



Balík
Do ruky



What is Parcel Delivery To Hand

Parcel Delivery To Hand is **designed for consignments weighing up to 50 kg with the longest dimension up to 200 cm**. The consignment will be delivered to the addressee even in the remotest corner of this country, typically the next working day after posting. Parcel Delivery To Hand is a wonderful solution if the addressee has no time to visit a post office. You need not visit a post office either - we can pick up your parcel at your place. You can choose from multiple additional services so that the product meets your needs.

Benefits

- Delivery next working day after posting, **the addressee can change the date and/or time and place of delivery**
- The addressee will be informed about the delivery date and time on the day of posting
- Parcels posted with a **Customer Card** can be sent in a simpler way at a discounted price
- If your parcel has been deposited at the post office, **only the pickup code sent by SMS or email is necessary** to pick it up. You can send someone else to pick up your parcel - just tell them the code

Everything's close at hand with Parcel Delivery To Hand

We will do our best to satisfy you. Do you want proof?

On the day of posting, the addressee can visit www.zmenadoruceni.cz and change the place and date and/or time of delivery.

Parcels with the service Return Receipt will be delivered to the addressee against a certificate of delivery. If you prefer electronic documentation, you can ask for e-Return Receipt to receive an SMS or email notification of delivery. This notification is free of charge for Customer Card holders.

Parcel Delivery To Hand is **ideal for ordering large household appliances from online shops**. Parcel Delivery To Hand with the additional service Complete Delivery guarantees delivery to the designated place. If you wish, your old machine can also be removed at the same time.

If the addressee is absent, **we will deliver the parcel again at a better time**. If the addressee refuses to accept the parcel, we will send it back to you. Free of charge, of course.

Basic parameters

Size category	S (longest dimension up to 35 cm), M (longest dimension up to 50 cm), L (longest dimension up to 100 cm), and XL (longest dimension up to 200 cm).
Maximum weight	50 kg
Posting	Parcel Delivery To Hand consignments can be posted at any post offices or - in the case of contractual partners - picked up; consignments over 31,5 kg can be posted only at authorised outlets.
Delivery	The parcel will be delivered the next working day after posting by standard delivery.
Addressing/Labelling	Fill in the address details in the address label. An additional sticker "nad 30 kg" (in English: Over 30 kg) must be placed next to the address label on parcels weighing more than 30 kg. Alternatively, the note "nad 30 kg" (in English: Over 30 kg) can be printed on the address label.
Certificate of posting	Fill in a posting form (no posting form is required if the parcel is posted with a Customer Card or via the Parcel Posting application). If you are posting more parcels, use a bulk posting form or electronic data file.
Certificate of delivery	The parcel will be delivered to the addressee only against certificate of delivery.
Compensation cover	The basic price covers compensation for loss, damage or part loss up to the declared value (max. CZK 50,000). Higher compensation cover up to CZK 100,000 or CZK 1 million with the Insured Consignment service is also available for a surcharge.
Minimum size	The minimum size of Parcel Delivery To Hand consignments is 15x10,5 cm.
Maximum size	The maximum dimension of the parcel may not exceed 200 cm; the total of all three dimensions may not exceed 300 cm.

Additional services

No-Card Cash on Delivery	This service is available only if you post your parcel with a data file containing all details. No paperwork is required.
Insured Consignment	This service is designed for valuable consignments or those containing money, payment cards, vouchers, bills of exchange, cheques and other securities, artworks and collectibles, jewellery, precious stones, precious metals, and other valuables worth up to CZK 1 million.
Cash on Delivery	The COD amount will be collected from the recipient and paid out to the sender in cash or by bank transfer.
Delivery to the Addressee Only	The sender can order delivery only to the addressee.
Return Receipt, electronic notification for the sender	A paper or electronic (SMS or email) notification of delivery of the consignment to the addressee will be sent to the sender.
Guaranteed Delivery Time*	The sender may order guaranteed delivery time by 10 a.m., 12 a.m. or 2 p.m. the next working day. The sender may order delivery on Saturday if the parcel is posted on Friday.
Complete Delivery	At the customer's request, the consignment will be delivered to the destination place, such as a flat or office. The goods will be unpacked, checked and the empty package will be removed. If an old appliance is replaced with a new one, the old appliance will be removed.
Fragile	Parcels with fragile content will be handled with an extra care. You can use this service only for parcels sized up to M and weighing up to 10 kg.
Do Not Redirect	Your parcel will be sent to no place other than the destination place in the address.
No Longer Collection Time	This service allows the sender to preclude the possibility that the addressee asks for a longer collection time (up to 15 days).
Non-standard	A surcharge applies to parcels with a shape other than rectangular (cube or cuboid), with any dimension less than 0,8 cm, not packed in cardboard paper or another solid material, or packed in black.
Reply Mail	The sender needn't worry about the price of the service - it is paid by the addressee.
Redelivery	At the addressee's request, a repeated delivery attempt will be made.
Longer Collection Time*	The collection time can be extended from the standard 7 days up to 15 days.
Multiple Piece Consignment	Your customer will certainly appreciate getting all goods at once, with even less money charged for the service.

* This additional service is available for **Parcel Delivery To Hand** consignments up to 30 kg.

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Notes

Would you like to know more? Contact us

We are ready to answer all your questions and/or prepare an offer of services to meet your needs. **Call us at 800 10 44 10 or arrange for a meeting with any of our sales representatives. Visit www.ceskaposta.cz to see their list.**

A final tip

Visit www.zakaznicka-karta.cz to find out more about discounts and other benefits related to Czech Post's Customer Card.



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