

## Parcel Delivery To Hand

### Opening provisions

1. Parcel Delivery To Hand ("Balík Do ruky") is a postal service provided by Česká pošta, s.p. (hereinafter referred to as "the Company") on the basis of the Act No. 29/2000 Coll., on postal services and on amendment to certain related acts ("the Postal Service Act"), as amended. The Postal Terms and Conditions of Česká pošta, s.p. – Basic Postal Services (hereinafter referred to as "the Basic Postal Terms and Conditions") apply accordingly to matters which are not regulated by these Terms and Conditions.
2. The Company accepts Parcel Delivery To Hand consignments (hereinafter referred to as "consignment(s)") at any post office marked with the Company logo (hereinafter referred to as "post office") **in the hours set for it by the Company**, or through its authorised employees at the place agreed in writing with the sender (hereinafter referred to as "pickup"). Consignments from 31.5 kg to 50 kg (hereinafter referred to as "consignment(s) over 31.5 kg") will only be accepted by the Company under a previously made Agreement on the Conditions for Posting Parcel Delivery To Hand at an authorised post office. Consignments with the additional service specified in Art. 29 can be sent without an agreement in writing, with authorised employees at a place agreed with the sender, only in designated municipalities. Information on post offices and authorised outlets which accept consignments is available on the Company's website ([www.ceskaposta.cz](http://www.ceskaposta.cz)), on request at any post office, or by calling 954 40 66 99.

### Content of consignment

3. Unless expressly specified otherwise in Art. 32 below, consignments can contain objects whose value does not exceed CZK 100,000. The same applies also to consignments posted under Art. 27 of these Terms and Conditions (hereinafter

referred to as "reply mail consignment(s)"). Consignments must not contain any objects specified in Art. 2(2) of the Basic Postal Terms and Conditions and/or – with the exception of consignments with the additional service under Art. 32 – any objects specified in Art. 2(4) of the Basic Postal Terms and Conditions. Any object specified in Art. 2(3) of the Basic Postal Terms and Conditions can be contained if the conditions specified in this Article are complied with. If an agreement has been made in writing prior to the sending of a consignment, the consignment can also contain unwrapped tyres if the agreed conditions are complied with.

### Parameters of consignment

4. The weight of a consignment may not exceed 50 kg. The weight is determined upon posting with a minimum accuracy of 100 g. If the consignment is posted with the additional service "Multiple Piece Consignment" under Art. 17, the weight limit of 31.5 kg applies to each piece of the consignment separately.
5. The minimum consignment dimensions are 15 x 10.5 cm. A cylindrical-shaped consignment is acceptable provided its minimum length is 15 cm and its minimum diameter is 3.5 cm. None of the dimensions may exceed 200 cm. The sum of the length, width, and height of the consignment may not exceed 300 cm. Consignments with shapes other than rectangular will be assessed accordingly. The dimensions of each piece of a consignment posted with the additional service under Art. 17 must not exceed the limits specified in Art. 17.
6. A machine-sortable consignment must comply with all the following parameters:
  - a) Dimensions between 15 cm x 10.5 cm x 1.5 cm and 70 cm x 50 cm x 50 cm,
  - b) Weight between 0.1 kg and 30 kg,
  - c) Not wrapped in black,
  - d) Shaped as a cube or rectangle,

- e) Strong wrapping, such as a cardboard box, strong envelope, strong plastic bag intended for transportation,
  - f) Content secured against movement.
7. A Standard consignment must comply with all the following parameters:
- a) Maximum dimensions of 120 cm x 60 cm x 60 cm,
  - b) Maximum weight of 31.5 kg,
  - c) Shaped as a cube, rectangle, or cylinder,
  - d) Strong wrapping, such as a cardboard box, strong envelope, strong plastic bag intended for transportation,
  - e) Content secured against movement.

### Packaging of consignments

8. Consignments must be packed in the manner specified in Art. 3 of the Basic Postal Terms and Conditions.

### Service description

9. Consignments are posted against confirmation by the Company. Consignments will only be delivered by the Company if the recipient confirms the receipt or produces the identification code specified in Art. 45 or Art. 51 or Art. 52.
10. If the sender requests the additional service under Art. 17, all pieces of the consignment handed over by the sender to the Company as one unit for the provision of the postal service make up one consignment. Each piece of the consignment posted with the additional service under Art. 17 must be packed as required by Art. 8 above. The sender will select one piece of the consignment posted with the additional service under Art. 17 as the main piece, and will mark it in the manner specified in Art. 17.
11. An attempt at delivery of the consignment at the place given in the postal address is usually made the next working day after posting. This does not apply to consignments that do not comply with the parameters specified for Standard consignments under Art. 7 as well as in cases specified under Art. 13.
12. If the consignment is posted with the additional service under Art. 29, an attempt at delivery of the consignment at the place given in the postal

address will be made within the time limits specified in the Article.

The time limit specified in Art. 29 is also considered complied with if the Company has attempted to deliver the consignment at the place given in the postal address or – in cases specified in Art. 13 below – has requested the addressee to collect the consignment at the relevant post office, or has prepared the consignment for pickup at the relevant post office within this time limit without attempting to deliver the consignment at the place given in the postal address.

