



# Postal Terms and Conditions

## Parcel Delivery To Hand Product

Valid from January 1, 2026



## PARCEL DELIVERY TO HAND

### Opening provisions

1. Parcel Delivery To Hand ("Balík Do ruky") is a product provided as a postal service 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 subject-matter of the service is delivery of postal consignments posted in accordance with these Terms and Conditions ("consignment(s)") in the manner described hereinafter. 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. Deviations from these Terms and Conditions may be made pursuant to section 4(3) of the Postal Service Act, based on a written Agreement on the Conditions for Posting Parcel Consignments concluded between the sender and the Company (hereinafter referred to as "the Agreement"). Individual pricing arrangements differing from the prices set out in the applicable product Pricelist may also be agreed upon, based on the posting parameters established in the written Agreement. Such deviations from these Terms and Conditions and/or from the prices specified in the Pricelist must not alter the essential nature of the service offered. In particular, the provisions of the Agreement—or, as the case may be, a similar framework contract concerning the provision of postal services concluded between the sender and the Company, on the basis of which individual postal contracts will be entered into—will take precedence.
3. The Company accepts Parcel Delivery To Hand consignments at any authorised 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 with the sender in a concluded written Agreement (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 written concluded Agreement at an authorised post office. Consignments over 20 kg may only be posted after a prior agreement with the post office.

Consignments with the additional service specified in Art. 29 can be sent without a concluded written Agreement, with authorised employees at a place agreed with the sender, only in designated municipalities.

Information on post offices and authorised locations which accept consignments is available on the Company's website ([www.balikovna.cz](http://www.balikovna.cz) and [www.cpost.cz](http://www.cpost.cz)), on request at any post office, or by calling 281 218 218.

### Content of consignment

4. Unless expressly specified otherwise in Art. 30 below, consignments can contain objects whose value does not exceed CZK 100,000. The same applies also to consignments posted under Art. 28 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. 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 concluded in writing prior to the sending of a consignment, the consignment can also contain unwrapped tyres if the agreed conditions are complied with. If the value of the consignment's contents exceeds CZK 100,000 and the additional service "Insured Consignment" has not been simultaneously selected, the contents of the consignment will be regarded as prohibited, and the sender will not be entitled to compensation for loss, damage, or part loss of the contents.
5. 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> precious stones, precious metals and products made of them, and other similarly valuable objects worth more than CZK 5,000 may be contained in a consignment only if the additional service "Insured Consignment" has been selected. If the value of the consignment contents specified above exceeds CZK 5,000 and the additional service "Insured Consignment" has not been simultaneously selected, the

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

contents of the consignment will be regarded as prohibited, and the sender will not be entitled to compensation for loss, damage, or part loss of the contents.

### Parameters of consignment

6. The weight of a consignment may not exceed 50 kg. The weight is determined upon posting with a minimum accuracy of 100 g.
7. 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.
8. 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.
9. 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.
10. The sender is the person responsible for ensuring that the consignment complies with the specified parameters. The Company is not required to verify compliance with these parameters at the time of posting. If a consignment exceeds any of the parameters set out in Art. 6 to Art. 9, the Company may, at its sole discretion, choose to:
  - a) Terminate the postal services contract on the grounds of non-compliance with the postal terms and conditions and either return the consignment to the sender or request that the sender collect it from a location designated by the Company. In such a case, the sender will not be entitled to a refund of the service fee, as this fee will be regarded as covering the minimum costs of necessary handling

and return of the consignment. If the costs actually incurred exceed the service price, the Company is entitled to demand from the sender payment of the difference between the costs actually incurred and the service price;

- b) Deposit the consignment at a post office, taking into account primarily—but not exclusively—the technical and operational capabilities of that post office and the Company's transport capacity. Neither the sender nor the addressee will be entitled to any compensation in connection with this procedure;
- c) Deliver the consignment in accordance with the concluded postal contract.

The Company is entitled to inspect the consignment parameters and make a decision under para. (a) to para. (c) at any time during transport.

