

General Business Terms and Conditions for Contractual Clients – Parcel Consignments

1. General provisions

1.1 These General Business Terms and Conditions for Contractual Clients – Parcel Consignments (hereinafter referred to as "the GBTCfPs") regulate the relationship between entrepreneurs or legal entities (hereinafter referred to as "the User") and the Provider, i.e. Česká pošta, s.p., a company having its registered office located at Politických vězňů 909/4, 225 99 Prague 1, registration number: 47114983, registered in the Commercial Register maintained by the Municipal Court in Prague, Section A, File 7565, in the course of performance of the Agreement on the Conditions for Posting Parcel Consignments (or similar framework agreements regarding the provision of the services listed below concluded between the User and the Provider, if agreed between them) (hereinafter referred to as "the Agreement").

1.2 The following postal services will be provided under the individual postal contracts will be concluded, on the basis of which postal services will be provided within the products:

- a) Parcel Delivery To Hand services (product termination as of 1. 4. 2026)
- b) Balíkovna
- c) Balíkovna plus (from 1. 4. 2026 under the new name Balíkovna na adresu)

1.3 Reply mail services and services of the Balíkovna – vrácení zboží may only be provided under a separate contractual arrangement.

2. Definitions of terms

2.1 For the purposes of these GBTCfPs and the Agreement:

- The "User" means the entity that has entered with the Provider into the Agreement and posts consignments whose sender is the User or a third party ("sender") unless otherwise provided in the Agreement;
- The "Sender" means the person designated on the consignment as the sender;
- The "Consignor" means the person that hands over consignments to the Provider;
- "Posting of Data" means submission of data on posted consignments via the Online Posting (POL) application or the API interface;
- "Posting Certificate" means the List of Consignments Posted with confirmation of consignments posted via

the Online Posting (POL) application or the API interface;

- "Consignment" means a consignment posted according to the Agreement;
- "Postal Terms and Conditions" means the Postal Terms and Conditions of the Provider regulating the provision of postal services framework-agreed in the Agreement, valid as of the day of provision of service;
- "Pricelist" means the part of the Postal Terms and Conditions of the Provider setting the prices of individual postal services, valid as of the day of provision of the provided service (i.e. a separate price list containing the products pursuant to Article 1.2 of the VOPB), it being understood that, in the event of any discrepancy, the prices of products, ancillary services, and surcharges specified therein shall prevail over the prices set out in the general Pricelist of Česká pošta);
- "Post Office" means outlets operated by the Provider or its contractual partners;
- "Collection of Consignment at the Sender's Premises" means handover of consignments at a place other than the posting post office and their subsequent transportation to the posting post office;
- "Handover Point" is the place of handover of consignments other than the posting post office;
- "Postage Registration Card" is the form used to confirm the number of consignments handed over for posting;
- "Registration Form" is the form used to confirm the number of consignments with the No-Card Cash on Delivery service;
- "Price Annex" is an annex to the Agreement setting the price for the postal services provided under the Agreement, provided that such price may be determined differently from the Pricelist;
- "Email address for sending invoices" is the email address bs.ucto.fakturaceceskaposta@cpost.cz;

3. Address labels, barcodes, and address side formats

3.1 An address label has to be attached by the User to the following types of consignments: Parcel Delivery To Hand, Balíkovna plus and Balíkovna. (Provisions valid until 31. 1. 2026) The address label can be printed by the User or provided by the Provider.

Address labels provided by the Provider contain the posting number (reference code).

3.2 Address labels printed by the User must be printed in accordance with the Provider instructions. The following documents must be observed by the User:

- **"Instructions for Barcoding of Parcels – Bulk Posting";**
- **"ADDRESS LABEL Printing Instructions."**

The electronic versions of these documents are available on the Provider's website at www.ceskaposta.cz in the section "[Rady a Tipy/Při podání/Dokumenty a návody pro smluvní partnery](#)" (the Provider reserves the right to change the instructions unilaterally). The Provider has the right to refuse to accept consignments with an address label containing a barcode and transcribed posting number that are contrary to the above-mentioned requirements.

