



Postal Terms and
Conditions

General Terms and Conditions for the Provision of Services

Valid from 01 July 2026



GENERAL TERMS AND CONDITIONS FOR THE PROVISION OF SERVICES

1. OPENING PROVISIONS

- 1.1 These General Terms and Conditions for the Provision of Services (hereinafter referred to as “the GTCPs”) govern the legal relations between Česká pošta, s.p., as the postal services operator, and a natural or legal person as the Sender of parcels in the course of providing services within the scope of products and additional services, instructions, surcharges and discounts relating to such products, as further specified in these GTCPs.
- 1.2 These GTCPs constitute postal terms and conditions within the meaning of section 6 *et seq.* of the Act No. 29/2000 Coll., on postal services and on amendment to certain related acts, as amended (hereinafter referred to as “the Postal Services Act”). Services provided under these GTCPs are postal services within the meaning of section 2(1) of the Postal Services Act.
- 1.3 The following Annexes form an integral part of these GTCPs:
- Annex A: [Retail Products](#)
 - Annex B: [Business Products](#)
 - Annex C: [Additional Services, Instructions, Surcharges and Discounts](#)
 - Annex D: [Retail Pricelist](#)
 - Annex E: [Business Pricelist](#)
 - Annex F: [Packaging Requirements](#)
 - Annex G: [Addressing and Labelling Requirements](#)
 - Annex H: [Notifications and Delivery Notices](#)
 - Annex I: [Claims and compensation for damage](#)

2. INTERPRETATION OF TERMS

- 2.1 For the avoidance of legal uncertainty, the following definitions apply for the purposes of these GTCPs:
- a) Provider – Česká pošta, s.p., business registration No. 471 14 983, with its registered office at Politických vězňů 909/4, 225 99 Prague 1, as the operator of postal services within the meaning of the Postal Services Act.
 - b) Sender – a natural person or legal entity who, as a contracting party, bears the rights and obligations arising from the concluded postal contract. The Sender is the person indicated as the Sender on the parcel or on the address label, in the [mobile](#) or [web application](#), in the electronic posting data, or specified in the Framework Agreement.
 - c) Consignor – a natural person who physically hands over the parcel to the Provider. The Provider does not verify the identity of the Consignor. It is presumed that the Consignor is the Sender, and if the Consignor is a person other than the Sender, the Consignor acts on behalf of the Sender.
 - d) Addressee – a natural person or legal entity for whom the parcel is intended. The Addressee is the person indicated on the parcel or on the address label, in the [mobile](#) or [web application](#), in the electronic posting data, or specified in the Framework Agreement concerning return logistics.
 - e) Recipient – a natural person who physically takes delivery of the parcel. The Provider does not verify the identity of the Recipient unless stated otherwise below.
 - f) Parcel – an addressed postal consignment (postal parcel) that is to be delivered by the Provider, within the provision of services of a specific product, under the conditions set out in these GTCPs.
 - g) Unregistered Customer – a Sender who does not have a registered My Balíkovna account.
 - h) Customer Card – the registration of the Sender based on a Provider-issued form completed by the Sender.
 - i) Framework Agreement – a written contract concluded between the Provider and the Client defining the rights and obligations of the contracting parties relating to the provision of services that will be performed through the conclusion of individual postal contracts. The Sender of parcels under the Framework Agreement is the Client or a third party defined in the Framework Agreement (hereinafter referred to as “the Agreement”).
 - j) Client – a legal entity or a self-employed natural person with whom the Provider has concluded the Agreement.
 - k) Product – a complete set of specifically defined parameters of postal services and the conditions of their provision, including the offer of possible additional services, instructions, applicable surcharges and discounts, which is offered by the Provider to Senders.

These GTCPs apply to services provided within the following Products:

- **Balíkovna** (as a Product for Senders without an Agreement and for Senders with an Agreement),
- **Balíkovna na adresu** (as a Product for Senders without an Agreement and for Senders with an Agreement – formerly under the Czech name “Balíkovna plus”),
- **Balík Do ruky** (as a Product for Senders without an Agreement),

- **Balíkovna – Return of Goods** (Czech: “Balíkovna – vrácení zboží”) (as a Product for Senders posting parcels on the basis of an Agreement with the Client).

The description of the service parameters for the individual postal service products is set out in Annexes [A](#) and [B](#).

- l) **Transport Price** – the basic price corresponding to the costs of the transportation process in the provision of services within the scope of the product’s basic parameters, which does not include any cost-based surcharges, charges for Additional Services, or any other surcharges applied in addition to this price.
- m) **Additional Service** – a service that may be provided solely in connection with a specific Product, if it is offered for that Product, and which the Consignor selects, or is required to select, with regard to the parameters of the parcel being posted.
- n) **Rate** – the quantified cost component of the service provided, which is included in the price of the Product unless otherwise stipulated in the GTCPSs or agreed in the Agreement.
- o) **Surcharge** – a price item that the Provider is entitled to charge the Sender if the defined conditions are met.
- p) **Instruction** – an optional service of the Addressee that may relate to the delivery of the parcel.
- q) **Balíkovna (pickup or drop-off point)** – a location designated as “Balíkovna” (whether by word mark and/or graphic form) used for the pickup or drop off of parcels and for their handover to the Provider, which may be situated:
 - At a Post Office – i.e., on the premises of the Provider or a contractual Partner Post Office bearing the designation and logo of Česká pošta, s.p.; this may also include a depot (Provider’s premises designated as a depot) – hereinafter referred to as “Post Office Balíkovna”.
 - Elsewhere than at a Post Office – i.e., on the premises of a contractual partner of the Provider – hereinafter referred to as “Non-Post Office Balíkovna”.

For the avoidance of doubt, this must not be confused with the names of the Provider’s Products.

- r) **Box** – a self-service technical device designated as “Balíkovna”, used for the pickup or drop-off of parcels, operated by the Provider’s contractual partners.
- s) **Return Logistics** – the return shipment of undeliverable parcels whose receipt has been refused by the Recipient or which are being returned to the Sender for other reasons. It may also include the purposeful return of parcels under the Balíkovna – Goods Return product.
- t) **Electronic Notification** – the sending of electronic messages to the Sender or the Addressee regarding the progress of the service provision. It is only a supporting tool of the Provider, and its non-performance (i.e., failure to send a notification) does not in itself constitute a breach of the Provider’s obligations under these GTCPS, nor does it give rise to any right of the Sender or the Addressee to compensation for damage caused. If the notification is subject to a fee and is not performed, the fee will be refunded upon request.