### Packaging of consignments

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

### Service description

12. Consignments are posted against confirmation by the Company. Consignments will be delivered by the Company if the recipient confirms the receipt and produces the identification code specified in Art. 41 or Art. 47 or Art. 48, or in a manner agreed with the addressee in the meaning of paragraph 41(c) or (d).
13. If the Sender provides the Company with the addressee's mobile phone number in a domestic mobile telephone network (hereinafter referred to as "mobile phone number") or email address, the Company will send the addressee an electronic notification about the sending of the consignment, its depositing and other delivery information (hereinafter referred to as "notification"). If the sender has entered with the Company into a written Agreement, this service is available on condition that the sender provides the Company with the addressee's mobile phone number. If the consignment weighs more than 31.5 kg or is sent with the additional service B2B Parcel (Deliver to Business), the sender may also provide the Company with the addressee's landline phone number (hereinafter referred to as "landline phone number"). The phone number will only be used to contact the addressee about delivery of the consignment. The mobile phone number of the addressee and (if applicable) the sender 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).

14. If the sender requests the additional service under Art. 22, 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. 22 must be packed as required by Art. 11 above. The sender will select one piece of the consignment posted with the additional service under Art. 22 as the main piece and will mark it in the manner specified in Art. 22.
15. 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. 9 as well as in cases specified under Art. 18.
16. 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. 18 below and in cases of unsuccessful delivery attempts – has requested the addressee to collect the consignment from the relevant post office, Balíkovna or box within this time limit without attempting to deliver the consignment at the place given in the postal address.  
A Balíkovna means an external pickup location operated by a Czech Post's partner and designated as "Balíkovna." A box means an external location with a self-service technical device intended for consignment pickup, operated by a Czech Post's partner and designated as "Balíkovna." Neither Balíkovna nor box locations are a post office in the meaning of Art. 1 of the Basic Postal Terms and Conditions. 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.
17. In the event of a failed delivery attempt the consignment may be deposited in a box, Balíkovna or at a post office selected by the Company. Consignments may only be

deposited in a box or Balíkovna if they comply with the following conditions:

- a) Maximum weight of 15 kg;
  - b) Maximum dimension of 50 cm;
  - c) Maximum declared value or COD – Remittance / No-Card COD Amount of CZK 50,000;
  - d) No additional service specified in Art. 22, 26, 27, 30 and 32;
  - e) No signs of damage.
18. 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.
  19. 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. 22, the provision of this service including the specified weight and dimensional limits will apply to each piece of the consignment labelled as "Fragile." The surcharge for "Fragile" has to be paid for each such piece.
  20. 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. 22 to 32; 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. 22 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. 22, 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. 22 to 32 to the largest surface of the consignment (hereinafter referred to as "address side").

If the address label, any other stickers or notes under Art. 22 to 32 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, surcharges and sender's instructions**

**21. The sender may select one or more additional services and/or instructions** mentioned in Art. 22 to 32. 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. 24, 24, 26, **Chyba! Nenalezen zdroj odkazů.**, or 28.

**22. "Multiple Piece Parcel"** – 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 Parcel." 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 Parcel" 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 Parcel", 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 mentioned in Art. 23 and 24 do not apply to individual items of the consignment, but to the consignment as a whole.

The "special price for consignments from 31.5 kg to 50 kg" and the "Fragile" and "Cumbersome" surcharges must be paid for each piece of consignment that meets the conditions for their application.

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.

**23. "Cash on Delivery"**: If the consignment is posted with this additional service, the Company will 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. Cash on Delivery (COD) services are provided as **COD without Money Order** services (COD – Remittance), or **No-Card COD** in accordance with Art. 24.

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.

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.

If the consignment is posted with the additional service "Cash on Delivery" and the additional service "Multiple Piece Parcel", the provision of the service "Cash on Delivery" does not apply to individual pieces of the consignment posted with the additional service under Art. 24 but to the consignment posted with the additional service under Art. 24 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.

If **COD without Money Order (COD – Remittance)** services are used, the sender has to provide details for payment of the COD amount in the posting certificate; the Remittance of COD Amount form is not to be attached to the consignment. The COD Amount may only be specified in full CZK. If the consignment has been deposited in a Balíkovna, the addressee may also pay the COD Amount online via a payment gateway. If the consignment has been deposited in a box, the addressee may only pay the COD Amount online via a payment gateway. The COD Amount may be paid in this manner after the consignment has been deposited in the box.

24. **“No-Card Cash on Delivery”** – Senders who have entered with the Company into a written 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. The COD Amount may only be specified in full CZK. 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. If the consignment has been deposited in a box, the addressee may only pay the COD Amount online via a payment gateway. The COD Amount may be paid in this manner after the consignment has been deposited in the box. 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. 23 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 Parcel”, 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. 22 but to the consignment posted with the additional service under Art. 22 as a whole. The sender must attach the above-mentioned data to the piece of the consignment identified by him as the main piece.