3.3 (Provisions valid until 31. 1. 2026) Address labels provided by the Provider (hereinafter referred to as "the Provider's ALs") will be given to the User free of charge in the necessary quantity, first after the signature of the Agreement, and then against orders sent by letter or email (phone orders will be accepted in exceptional cases providing they are subsequently confirmed in either of the above-mentioned ways). the Provider's ALs are accountable forms. The User has to follow the "Instructions for Labelling of Postal and Other Consignments;" an electronic version of these instructions is available on the Provider's website at www.ceskaposta.cz in the Section "[Download/Forms/Certificate of Posting forms](#)" (the Provider reserves the right to change the instructions unilaterally). The User will ensure the ALs are protected and is liable to the Provider for any damage due to their potential abuse. Unused, damaged, or otherwise impaired the Provider's ALs must be returned by the User to the Provider without unnecessary delay. The Sender will use the address labels in the ascending order of their posting numbers (the code on each the Provider's address label without the last digit, which is the control one). The User agrees to order the Provider's ALs in a quantity corresponding to the number of consignments to be posted by the User.

The Provider accepts orders for the Provider's address labels, which will be delivered by the Users by 15. 1. 2026, while the ordered quantity of the Provider's address labels may not exceed the average monthly volume of shipments submitted by the User under the Agreement. In the event of exceeding the ordered quantity, the Provider is entitled to reduce the number of the Provider's address labels delivered to the quantity corresponding to the average monthly volume of shipments submitted by the User under the Agreement.

3.4 Unless the Postal Terms and Conditions for the relevant service provide otherwise, the completed address label must also contain information about the weight of the consignment in kg with a 100 g precision (this information is not required if the consignment is posted at a post office) and the postcode of the posting post office. the Provider has the right to refuse to accept consignments with illegible data in the address label.

4. Posting data for consignments

4.1 The posting data on the consignments to be posted must be handed over by the User to the Provider on the day of their posting, at the latest together with the physical consignments. the Provider has the right to refuse to accept consignments without posting data provided by the User. The Provider has the right to return consignments without posting data to the User. Provided posting data must be complete and must correspond to the consignments handed over for posting. If the price of consignments posted by the User is size-related (S, M, L, XL), the posting data for parcels must also contain the relevant size parameter (S, M, L, XL).

4.2 Unless it is stipulated otherwise below, posting data for consignments may be provided by one of the Posting of Data methods.

4.3 Posting data for these consignments:

- a) Products Balíkovna and Balíkovna plus;
- b) with the additional service No-Card Cash on Delivery;
- c) with the additional service B2B parcel (Deliver to Business),

must be submitted by the User to the Provider by means of a Posting of Data method.

5. Preparation of consignments for posting

5.1 The Provider will use the data submitted by the consignor to prepare a posting certificate. If the User is a holder of the Provider's/Partner's Customer Card and wants to use certain benefits related to the card when posting the consignments, he must quote the Provider's/Partner's Customer Card number when submitting the posting data.

5.2 If consignments with the additional service No-Card Cash on Delivery are posted by the User, the User and the Provider will together complete the Registration Form for No-Card Cash on Delivery Consignments (in triplicate). The User will use the Registration Form to specify a unique bank account for transfer of collected amounts of cash or, if the User uses several types of consignments, one account may be specified for each consignment type. The Parties to the Agreement will confirm the completed Registration Form as of the day of signing the Agreement. The current version of the Registration Form is available