- 2.2 If any term is not defined in Art. 2.1 of these GTCPSs, its meaning will be determined according to its interpretation elsewhere in the GTCPSs. If a term is not defined within these GTCPSs, its meaning will be derived from the definitions contained in the Postal Services Act, the Civil Code, or from its established use in commercial practice and/or in the provision of postal services.
- 2.3 For the avoidance of doubt, the terms Provider, Sender, Addressee and Client are, for the purposes of interpretation under Art. 2.1 of these GTCPSs, written with an initial capital letter. The use of a lowercase initial letter for other terms does not prevent their interpretation in accordance with Art. 2.1 or 2.2 of these GTCPSs.
- 2.4 The Provider may provide postal services through contractual partners and/or subcontractors. The Provider shall remain responsible for the services provided to the same extent as if it had provided such services itself. Non-Post Office Balíkovna locations and Boxes are not considered contractual partners of the Provider participating in the provision of the Provider’s postal services.

3. CONTENTS OF THE PARCEL

- 3.1 The contents of a parcel may, with the exceptions set out below, consist of items whose total value (i.e., the declared value) does not exceed the maximum amount specified for the relevant product. The value of the contents must be indicated by the Sender in the posting data or on the physical posting receipt, provided that the posting is not carried out via the mobile or web application, in which case this value is automatically set to the maximum content value applicable to the selected product, regardless of the actual value of the contents.
- 3.2 If the total value of the contents is up to CZK 5,000, the parcel may contain valuables – i.e., money, activated payment cards and other means of payment, vouchers for the collection of goods or services, bills of exchange, cheques and other securities, items of cultural, artistic or collector’s value regardless of their age, antiques (in case of doubt, an item is deemed to be an antique if it is more than 70 years old, unless the Sender proves that it is a mass-produced item for ordinary use), jewellery (i.e., decorative items intended to be worn on the body or on clothing regardless of their material), precious stones, precious metals and products made of them, and other similarly valuable items.
- 3.3 If a content value greater than CZK 50,000 is permitted for the relevant product, the additional service “Content Value” must be selected for the amount exceeding this limit. The maximum content value under Art. 3.1 or 3.2 of these GTCPSs may, where the additional service “Valuable Contents” is selected (if available for the relevant product), be increased up to CZK 1,000,000. For the avoidance of doubt, the following applies:

- a) If the parcel contains valuables, the Sender is, where the content value exceeds CZK 5,000, required to select the additional service "Valuable Contents". If the content value exceeds CZK 50,000, he must also select the additional service "Content Value".
 - b) If the parcel contains items that do not fall within valuables, the Sender is, where the content value exceeds CZK 50,000, required to select the additional service "Content Value". Where it is necessary to exceed the maximum content value applicable to the relevant product, he is also required to select the additional service "Valuable Contents".
 - c) Further information on additional services is contained in [Annex C](#).
- 3.4 The contents of a parcel must not include (prohibited contents):
- d) Explosives and pyrotechnics,
 - e) Weapons and ammunition, including their active components within the meaning of the Act No. 90/2024 Coll., on weapons and ammunition,
 - f) Nuclear materials and radioactive substances,
 - g) Narcotic and psychotropic substances,
 - h) Poisonous and caustic substances,
 - i) Infectious biological agents and human or animal specimens for which there is reason to fear that infectious biological agents are present,
 - j) Solid carbon dioxide,
 - k) Pressure vessels, compressed or liquefied gases and gas solutions,
 - l) Biological agents and toxins,
 - m) Oxidising, flammable and other substances and mixtures classified as dangerous pursuant to Article 3 of Regulation (EC) No. 1272/2008 of the European Parliament and of the Council of 16 December 2008 on classification, labelling and packaging of substances and mixtures, amending and repealing Directives 67/548/EEC and 1999/45/EC and amending Regulation (EC) No. 1907/2006, and the Decree No. 474/2002 Coll., to implement the Act No. 281/2002 Coll., on certain measures relating to the prohibition of bacteriological (biological) and toxin weapons and on the amendment to the Trade Licensing Act,
 - n) Living vertebrates,
 - o) Protected wild animals and protected wild plants,
 - p) Items whose postal carriage would be contrary to legal regulations.
- 3.5 Unless Art. 3.4 of these GTCPs provides otherwise, the contents of a parcel may include:
- a) Perishable biological substances – provided that the deteriorated substances do not omit obnoxious odours and do not leak through the packaging of the parcel,
 - b) Living animals other than vertebrates or protected wild animals - provided they do not require special care and attention during the provision of the service,
 - c) Fragile items – provided that the Sender ensures both the internal and external packaging in such a manner that the contents of the parcel cannot be damaged as a result of normal handling of the parcel,
 - d) Liquids – provided that they cannot leak from or through the package of the parcel,
 - e) Human or animal specimens with a minimum likelihood of presence of infectious agents – provided that their packaging meets the packaging requirements for this type of human or animal specimens as laid down in Annex A to the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR), as published in the Notice of the Ministry of Foreign Affairs No. 8/2013 of the Collection of International Treaties, and at the same time do not require any special care or attention in the provision of the service,
 - f) Tyres, provided that one parcel contains no more than 2 tyres of up to 19 inches in size, firmly bound together and without a rim. Tyres may be carried either packaged (including packaging in stretch film) or unpackaged (the Sender's responsibility for choosing suitable packaging or leaving them unpackaged under Art. 4 of these GTCPs, and any resulting impact on compensation for damage, is not affected hereby).
- 3.6 The Sender is required to choose the contents of the parcel with regard to the fact that the Provider does not provide services (i.e. in particular carriage and storage) under any special-handling regime intended to prevent deterioration of its contents (in particular maintaining a temperature regime and stable climatic conditions, preventing contamination, etc.).
- 3.7 The additional service "Fragile" may be arranged for parcels meeting the specific weight and size parameters in order to ensure increased care during handling (i.e. elimination of shocks and drops), where this additional service is available for the relevant product.
- 3.8 If parcels:
- a) contain contents exceeding the maximum aggregate value (i.e. the Product Value, the reduced value for contents specified in Art. 3.2 of these GTCPs, or the value with the additional service "Valuable Contents"), or
 - b) contain prohibited contents pursuant to Art. 3.4 of these GTCPs,
- the contents of such parcels will be deemed prohibited contents, and in the compensation procedure the Provider will not be obliged to compensate for their loss, damage or part loss of contents.
- If parcels:
- c) contain contents pursuant to Art. 3.5 of these GTCPs without the prescribed conditions being met, or

- d) contain items requiring a special handling regime, the Provider will not be obliged to compensate for damage to the parcel or part loss of contents resulting from the Sender's failure to comply with the obligations under Art. 3.5 and/or 3.6 of these GTCPSs. Further methodology is set out in [Annex I](#).

