

# **Postal Terms and Conditions**

## **Pricelist for Balík Do ruky**

**Valid from January 1, 2026**



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# RETAIL PRICELIST



- Fast home delivery to any Czech address
- Fantastic weight and size parameters plus a wide offer of additional services
- Parcel tracking available [online](#) and in [mobile application](#)



Weight up to  
31.5 kg



Longest dimension  
200 cm



COD amount  
up to CZK 100 000



Compensation  
up to CZK 1 000 000

Balík Do ruky	SIZE CATEGORY (longest dimension up to)/Price			
	S (35 cm)	M (50 cm)	L (100 cm)	XL (200 cm)
Basic price	CZK 129	CZK 159	CZK 209	CZK 359
Price for Customer Card holders	CZK 119	CZK 149	CZK 199	CZK 349
Price for parcels with online posting of data*	CZK 119	CZK 149	CZK 199	CZK 349
Price for Customer Card holders with online posting of data*	CZK 109	CZK 139	CZK 189	CZK 339

The prices apply to parcels up to 31.5 kg with the total of all 3 dimensions up to 300 cm, having the shape of a cube, cuboid, or cylinder, packed in strong material (such as cardboard, a rigid envelope, a durable plastic mailing bag), whose address side complies with the prescribed requirements. The price applies to customers without a concluded Agreement. This product may also be provided to contract customers under a concluded Agreement.

\* This price applies to parcels for which posting data is submitted using the electronic bulk posting form (ePA), which can be downloaded from [www.ceskaposta.cz/ke-stazeni/formulare-a-tiskopisy](http://www.ceskaposta.cz/ke-stazeni/formulare-a-tiskopisy). The posting data must be submitted by the time the parcels are posted, must be complete, and must not require any further action from postal staff. The posting data must include valid contact details for the addressee: either a mobile phone number in the format +420 XXX XXX XXX or an email address.

! For **MORE INFORMATION** about Balík Do ruky, see the product [Terms and Conditions](#).

## Overview and pricelist for additional services, surcharges and refunds available with Balík Do ruky services

Additional services and surcharges	Price
Cash on Delivery (No-Card COD)	CZK 36
Declared value up to CZK 50,000 free of charge Balík Do ruky, above CZK 50,000 – surcharge for each started CZK 10,000 above this value	CZK 17
Guaranteed Delivery Time	CZK 60
Pickup of parcel with the Guaranteed Delivery Time service – non-contract customers	CZK 109
Delivery to the Addressee Only	CZK 26
Insured Parcel	CZK 50
Multiple Piece Parcel	Free of charge
Longer Collection Time at sender's request	CZK 24
Fragile	CZK 36

<b>Additional services and surcharges</b>	<b>Price</b>
Electronic notification for the sender – SMS	<b>CZK 4</b>
Electronic notification for the sender – email	<b>Free of charge</b>
Non-Standard	<b>CZK 19</b>
<b>Change of Place of Delivery (Redirection)</b>	
- Monthly fee	<b>CZK 350</b>
<b>Price refunds</b>	
Justified claims of late delivery for parcels with the additional service Guaranteed Delivery Time	Price for Balík Do ruky service + Price of Guaranteed Delivery Time
For returned parcels with the Cash on Delivery service irrespective of COD amount	The price for COD service is not refunded

## Discounts for product Balík Do ruky

A. Discount for more than one Balík Do ruky parcel either sent to the same addressee at the same time	<b>15% of the price of the parcel</b>
B. Discount for the use of the service Multiple Piece Parcel	<b>15% of the price of the parcel</b>

Prices are subject to change.

The prices shown are final and include VAT.

Services not listed here but provided by Česká pošta, s.p., are included in the [full Pricelist](#) for Czech Post's services.

# BUSINESS PRICELIST



- Fast home delivery to any Czech address
- Fantastic weight and size parameters plus a wide offer of additional services
- Parcel tracking available [online](#) and in [mobile application](#)



Balík Do ruky	SIZE CATEGORY (longest dimension up to)							
	S (35 cm)		M (50 cm)		L (100 cm)		XL (200 cm)	
	excl. of VAT	incl. of VAT	excl. of VAT	incl. of VAT	excl. of VAT	incl. of VAT	excl. of VAT	incl. of VAT
Price (in CZK) (up to 31.5 kg)	90.08	109.00	114.88	139.00	156.20	189.00	280.17	339.00

The price applies to customers with a concluded Agreement without a special price arrangement. The prices apply to parcels up to 31.5 kg with the total of all 3 dimensions up to 300 cm, having the shape of a cube, cuboid, or cylinder, packed in strong material (such as cardboard, a rigid envelope, a durable plastic mailing bag), whose address side complies with the prescribed requirements.

! For **MORE INFORMATION** about Balík Do ruky, see the product [Terms and Conditions](#).

