TikTok Shop Approved Shipping Carriers in Spain

TikTok Shop Shipping & Fulfillment · https://docs.m2ecloud.com/docs/tiktok-shop-approved-shipping-carriers-in-spain/

Stay compliant, ship *faster*: the TikTok Shop approved shipping carrier list for Spain starts here.

> ℹ *Learn more about the TikTok Shop Spain Shipping requirements and providers.*

Shipping Types You Can Use in Spain

Local > Local (ship to a Spanish address):

- *Available:* Ship by TikTok (*default*) or Ship by Seller.
- No prior approval is needed to switch to Ship by Seller in the Seller Center.

Sell Across EU (ship from Spain to another EU country):

- *Available:* Ship by TikTok (*default*) or Ship by Seller.
- No prior approval is needed to switch to Ship by Seller in the Seller Center.

> ⚠ ***Warning:*** *If you choose Ship by Seller, you are fully responsible for carrier selection, costs, tracking quality, and any delivery issues.*

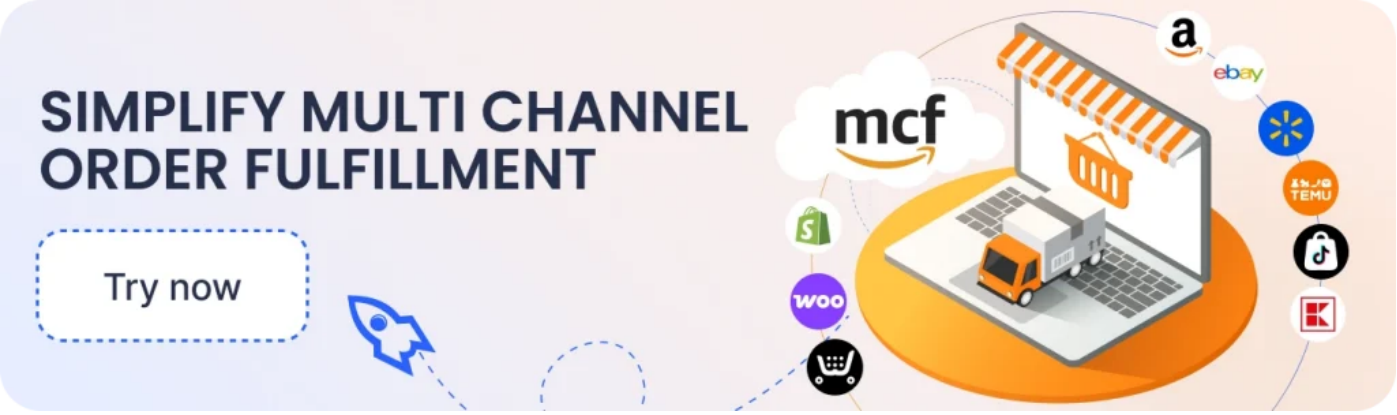
TikTok Shop - Approved Shipping Providers in Spain (Ship by Seller)

You must use one of these integrated carriers so tracking counts toward your metrics:

- SEUR;
- Correos;
- Correos Express;
- MRW;
- GLS;

- DHL Express;
- UPS;
- FedEx;
- TNT;
- NACEX;
- Zeleris;
- TIPSA;
- CTT Express;
- Spring GDS;
- Asendia;
- Amazon Logistics.

Connect your store to Amazon MCF with M2E Cloud to auto-fulfill TikTok Shop orders, while Amazon handles pick, pack, and ship, so you can focus on growth.



Check approved carriers: After creating your template, revisit Shipping Settings to see the approved 3PLs for your region - plus any supported integration tools/connectors.

Use a supported connector to auto-sync order status and tracking, cutting manual work and errors.

> ⚠ ***Warning:*** *Using an unauthorized carrier triggers automatic order cancellation with no compensation.*

SLAs & Timelines You Must Meet

Ship by Seller: Local > Local (Spain > Spain)

Step	Seller Center status	Deadline (from order receipt)	Notes
Confirm, pack, create & affix label	Stocking > Awaiting collection/Awaiting shipment (RTS)	≤ 2 Working Days	Misses count toward late dispatch rate (LDR)
Hand to carrier	Awaiting collection/Awaiting shipment > In transit (TTS)	≤ 3 Working Days	Auto-cancel if not handed over by Day 7
Delivered	Delivered	≤ 5 Working Days	Affects on-time delivery rate (OTDR)

Ship by Seller: Sell Across EU (Spain > Other EU)

- **RTS:** ≤ 2 Working days;
- **TTS:** ≤ 3 Working days (*auto-cancel at Day 7 if not handed over*);
- **Delivery:** By the defined delivery SLA (affects OTDR).

Ship by TikTok Shop (Local or Sell Across EU)

- **RTS:** ≤ 2 Working days;
- **TTS:** ≤ 3 Working days (*auto-cancel at Day 7 if not handed over*);
- **Delivery:** By the carrier's estimated date (*TikTok handles customer delivery issues*).

Tracking & Performance Metrics

- **Valid tracking rate (VTR):** For Ship by Seller, you must ship with an approved carrier (*list above*) and provide accurate, trackable numbers. Missing/incorrect tracking, or non-approved carriers, can harm VTR and may trigger Order Volume Limits (OVLs) or other restrictions.
- **Late dispatch rate (LDR):** Counts when you exceed 2 Working Days to reach RTS (Awaiting Collection/Awaiting Shipment).
- **On-time delivery rate (OTDR):** Measures if orders reach Delivered within the SLA (5 Working days local-to-local; defined SLA for cross-border).

- **Seller fault cancellation rate (SFCR):** Cancelling orders before shipment increases SFCR and may lead to enforcement actions.

Labels, Data, and Packing Essentials

Shipping label must include:

- Customer name.
- Customer's complete address (*including postcode*).
- Seller's full name and address.

Label rules:

- No extra seller contact info beyond what’s on your TikTok Shop.
- Do not cover or remove other scannable barcodes.
- Ensure the correct label is on each parcel (*mislabels may be re-labeled at your cost or disposed of by the carrier*).

Customer data & comms:

- Protect personal data and keep communications confidential, per TikTok Shop Privacy Policy.

Packing:

- Pack within 2 working days; protect goods from damage.
- Follow the carrier’s latest terms and any special handling requirements (*check Seller Academy links*).
- No marketing inserts, review solicitations, or unrequested items.

Hazardous & Prohibited Goods

- Follow all applicable laws and carrier rules for Hazardous Goods (*e.g., limited quantities, special packaging*).
- Do not ship hazardous items without the required approvals from TikTok Shop and the carrier.
- Comply with the TikTok Shop EU Prohibited Products Policy.

Hand-off & Monitoring

- Ensure parcels are ready for pickup at the agreed time/place or dropped off at the carrier shop/hub.
- Keep the order status updated and monitor until Delivered.
- For Ship by Seller, TikTok may verify status using carrier data.
- Lost/delayed/damaged parcels trigger customer options (*refund/replacement*) via policy flows.

Prohibited Shipping Behaviors (Zero-Tolerance)

- Empty or incomplete shipments.
- Items not matching the product page/order.
- False/misleading label info or fake/duplicate tracking numbers.
- Shipping is only available to the customer’s address.
- Unrequested changes to order or shipping data.

If an issue arises:

- **Ship by seller:** you must handle your carrier; TikTok won’t intervene in that dialogue.
- **Ship by TikTok:** TikTok requests evidence from the carrier and supports resolution per dispute policy.