The time limit specified in Art. 29 is also considered complied with if the addressee has requested delivery of the consignment within a longer period of time than the time limit specified in Art. 29 and the Company has attempted to deliver the consignment at the addressee's place within this period of time. If the consignment is posted after the time limit announced by the Company for this purpose, or – in case of the additional service under Art. 29 – if the consignment is posted on a Saturday or Sunday or public holiday, the next working day on which this postal service can be requested at the same post office or with the same authorised employee is considered to be the day of posting for the purposes of setting the time limit for delivery under Art. 29.

13. The Company is not obliged to attempt to deliver the consignment at the place given in the postal address:
- a) If the declared value of the consignment exceeds CZK 150,000;
  - b) If the place of delivery specified in the postal address is not accessible from a public road, the quality of which corresponds to the transportation means used by the individual who makes the delivery;
  - c) If the addressee consented to it;
  - d) If other obstacles not caused by the Company prevent it; or
  - e) For capacity or other serious operational reasons – this exception does not apply to consignments with additional services and/or instructions under Art. 29.
14. If the weight of the consignment does not exceed 10 kg and its length does not exceed 50 cm, the sender may ask the Company to handle it with special care in order to minimize the risk of damage

due to its standard handling. In such case, the postal service will be provided for an increased price (surcharge for “Fragile” consignments).

If the sender requests handling with special care for the consignment and posts it with the additional service under Art. 17, the provision of this service including the specified weight and dimensional limits will apply to each piece of the consignment labelled as “Fragile.” The price of the additional service has to be paid for each such piece.

15. The sender must mark the consignment with the address details or attach to the consignment a completed address label received from the Company or an address label approved by the Company. The sender must specify the required additional services, instructions, and surcharges on the address side of the consignment or on the address label in the manner specified in Art. 17 to 33; alternatively, the sender may use pictograms on the address label in the format approved by the Company and specify all the required additional services, instructions, and surcharges in the posting certificate. If the weight of the consignment exceeds 15 kg or 30 kg, the sender must attach an additional sticker “Over 15 kg” or “Over 30 kg”, respectively, to the side of the consignment to which the address label is attached. If the consignment is posted with the additional service under Art. 17 and at least one piece of the consignment weighs more than 15 kg or more than 30 kg, the sender must attach this additional sticker to each piece of the consignment. If the weight of the consignment exceeds 15 kg or 30 kg but the consignment is not marked with this additional sticker, the Company will do so instead of the sender.

If the consignment is posted with the additional service under Art. 17, the sender must mark each piece of the consignment with the address details or attach an address label to each piece of the consignment, identify the main piece of the consignment, and mark the number of all consignments tied to the main consignment in the address label. The declared value of the consignment posted with this additional service applies to the entire consignment.

The sender must attach the completed address label, any other stickers and notes under Art. 17 to

33 to the largest surface of the consignment (hereinafter referred to as “address side”).

If the address label, any other stickers or notes under Art. 17 to 33 cannot be attached to the surface, the sender must attach them to an address tag which is then to be attached to the consignment.

### Additional services and sender's instructions

16. **The sender may select one or more additional services and/or instructions** mentioned in Articles 17 to 33. If the weight of the consignment exceeds 31.5 kg, the sender may select one or more additional services and/or instructions mentioned in Art. 17, 18, 19, 20, 21, 22, 24, 25, 27, or 30. In such case, the consignment weighing over 31.5 kg will be delivered as if it were posted in combination with the service “Do Not Redirect.”

17. **“Multiple Piece Consignment”** – If the sender requests that several separately packed pieces (items), posted at the same time and addressed to the same addressee, be delivered together as one consignment, the consignment must be posted with the additional service “Multiple Piece Consignment.” The number of pieces posted as one consignment with the additional service “Multiple Piece Consignment” may not exceed 5.

The sender must mark each piece of the consignment posted with the additional service “Multiple Piece Consignment” with the acronym “VK”, clearly marked next to the address label.

The sender must identify one of the pieces of the consignment as the main piece.

If the sender posts the consignment with the additional service “Multiple Piece Consignment”, the sender must mark the serial number of each piece and the total number of all pieces posted as one multiple piece consignment either on the surface or the address label of each piece of the consignment; to do so, he must use the form of a fraction, such as 1/5, 2/5, etc., and the piece identified by the sender as the main piece must be marked as the first one. The pieces of the multiple piece consignment must be marked in an ascending order, the distance between the numerators of two successive fractions must be one.

In addition to the fraction, the piece of the multiple piece consignment identified by the sender as the main piece must also be marked with the note “Main piece” and the other pieces must be marked with the posting number of the main piece.

The sender’s instructions and additional services which are included in the address label of the piece identified by the sender as the main piece apply to all pieces of the multiple piece consignment, with the exception of Art. 14.

The additional service “Multiple Piece Consignment” is not available if at least one of the pieces:

- a) Weighs over 31.5 kg,
- b) Has any dimension over 120 cm x 60 cm x 60 cm,
- c) Has a distinctly irregular shape, spherical or conic shape, or contains protruding parts,
- d) Does not have a strong wrapping, such as a cardboard box, strong envelope, strong plastic bag intended for transportation,
- e) Has contents not secured against movement.

Consignments with shapes other than rectangular will be assessed accordingly.