on the Provider's website at www.ceskaposta.cz in the section "[Download/Forms/Certificate of Posting forms](#)." The Parties to the Agreement agree to proceed in accordance with the information contained in the Registration Form and keep all information accurate and valid. If the information contained in the Registration Form changes, the User and the Provider will agree on a new version of the Registration Form and subsequently confirm the agreed new version. The old version continues to be valid until the confirmation of the new version of the Registration Form. If cumulative payment is indicated in the Registration Form, the data file sent by email and containing a breakdown of payments for No-Card Cash on Delivery consignments must be encoded using the Provider's encoding software CRYPTA, which is provided free of charge (complete information is available on the Provider's website at <https://www.postsignum.cz/sifrovani.html>). Encoding safeguards the file against unauthorised handling of data saved in the file. Cumulative payments to the User's account will start after the User receives a CRYPTA technological certificate; until then payments will be made on an individual basis. Unauthorised sums of money transferred to the User's account will be forthwith returned by the User to the Provider.

5.3 If the service Collection of Consignment at the Sender's Premises is used to post the consignments, the User's representative who is the holder of the Provider's/Partner's Customer Card will confirm the Provider's/Partner's Customer Card number and the numbers of handed over consignments by signing the prepared List of Consignments with Customer Card – Collection of Consignment.

6. Postage registration cards

6.1 Consignments posted otherwise than by means of a Posting of Data method and/or with the Provider's/Partner's Customer Card must be handed over by the User to the Provider together with printed Postage Registration Cards. The Postage Registration Card form is available on the Provider's website at www.ceskaposta.cz in the section "[Download/Forms/Certificate of Posting forms](#)." The Postage Registration Card form also contains information on how to complete it.

6.2 Postage Registration Cards have to be prepared in two copies, sequentially numbered in numerical series prescribed by the Provider, and must contain the User's exact address, posting date, and number of the Agreement or the User's technological number (as required by the Provider).

6.3 Consignments will be recorded in the Postage Registration Card together with the total number of consignments copied from the posting certificates for each type of consignments.

6.4 Consignments will be handed over in the order of registration in the card. Separate Postage Registration Cards will have to be prepared for different types of consignments posted at different counters, if the post office has set up separate counters for different types of consignments.

6.5 the Provider will confirm the Postage Registration Card and original copy of posting certificate and hand them over to the User.

6.6 If the consignments are to be posted with prepared Postage Registration Cards, the User – based on the carbon copies of the registration cards – will prepare a decade statement of postage (hereinafter referred to as a "decade statement"), in two copies, always as of the last day of each decade, i.e. by the tenth, twentieth and last day of month, and submit it to the post office. The decade statement must contain the User's exact address, date of preparation, and number of the Agreement or the User's technological number (as required by the Provider). The decade statement form is available on the Provider's website at www.ceskaposta.cz in the section "[Download/Forms/Certificate of Posting forms](#)."

6.7 If, during the posting of consignments, during the examination of Postage Registration Cards and decade statements or during the comparison of the consignments with the data recorded in the Postage Registration Card, the Provider finds any incorrect data concerning the volume of consignments or prices of postal services, it will correct the discrepancies and discuss them with the User.

6.8 The User may agree with the posting post office that its personnel will calculate the prices and record them in Postage Registration Cards and prepare the decade statement on behalf of the User, at a price specified in the [Pricelist](#) valid as of the posting date. The receiving post office clerk will enter this price into the Postage Registration Card as the last item.

7. Posting

7.1 The Parties to the Agreement will complete the List of Outlets form, which includes relevant contact details and describes the structure and conditions for posting of consignments. They will subsequently confirm the completed form as of the day of signing the Agreement. The current version of the List of Outlets form is available on the Provider's website at www.ceskaposta.cz in the section "[Rady a Tipy/Při podání/Dokumenty a návody pro smluvní partnery](#)." The Parties to the Agreement agree to proceed in accordance with the information contained in the List of Outlets and keep all information accurate and valid. The procedure to be used in case of a change of details contained in the List of Outlets is described in the List of Outlets form.