4. PARCEL PARAMETERS AND PACKAGING

- 4.1 The Sender is exclusively responsible for the form of the parcel and selects an appropriate product and additional services taking into account the specific needs of the particular item forming the contents of the parcel. He is required to adapt the weight and size parameters of the parcel and its external and internal packaging material so that he meets all requirements set out in these GTCPSs (in particular Art. 3 and 4) and prevents damage to the contents of his parcel as well as to other parcels, as further described below. The Provider is not required to ascertain the contents of the parcel, and therefore the posting and acceptance of the parcel by the Provider does not constitute acceptance of its form, parameters or confirmation of the suitability of its packaging by the Provider, nor any release or reduction of the Sender's responsibility under this Article.
- 4.2 Each parcel must meet the size and weight parameters specified for the particular product in [Annex A](#) or [B](#) (and, where applicable, also the parameters of the specific product category that affect its price). If, at any time after posting, the Provider discovers that any of the parameters has been exceeded, the procedure set out in Art. 9.4 or 9.5 of these GTCPSs applies. The weight may be verified by the Provider with an accuracy of at least 100 g.
- 4.3 The parcel must be of a regular shape that allows storability during transport, sorting and storage (in case of doubt, a parcel is considered to have such a shape if it forms a homogeneous unit without protruding parts and is, by its shape and by the strength of its internal and external packaging, stable and suitable for stacking). The parcel must be prepared so as to allow safe and easy handling. If the weight of the parcel exceeds 15 kg, it must be prepared for easy and safe handling by two persons.
- 4.4 The Sender is required to adapt the external and internal packaging of the parcel to its contents so as to prevent, to the maximum possible extent, its damage or deterioration during handling in the course of transport, sorting and storage. For this purpose, the Sender has to select the preparation, strength and material so that the internal and/or external packaging is:
 - a) sufficiently strong to effectively protect the items forming the contents against possible damage resulting from contact with other parcels (friction, pressure and impact), and at the same time
 - b) sufficient to ensure that the items forming the contents are not damaged as a result of climatic influences, and at the same time
 - c) ensures that the contents of the parcel are secured against movement (i.e. the items forming the contents must be secured so that they cannot be damaged by friction, pressure and impact between themselves and the packaging or between one another).
- 4.5 The parcel must be prepared in a manner appropriate to the nature and weight of its contents, the length of transport and the handling during sorting and transport, and secured so that the items forming its contents:
 - a) cannot endanger human health and safety, and at the same time
 - b) do not cause unpleasant sensory effects, and at the same time
 - c) cannot damage other parcels or equipment used by the Provider.
- 4.6 The parcel must be secured so that it is not possible to gain access to its interior without leaving visible traces. The external packaging must not bear any signs of previous use in transport by any postal services operator or carrier, i.e. in the case of used packaging, the original addressing details or address label must be removed or thoroughly covered so as to eliminate the risk of incorrect routing of parcels.
- 4.7 The Provider may accept a parcel without packaging provided that:
 - a) even in an unpackaged state, the conditions under Art. 4.1 to 4.6 of these GTCPSs can be met (in particular, damage in the form of scratches or surface damage to the transported item will not be recognised), and at the same time
 - b) there is no risk that, during normal handling of the parcel, part of the transported item could become detached.
 - c) By selecting the additional service Non-Standard or Cumbersome (if available for the given product), the parcel may be prepared differently from Art. 4.3 of these GTCPSs, within the limits described for the relevant additional service (as set out in [Annex C](#)).
- 4.8 If the additional service "Valuable Contents" is selected, the Sender is required, when packaging, to follow the instructions set out in [Annex F](#) if the Content Value exceeds CZK 30,000, or if the Content Value exceeds CZK 10,000 and the contents of the parcel include a valuable item. Otherwise, the packaging is deemed insufficient and not meeting the packaging requirements under these GTCPSs.
- 4.9 If any of the conditions under this Art. 4 of these GTCPSs is not met, the Provider is not required to compensate damage arising from damage to, or part loss of, the contents of the parcel (the methodology is set out in Art. 10 of these GTCPSs). The Provider is also entitled to refuse to accept the parcel for the provision of the service.

5. PARCEL DATA

- 5.1 The Sender will provide the Provider with the parcel data (depending on the selected product) in one of the following ways:

- a) Entering the data in the Balíkovna [mobile](#) or [web application](#),
 - the Sender will then place on the parcel the address label generated by the application, or alternatively write on the parcel the eight-digit posting code generated by the application (on the basis of this code, the address label will be placed on the parcel by the Provider or by the staff of the Non-Post Office Balíkovna or the Post Office Balíkovna). The address label and the code will be generated after payment of the price of the selected product and additional services. The Sender is not authorised to modify address labels (change the size of the address label, its aspect ratio, etc.) or interfere with them in any way.
 - If the box is equipped with a printer, the address label may be printed directly from that device by entering the eight-digit posting code generated by the application; the box printer will print the address label and the Sender will affix it to the parcel.
- b) Sending the data through electronic data in the manner agreed in the Agreement,
 - the Sender will then place the address label on the parcel, and when printing address labels is required to proceed in accordance with the "Address Label Printing Instructions", or, if using the Provider's software, is required to proceed in accordance with the documentation of the software used.
- c) By stating the data of the Addressee and the Sender of the parcel on the parcel or on the address label that will be placed on the parcel. The data of the Addressee and the Sender must also be stated on the posting receipt, or the Sender may, in specified cases, use the Provider's Customer Card instead of a posting certificate.

The data must be provided before the physical handover of the parcel (for the Parcel Delivery to Hand product, the data may be provided by stating them on the parcel and at the same time on the posting receipt or through the use of the Customer Card).