## Overview and pricelist for additional services, surcharges and refunds available with Balík Do ruky services

Additional services and surcharges	Price	
	excl. of VAT	incl. of VAT
Cash on Delivery (COD – Remittance or No-Card COD)	CZK 29.75	CZK 36.00
Declared value up to CZK 50,000 free of charge Balík Do ruky, above CZK 50,000 – surcharge for each started CZK 10,000 above this value	CZK 14.05	CZK 17.00
Guaranteed Delivery Time	CZK 49.59	CZK 60.00
Delivery to the Addressee Only	CZK 21.49	CZK 26.00
B2B parcel	Free of charge	
Insured Parcel	CZK 41.32	CZK 50.00
Multiple Piece Parcel	Free of charge	
Longer Collection Time at sender's request	CZK 19.83	CZK 24.00
Electronic notification for the sender – SMS	CZK 3.31	CZK 4.00
Electronic notification for the sender – email	Free of charge	
Fragile	CZK 29.75	CZK 36.00
Do Not Deposit at Business Partner/Box	Free of charge	
Parcels weighing 31.5–50 kg	CZK 412.39	CZK 499.00
Cumbersome	CZK 164.46	CZK 199.00

Non-Standard	<b>CZK 15.70</b>	CZK 19.00
Reply Mail	<b>CZK 4.13</b>	CZK 5.00
Missing contact details	<b>CZK 3.31</b>	CZK 4.00
Additional posting requirements	<b>CZK 6.61</b>	CZK 8.00

<b>Pickup of parcels at sender</b>		
1–20 parcels (price per parcel)	<b>CZK 39.67</b>	CZK 48.00
21–40 parcels (price per parcel)	<b>CZK 9.92</b>	CZK 12.00
Over 40 parcels (price per parcel)	<b>Free of charge</b>	
Failed pickup attempt	<b>CZK 216.00</b>	CZK 261.00

<b>Data files from T&amp;T</b>		
Service activation fee	<b>CZK 249.59</b>	CZK 302.00
Sending of data files	<b>Free of charge</b>	

<b>Change of Place of Delivery (Redirection)</b>		
- Monthly fee	<b>CZK 289.26</b>	CZK 350.00

<b>Vrácení cen</b>		
Justified claims of late delivery for parcels with the additional service Guaranteed Delivery Time	Price for Balík Do ruky service + Price of Guaranteed Delivery Time	
For returned parcels with the Cash on Delivery service irrespective of COD amount	The price for COD service is not refunded	

## Discounts for product Balík Do ruky

- A. Discount for more than one Balík Do ruky parcel either sent to the same addressee at the same time **15% of the price of the parcel**
- B. Discount for the use of the service Multiple Piece Parcel **15% of the price of the parcel**
- C. Volume-related discount for posted monthly volume of Balíkovna plus and Balík Do ruky parcels

Volume of over	50	100	200	300	400	500	1,000
<b>Discount in % of the price of the parcel</b>	8%	12%	14%	16%	18%	20%	22%

Any discount will be calculated based on the price exclusive of VAT.

Prices are subject to change.

The prices are quoted exclusive of VAT as well as inclusive of VAT at the current rate according to valid legal regulations.

Transport price and any related fees are determined by data collected during transit.

The terms used are defined in the [Postal Terms and Conditions for Balík Do ruky](#).

## **APPLICABILITY**

The prices listed in this Pricelist do not apply to:

- Cases where the price is agreed in a written Agreement with a special price arrangement. In such cases, the special price arrangement takes precedence over the price specified in this Pricelist;
- Cases covered by a marketing event (discount), provided that the price set for the marketing event is lower than the price specified in this Pricelist. In such cases, the price specified for the marketing event takes precedence over the price specified in this Pricelist. Any deviations from or additions to this Pricelist agreed under an Agreement and/or special price arrangement must not alter the essential character of the service offered.

## **DETAILED INFORMATION ON ADDITIONAL SERVICES, SURCHARGES, REFUNDS AND DISCOUNTS**

### **B2B parcel**

Service designed for exchanging parcels between businesses. The price includes a second delivery attempt in case the first attempt fails. 95% of parcels are delivered in D+1 (next day delivery).

### **Parcels weighing 31.5–50 kg**

Parcels weighing 31.5–50 kg will only be accepted by Balíkovna under a prior written Agreement and at designated locations listed at [www.balikovna.cz](http://www.balikovna.cz). This service is free of charge in cases where the price of parcels over 31.5 kg is set by a special price arrangement.

### **Insured Parcel**

The parcel may contain 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, precious stones, precious metals and products made of them, and other similarly valuable objects., whose total value exceeds CZK 5,000.

### **Data Files from T&T**

Data files with information on parcel tracking statuses will be provided under a prior written agreement.

### **Cash on Delivery (COD – Remittance or No-Card COD)**

The COD amount, specified by the sender, will be collected from the recipient on delivery of the parcel. It will then be remitted to the specified account of the sender or a person designated by the sender. No-Card Cash on Delivery services are only available to contractual partners.