18. **“Cash on Delivery”**: If the consignment is posted with this additional service, the Company must collect the specified amount of cash (hereinafter referred to as “COD Amount”) upon delivery of the consignment to the recipient. The COD Amount may only be specified in full CZK.

In such case, the Company will collect the COD Amount from the recipient upon delivery of the consignment. The sender must specify the COD Amount in the address label; the COD Amount may not exceed CZK 100,000 or – if the additional service “Insured Consignment” is used – CZK 1,000,000.

The COD Amount must be specified in digits, without any spaces or other separators. Any empty space before and/or after the COD Amount must be crossed out so that no other data can be added to it.

Together with the consignment the sender must hand over the Remittance of COD Amount form as specified by the Company; the form is to be completed according to the preprinted instructions. This does not apply in the case of a special agreement under Art. 19.

The sender must put the Remittance of COD Amount form into a plastic envelope which is to be attached to the address side; the envelope must not cover the address label, any other stickers and notes under Art. 17 to 33. If there is not enough space for the envelope on the address side, it must be attached to an adjacent side. Plastic envelopes are available from the Company.

If the consignment is posted with the additional service “Cash on Delivery” and the additional service “Multiple Piece Consignment”, the provision of the service “Cash on Delivery” does not apply to individual pieces of the consignment posted with the additional service under Art. 17 but to the consignment posted with the additional service under Art. 17 as a whole. The sender must attach the above-mentioned details and plastic envelope with the Remittance of COD Amount form to the piece of the consignment identified as the main piece.

The sender may not request remittance of the collected COD Amount abroad.

The Company will be held liable to the sender for the collected COD Amount. The Company has to pay the COD Amount also if a lower amount or no amount whatsoever was collected from the recipient upon delivery of the consignment.

The Company will pay the COD Amount within three working days of its collection from the recipient. This time limit for cash payment is deemed complied with also if the Company invites the addressee to collect the COD Amount within this time limit at the appropriate post office or if the COD Amount is prepared for collection at the appropriate post office.

19. **“No-Card Cash on Delivery”** – Senders who have entered with the Company into an agreement to provide data on consignments in the form of data files may post their consignments with the additional service “Cash on Delivery.” In such case, the sender has to attach a sticker or the note **“No-Card Cash on Delivery”** to the consignment; the Remittance of COD Amount form is not required to accompany the consignment. If the sender uses the “No-Card Cash on Delivery” service, the Company will transfer the collected COD Amount to the bank for the COD Amount addressee who maintains an account with the bank; it will do so within three days of its collection from the recipient. If the

consignment is deposited in a Balíkovna parcel pickup outlet, the addressee may also pay the COD Amount online via a payment gateway. A Balíkovna parcel pickup outlet means an external pickup location operated by a partner of the Company and labelled as a Balíkovna parcel pickup outlet; it is not a post office in the meaning of Art. 1 of the Basic Postal Terms and Conditions. The COD Amount may be paid in this manner at the latest before the delivery of the consignment. In the case of an online payment of the COD Amount, the time limit of three working days for the payment of the COD Amount will be counted from the day of delivery of the consignment. The provisions under Art. 18 apply accordingly to the manner of specification and amount of the COD Amount.

If the consignment is posted with the additional service “No-Card Cash on Delivery” and the additional service “Multiple Piece Consignment”, the provision of the service “No-Card Cash on Delivery” does not apply to individual pieces of the consignment posted with the additional service under Art. 17 but to the consignment posted with the additional service under Art. 17 as a whole. The sender must attach the above-mentioned data to the piece of the consignment identified by him as the main piece.

20. **“Electronic Notification for the Sender”** – If the sender requests that the Company notifies him by electronic means about delivery of the consignment to the recipient and/or about other facts concerning the delivery. The sender must post the consignment together with his contact details, i.e. mobile phone number included in the address label and mobile phone number or email address included in the posting certificate (a combination of contact details is also acceptable), to which the notification is to be sent by the Company. He can also include his email address in the address label. The mobile phone number must be provided with the country code in the format +420 or 00420 and it must be an end-user phone number as defined by the legal regulations applicable to communication services; it must not be a phone number with a special rate paid by the caller (including toll-free lines). The Company will also use the selected method to notify the sender about the forthcoming end of the collection time provided that the recipient has not picked up the

consignment from an outlet or asked for return of the consignment back to the sender before its pickup.

If the sender posts the consignment with the additional service “Electronic Notification for the Sender” and the additional service “Multiple Piece Consignment”, the provision of the service “Electronic Notification for the Sender” does not apply to individual pieces of the consignment but to the consignment posted with the additional service under Art. 17 as a whole.

21. **“Electronic Notification for the Addressee”** – If the sender requests that the Company notifies the addressee by electronic means about posting of the consignment, its depositing and/or about other facts concerning its delivery. The sender must post the consignment together with the addressee’s contact details, i.e. mobile phone number included in the address label and mobile phone number or email address included in the posting certificate (a combination of contact details is also acceptable), to which the notification is to be sent by the Company.