7.2 If so specified in the List of Outlets, contact details as well as the structure and conditions for posting of consignments will be specified in the Information Card form that will be completed by the Parties to the Agreement. They will subsequently confirm the completed Information Card form as of the day of signing the Agreement. The current version of the Information Card form is available on the Provider's website at www.ceskaposta.cz in the section "Rady a Tipy/Připodání/Dokumenty a návody pro smluvní partnery." The Parties to the Agreement agree to proceed in accordance with the information contained in the Information Card and keep all information accurate and valid. The procedure to be used in case of a change of details contained in the Information Card is described in the Information Card form.

7.3 If the User requests irregular Collection of Consignments at the Sender's Premises, i.e. drives on working days and in time intervals that are not specified in advance, the Provider will send a van to pick up consignments after an order is placed by phone on condition that the User has informed the Provider about the expected volume of consignments to be picked up.

7.4 The User is obliged to provide for smooth loading of the consignments at the Handover Point, which must be prepared by the User next to the mail van parking place. The consignments will be loaded into the van by the Provider's personnel and the User will provide assistance. The Provider's personnel is not obliged to check the authorisation of the person handing over the consignments or wait for the consignments for more than 15 minutes.

7.5 If a pickup attempt fails through the User's own fault, the Provider has the right to charge the User a fee for the failed attempt according to the [Pricelist](#) current as of the date of provision of this service.

8.4 If an advance payment is agreed in the Agreement, and if the average turnover for services provided under the Agreement for three consecutive calendar months exceeds two thirds of the advance payment, the User will be obliged within 15 days, upon the Provider's request, to top up the advance payment to the amount of 1.5 times the average monthly turnover for services provided under the Agreement for the past three consecutive calendar months.

8.5 In the event of termination of the Agreement, the unused part of the advance payment agreed in the Agreement will be returned back to the User within 30 days from the due date of the last invoice issued by the Provider for the performance provided under the Agreement. Before its return, the Provider is entitled to withdraw an amount of the advance payment corresponding to the amount of outstanding due debts of the User towards the Provider.

8.6 If an advance payment is agreed in the Agreement, and if the deposited advance payment is clearly insufficient to cover the price for the postal services used by the User in the given billing period, the Provider reserves the right to refuse to accept consignments under the conditions of the Agreement. If the User defaults on payment of the price for postal services or on topping up of the advance payment, the Provider reserves the right either to refuse to accept consignments under the conditions of the Agreement or to accept consignments under the conditions of the Agreement only if they are posted at a post office designated by the Provider and paid for in cash in advance.

8.7 With the below-mentioned exceptions, the invoice will be based on the decade statement. If any discrepancies are found, they will be settled in accordance with the current provisions of the VAT Act by means of debit or credit notes.

The List of Consignments Posted form, issued by the Provider, will be used as basis for invoicing if consignments are posted by means of a Posting of Data method, with a Customer Card, or by Collection of Consignments at the Sender's Premises. In such case, the decade statement is not required from the User.

8.1 If an advance payment is agreed in the Agreement, the User is obliged to transfer the amount of advance payment set in the Agreement into the Provider's account before the first posting of consignments.

8.2 If an advance payment is agreed in the Agreement, the advance payment may be used by the Provider, fully or partially, during the term of duration of the Agreement to pay any outstanding debt of the User towards the Provider.

8.3 The Provider will inform the User about any use of the advance payment, or of any part thereof, for settlement of the User's debt and the User will be obliged to top up the advance payment to the original amount within 15 days.

8.8 If the User defaults on payment of the price, the User will pay default interest at a rate set out by the Government's Decree No. 351/2013 Coll., on setting of default interest rates and default charges connected with the assertion of claims, on setting the fees of liquidators, liquidation administrators and court-appointed members of bodies of legal entities, and on regulation of certain matters of the Commercial Bulletin and public registered of legal entities and natural persons, as amended.

8.9 The User is obliged to inform the Provider in advance about any change of circumstances necessary to determine the tax regime, in particular the place of performance; this information must be provided in

a documented manner. If the User fails to fulfil this duty, he will be held fully liable for any damage that may result from his omission, and agrees to compensate the Provider for such damage.