- 5.2 In the event of any discrepancy between the data stated in the posting data (i.e. the data provided in the manner under Art. 5.1(a) or (b) of these GTCPSSs) and the data stated on the parcel, the data stated in the posting data always take precedence. The Provider does not take into account any data stated on the parcel that are not part of the address label or are not recorded in the posting data of the parcel.
- 5.3 The Sender is required to provide the data in such a form that no doubt may arise as to who the Sender is and to whom the parcel is to be delivered (i.e. the designation must clearly enable the identification of an existing natural person or legal entity). When providing this data, the Sender acknowledges in particular that the data provided by him will also be used for identifying the Sender and/or the Addressee in the course of a claim procedure, damage compensation procedure, dealings with administrative authorities, etc., and therefore he is responsible for the completeness and accuracy of such data.
- 5.4 If a specific additional service requires specific data (e.g. a bank account number), the Sender is required to provide such data no later than within the time limits set out in Art. 5.1 of these GTCPSSs.
- 5.5 The data must be stated in Latin script and Arabic numerals. They must be stated clearly and legibly (in block letters or in a font of at least 3 mm). Means that carry a risk of erasure, alteration or loss of legibility must not be used for stating the data. The rules under this Article also apply to the placement of the posting code.
- 5.6 The address label must be made of material ensuring the permanence of the data stated on it (i.e. in particular, protection must be ensured against any change in legibility or against damage to the address label during transport and storage of the parcel). Parcels with illegible information on the address label may be refused by the Provider.
- 5.7 The data must be written or the address label must be placed on the side of the parcel that is most suitable for this purpose in terms of its dimensions, preparation, etc. (hereinafter referred to as "the address side of the parcel").
- 5.8 The data on the selected additional services are to be stated on the address label or on the address side of the parcel. If, in the specified cases, it is not possible to state the selected additional service on the address label, it must always be stated in the posting data of the parcel. In the case of posting with a posting code, the selected additional service is not to be marked on the parcel.
- 5.9 A more detailed specification of the required data, the stating of additional services and the templates for their completion form [Annex G](#), which is an integral part of these GTCPSSs.
- 5.10 If the data are not correct or complete (including data required for the provision of an additional service), the Provider is entitled to refuse to accept the parcel or to charge a surcharge, if available for the given product.
- 5.11 The Sender is obliged to verify, immediately after posting the parcel, the accuracy and completeness of all information stated on the posting receipt that has been printed by the Provider based on the information supplied by the Sender when posting the parcel, in particular the Cash on Delivery amount. If the Sender fails to do so and a discrepancy arises between the information provided by the Sender and the information printed by the Provider, the information printed by the Provider shall be deemed correct and authoritative, and any objections or claims raised subsequently in relation to such discrepancy shall not be taken into consideration.
- 5.12 The Provider is entitled to place on the surface of the parcel his notes relating to the provision of the services and to affix his labels including advertising imprints. A file reference number or another similar note of the Sender relating to the contents of the parcel may be stated on the parcel.
- 5.13 If the Balíkovna – Return of Goods product is selected, the rules for providing the data may be adjusted differently. A more detailed specification is set out in [Annex B](#).

6. CONCLUSION OF THE POSTAL CONTRACT – POSTING

- 6.1 The postal contract between the Provider and the Sender is concluded by posting.
- 6.2 Posting may be carried out only in the manner permitted for the specific product (and the service enabling a particular method of posting may be subject to a fee). A parcel may be handed over to the Provider:
- a) at a Post Office Balíkovna
 - posting is effected at the moment when the Provider's employee physically takes over the parcel, assigns to it the data provided by the Sender, and confirms its acceptance in the manner applicable to the selected product
 - for parcels weighing more than 20 kg, posting is possible only after prior arrangement with the branch at which the posting is to be carried out
 - b) at a Non-Post Office Balíkovna
 - posting is effected at the moment when the Provider takes over the parcel after its acceptance has been confirmed by the staff of the Non-Post Office Balíkovna
 - c) through a parcel box
 - the Sender opens the relevant compartment of the parcel box by scanning the barcode placed on the address label at parcel boxes where the technology allows it, posting may be carried out without an address label, using only the posting code, which must be stated on the parcel the Sender opens the relevant compartment of the parcel box by manually entering the posting code the Sender then places the parcel in the box and closes the device. The Sender is responsible for ensuring that the parcel has been placed in the compartment, that the box has been properly closed, and that no more than one parcel has been placed in the compartment offered. If a parcel is placed in the parcel box without an address label or posting code, the Provider is not liable for any resulting damage.
 - posting is effected at the moment when the Provider takes over the parcel after its acceptance has been confirmed by the parcel box.
 - d) by the Provider's pickup service, if agreed in the Agreement
 - the authorised employee of the Provider issues to the Sender a confirmation of the number of parcels taken over; the posting certificate will be issued in the manner agreed in the Agreement
 - posting is effected at the moment when the Provider's employee assigns to the parcel the data provided by the Sender

The Agreement may specify or modify the locations where the parcel may be handed over, or may define the moment of posting differently.

- 6.3 The Provider confirms posting, depending on the selected product:
- a) by means of a posting certificate sent to the Sender's e-mail address provided in the data submitted through the [mobile](#) or [web application](#), or recorded in the Customer Card, or
 - b) in the form of a confirmation sent by SMS to the Sender's mobile phone number, or
 - c) in the manner agreed in the Agreement, or
 - d) on a physical posting certificate, or
 - e) in another form determined by the Provider.

In the event of the loss of the posting certificate, the Sender may request the issuance of a duplicate certificate at any Post Office Balíkovna, provided that the Sender clearly identifies the parcel for which the duplicate receipt is requested. The issuance of a duplicate certificate is subject to a fee in accordance with the Czech Post price list.

- 6.4 The Sender is the person responsible for fulfilling all conditions contained in these GTCPSs relating to the parcel. The Provider is entitled to require the Sender to prove that the specific parcel complies with all required conditions (both under the general provisions of the GTCPSs and the specifications within individual products and/or selected additional services), but is not obliged to ascertain whether the Sender has complied with all conditions, nor to verify compliance with any parameter at the time of posting. The Provider's inspection may be carried out at any time during the provision of the service. Any failure by the Sender is addressed in Art. 9 of the GTCPSs.
- 6.5 Parcels may be addressed, in accordance with the conditions of the selected product, only to designated Post Office Balíkovna points, Non-Post Office Balíkovna points, parcel boxes, or to the delivery address of a natural person or legal entity. Parcels on which a P.O. Box or Poste restante is stated as the delivery address will be returned to the Sender.