If the weight of the consignment exceeds 31.5 kg or if the consignment is posted with the additional service “B2B Consignment (Deliver to Business)” and the sender includes the addressee’s landline phone number, this detail will only be used to contact the addressee and arrange for delivery of the consignment. The mobile phone number and, if the weight of the consignment exceeds 31.5 kg or if the consignment is posted with the additional service “B2B Consignment (Deliver to Business),” also the landline phone number must be provided with the country code in the format +420 or 00420; it must not be a phone number with a special rate paid by the caller (including toll-free lines). This service can be provided only if the applicable legal regulations (Regulation (EU) 2016/679 – the General Data Protection Regulation) are complied with.

If the sender included the addressee’s contact details, the Company will use them to notify the addressee by a short SMS/email message (hereinafter referred to as “notification”) about the posting of the consignment and date/time of its delivery attempt.

If the consignment is posted after the time limit set by the Company for this purpose, the date/time of

delivery attempt will not be included in the notification. Another notification will be sent to the addressee on the day of delivery attempt, with an exact date/time of delivery attempt. The addressee may agree with the Company on another day of delivery (see Art. 35).

This service will not be provided if the phone number or email address user has made it clear that this form of notification should not be used.

22. **“Delivery to the Addressee Only”** – If the sender requests that the Company delivers the consignment to the addressee only; this service is only available for consignments addressed to an individual.

The sender must provide the consignment with a sticker or note “Delivery to the Addressee Only”, etc.

The additional service “Delivery to the Addressee Only” is not available for consignments with the additional service under Art. 17.

23. **“Longer Collection Time”** – If the sender requests that the standard 7-day collection time during which the notified consignment is ready for pickup at the appropriate post office be extended to 15 days. The sender must include the instruction in the address label.

If the consignment is posted with the additional service “Longer Collection Time” and the additional service under Art. 17, the provision of the service “Longer Collection Time” does not apply to individual pieces of the consignment posted with the additional service under Art. 17 but to the consignment posted with the additional service under Art. 17 as a whole. The instruction which is marked on the piece of the multiple piece consignment identified as the main piece will be decisive for the provision of the service.

24. **“No Longer Collection Time”** – If the sender requests that the standard 7-day collection time during which the notified consignment is ready for pickup at the appropriate post office should not be extended to 15 days at the addressee’s request.
25. **“Shorter Collection Time”** – If the sender requests that the standard 7-day collection time during which the notified consignment is ready for pickup at the appropriate post office be shortened to 3 days. The sender must include the instruction in the address label.

If the consignment is posted with the additional service “Shorter Collection Time” and the additional service under Art. 17, the provision of the service “Shorter Collection Time” does not apply to individual pieces of the consignment posted with the additional service under Art. 17 but to the consignment posted with the additional service under Art. 17 as a whole. The instruction which is marked on the piece of the multiple piece consignment identified as the main piece will be decisive for the provision of the service.

26. **“Do Not Redirect”** – If the sender requests that the Company does not deliver the consignment at any place other than the one specified in the address details (i.e. it must not be redirected to a new address selected by the addressee).

27. Consignments sent under a special agreement made in writing between the addressee and the Company can be posted with the additional service **“Reply Mail”** at authorised outlets. If the weight of the consignment exceeds 31.5 kg, this service must first be arranged by phone. The service price is paid by the addressee who agreed with the Company to pay it instead of the sender. The additional services and/or instructions specified in Art. 17 to 26 and Art. 28 to 31 are not available.

28. Consignments up to 31.5 kg sent under a special agreement made in writing between the addressee and the Company can be posted with the additional service **“Pickup of Goods.”** This additional service can be ordered via the Parcel Posting application (the “Pickup of Goods” submenu) at the Company’s website ([www.ceskaposta.cz](http://www.ceskaposta.cz)). The sender must use the authorisation code received from the addressee to log into the application (once used for placing the order, the authorisation code can no longer be used as a login for the application). The consignment can be posted at any post office or picked up at the address given by the sender in the order. The consignment can be posted within a period of 30 calendar days from the date of order. The consignment can only be sent to the address specified by the addressee; this address will be automatically added to the order form in the application. This address and the identification code assigned to the sender by the Company after the placement of the order must be written by the sender on the consignment. The service price is paid by the addressee who agreed with the

Company to pay it instead of the sender. The additional services and/or instructions specified in Art. 17 to 19, 22 to 27, 29 to 30, and 32 to 33 are not available.

29. **“Guaranteed Delivery Time”** – If the sender requests that the Company delivers the consignment at the latest by 2:00 p.m., the Company will deliver the consignment at the latest by 2:00 p.m. of the next working day after the day of posting of the consignment. A shorter delivery time can be arranged for in circumstances specified by the Company; information about municipalities in which consignments posted the previous day will be delivered within a shorter delivery time is available at the Company’s website ([www.ceskaposta.cz](http://www.ceskaposta.cz)), on request at any post office, or by calling 954 40 66 99. The sender may order delivery on Saturday if the consignment is posted on Friday. This does not apply to Saturdays that are public holidays.

This additional service is not available if the sender uses the additional service under Art. 31 or the consignment weight exceeds 31.5 kg.

30. **“Confirmation of Documentation on Delivery”** – If an agreement has been made in writing prior to the sending of a consignment, the sender may request that the Company have the documents attached to the consignment signed before delivery on condition that the agreed conditions as well as the conditions contained in the Business Terms and Conditions for the service “Confirmation of Documentation on Delivery” are complied with. The only documents permitted to be attached for signature before delivery are contracts, contract amendments, delivery bills, business terms and conditions, and consent to process personal data. If the recipient refuses to sign the attached documents, the Company will not deliver the consignment.