- 8.10 If the User defaults on his debts owed to the Provider within the maturity period set in the Agreement, the Provider reserves the right, during the period of the User's default on his debts, either to refuse to accept consignments according to the Agreement or to accept consignments according to the Agreement on condition that they are posted at a post office designated by the Provider and paid for in cash in advance.
- 8.11 Upon the termination of the contractual relationship, a written statement of the security deposit will be prepared and submitted to the User within 15 days after the end of the period for returning the security deposit pursuant to Article 9.5.
- 8.12 The User and the Provider are obliged to timely inform the other Party to the Agreement in writing about any changes concerning the bank account, name, identification, registered office or organisational changes in respect of payment from account as well as about other facts that may affect the performance of the Agreement.
- 8.13 If the User has signed an Agreement with a Price Annex setting the price for services provided under the Agreement, the price specified in the Price Annex will not apply if the User has complied with the conditions of a marketing event (discount) announced by the Provider provided that the price specified by the Provider for the marketing event is lower than the price specified in the Price Annex. In such case, the price specified by the Provider for the marketing event will replace the price specified in the Price Annex.
- 8.14 The price in the Price Annex does not include any surcharges and discounts related to the format in which posting data for consignments are delivered and to the delivery or non-delivery of contact details of the addressee, specified by the Pricelist valid as of the posting date. If the conditions specified by the Pricelist for a surcharge or discount mentioned in the previous sentence are fulfilled, the relevant surcharge will be added to or the relevant discount will be deducted from, the price specified in the Price Annex. This does not apply if such a surcharge or discount is excluded by the Pricelist from this price arrangement.
- 8.15 The Pricelist is available at any post office in the Czech Republic as well as on the Provider's website at www.balikovna.cz. The User confirms that he made himself acquainted with the content and meaning of the Pricelist, that he received a sufficient explanation of the text of this document, and that he expressly agrees with its wording. Subject to the Postal Service Act, the Provider will provide the User with information about changes of the Pricelist including information about the effective

date of such changes, at least 30 days before the effective date of such changes, by publishing such information at all post offices in the Czech Republic as well as on the above-mentioned website. The User is obliged to make himself acquainted with the new wording of the Pricelist. If the Pricelist is changed and the User does not consent to the change of the Postal Terms and Conditions, he can terminate the Agreement.

9. Reply Mail services

- 9.1 Reply Mail services are only available with product Parcel Delivery To Hand – Reply Mail.
- 9.2 Conditions for the use of Reply Mail services include:
 - 1) Submission of specimen address side formats in accordance with the "**ADDRESS LABEL Printing Instructions**";
 - 2) Approval of the submitted specimens by the Provider; and
 - 3) Assignment of User's technological number on User's request.
- 9.3 The electronic version of the document is available on the Provider's website at www.balikovna.cz in the section "Documents to download" (the Provider reserves the right to make unilateral changes to the instructions).
- 9.4 The User has to inform the senders of consignments in writing about the method of posting of reply mail consignments including that they are to write the sender's address on the consignment and (if applicable) fill in the posting certificate according to the Postal Terms and Conditions and provide the sender with the address label.
- 9.5 The only additional services available with reply mail consignments include the additional service Insured Consignment.
- 9.6 The maximum acceptable declared value of a reply mail consignment is CZK 100,000.
- 9.7 The maximum acceptable weight of a reply mail consignment is 31.5 kg.
- 9.8 The Provider has the right to refuse to accept reply mail consignments with illegible data.
- 9.9 The User is obliged to accept and pay the price of the product's postal service for all reply mail consignments arrived at the address.

10. Balíkovna – Return of Goods consignments

- 10.1 The User has to provide the sender of Balíkovna – Return of Goods consignments with written information

about the manner of posting such consignments according to the Postal Terms and Conditions and with:

- Address label, or
- Return code instead of the address label.