25. **“Electronic Notification for the Sender”** – If the sender requests that the Company notifies him 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 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. The format of the mobile phone number is specified in Art. 13. 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 Parcel”, 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. 22 as a whole.

26. **“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. 22.

27. **“Longer Collection Time at Sender’s Request”** – 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 at Sender’s Request” and the additional service under Art. 22, the provision of the service “Longer Collection Time” does not apply to individual pieces of the consignment posted with the additional service under Art. 22 but to the consignment posted with the additional service under Art. 22 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.

28. Consignments sent under an Agreement concluded in writing between the addressee and the Company can be posted with the additional service **“Reply Mail”** at authorised locations. 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 in the Agreement with the Company to pay it instead of the sender. The additional services and/or instructions specified in Art. 22 to 24, 26 to 29, 31 and 32 are not available. When choosing additional services according to Art. 30, the stated price may not be more than CZK 100,000.

29. **“Guaranteed Delivery Time”** – If the sender requests that the Company delivers the consignment at the latest by 2:00 p.m. of the next working day after the day of posting of the consignment.

This additional service is not available when consignment weight exceeds 31.5 kg.

30. **“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; jewellery,<sup>2</sup> precious stones, precious metals and products made of them, and other similarly valuable objects worth more than CZK 5,000 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. 41(a) or 47(a).

This additional service is not available in combination with any of the additional services under Art. 22.

31. **B2B Parcel (Deliver to Business)** – Based on a concluded written Agreement and under the terms and conditions agreed in the Agreement, if the first attempt at delivery of the consignment at the place given in the postal address has failed, the Company will 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 a suitable depositing location.

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. If this additional service is selected, the sender's data must include the addressee's mobile phone number or landline phone number; inclusion of the addressee's email address is optional. A surcharge in accordance with the Postal Terms and Conditions – Parcel Delivery To Hand Pricelist (hereinafter referred to as “the Pricelist”) may be charged by the Company in the absence of the addressee's mobile phone number or landline phone number. These contact details may be used to contact the addressee about delivery of the consignment

This additional service may not be combined with the additional service **“Delivery to the Addressee Only.”**

32. **“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 clients with a concluded Agreement.

### Posting of consignments

33. The consignment is deemed posted as of the moment the Company accepts the consignment from the sender and

<sup>2</sup>Regardless of the used material, jewellery includes any decorative object intended to be worn on the body or clothes.

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. 22 and the sender fails to hand over all pieces of the consignment, the Company will refuse to provide the additional service "Multiple Piece Parcel."

34. 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 weight of the consignment exceeds 31.5 kg, the sender must include the addressee's mobile phone number or landline phone number, 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. 30. The sender must not write the declared value on the address label or packaging.

If the consignment is posted with the additional service under Art. 22, 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.

35. In the case of senders who have concluded a written Agreement with the Company, the Company reserves the right to correct sender's data concerning the weight and/or dimensions of the consignment if a difference between the sender's data and the actual weight and/or dimensions is determined. If the specification of the weight and/or dimensions affects the price of the postal service, the Company will be entitled to charge the sender with any differences so arisen.
36. The prices for which the service is provided and the prices for additional services are quoted in a separate part of the Pricelist. The price is paid in cash upon posting, unless another method of payment has been agreed.

37. If the additional service under Art. 24 ("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.

38. 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. 22.

39. Upon the posting of consignments at the place agreed with the sender in the meaning of Art. 3, 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**

40. 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. 11, 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. This does not affect the different procedure under Art. 10.

### **Delivery of consignments**

41. Consignments will 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 notification of the consignment; consignments with any of the additional services "Delivery to the Addressee Only," "Multiple Piece Parcel," or "Insured Consignment" requested by the sender cannot be handed over against their identification code;