31. **“Delivery Time Zones”** – The sender may request that the Company attempt to deliver the consignment in compliance with the additional services designated by the sender at posting:

- a) **“Deliver between 8 a.m.-2 p.m.”** – The consignment will be delivered by morning delivery between 8 a.m.-2 p.m. or by

standard delivery between 8 a.m.-4 p.m. The service is not available in combination with any of the services under Art. 29 and 31 b). Consignments with this additional service must be identified with the A-zone identifier, either by printing the letter A on the address label or by attaching a sticker with the A-zone identifier to the consignment.

- b) **“Deliver between 1 p.m.-7 p.m.”** – The consignment will be delivered by afternoon delivery between 1 a.m.-7 p.m. The service is not available in combination with any of the services under Art. 29 and 31a). Consignments with this additional service must be identified with the B-zone identifier, either by printing the letter B on the address label or by attaching a sticker with the B-zone identifier to the consignment.

This service may not be available at every address places. Information about the address places where this service is available plus the time intervals during which the morning or afternoon delivery takes place at the given address is available at the Company’s website ([www.ceskaposta.cz](http://www.ceskaposta.cz)), on request at any post office, or by calling 954 40 66 99. If this service is requested by the sender for delivery at an address where this service is not available, the Company is not obliged to comply with the sender’s request. In such case, or if none of the services under Art. 31 is designated or if a combination of the services under Art. 31 a) and b) is designated by the sender, the consignment will be delivered by the Company in the time zone meeting the Company’s operational capacity.

If the addressee uses the procedure under Art. 35 to request delivery of the consignment in a time zone other than the one specified by the sender, the Company will deliver the consignment in the time zone requested by the addressee.

32. **“Insured Consignment”** – If the sender requests that money, activated payment cards and other means of payment; vouchers for goods or services; bills of exchange, cheques and other securities; objects of cultural, artistic or collectible value regardless of their age and price; jewellery,<sup>1</sup>

<sup>1</sup>Regardless of the used material, jewellery includes any decorative object intended to be worn on the body or clothes, worth more than CZK 200.

precious stones, precious metals and products made of them, and other similarly valuable objects be contained in the consignment. The compensation cover (declared value) permitted for this additional service is up to CZK 1,000,000. This additional service will be provided only if the sender has specified this service in the posting certificate.

All open edges of the package must be sealed with a paper or transparent plastic tape of a minimum width of 2 cm. If the tape is not marked with print clearly identifying the sender, it has to be provided with at least two signatures or stamps of the sender over the paper tape or under the plastic tape. If the edges of the package cannot be sealed in the manner described above, they have to be tied with a single piece of a firm string. The ends of the string have to be sealed with a seal clearly identifying the sender. At each point of crossing, the string has to be knotted; it has to be made as tight as to prevent its removal without breaking the seal. The above-mentioned does not apply to consignments consisting of an unwrapped thing pursuant to Art. 3(7) of the Basic Postal Terms and Conditions and/or to consignments with content pursuant to Art. 2(4) of the Basic Postal Terms and Conditions whose declared value does not exceed CZK 10,000 or with any other content whose declared value does not exceed CZK 30,000.

The Company will deliver the consignment only in the manner mentioned in Art. 45 a) or 51 a).

This additional service is not available in combination with any of the additional services under Art. 17 and 28.

33. **B2B (Deliver to Business)** – If an agreement has been made in writing prior to the sending of the consignment and the first attempt at delivery of the consignment at the place given in the postal address has failed, the Company will, under the terms and conditions agreed in the agreement, make a second attempt at delivery, typically the next working day. If the second attempt at delivery also fails, the consignment will be deposited at the relevant depositing post office.

This additional service is only available for consignments addressed to a natural person – entrepreneur, a legal entity, or another person to whom the Company delivers consignments in the manner set out in the Basic Postal Terms and

Conditions for delivery to legal entities. The consignment may only be addressed to a business location with regular opening hours (Monday to Friday during daytime). The required additional service must also be indicated on the address label by means of the relevant pictogram or by the relevant identification data marked on the address label, and the posting data for the consignment must be provided to the Company in an electronic format. The data must contain the addressee's contact details (phone number or email address) for the provision of the additional service "Electronic Notification for the Addressee." The additional service "Electronic Notification for the Addressee" will not be provided if the phone number or email address user has made it clear that this form of notification should not be used. This additional service may not be combined with the additional service "Delivery to the Addressee Only."

34. **The addressee can select the instruction:**

"**Longer Collection Time**" to request that the 7-day collection time during which the notified consignment is ready for pickup be extended to 15 days provided that the sender has not selected any of the additional services "No Longer Collection Time," "Shorter Collection Time," or "Longer Collection Time."