10.2 Balíkovna – Return of Goods services are provided without any additional services.

10.3 The maximum acceptable declared value of a Balíkovna – Return of Goods consignment is CZK 50,000.

10.4 The maximum acceptable weight of a Balíkovna – Return of Goods consignment is 15 kg.

10.5 The Provider has the right to refuse to accept Balíkovna – Return of Goods consignments with illegible data.

10.6 The User is obliged to accept and pay for all Balíkovna – Return of Goods consignments sent to the User with the relevant return code.

11. Collection of Consignments at the Sender's Premises

11.1 The Provider provides Collection of Consignments at the Sender's Premises services. This means that consignments will be picked up at the User's location in the agreed time interval if the User has entered into a relevant written contract with the Provider.

11.2 The parties to the contract will use the List of Outlets to specify the relevant contact details and the structure and conditions for the pickup of consignments. They will subsequently confirm the completed form as of the day of signing the contract. The list describes the procedure for changing the data contained in the List of Outlets.

11.3 Consignments will be collected on agreed upon working days and at agreed upon time intervals, at the User's handover points as specified in the signed written contract.

11.4 The Provider will collect consignments at the handover points, either regularly on agreed upon working days and times or irregularly based on a prior written Order. The User is obliged to provide conditions for smooth loading of consignments into the Provider's van after its arrival. The consignments must be prepared next to the van parking place. The consignments will be loaded into the van by the Provider's personnel. The Provider's personnel is not obliged to check the authorisation of the person handing over the consignments or wait for the consignments for more than 15 minutes. The current version of the Order form is available on the Provider's website at www.ceskaposta.cz in the section "["Rady a Tipy/Pří podání/Dokumenty a návody pro smluvní partnery."](#)

11.5 The User will use a Posting of Data method to submit data on the posted consignments. The authorised the Provider's personnel together with the User will complete the List of Consignments (or the Certificate of Acceptance of Consignments, as applicable) form and both parties will sign the completed form.

11.6 The Provider will confirm the posting form and return it to the User at the latest during the next collection at the handover point where the consignments in question were posted. If less than 3 drives per week take place to/from the handover point, standard delivery by the relevant postman will be used to deliver the confirmed posting form to the handover point of the User.

11.7 Consignments containing items either prohibited by the Postal Terms and Conditions for the service and consignments in question or having a declared value greater than CZK 150,000 may not be handed over by the User for collection. The dimensions, weight and layout of any consignments prepared for handover have to correspond to the Provider's Postal Terms and Conditions for the service in question. The User has to seal the containers of consignments to prevent loss, damage or part loss of the content during transportation to the sending post office.

11.8 Requests for pickup of more than the specified ordinary volume of consignments or of consignments longer than 180 cm or having a sum of all three dimensions (length, width, height) greater than 240 cm (consignments with a shape other than rectangular are to be treated similarly) have to be made by the User at least 24 hours before the required pickup time, by a phone call to the relevant post office specified in the signed contract. If the User fails to make this call, a fee for extraordinary drive will be charged for acceptance of the extraordinary volume, as per the [Pricelist](#) valid as of the day when the service is provided.

11.9 The Provider will charge a collection fee as per the [Pricelist](#) valid as of the day when the service is provided.

11.10 The User will separately pay the price of collection drives provided outside the agreed upon working days and time intervals as specified in subclause 11.1 above. Any such collection drives will be considered as extraordinary drives.

11.11 If the User has agreed on a collection drive but has not a single consignment to be collected, the User must call the contact telephone number specified for this purpose in the List of Outlets and have the collection drive cancelled at least 24 hours before the drive. If the collection drive is not cancelled, the drive will be considered as a failed collection attempt charged as an extraordinary drive as per the [Pricelist](#) valid as of the day when the service is provided.

11.12 The price will be charged in accordance with ČP's Postal Terms and Conditions – Pricelist valid as of the day of provision of the service.

12. Personal data protection

12.1 As a provider of postal services or partial additional services, the Provider acts in the capacity of a personal data controller in the meaning of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data. The basic terms and conditions and information about personal data processing are included in the Postal Terms and Conditions. Further information related to the processing of personal data and contact details of the Data Protection Officer are available on the Provider's website at www.ceskaposta.cz in the section "GDPR – Personal Data Protection."