7. DELIVERY

- 7.1 According to the parameters of the selected product and the specific situations set out in these GTCPSs, parcels are delivered in two ways:
- a) they are either held for collection at pickup locations (i.e. parcel pickup), or
 - b) they are delivered to the Addressee's address provided by the Sender (i.e. delivery of the parcel).
- 7.2 Parcels intended for pickup are, in accordance with the conditions of the selected product, held at one of the following pickup locations:

- a) at a Post Office Balíkovna – for 7 calendar days (within the opening hours of the specific location) from the day on which the parcel is made ready for pickup
- b) at a Non-Post Office Balíkovna – for 7 calendar days (within the opening hours of the specific location) from the day on which the parcel is made ready for pickup
- c) in a box – until 07:00 a.m. on the second working day following the day on which the parcel is made ready for pickup.

The specific pickup location is selected by the Sender when providing the parcel data. If the selected Post Office Balíkovna is closed, or if the Non-Post Office Balíkovna or box is closed, unavailable or at full capacity, or for other serious operational reasons, the parcel may be made ready for pickup at another suitable pickup location.

7.3 The Addressee will be informed that the parcel is ready for pickup by means of electronic notification, a push notification in the [mobile application](#), or a printed delivery notice. If, given the nature of the parcel, pickup based on the provision of a pickup code is permitted, the Addressee will receive this code as part of the notification or will find it in the [mobile application](#). Detailed information on notifications are given in [Annex H](#).

7.4 A parcel held at a Post Office Balíkovna will be handed over to the recipient who:

- a) proves, in the manner set out in Art. 7.13 and 7.14 of these GTCPSSs, that he is the Addressee or a person authorised to receive the parcel, and confirms receipt of the parcel with his signature. The Addressee has to state the posting number; a person authorised to receive the parcel who is not the Addressee must always state the Addressee's name and surname/business name and the posting number of the parcel, or
- b) has to state the pickup code and at the same time provide the Addressee's name and surname/business name or the posting number of the parcel, or present the barcode that forms part of the e-mail notification sent to the Addressee.

7.5 A parcel held at a Non-Post Office Balíkovna will be handed over to the recipient on the basis of stating:

- a) the pickup code together with the Addressee's name and surname/business name, or
- b) the pickup code together with the posting number of the parcel.

Stating the posting number of the parcel or the Addressee's name and surname/business name may be replaced by presenting the barcode that forms part of the e-mail notification sent to the Addressee.

7.6 A parcel held in a box will be handed over to the recipient on the basis of entering the pickup code.

7.7 When delivering to an address, the Provider will hand over the parcel using one of the procedures set out below:

- a) handing over against confirmation of receipt by the signature of the recipient – a natural person over 15 years of age who is present in a flat, office, establishment or other enclosed premises marked with the Addressee's name and surname or a surname identical to the Addressee's surname, or with the Addressee's business name (legal entity), provided that he confirms receipt of the parcel with his signature (the Addressee who is a natural person may notify in writing that parcels are to be delivered exclusively to him; in such a case this method of delivery does not apply), or
- b) handing over against confirmation of receipt by the signature of the recipient – natural person outside the premises referred to in letter (a), who proves (in the manner set out in Art. 7.13 of these GTCPSSs) that he is the Addressee or a person authorised to receive the parcel, or
- c) handing over against stating the pickup code during the physical handover of the parcel (the Addressee has received the code by means of electronic notification). Parcels with the additional service "Delivery to the Addressee Only", "Multiple-Piece Parcel" or "Valuable Contents" cannot be delivered using a code, or
- d) handing over against stating the pickup code and at the same time the Addressee's request that the parcel be delivered to another suitable location specified by the Addressee without its personal handover. The request is made by telephone as part of communication with the Provider's delivery worker. The delivery worker does not have to comply with the Addressee's request. The Provider is not responsible for the suitability of the location chosen by the Addressee. Unless proven otherwise, a parcel delivered according to the Addressee's request is considered duly delivered. A parcel may be delivered to another suitable location only if it can be delivered using a code, or if it has no outstanding charge, or if the additional service "Fragile" has not been selected.

7.8 The Provider is entitled to deliver a parcel for which the additional service "Valuable Contents" has not been selected by delivering it to one of the Addressee's neighbours or another suitable natural person who agrees to hand the parcel over to the Addressee and who confirms receipt of the parcel with his signature. If this person is not present in a flat, office, establishment or other enclosed premises marked with his name and surname or a surname identical to his surname, his identity must be verified in the manner set out in Art. 7.13 of these GTCPSSs. This procedure cannot be used if the Addressee sends the Provider a declaration that he does not agree with such delivery and/or that he wishes parcels to be delivered exclusively to him. If the postal address contains an instruction that the parcel is to be delivered to the Addressee through an intermediary, the Provider will deliver it in the same manner as if the intermediary were the Addressee, in which case the intermediary is the person authorised to receive the parcel.

7.9 The Provider does not have to attempt delivery of the parcel at the place specified in the postal address in any of the following situations:

- a) it is agreed with the Sender through the product variant or an additional service,
- b) such procedure has been agreed with the Addressee,
- c) if the aggregate content value of the parcel exceeds CZK 150,000,

- d) if the delivery location or the route to this location gives rise to reasonable concerns about endangering the life, health or property of the Provider and/or his workers,
- e) if the delivery location specified in the postal address is situated outside a built-up area, or is not accessible by a publicly accessible road or publicly accessible purpose-built road (without traffic restrictions, prohibition signs, obstacles preventing entry, etc.), or if its quality and technical condition do not correspond to a condition safe for the Provider's passage when exercising reasonably expected effort,
- f) the parcel shows signs of damage,
- g) other obstacles prevent him from doing so, which he did not cause and could not prevent despite exercising due care,
- h) for capacity or other serious operational reasons (this cannot be applied when using the additional service "Guaranteed Delivery Time").

7.10 If the attempt to deliver the parcel under Art. 7.7 or 7.8 of these GTCPs is unsuccessful, or if such an attempt has not been made under the conditions set out in Art. 7.9 of these GTCPs, the Provider will hold the parcel at a suitable pickup location (taking into account the product variants, weight and size parameters or additional services, the postcode stated in the parcel address and at the same time the capacity of the given pickup location). Unless otherwise specified for a particular product, only a parcel that cumulatively meets all of the following conditions may be held at a Non-Post Office Balíkovna or in a box:

- a) the weight does not exceed 15 kg,
- b) none of its dimensions exceeds 50 cm,
- c) the maximum aggregate value or cash-on-delivery amount does not exceed CZK 50,000,
- d) none of the following additional services is selected: "Multiple-Piece Parcel", "Delivery to the Addressee Only", "Longer Collection Time at Sender's Request", "Valuable Contents", or "Do Not Deposit at Business Partner/Box",
- e) it does not show signs of damage.