35. If the conditions specified in the Terms and Conditions of the Online Change of Delivery Instructions Services are complied with, the addressee can (with the exception of consignments over 31.5 kg and consignments with the additional service "Pickup of Goods") place the following one-time instruction(s) for the consignment, via the application **Online Change of Delivery Instructions**:

- a) "**Deliver the consignment by morning (or standard), afternoon, or evening delivery**" if the time zone delivery under Art. 31 is available at the address place;
- b) "**Deposit the consignment directly at the post office;**"
- c) "**Deposit the consignment at another depositing post office;**"
- d) "**Deposit the consignment at a Balíkovna parcel pickup outlet;**"
- e) "**Redirect the consignment to another address**" if the addressee requests that the

consignment be delivered at a place other than the one given in the postal address under Art. 50;

- f) **“Make the first delivery attempt at the place given in the postal address on one of the following working days”** – only the second, third, or fourth working days after the posting date can be used for the postponed first delivery attempt;
- g) **“Deliver the consignment the second day after posting”** if the sender selected the additional service “Shorter Collection Time” of three days;
- h) **“Redeliver the consignment”** (make another delivery attempt);
- i) **“Do not deliver the consignment to alternative recipients”** if the addressee requests that the consignment not be delivered at the place given in the postal address to any individual other than the addressee, the addressee’s authorised person, legal representative or authorised person of the addressee’s legal representative, or a person authorised to receive the consignment on behalf of the addressee if the address is a legal entity, who does not live or work in the flat, office, outlet, or other closed premises identified with the business name, name and surname, or surname identical with to the addressee’s surname;
- j) **“Deliver the consignment to the addressee only”** if the addressee who is an individual requests that the Company deliver the consignment at the place given in the postal address to the addressee only;
- k) **“Longer Collection Time”** if the addressee requests that the time for collection of the consignment be extended pursuant to Art. 34.

## Posting of consignments

36. The consignment is deemed posted as of the moment the Company accepts the consignment from the sender and confirms its acceptance. The Company is entitled to request that the sender prove that the format and packaging of the consignment comply with the stipulated conditions; however, the Company is not obliged to verify whether all conditions have been complied

with by the sender. If the consignment is posted with the additional service under Art. 17 and the sender fails to hand over all pieces of the consignment, the Company will refuse to provide the additional service “Multiple Piece Consignment.”

37. The Company confirms the posting by means of a certificate of posting in the form prescribed by the Company. The address details handed over by the sender together with the consignment may include the addressee’s contact details (i.e. mobile phone number or email address) to be used by the Company for notifying the addressee about the posting and delivery of the consignment. If the consignment is posted with the additional service under Art. 17, these details must be provided on the main piece of the multiple piece consignment. If the weight of the consignment exceeds 31.5 kg, the sender must include the landline or mobile phone number of the addressee, otherwise the Company will refuse to accept the consignment. The sender must hand over the consignment together with the posting certificate form. The sender must always specify the agreed compensation cover (declared value) in the posting certificate; the maximum compensation cover (declared value) is CZK 100,000, or CZK 1,000,000 for consignments with the additional service under Art. 32. The sender must not write the declared value on the address label, address tag or packaging. If the consignment is posted with the additional service under Art. 17, the sender must complete only one posting certificate form; the Company will copy the posting number from the main piece of the consignment and the total number of pieces of the consignment in the posting certificate. If the sender enters into an agreement with the Company, the posting certificate form can be delivered by electronic means.
38. The Company reserves the right to correct sender’s data concerning the weight or dimensions if a difference between the sender’s data and the actual weight or dimensions is found. If the accurate weight or dimension measurement affects the price for the service, the sender and the Company will compensate each other for any resulting differences, without undue delay.

39. The prices for which the service is provided and the prices for additional services are quoted in a separate part of the [Postal Terms and Condition of Česká pošta, s.p. – Pricelist](#) (hereinafter referred to as “the Pricelist”). The price is paid in cash upon posting, unless another method of payment has been agreed.
40. If the additional service under Art. 19 (“No-Card Cash on Delivery”) is requested by the sender, a data file with details on consignments to be posted must be handed over to the Company at the latest together with the physical consignments. If any of the details about the consignments that are to be posted are incorrect, the Company will return the consignments with incorrect details back to the sender.
41. If the sender is posting multiple consignments and requests the additional service under Art. 31 for some of them, the zone identifier must be specified on the consignments with this additional service and they must be separated from those without this additional service. If the consignments are not properly identified in accordance with the previous sentence and/or if they are not separated from the consignments without this additional service, the Company is not obliged to provide the additional service under Art. 31.
42. If the sender requests that multiple consignments that are being posted for the same addressee be delivered for a reduced price, the sender must ask for an additional discount for multiple consignments. The Company will confirm the posting in the posting certificate form. If the posting certificate has the form of a bulk posting form, the sender must list the consignments, each on a separate line, linked with a curly bracket marked with the specified indication “J”; in data files, the service code must be indicated for each entry. The provisions of this article do not apply to consignments posted with the additional service under Art. 17.
43. Upon the posting of consignments at the place agreed with the sender in the meaning of Art. 2, the authorised employee of the Company will issue a confirmation regarding the number of the accepted consignments. The confirmed posting certificate will be returned by the Company to the sender in an agreed manner.

## Withdrawal from the contract

44. If the Company finds out that an accepted postal consignment contains objects that are not allowed, that special conditions pursuant to Art. 2(3) of the Basic Postal Terms and Conditions have not been complied with, that its packaging does not comply with Art. 8, or that other agreed duties have not been observed, the Company may withdraw from the executed contract and return the consignment back to the sender, or ask the sender to take over the consignment at a place specified by the Company. Additional costs covering any necessary related actions will be paid by the sender.