12.2 The Provider as the data controller processes the personal details of the User (if the User is an individual) and the personal details of his contact persons provided in the Agreement as well as personal details of other persons provided under the Agreement (hereinafter referred to as "data subjects" and "personal data"), solely for the purposes of performance of the Agreement for the duration of the Agreement, or for a longer period justified by valid legal regulations.

12.3 The Provider expressly informs the User that his identification data and information about matters related to his solvency, payment morale, and creditworthiness may be kept in information databases on consumer solvency and creditworthiness in the meaning of section 20z *et seq.* of the Act No. 634/1992 Coll., on consumer protection, as amended. Further information related to the transfer of personal data and the specific registries are available on the Provider's website at www.ceskaposta.cz in the section "GDPR – Personal Data Protection."

12.4 By accepting these GBTCfPs, the User grants to the Provider explicit consent to:

- receive commercial communications regarding the Provider's products and services;
- be approached for the Provider's marketing surveys.

This consent applies exclusively to the above-mentioned purposes and may not be used for any other handling of the User's personal data. The User's personal data will therefore be used solely for the purposes specified in this section of the GBTCfPs. The consent granted under this section of the GBTCfPs may be withdrawn by the User at any time.

13. Other provisions

13.1 If the User uses more than one type of the following services under the Agreement: Parcel Delivery To Hand, Balíkovna plus or Balíkovna, he agrees as part of his business activities to offer his customers a choice of all these services agreed in the Agreement along with an exact service description and name.

13.2 The Provider is not obliged to enter into a postal contract in the meaning of sections 4 and 5 of the Postal Service Act whose subject-matter would be delivery of letters sent through another postal operator. The User acknowledges that if he posts consignments with the Provider and intentionally does not inform the Provider about the fact that any of the posted consignments come from another postal operator, he can thereby cause a damage to the Provider and commit fraud.

13.3 The User is obliged to inform the Provider about any consignments received by him or coming from any postal operator other than the Provider and identify the operator. The User is released from his duty to inform the Provider under the previous sentence in respect of any consignments coming from any postal operator other than the Provider if, on request from the Provider, he proves that he has received them from a third party other than a postal operator; that he has informed this party about his duty under the first sentence of this subclause; and, if the consignments have been received or come from another postal operator, that he has imposed the duty to inform the User about it. Should the User become aware that the information received from a third party other than a postal operator about the origin of the consignments is false, he is obliged to inform the Provider as required under the first sentence of this subclause.

13.4 Should the User intentionally breach his duty to inform the Provider about any consignments received or coming from any postal operator other than the Provider and/or identify such operator, the User is obliged to pay to the Provider a contractual fine of CZK 100 for each consignment in respect of which this duty has been breached.

14. Closing provisions

14.1 Either Party to the Agreement may terminate the Agreement without giving any reason; the term of notice is 1 month and starts running the day next to delivery of the notice to the other Party. A notice of termination must be made in writing. If the User refuses by a notice in writing to accept changes of the Pricelist, the Agreement will also be terminated by this notice of refusal of such changes. The period of notice will start running on the day of delivery of the notice to the Provider and will end as of the effective date of the changes of the Pricelist. The notice must be delivered to

the Provider before the effective date of the changes. Notices of termination or of refusal of changes of the [Pricelist](#) must be made by the User in writing.

14.2 The Provider reserves the right to withdraw from the Agreement if the User fails to observe the agreed conditions despite warning. the Provider will send a written notice warning the User to the last known address of the latter and the User will be obliged to remove the found defects within a 15-day period. Should this period expire in vain, the Provider has the right to withdraw from the Agreement.

The Provider may also withdraw from the Agreement if an insolvency procedure is started against the User or at any time while it lasts. In such case, the User will not be granted an additional 15-day period and the Provider will be entitled to withdraw from the Agreement without prior notice.

