediate under certain conditions.  |
| Volltext                      | <p>The aim of the Federal Network Agency's conciliation procedure is to reach an amicable agreement as quickly as possible in the interests of both parties. In this way, long and potentially expensive court proceedings can be avoided.</p> <p>Arbitration is possible if your rights as a customer of a postal service provider have been violated. This may be, for example, because a letter or parcel has been</p> <ul style="list-style-type: none"> <li>• has been lost,</li> <li>• stolen or</li> <li>• has been damaged.</li> </ul> <p>If the request is made by consumers, participation is mandatory for the postal service provider. In other cases, the Federal Network Agency first asks the postal service provider whether it will participate in the conciliation procedure.</p> <p>The Federal Network Agency's Postal Conciliation Board attempts to mediate between the two sides in the dispute. The employees of the arbitration board involved in the proceedings are impartial, independent and have the necessary expertise. The arbitration</p> |

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|                          | board decides through a mediator who is an employee of the Federal Network Agency.  |
| Erforderliche Unterlagen | <ul style="list-style-type: none"> <li>• Letters, e-mails or faxes with the postal service provider regarding your current request</li> <li>• Printouts for shipment tracking</li> <li>• Photos of damaged items</li> <li>• Proof of posting</li> <li>• Invoice or other proof of the amount of damage claimed</li> <li>• Submit the required documents as a copy or scan.</li> </ul>   |
| Voraussetzungen          | <ul style="list-style-type: none"> <li>• You are the sender or recipient of a letter or parcel. Your consignment in transit <ul style="list-style-type: none"> <li>• was lost,</li> <li>• has been stolen or</li> <li>• has been damaged;</li> </ul> </li> <li>• or another right under the Postal Services Ordinance has been violated.</li> <li>• You have already tried in vain to reach an agreement with the postal service provider.</li> <li>• There is no reason for exclusion.</li> <li>• No special conditions have been agreed with the postal service provider.</li> </ul>  |
| Kosten                   | The arbitration procedure is free of charge. Costs such as postage and other expenses must be borne by you as the party to the dispute.   |
| Verfahrensablauf         | <p>You can submit an application for arbitration proceedings online, by letter, fax or e-mail:</p> <p>Online application:</p> <ul style="list-style-type: none"> <li>• Go to the online application of the Federal Network Agency's conciliation body Post on the Federal Network Agency's website.</li> <li>• Describe the facts of the case and your claims.</li> <li>• Upload your additional documents and submit the application.</li> <li>• The Schlichtungsstelle Post will check whether the requirements for a conciliation procedure are met.</li> <li>• If the procedure is successful, the arbitration board will hear the parties to the dispute and assess the arguments and evidence presented by both sides.</li> <li>• If necessary, the arbitration board makes a proposal</li> </ul> |

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for an agreement.

- Neither party is obliged to accept the settlement proposal.
- If no agreement is reached, the conciliation procedure ends with this statement.
- You will receive notification of the outcome of the conciliation procedure.

Request by letter, fax or e-mail:

- Download the application for conciliation from the website of the Federal Network Agency.
- You can complete the application on screen and then print it out or print it out first and then complete it by hand.
- Sign the application and add any attachments.
- Send the application with your attachments by post, fax or e-mail to the Federal Network Agency's postal conciliation body.
- All further steps correspond to the online procedure.

**Bearbeitungsdauer**

1 - 90 Tag(e)  
 As a rule, you will receive your conciliation proposal within 90 days of receipt of the complete complaint documents by the conciliation body.

**Frist**

- There is no deadline.

**weiterführende Informationen**

[https://www.bundesnetzagentur.de/DE/Vportal/Schlichtung/Schlichtung\\_Post/start.html](https://www.bundesnetzagentur.de/DE/Vportal/Schlichtung/Schlichtung_Post/start.html)

**Hinweise**

There are no indications or special features.

**Rechtsbehelf**

not applicable

**Kurztext**

- Request to initiate a conciliation procedure for postal services Reception
- Special conciliation body of the Federal Network Agency in the postal sector
- Objective: amicable settlement, avoidance of court proceedings and costs
- Arbitration possible in the event of violation of statutory customer rights, for example by

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|                   | <ul style="list-style-type: none"> <li>• Loss of a postal item,</li> <li>• theft,</li> <li>• damage</li> <li>• Conciliation procedure possible if certain conditions are met, including unsuccessful attempt to reach an agreement with the postal service provider and no reason for exclusion exists</li> <li>• Obligation to participate in the arbitration procedure for postal service providers if consumers submit the request</li> <li>• Application possible online, by e-mail, letter or fax</li> <li>• Responsible: Federal Network Agency (BNetzA)</li> </ul> |
| Ansprechpunkt     |   |
| Zuständige Stelle |   |
| Formulare         |   |
| Ursprungsportal   | Schlichtungsverfahren bei Postdienstleistungen<br>Entgegennahme, Arbitration procedure for postal services Acceptance   |