## Delivery of consignments

45. Consignments will only be delivered by the Company if:
- a) the recipient has confirmed the receipt;
  - b) the recipient – natural person has produced the identification code of the consignment together with its posting number and the name and surname or business name of the addressee. The addressee will receive the identification code of the consignment in the electronic notification of the consignment. The identification code mentioned in the previous sentence will not be provided if the phone number or email address user has previously made it clear that notifications should not be sent to them. Consignments with any of the additional services “Delivery to the Addressee Only,” “Confirmation of Documentation on Delivery,” “Multiple Piece Consignment,” or “Insured Consignment” requested by the sender cannot be handed over against their identification code; the same applies if the recipient has chosen the online instruction under Art. 35 i) and j) in the online application “Online Change of Delivery Instructions.”
46. With the exception of cases specified in Art. 45 b) and Art. 51 b), the Company will deliver or deal with undeliverable consignments in compliance with the applicable provisions of the Basic Postal Terms and Conditions; if the consignment is not posted with an additional service under Art. 22 or 32, it may also be delivered by the Company to one

of the addressee's neighbours or another suitable natural person.

If the weight of the consignment exceeds 31.5 kg, it cannot be delivered through a P.O. Box or addressed to a post office as Poste Restante.

If the consignment is posted with the additional service under Art. 17, the Company will deliver all pieces of the consignment together. If the recipient refuses to accept any piece of the consignment, it will be deemed as refusal to accept the entire consignment.

47. If the sender requests the additional service "Electronic Notification for the Addressee" at the time of posting, the Company will send to the addressee information about the expected date/time of delivery (next working day after posting); the information will be sent at the time of posting. This service will not be provided if the phone number or email address user has previously made it clear that notifications should not be sent to them.
48. If an attempt to deliver the consignment at the place given in the postal address fails or if such attempt is not made due to the conditions under Art. 13, the consignment will be deposited by the Company at the specified post office or Balíkovna parcel pickup outlet. The consignment will only be deposited at a Balíkovna parcel pickup outlet if the addressee has chosen such a possibility in the manner set out by Art. 35. The Company will leave a notice asking the addressee to pick up the consignment; if the weight of the consignment exceeds 31.5 kg, the notice will be replaced with information on further steps. If the sender has provided the Company with details for electronic communication with the addressee, the addressee will be informed by the Company about the failed delivery attempt or depositing of the consignment also by electronic means. This service will not be provided if the phone number or email address user has previously made it clear that notifications should not be sent to them. If the weight of the consignment exceeds 31.5 kg, the addressee will be contacted at the specified phone number on the delivery day. The addressee may not request that the consignment be deposited at another depositing post office. This consignment may only be picked up if the addressee has arranged with the outlet for pickup by calling the phone number

specified in the notice, information, short text or email message.

49. The consignment will be deposited for a period of 7 days during which the notified consignment is ready for pickup unless the sender has requested the additional service "Longer Collection Time" or "Shorter Collection Time." The addressee may request a longer collection time of 15 days during which the notified consignment is ready for pickup unless the consignment weighs over 31.5 kg or the sender has given the instruction under Art. 24. If the weight of the consignment exceeds 31.5 kg, the Company will make a new attempt at delivery each working day provided that it has not agreed otherwise with the addressee. If the consignment is not picked up by the addressee, the Company will send a notification to the addressee and, if requested, also to the sender about the end of collection time or return of the consignment to the sender. This service will not be provided if the phone number or email address user has previously made it clear that notifications should not be sent to them.
50. The Company may deliver the consignment at a place other than the one specified in the postal address if it has learnt of the new place of residence or registered office of the addressee from the addressee or by other reliable means. This is not possible if the sender marked the instruction "Do Not Redirect" on the address label. If the consignment is posted with the additional service under Art. 17, the Company will deliver all pieces of the consignment at the other place.
51. The Company will hand over the consignment deposited at a post office to an individual who:
- a) has produced the notice to pickup the consignment or the posting number of the consignment and who has proven, in the manner specified in the Basic Postal Terms and Conditions, that he is the addressee of the consignment or person authorised to accept the consignment; the consignment will be handed over against his signature confirming its acceptance.
  - b) has produced the identification code of the consignment together with its posting number and the name and surname or business name of the addressee. A barcode can be produced instead of the posting number of the

consignment and the name and surname or business name of the addressee. The addressee will receive the identification code of the consignment in the electronic notification of the consignment. The identification code mentioned in the previous sentence will not be provided if the phone number or email address user has previously made it clear that notifications should not be sent to them. Consignments with any of the additional services “Delivery to the Addressee Only,” “Confirmation of Documentation on Delivery,” or “Insured Consignment” requested by the sender cannot be handed over against their identification code.

52. Consignments deposited at a Balíkovna parcel pickup outlet will only be delivered to the recipient – natural person against the identification code of the consignment together with its posting number and the name and surname or business name of the addressee. A barcode can be produced instead of the posting number of the consignment and the name and surname or business name of the addressee. The addressee will receive the identification code of the consignment in the electronic notification informing the addressee that the consignment is ready for pickup. The identification code mentioned in the previous sentence will not be provided if the phone number or email address user has previously made it clear that notifications should not be sent to them.
53. If the Company failed to deliver the consignment in accordance with the preceding provisions, it will return the consignment back to the specified sender's address, without undue delay. If the consignment is posted with the additional service under Art. 17, the Company will return all pieces of the consignment without undue delay. Returned consignments cannot be handed over against their identification code.

