

CTT 24h: Automated Lockers to receive your orders

HOW DOES IT WORK?

OPTION 1:

When an online store offers CTT 24H Automated Lockers as delivery points.

This option is available for online stores that have a contract with CTT Express and offer CTT delivery points as the delivery address when the customer chooses what address they would like to have their order delivered.

This way, the customer simply has to choose the Nova SBE delivery point to receive their order, without having to make any previous registration in the www.ctt24.pt site.

1. Select CTT 24H Automated Lockers

When checking out of the online store, as a delivery option, you may select the Nova SBE automated locker.

2. Pick up your orders

Once your order is finally placed at the Nova SBE automated locker, you will receive a PIN code via text message and e-mail as well with the object's identification code. You must use the object's identification code and the PIN code to pick up the order. You have up until 5 business days after being notified. If you fail to pick up your order, it will be returned to the sender.

3. How much does it cost?

If the online store has CTT 24H automated lockers and delivery points, then you won't need to pay any additional fees other than what you will be charged by the online store.

OPTION 2:

When an online store does not offer CTT 24H Automated Lockers as delivery points.

You need to consider these steps if the online store does not have CTT 24H automated lockers as delivery points. If you want your order to be delivered in an automated locker, then you need to follow the next steps:

1. Create your CTT24H account

Register at the www.ctt24.pt site and choose the Nova SBE CTT24H automated lockers. After registering, you will receive a unique individual code that you must use alongside your name to ship your order to CTT's processing warehouse.

2. Enter the delivery address and your unique code

If the online store does not offer a CTT 24H automated locker as a delivery point, the order address must be the one of the processing warehouses, where the name and your unique code, already received, must be placed.

3. Pick up your order

When the order arrives at the Automatic Locker of Nova SBE, you will receive a PIN code via text message and e-mail, alongside the code, which identifies the object and that will be necessary to pick up the order.

4. How much does it cost?

If the online store does not offer the CTT 24H automated locker as a delivery point, before placing and sending your orders you must guarantee you have enough credit in your CTT 24H account. Each object processed in the warehouse to be shipped to the automated lockers has a 1.50€ fee (Portugal's tax fee included).

Important note: if you buy **2 items** in the same online store, the shipping of these 2 items to a CTT 24H automated locker of your choice will cost **3€ (2x1.5€)**.

WEIGHT AND DIMENSIONS

The CTT 24H automated lockers can only receive packages that do not exceed 36,5x27x47,5cm and must not weigh more than 20kg.