Any withdrawal from this Agreement takes effect and this Agreement becomes terminated on the day of delivery of the notice of withdrawal served in writing to the other Party. Mutual performances exchanged between the Parties until the withdrawal will not be returned, and the User will pay the price for services provided by the Provider until the withdrawal.

14.3 If the Provider decides to remove any of the services provided under the Agreement from its product portfolio, the Provider will be entitled to discontinue the provision of such service(s) to the User. The Provider will be obliged to inform the User about the change by publishing the information on the Provider's website at www.balikovna.cz at least 30 days in advance. This will not affect the duration of the Agreement in relation to the other provided services.

14.4 The Provider is entitled to unilaterally transfer its rights and duties under the Agreement to its subsidiaries or other third parties. the Provider will be obliged to inform the User about the change by publishing the information on the Provider's website at www.balikovna.cz at least 30 days in advance.

14.5 On the termination of this Agreement the User will return back to the Provider unused address labels.

14.6 If the User continues to use the Provider's systems after the termination of the Agreement, especially those used to transmit data for the shipment, this data will be regarded as data for submitting the shipment with parameters according to the Postal Conditions and the valid Price List, i.e. the provisions of the Agreement or these General Terms and Conditions will not apply to this submission.

14.7 Unless it is specified otherwise, the Agreement may be modified only by amendments to the Agreement, made in writing, numbered in ascending order and signed by both Parties to the Agreement.

14.8 The Parties agree to maintain the confidentiality of trade secrets of the other Party and also of the facts and information that have been designated in writing as confidential. The Parties consider as trade secrets all competitively significant, identifiable, measurable and in the relevant business circles normally inaccessible facts connected with the Parties, whose owner – in his own interest – ensures their confidentiality in an adequate manner. For the purposes of the Agreement, trade secrets are mainly information about the existing contractual relationships between the Parties, payment terms, information about the manner to secure claims, data on the extent and volume of provided services, and the details that define the provided performance beyond publicly available information.

14.9 The duty of confidentiality exists until information of the above-mentioned nature becomes generally known, provided that it is not due to a breach of the duty of confidentiality. The duty of confidentiality is not affected by the form of communication of such information (written or oral) and its format (materialised or dematerialised).

14.10 The Parties agree to maintain the confidentiality of information of the above-mentioned nature, not to disclose it or make it available to other entities, and to take necessary measures for their protection and prevention of leakage, including ensuring that it will be used only for activities related to the preparation and performance of the Agreement in accordance with the purpose specified in the Agreement.

14.11 Provision of the above-mentioned information to a court, state prosecutor, competent administrative authority or to another public authority pursuant to and in accordance with law, and its publication under a duty prescribed by law or provision to the founder of the Provider does not constitute a breach of the duty of confidentiality. Neither does disclosure of the said information to a Party's representative constitute a breach of the duty of confidentiality.

14.12 The duty of confidentiality continues notwithstanding the termination of the contractual relationship established by the Agreement.

14.13 If any provision of the Agreement is fully or partially invalid or if any matter is not regulated by the Agreement, this does not affect the remaining provisions of the Agreement.

14.14 The rights and duties arising from the Agreement for each Party will pass onto their legal successors.

14.15 In the event of a conflict between individual documents, the following shall apply:

- The provisions of the Agreement shall prevail over the provisions of these GBTCfPs;

- The GBTCfPs are superior to the Postal Conditions for the User;
- Relations not regulated by the Agreement and/or GBTCfPs are governed by the Postal Conditions;
- Relations not regulated by the Agreement, GBTCfPs, Price List and Postal Conditions are governed by Act No. 29/2000 Coll., on Postal Services, as amended (hereinafter referred to as the "Act on Postal Services") and the applicable legal order of the Czech Republic.

14.16 These GBTCfPs take effect on 1 January 2026, and the Provider reserves the right to alter, amend, or cancel them by issuing new ones.