### **Delivery to the Addressee Only**

The parcel will be delivered to the addressee only provided that the addressee is a natural person.

### **Electronic notification for the sender**

Electronic notification for the sender sent by an email or SMS.

### **Guaranteed Delivery Time**

Guaranteed Delivery Time by 2 p.m. on the next working day.

### **Fragile**

If the weight of the parcel does not exceed 10 kg and its longest dimension does not exceed 50 cm, the sender may ask Balíkovna to handle it with special care in order to minimise the risk of damage during handling. The surcharge is charged for each piece of Multiple Piece Parcel.

### **Failed pickup attempt**

If the sender has entered into a pickup agreement and fails to cancel an ordered pickup drive even though he has no parcel to pick up, the drive will be considered as a failed pickup attempt.

### **Volume-related discounts**

Volume-related discounts are provided for the total volume of Balíkovna plus, Balíkovna and Balík Do ruky parcels sent in a calendar month. If a parcel is posted with the additional service Multiple Piece Parcel, each piece in the parcel will be included into the monthly volume. Volume-related discounts are only available if a written contract has been concluded.

Volume-related discounts are calculated as a percentage of the price exclusive of VAT of Balíkovna plus and Balík Do ruky parcels sent in a calendar month after deduction of any additional discounts. VAT will be added to the calculated discount.

The discount for the calendar month may only be claimed if the invoice (invoices) for the service are settled in time. The discount will be paid against an issued credit note.

### **Missing contact details**

Applies to contractual consignors with a price other than related to size category S, M, L, XL who do not provide addressee's contact details (at least one valid detail, such as mobile phone number in the format +420 xxx xxx or email address) for the purpose of sending Electronic Notification for the Addressee.

### **Cumbersome**

Applies to contractual consignors. Does not apply to parcels weighing 31.5–50 kg (except for cases where the price of parcels over 31.5 kg is set by a special

price arrangement). Applies to parcels with any of the following qualities:

- a) Any dimension exceeds 120 cm × 60 cm × 60 cm;
- b) The parcel has a distinctly irregular shape, spherical or conic shape, or contains protruding parts;
- c) The parcel does not have a strong wrapping, such as a cardboard box, strong envelope, strong plastic bag intended for transportation;
- d) The contents are not secured against movement.

#### **Non-Standard**

The "Non-Standard" surcharge is added to all parcels with any of the following conditions fulfilled:

- a) Shaped as a cube, rectangle, or cylinder;
- b) Without a strong wrapping, such as a cardboard box, strong envelope, strong plastic bag intended for transportation.

The surcharge is charged for each piece of parcels with the additional service Multiple Piece Parcel. The "Non-Standard" surcharge does not apply to contract customers whose pricing is not based on the S, M, L, XL size categories.

#### **Do Not Deposit at Business Partner/Box**

If the sender requests that the parcel be deposited only at a post office after a failed delivery attempt. Applies to customers with a concluded Agreement.

#### **Reply Mail**

The postage for sending the parcel is paid by the recipient (typically a business or institution). This allows the sender to send the parcel free of charge, as long as they use the code provided by the recipient. Applies to customers with a concluded Agreement.

#### **Longer Collection Time at sender's request**

The standard time for collection of a parcel at the post office is 7 days. This additional service makes it possible for the sender to extend the collection time to 15 calendar days.

#### **Pickup of parcels at sender under an agreement**

The service is available only to contractual customers. The total volume of all Balíkovna plus,

Balíkovna and Balík Do ruky parcels picked up at one sender during one month. On top of the price of each parcel.

#### **Pickup of parcel with the Guaranteed Delivery Time service – non-contract customers**

Pickup of parcels sent by non-contract customers. Uniform price irrespective of the number of parcels picked up at a single place is collected.

#### **Declared Value**

Declared value is the maximum limit for compensation by Balíkovna. It is the value of the content of the parcel set by the sender. It also applies to Balíkovna services for Declared value up to CZK 50,000. It also applies to parcels with the additional service Multiple Piece Parcel.

#### **Multiple Piece Parcel**

If the sender requests that several separately packed pieces (items), sent at the same time and addressed to the same addressee, be delivered together as one parcel, the parcel must be sent with the additional service Multiple Piece Parcel. A maximum 5 parcels may be sent together as one Multiple Piece Parcel.

#### **Change of Place of Delivery (Redirection)**

The delivery attempt will be made at the new address specified by the addressee other than the address written on the parcel. If the service is cancelled before the expiry of the period for which the service has been paid, only the price of service for whole months during which the Redirection service will no longer be provided will be refunded. The proportionate part, i.e. the price of the service paid for one month, is indivisible.

#### **Additional posting requirements**

This applies to contractual consignors using services with a price other than related to size category S, M, L, XL who:

- a) provide posting data only after the physical handover of parcels due to the consignor's fault;
- b) provide incomplete posting data that require manual handling by Balíkovna personnel.