The procedure under Art. 7.4 to 7.6 of these GTCPs applies to handing over a parcel held in this manner.

7.11 The Provider will inform the Addressee of an unsuccessful delivery attempt or of a delivery attempt not made in the cases under Art. 7.9 of these GTCPs and of the parcel being held, by means of a notification/delivery notice.

If the Addressee requests delivery of the parcel in another manner, the Provider is not obliged to comply.

7.12 The Addressee will be informed of the progress of the parcel delivery by means of notifications. Further information on notifications is provided in [Annex H](#). A parcel that could not be delivered (i.e. was neither delivered nor picked up) in the manner under the preceding provisions will be returned by the Provider to the Sender as follows:

- a) the parcel will be prepared for pickup at the Post Office Balíkovna where it was posted, or
- b) the parcel will be prepared for pickup at the Post Office Balíkovna designated as the substitute in the case of posting through a Non-Post Office Balíkovna or a box, or
- c) the parcel will be delivered to the Sender's address stated (for the Balíkovna Home Delivery product for contractual Clients or Parcel Delivery to Hand).

The returned parcel will be handed over to the Sender or to a person authorised to receive the parcel on the basis of identity verification in the manner set out in Art. 7.13 of these GTCPs. The parcel cannot be handed over on the basis of stating the pickup code.

The procedure for returning a parcel under the Balíkovna – Return of Goods product is set out in [Annex B](#).

7.13 The identity of the Addressee, or of the Sender in the case of a returned parcel, or of a person authorised to receive the parcel, will be verified by the Provider in the specified cases by means of the following documents:

- a) an identity card, driving licence or passport in the case of a citizen of the Czech Republic
- b) a passport or driving licence or another identity document if the person is a foreign national who is a citizen of an EU Member State or a state of the European Free Trade Association, provided these identification documents are issued in those states
- c) a passport entitling the holder to enter the territory of the EU or a personal document issued in the Czech Republic proving the holder's right to stay in the territory of the Czech Republic, if the person is a foreign national not referred to in letter (b)

7.14 A person authorised to receive the parcel instead of the Addressee (or the Sender in the case of a returned parcel) is considered to be:

- a) the legal representative of the Addressee who is a natural person, that is, a natural person who proves in the manner under Art. 7.13 of these GTCPs that he is a person who
 - was designated as the legal representative of the Addressee in a credible written declaration; the declaration must also state that the Addressee is under 15 years of age,
 - was appointed by a court as the guardian of the Addressee whose legal capacity was restricted so that he is not capable of acts related to delivery,
 - is an authorised person in relation to the legal entity that was designated as the legal representative of the Addressee in a declaration meeting the conditions for appointment as the Addressee's guardian under the previous paragraph.
- b) the agent of the Addressee who is a natural person, that is,

- a natural person over 15 years of age who proves in the manner under Art. 7.13 of these GTCPSs that he is a person authorised to receive the parcel in a credible written declaration made by the Addressee, the legal representative of the Addressee or the agent of the legal representative of the Addressee,
 - a legal entity that was designated as the authorised person in a credible written declaration made by the Addressee, the legal representative of the Addressee or the agent of the legal representative of the Addressee.
- c) the agent of the legal representative of the Addressee who is a natural person, that is,
- a natural person over 15 years of age who proves in the manner under Art. 7.13 of these GTCPSs that he is the person authorised by the legal representative of the Addressee to receive the parcel in a credible written declaration.
- d) a person authorised to act for the Addressee who is a legal entity, that is,
- a natural person over 15 years of age who performs activities on premises marked with the Addressee's name at a workplace designated as the mailroom, or
 - a natural person over 15 years of age who proves (according to Art. 7.13 of these GTCPSs) that he is the person designated as the authorised person in a credible written declaration made by the legal entity or made on its behalf, or
 - a natural person over 15 years of age who presents a Customer Card held by the Addressee. The presentation of a Customer Card by means of the Online Post mobile application is also considered presentation.
 - a legal entity that was designated as the authorised person in a credible written declaration made by the legal entity or made on its behalf; such legal entity is represented by the persons under letter (a) of this Article.
- 7.15 If the authorised person under Art. 7.14 of these GTCPSs is a legal entity, the parcel may be received on its behalf by a natural person defined in Art. 7.14 letter (d) of these GTCPSs.
- 7.16 The person to whom the parcel is handed over must allow the Provider to record the identification data on the basis of which the parcel was handed over.
- 7.17 If a credible written declaration is required under Art. 7.14 of these GTCPSs, such declaration must be handed over to the Provider against the handover of the parcel. This declaration may be replaced, in the case of pickup of a parcel at a Post Office Balíkovna, by presenting the "Recipient Card" issued by the Provider after 29 February 2008, or by presenting the Customer Card (including its display in the Online Post application) together with the Recipient Card.
- 7.18 If the circumstances of the Addressee change or the written declaration is revoked, the person concerned is no longer considered an authorised person.
- 7.19 The Addressee may agree with the Provider in advance on a different method of parcel delivery (e.g. by depositing it in a home box); the detailed conditions in such a case are governed by the contract concluded between the Addressee and the Provider. The Addressee may also request in writing that the Provider deposit a parcel delivered to the address at an agreed Post Office Balíkovna without attempting delivery. The handover of this parcel will be made in accordance with Art. 7.4 of these GTCPSs.
- 7.20 If a signature is required for delivery under this Article, the signature may be provided by signing on the Provider's handheld electronic device.
- 7.21 If the additional service "Delivery to the Addressee Only" is selected, the rules for parcel delivery may be set differently. A more detailed specification is set out in [Annex C](#).