### Refund of price or online payment

54. If the service has not been provided due to the Company's fault, the Company will refund the price paid for the service.  
If it has been determined that the agreed time limit for delivery of the consignment posted with the additional service “Guaranteed Delivery Time” under Art. 29 was not met due to the Company's

fault, the Company will refund the price paid for the service plus the surcharge for the additional services.

55. If the additional service “No-Card Cash on Delivery” has been used with a consignment returned to the sender or lost consignment and the recipient has paid the COD Amount online, the Company will return the COD Amount without unnecessary delay back to the account from which it was paid.

### Complaints and compensation for damage

56. The sender may request information on delivery or the reason for depositing of the consignment, by calling 954 40 66 99, starting from 10 a.m. the next day after the agreed delivery day. This information is also available on the Company's website ([www.ceskaposta.cz](http://www.ceskaposta.cz)). The sender may request the information at the latest one month after posting.
57. Within one year of the posting, the sender may file a complaint regarding the delivery at any post office.  
In such a case, the sender must present the posting certificate according to Art. 37. If the sender is a VAT payer and requests a credit note for the refunded price of the service, he must also produce the original tax document received at the moment of posting. Senders who post consignments with a data file must present the confirmed list of posting numbers of the posted consignments together with the complaint. In such case, the complaint can only be filed at the posting post office.
58. The Company provides compensation only for damage caused by the loss, damage or part loss of the content of the consignment. The Company provides compensation only up to the agreed compensation cover (up to the declared value). If the content of the consignment has been damaged, the Company will pay the difference between the price of the content of the consignment upon posting and the current price of the damaged content. The compensation for damage will be paid by the Company in the Czech currency. If the consignment is posted with the additional service under Art. 17, the loss of the consignment is deemed to be the loss of all pieces of the consignment. If the consignment is posted with the additional service under Art. 17, the part loss of the consignment is deemed to be the loss of

one or more pieces of the consignment or the part loss of the content of any piece of the consignment.

59. The compensation cover for damage caused in the provision of postal services is as specified in Art. 47 of the Basic Postal Terms and Conditions.

60. The compensation for damage occurred due to damaging or part loss of the content of the consignment will be negotiated by the Company at the post office on condition that the recipient files a complaint about the damage upon the acceptance of the consignment. Balíkovna parcel pickup outlets do not handle complaints. Additional complaints may be filed within two working days after the delivery of the consignment provided that the other prerequisites are met as stipulated in the Basic Postal Terms and Conditions. At the same time, the person complaining about the damage must present the consignment and allow for the review of the extent of the damage and the circumstances of its occurrence. If the consignment is posted with the additional service under Art. 17, the person complaining must present all pieces of the consignment without undue delay.

If the weight of the consignment exceeds 30 kg and the addressee identifies a part loss or apparent defect of the consignment, the addressee may file an additional complaint in writing or by phone with the outlet that delivered the consignment, within two working days after its acceptance. If the complaint is filed in writing, the addressee must also produce any necessary documentation and photographs. If the addressee fails to present the necessary documentation and photographs, the Company, represented by an expert employee, will be entitled, in collaboration with the addressee, to draw up an additional detailed report on the extent of the damage to the consignment and all circumstances decisive for the determination of the liability. For that purpose, the Company will be entitled to ask the addressee to allow the Company's employee at the place specified in the address to review the extent of the damage to the consignment and the circumstances of its occurrence provided that the consignment will be in the condition in which it was delivered.

61. In the case of complaints or claims for compensation for damage, matters which are not regulated by the present Terms and Conditions will be dealt with accordingly in accordance with the appropriate provisions of the Basic Postal Terms and Conditions. Unless otherwise agreed, the Company will settle the complaint without undue delay, at the latest 30 days from the date of complaint.

62. If the consignment has been opened or if it is to be sold, the Company will proceed accordingly in accordance with the Basic Postal Terms and Conditions.

### **Resolution of disputes concerning the subject-matter of the postal contract**

63. If the Company rejects or fails to settle a complaint concerning any defect of the provided postal service, the sender or the addressee has the right to appeal to the Czech Telecommunication Office ([www.ctu.cz](http://www.ctu.cz)) against the decision in the claim procedure; the appeal must be made without undue delay, at the latest 1 month from the date of delivery of the claim decision or from the vain expiry of the time limit for the settlement of the complaint, otherwise the right to appeal terminates. The appeal is subject to an administrative fee. The Czech Telecommunication Office will decide in the appellate procedure about the rights and duties of the parties resulting from the postal agreement or the Act No. 29/2000 Coll., on postal services, as amended.

### **Transitional and final provisions**

64. Any deviations from the present Postal Terms and Conditions are subject to a written agreement between the sender and the Company.

65. The current version of these Postal Terms and Conditions becomes effective on 01 July 2021 and is available at any post office as well as at the website [www.ceskaposta.cz](http://www.ceskaposta.cz).

The Company reserves the right to amend or modify the present Postal Terms and Conditions or cancel the same by issuing new Postal Terms and Conditions.