- c) the addressee has entered into a prior agreement with the Company on a special method of delivery of consignments (e.g. by placement in a home box); in such a case, the detailed conditions are regulated by the agreement between the addressee and the Company; or
  - d) the recipient has requested that the delivery be made to another suitable location without physically handing the consignment to the recipient. The condition for delivering the consignment to another suitable location is that the recipient must provide the delivery person with a pickup code and the delivery location. The delivery person is not obliged to comply with the recipient's request. The Company is not responsible for the suitability of the location chosen by the recipient. Unless proven otherwise, a consignment delivered according to the recipient's request, as mentioned in the first sentence, is considered properly delivered if delivered in accordance with the recipient's request. A consignment can only be delivered to another suitable location if it can be delivered against a pickup code, is not worth more than CZK 10,000, does not have any outstanding fees, and none of the additional services or instructions have been selected: "Insured Consignment," "Delivery to the Addressee Only," or "Fragile."
42. With the exception of cases specified in Art. 41(b), (c) and (d) and Art. 47(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. 26 or 30, 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. 22, 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.
43. 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. 18, the consignment will be deposited by the Company at a post office, in a Balíkovna, or in a box. 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 notifying the addressee, the addressee will be informed by the Company about the failed delivery attempt or depositing of the consignment by electronic means. 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.

- 44. Consignments deposited in a Balíkovna will be deposited for a period of 7 days from the day when the consignment is ready for pickup. Consignments deposited in a box will be deposited for a period of two working days until 07:00 a.m. These time limits also apply to consignments redirected to a Balíkovna or box in accordance with Art. 17.
- 45. Consignments deposited at a post office will be deposited for a period of 7 days unless the sender has requested the additional service "Longer Collection Time at Sender's Request". 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.
- 46. 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. 22, the Company will deliver all pieces of the consignment at the other place.
- 47. The Company will hand over the consignment deposited at a post office to an individual who:
  - a) has produced the notice to pick up 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 notification of the consignment. Consignments with any of the additional services "Delivery to the Addressee Only" or "Insured Consignment" requested by the sender cannot be handed over against their identification code.

48. Consignments deposited in a Balíkovna 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 notification informing the addressee that the consignment is ready for pickup. Consignments deposited in a box will be delivered to the natural person who produces the consignment's identification code.
49. 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. 22, 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**

50. 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.

51. If the additional service "COD without Money Order" 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**

52. Information on delivery or the reason for depositing of the consignment is available on the Company's website ([www.balikovna.cz](http://www.balikovna.cz)).
53. 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. 34. 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.
54. 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. 22, 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. 22, 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.
55. 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.
56. 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. 22, 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.

57. 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.

#### **Opening, storage, sale, and destruction of consignments**

58. The Company is entitled to open a consignment only under the conditions stipulated by law.
59. A written record and photographic documentation will be made of the opening of the consignment. A copy of the record will be provided by the Company to the addressee upon delivery of the postal consignment, or to the sender upon its return.
60. The Company is obliged to inform the addressee about the opening of the consignment upon delivery, or the sender upon the return of the consignment.
61. The contents of the consignment may only be inspected upon opening to the extent necessary to achieve the

purpose of the opening. During the opening, the protection of information that is protected under legal regulations, as well as the confidentiality of postal items, letter confidentiality, and the protection of personal data, must be ensured. The mere external repair of the consignment's packaging, where at least part of the original packaging is preserved, is not considered as the opening of a consignment.

62. A consignment that can neither be delivered nor returned will be stored by the Company for a period of three months from the date of posting.
63. If the sender or addressee requests that the Company locate a consignment that may be stored, the Company will attempt to do so; if it is found, the consignment will be released to the sender or addressee.
64. The Company is entitled to sell a consignment or part of it if it is suitable for sale, after three months from the posting date, if the consignment can neither be delivered nor returned.
65. The Company is also entitled to sell a consignment or part of it immediately or to reasonably shorten its storage period if there is reasonable concern that its contents or part of its contents may become damaged before the sale.
66. When selling a consignment or its part the Company has to ensure the most favourable conditions of sale for the sender.
67. If possible, the proceeds from the sale, after deducting the costs of storage and sale (hereinafter referred to as "net proceeds"), will be released to the sender. The sender has the right to request the release of the net proceeds within one year from the date of posting of the consignment. After the expiry of such a period without any claim, the right to the release of the net proceeds lapses, and the net proceeds will be retained by the Company.
68. The Company is entitled to destroy the consignment or part of it if it cannot be sold according to the above-mentioned provisions. Furthermore, the Company will destroy any consignment that is not suitable for sale.
69. The Company will be entitled to destroy the consignment or any part thereof immediately if its content has completely deteriorated or if it is necessary to ensure the protection of human health or property.

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

70. 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**

71. The current version of these Postal Terms and Conditions becomes effective on 1 January 2026 and is available at any post office as well as at the website [www.balikovna.cz](http://www.balikovna.cz).
72. 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.