8. PRODUCTS, SERVICES AND PRICES

- 8.1 The Provider offers a portfolio of products with defined parameters and the conditions of the services provided within the given product, additional services and instructions that may be selected, taxes, surcharges and discounts that may be required.
- 8.2 The Provider may stipulate that a certain product and/or additional service, surcharge or tax may be selected (ordered) by the Sender solely on the basis of a concluded Agreement.
- 8.3 A detailed specification of the products and a description of the services provided is set out in Annexes [A](#) and [B](#).
- 8.4 A detailed description of the additional services, instructions, surcharges and discounts is contained in [Annex C](#).
- 8.5 The prices of the products, additional services and instructions and the amounts of taxes and surcharges are set out in Annexes [D](#) and [E](#).
- 8.6 The Provider is required to pay the price of the selected product including any additional services. If the given conditions are met, he is also required to pay the price of the taxes or surcharges that are set. Unless otherwise provided below, the price must be paid at posting.
- 8.7 For parcels for which data are supplied via the [mobile](#) or [web application](#), the price of the product and the selected additional services together with any taxes and surcharges must be paid through that application before the physical handover of the parcel to the Provider. Without payment of the price, posting cannot be carried out.
- 8.8 Payment on the basis of an invoice issued by the Provider may be agreed by Agreement.
- 8.9 The provision of the postal service means compliance with the parcel-handling procedure described in these GTCPSs (i.e. including cases where the parcel is not delivered for specified reasons). If the procedure under these GTCPSs is complied with by the Provider, he is entitled to the price of the product and, where selected or where the conditions for their application have been met, the price of the additional services, taxes and/or surcharges.

- 8.10 The Agreement may provide that, at the time of posting, the Provider is entitled to determine under which product the parcel will be delivered (whether delivered to the Addressee or made available for collection), based on conditions predefined by the Client.
- 8.11 Where an Agreement has been concluded, the Provider shall provide services within the products agreed therein, including any conditions governed by the Agreement that differ from these GTCPSs. The Provider shall be responsible for the proper provision of the agreed services; however, the Provider shall not be liable for the manner in which Senders or Clients present its products to Addressees, in particular where such presentation may result in confusion between individual products, unless the Provider has given prior instructions or consent thereto.

9. NON-PERFORMANCE OF POSTING, SERVICE CANCELLATION, HANDLING OF A PARCEL IN THE EVENT OF NON-COMPLIANCE WITH THESE GTCPSs BY THE SENDER (WITHDRAWAL FROM THE CONTRACT)

- 9.1 If, within 7 calendar days after the provision of the parcel data and payment of the product price, the Sender does not physically hand over the parcel to the Provider, the product price will be returned by the Provider to the bank account from which it was paid. After the expiry of this period, the parcel data are considered irrelevant and the address label unfit for posting the parcel.
- 9.2 The Sender may, until the moment when the Provider takes over the parcel from the Non-Post Office Balíkovna used by the Sender to hand over the parcel to the Provider, or on the day on which the parcel was posted at the Post Office Balíkovna, request cancellation of the ordered services and return of the parcel. Parcel cancellation is charged in accordance with the Pricelist. The product price will be refunded after being reduced by the fee in the current amount, and it will be returned to the bank account from which it was paid.
- The Provider is not liable for the impossibility of cancelling the parcel due to the fact that he has already begun providing the services that were ordered before the cancellation request (i.e. in particular handling of the parcel has already begun, loading or pickup has been carried out, etc.), provided that he has made the effort that could reasonably be required to ensure the return of the parcel.
- 9.3 If the Provider discovers at any time during the provision of the service that the contents of the parcel are prohibited within the meaning of Art. 3.8 of these GTCPSs, or it becomes apparent that the packaging will not ensure compliance with the conditions of Art. 4.1 to 4.6 of these GTCPSs, he will withdraw from the concluded contract for the provision of postal services and return the parcel to the Sender, or request the Sender to collect the parcel at a designated location. Any additional costs for the actions necessary to return the parcel and any damage incurred will be paid by the Sender.
- 9.4 If the Provider discovers at any time during the provision of the service that the parcel exceeds any of the maximum weight or size parameters of the product, or the parcel meets the parameters of the additional service "Non-Standard" or "Cumbersome" without that service having been selected by the Sender, or any other obligations set out in the Agreement have not been complied with by the Client and/or the Sender, the Provider is, on the basis of his own assessment, entitled to choose whether to:
- a) withdraw from the concluded contract for the provision of postal services due to non-compliance with the postal conditions and return the parcel to the Sender, or request him to collect the parcel at a location designated by the Provider. In such a case, the Sender will not be entitled to a refund of the product price, as this price is considered the minimum cost associated with the necessary handling of the parcel and its return to the Sender. If the actual costs incurred exceed the product price, the Provider will be entitled to require the Sender to pay the difference between the actual costs incurred and the product price, or
 - b) deliver the parcel, whereby, contrary to the selected product, delivery to the address stated on the parcel may not be carried out or delivery may be made to a pickup location other than the one selected (Post Office Balíkovna, box, Non-Post Office Balíkovna), following in particular, though not exclusively, the technical and operational capabilities of that pickup location and the Provider's transport capacities. Neither the Sender nor the Addressee will be entitled to any compensation in connection with this procedure. If the specified conditions are met, the Provider is entitled, in addition to the product price, to require payment of the surcharge "Exceeded Parcel Parameters".
- 9.5 In the case where the parcel meets the maximum weight and size parameters of the product but was posted in a different size category of that product (i.e. the Sender did not provide the Provider with correct information on the parcel's weight and/or dimensions) and this fact is discovered by the Provider at any time during the provision of the service, the Provider is entitled to demand the difference between the price already paid and the price of the size category into which the posted parcel actually falls.

10. CLAIMS AND COMPENSATION FOR DAMAGE

- 10.1 Claims relating to postal services and compensation for damage arising in connection with the provision of postal services shall be governed by the Postal Services Act and these GTCPSs.
- 10.2 The procedure for filing claims and requesting compensation for damage, the rights and obligations of persons involved in claim proceedings and subsequent compensation proceedings, as well as the Provider's procedures in such proceedings, are set out in [Annex I](#).

