

When will my parcel arrive?

Parcels within Belgium are usually delivered within less than 24 hours. In Europe, standard delivery times generally lie between 24 and 96 hours. GLS delivers Monday to Friday during normal business hours. Parcel tracking shows you the expected delivery date.

[Parcel tracking](#)

How do I find out where my parcel is right now?

With the online parcel tracking function you can track your parcel at any time. Please note that GLS uses distribution centres, so the dispatch route may not always seem direct to you. To see where your parcel is right now, simply enter the parcel number or the Track ID.

[Parcel tracking](#)

What happens if I'm not at home at the time of delivery?

First, GLS will attempt to find a neighbour willing to accept and sign for your parcel. If no neighbour can accept your parcel, GLS will leave a notification card and GLS will take your parcel back to the depot (distribution centre). Online you can then select from a range of options to redirect your parcel and GLS will make another delivery attempt in accordance with your instructions.

[Parcel redirection](#)

If the second delivery attempt is also unsuccessful, the parcel will be returned to the sender after a storage period of 10 working days.

I am often not at home. How will I receive my parcel?

When ordering online you can often enter an alternative delivery address. This, for example, can be your place of work if your employer agrees to this. Many online shops also allow you to select a GLS ParcelShop as a direct delivery address. Alternatively you can issue GLS with a signature release authorisation. This way the driver can leave the parcel at a freely-accessible location of your choice at your address. If you did not choose one of these options in advance, a neighbour might accept your parcel.

Can GLS leave my parcel with a neighbour?

Yes. If you are not at home, the driver may leave your parcel with a neighbour. They will naturally have to sign for it. The driver will leave a notification card with the relevant information.

Can GLS leave my parcel at a ParcelShop for me to collect?

Yes. If the sender has booked the ShopDelivery-Service, you can already select a ParcelShop as the delivery address when placing your order. Note: To collect a parcel you will need a valid identity card or passport.

Where can I find my nearest ParcelShop?

Simply use the GLS ParcelShop finder to search for a shop and directions.

[ParcelShop finder](#)

Can another person collect my parcel from the ParcelShop?

Yes. Just hand the person an informal written authorisation. It should include your name and address, as well as the name and address of the collector. The authorised person must bring the authorisation and a valid identity card or passport.

Can I authorise GLS to leave a parcel at an agreed place?

Yes, you can authorise GLS to leave a parcel at an agreed place, for example, in your garage. To do this, simply download the signature release authorisation as a PDF, print it out, fill it in and send it to your GLS depot - or hand it directly to the GLS driver. The signature release authorisation can be a one-off or general authorisation. You can also revoke it at any time in writing.

What is parcel redirection?

If the first delivery attempt is unsuccessful, you as the recipient can choose what happens next. Your parcel redirection options are as follows:

- A second delivery attempt to your address - you choose on which day.
- Delivery to another address, which you specify
- Parcel delivery to a GLS ParcelShop of your choice
- Issue a signature release authorisation. The GLS driver can deliver your parcel to the place you specify, even if no one is present.
- Refuse acceptance: the parcel is then returned to the sender.
- Collect the parcel yourself at the depot: The parcel remains in the depot and is available for collection for nine working days. No second delivery attempt is made.

I want to return my parcel. What do I do?

Many senders have booked an additional GLS service for returns. This means, when returning goods, you simply attach the enclosed return label to the parcel and hand it over at a ParcelShop of your choice. GLS then does the rest. If a parcel does not include a return label, you can still return it via a GLS ParcelShop but you will have to pay the standard ParcelShop charges.

[ParcelShop price list](#)

My parcel is damaged. What can I do?

If your parcel is externally damaged, you can refuse to accept it. GLS will then return the parcel to the depot and inform the sender. If the contents are damaged, please contact the sender. GLS cannot and must not check the contents of sent parcels.

My parcel hasn't arrived. What should I do?

First of all check the status of your parcel using GLS's parcel tracking function. To do this, enter the parcel number the sender has given you – if not, ask the sender for the number. Secondly, look for the notification card that a GLS driver leaves behind if no-one is at home at the first delivery attempt. The notification card will tell you where your parcel is – for example, with a neighbour or in a GLS depot. The Track ID will also be included on the card, enabling you to use the parcel tracking function and the GLS parcel redirection function. If shipment tracking does not help you, get in touch using the contact form or call our receiver hotline.

My question isn't listed here. Where can I get more information?