11. OPENING A PARCEL AND ITS SALE

- 11.1 The Provider is authorised to open a parcel only under the conditions laid down by law. A written record and photographic documentation will be made of the opening of the parcel (a copy forms part of the information on the opening). The mere external repair of the parcel's packaging, where the original packaging is at least partially preserved, is not considered opening the parcel.
- 11.2 The Provider is required to inform the Addressee upon delivery, or the Sender upon return of the parcel, that the parcel has been opened.
- 11.3 The contents of the parcel may be inspected upon opening only to the extent necessary to ensure the purpose of the opening. During the opening of the parcel, the protection of information that is protected under legal regulations, as well as the protection of postal secrecy and the secrecy of correspondence, and the protection of personal data, must be ensured.
- 11.4 A parcel that cannot be delivered and at the same time cannot be returned will be stored by the Provider. The storage period is three months from the date of posting.
- 11.5 If the Sender or the Addressee requests the Provider to search for a parcel that may have been stored pursuant to Art. 11.4 of these GTCPs, the Provider will attempt to do so and, if the parcel is found, will hand it over to the applicant.
- 11.6 If it is not possible to deliver the parcel or return it to the Sender, the Provider is entitled, at any time after the expiry of the period pursuant to Art. 11.4 of these GTCPs, to sell the parcel or part of it. The sale may also be carried out as a bulk sale, where the subject of the sale is not precisely defined but an offer is made on the basis of another parameter (in particular the sale of a set of unspecified items 'as is', where the subject of the sale is defined by the total weight of the set and a general description of its contents).
- 11.7 The Provider is entitled to sell the parcel or part of it immediately, or to shorten the storage period appropriately, if there is a justified concern that its contents or part of its contents will deteriorate before the end of the storage period.
- 11.8 If the Provider determines that the parcel or part of it is not suitable for sale (in particular where the costs of the sale would clearly exceed the proceeds) or if the parcel or part of it cannot be sold, he is entitled to dispose of the parcel or part of it free of charge (by donation, destruction, etc.).
- 11.9 The Provider is entitled to destroy the parcel or part of it immediately if its contents have completely deteriorated or if this is necessary to protect human health or property.
- 11.10 When selling the parcel, consideration will be given to ensuring that the sale is as advantageous as possible for the Sender while maintaining the Provider's duty of proper management, i.e. that the costs of the sale do not exceed the proceeds.
- 11.11 If possible, the Provider will remit the proceeds of the sale, after deducting storage and sale costs (the "net proceeds"), to the Sender. The Sender has the right to request the payment of the net proceeds within one year from the date of posting the parcel. If this period expires without the right being exercised, the right to the net proceeds lapses and the net proceeds pass to the Provider.

12. PERSONAL DATA PROTECTION

- 12.1 The Provider acknowledges that, in the course of its activities, personal data may be processed by it in both paper and electronic form.
- 12.2 Further information is provided on the Provider's website in the "[Rights and GDPR](#)" section.

13. DISPUTES

- 13.1 If the Provider rejects or does not handle a claim concerning a defective service, the Sender or the Addressee is entitled to submit to the Czech Telecommunication Office (www.ctu.cz) a petition to initiate proceedings on an objection against the handling of the claim, without undue delay, but no later than within 1 month from the date of delivery of the claim decision or the futile expiry of the time limit for its handling; otherwise the right to lodge an objection lapses. The petition is subject to an administrative fee. Upon petition, the Czech Telecommunication Office will decide in the objection proceedings on the rights and obligations of the parties arising from the postal contract or the Act No. 29/2000 Coll., on postal services, as amended.

14. DEVIATIONS FROM THESE GTCPs

- 14.1 Pursuant to section 4(3) of the Postal Services Act, deviations from these conditions may be agreed in all provisions except for provisions arising from mandatory provisions of Czech law (in particular, but not limited to Art. 1.2, Art. 3.4, Art. 6 to 3 – first part of the sentence, Art. 11.1 – the first sentence, Art. 11.2 and 11.3, Art. 11.4 – the first sentence, Art. 11.6 – the first sentence, Art. 11.7, Art. 11.9, Art. 11.11, Art. 12.1, Art. 13.1, Art. 14.1 and Art. 15.8, furthermore, the provisions of Annex I contained in the first sentence of Article 7.1, Article 7.5, the first sentence of Article 7.13, and the text under letter (a) may not be derogated from).
- 14.2 A deviation may be made on the basis of a written Agreement concluded between the Provider and the Client. Based on the parameters at posting made under such Agreement, individual pricing arrangements differing from the Pricelist for the given product may also be agreed. Such deviations from the conditions and/or from the prices specified in the Pricelist must not

alter the nature of the service offered. These deviating arrangements or deviating prices take precedence over the provisions of these GTCPs.

15. TRANSITIONAL AND FINAL PROVISIONS

- 15.1 Information on Balíkovna locations and boxes to which parcels may be addressed and where parcels may be dropped off is available on the website (www.balikovna.cz), upon request at all Post Office Balíkovna locations (branches of Česká pošta, s.p. or Partner Post Offices) and at telephone number 218 218 218.
- 15.2 For the purposes of these GTCPs, an Agreement is deemed to include all contracts and agreements in written form concluded before or after the entry into force of these GTCPs, provided that they meet the definition of an Agreement set out in Art. 2.1, relate to the products provided under these GTCPs, and refer to the Provider's postal terms and conditions. This includes but is not limited to the Agreement on the Conditions for Posting Parcel Consignments and the Framework Agreement on the Posting of Parcels.
- 15.3 The use of different terminology in the Agreement does not constitute an obstacle – individual terms will be interpreted and aligned according to their meaning and purpose with the corresponding terms used in these GTCPs.
- 15.4 These GTCPs constitute a special regulation of the Provider's postal services for the products specified in Annexes [A](#) and [B](#) and for the additional services specified in [Annex C](#), and take precedence over other documents and the Provider's postal terms and conditions. If any matter is not expressly governed by these GTCPs, the provisions of the Provider's documents "Postal Terms and Conditions – Basic Services" and, where applicable, "Postal Terms and Conditions – Other Services" shall apply. These documents are available on the Czech Post website at www.ceskaposta.cz.
- 15.5 Legal relations that are not governed by these GTCPs are governed in particular by the Act No. 29/2000 Coll., on postal services, as amended, and the Act No. 89/2012 Coll., the Civil Code, as amended. In the case of a contract containing an international element, the contracting parties expressly agree that the legal relations between them will be governed by Czech law.
- 15.6 If any provision of these GTCPs or any part thereof is considered invalid for any reason, it will be deemed deleted for that purpose. This does not affect the validity of the remaining parts of these GTCPs.
- 15.7 These GTCPs, including all their integral parts, are available on the website www.balikovna.cz.
- 15.8 The Provider is entitled to amend and/or update these GTCPs including their annexes; in such a case, the change will be announced at least 1 month before the new version takes effect.
- 15.9 The current version of these GTCPs is effective as of 01 July 2026.