

NOTIFICATIONS AND DELIVERY NOTICES

Balíkovna strives to ensure that the customer has timely and accurate information about his consignment, and therefore uses a system of email and SMS notifications. For the provision of these notifications, it is essential to provide the contact details of the Addressee, and if necessary also of the Sender, in particular the email address and the mobile phone number. Electronic Notification (including notifications from the mobile application) is a supplementary service and its non-performance in itself does not constitute a breach of the provision of services by the Provider under these [GTCPSs](#).

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ELECTRONIC NOTIFICATION BY EMAIL OR SMS

The Addressee is informed by electronic communication in particular of:

- the posting of the parcel,
- the parcel being ready for collection at a Non-Post Office Balíkovna, Post Office Balíkovna or box,
- the delivery day for the product Balíkovna na adresu,
- the forthcoming end of the collection period.

The Sender is informed by electronic communication in particular of:

- the submission of posting data and the payment made for the parcel,
- the posting of the parcel or the cancellation of the posting,
- the delivery of the parcel,
- the return of the parcel to the Sender.

WHAT NOTIFICATIONS ARE AND HOW THEY WORK

Email Notifications – information on the entire journey of the parcel from its acceptance for transport until the moment it is delivered will be sent to the email address of the Addressee indicated in the posting data.

- Tracking link – included in every email, the Addressee will have continuous visibility of the parcel's journey.
- Option to pay Cash on Delivery online – conveniently in one click via the link in the email. Online Cash on Delivery payment is offered for selected parcels after they have been deposited at the pickup location (e.g. box), where payment by card via a payment terminal is not possible.
- Delivery time window – if the parcel is delivered to an address, detailed information with a two-hour delivery window will be sent in both an SMS and an email.

SMS Notifications – immediate and concise information sent directly to the mobile telephone, ideal for quick notification of delivery or deposit of the parcel.

- Link to location details – by clicking on the link in the SMS, the Addressee will be redirected to the location details on the Balíkovna website. This will show the parcel's deposit location, address, opening hours or the occupancy of the pickup location.
- Delivery time window – a two-hour delivery interval for delivery of the parcel to an address.
- Link for online Cash on Delivery payment – SMS notifications sent for parcels deposited in boxes also contain a link for online Cash on Delivery payment.

The Sender is	Contact details of the	The recipient of the parcel is an entrepreneur (company, self-employed person)						The recipient of the parcel is a natural person					
		Balíkovna		Balíkovna vrácení zboží		Balíkovna na adresu		Balíkovna		Balíkovna na adresu		BALÍK DO RUKY	
		Email address	Phone number	Email address	Phone number	Email address	Phone number	Email address	Phone number	Email address	Phone number	Email address	Phone number
Entrepreneur (sending under a concluded Agreement)	Sender	optional	optional	x	x	optional	optional	optional	optional	optional	optional	x	x
	Addressee	mandatory	optional (risk of missing information on the parcel status)	x	x	optional (risk of missing information on the parcel status)	optional (risk of missing information on the parcel status)	mandatory	optional (risk of missing information on the parcel status)	optional (risk of missing information on the parcel status)	optional (risk of missing information on the parcel status)	x	x
Natural person (sending through the mobile or web application)	Sender	mandatory	mandatory	one detail is mandatory	one detail is mandatory	mandatory	mandatory	mandatory	mandatory	mandatory	mandatory	optional	optional
	Addressee	mandatory	mandatory	according to the settings	not available	mandatory	mandatory	mandatory	mandatory	mandatory	mandatory	optional (risk of missing information on the parcel status)	optional (risk of missing information on the parcel status)

Notification type		Notification subject	Attachments	Retail						Business					
				Balíkovna		Balíkovna na adresu		BALÍK DO RUKY		Balíkovna		Balíkovna vrácení zboží		Balíkovna na adresu	
				Email	SMS	Email	SMS	Email	SMS	Email	SMS	Email	SMS	Email	SMS
FOR THE ADDRESSEE	Posting of the parcel at a Balíkovna location	Your parcel is in our hands	NO	YES	x	YES	x	YES	YES ¹	YES	x	YES ⁵	x	YES	YES ¹
	We are carrying your parcel – Balíkovna na adresu	We are carrying your parcel	NO	x	x	YES	YES	YES	YES	x	x	x	x	YES	YES
	Delivery of the parcel in the home box	Your parcel was delivered to the home box	NO	x	x	YES	x	YES	x	x	x	x	x	YES	x
	The parcel is deposited at the Balíkovna location	Your parcel is waiting for you	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES ⁵	YES ⁵	YES	YES
	The parcel is deposited at another Balíkovna location	Your parcel is waiting for you	NO	YES	YES	YES	YES	YES	YES	YES	YES	x	x	YES	YES
	The parcel is deposited in a box	Your parcel is waiting for you	NO	YES	YES	x	x	x	x	YES	YES	x	x	x	x
	The parcel is deposited at another depositing location – box	Your parcel is waiting for you	NO	YES	YES	x	x	x	x	YES	YES	x	x	x	x
	The parcel is deposited in a box – failed delivery attempt	Your parcel is waiting for you	NO	x	x	YES	YES	YES	YES	x	x	x	x	YES	YES
	The parcel is deposited at a Balíkovna location – failed delivery attempt	Your parcel is waiting for you	NO	x	x	YES	YES	YES	YES	x	x	x	x	YES	YES
	Failed delivery attempt – Balíkovna na adresu parcel over 30 kg	Important parcel notification	NO	x	x	x	x	x	x	x	x	x	x	YES	YES
	Forthcoming end of collection time	Your parcel is waiting for you	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES ⁵	YES ⁵	YES	YES
	Forthcoming end of collection time in the box	Your parcel is waiting for you	NO	YES	YES	YES	YES	YES	YES	YES	YES	x	x	YES	YES
	Information for the addressee with apology for non-delivery of a notified parcel	Important parcel notification	NO	x	x	YES	YES	YES	YES	x	x	x	x	YES	YES
	Cancelled posting of a Balíkovna parcel	Important parcel notification	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES ⁵	YES ⁵	YES	YES
	Notification of impossibility to collect the parcel	Important parcel notification	NO	YES	YES	x	x	YES	YES	YES	YES	x	x	x	x
	Repeatedly sent pickup code	Important parcel notification	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES ⁵	YES ⁵	YES	YES
	Delivery of the parcel to an alternative recipient	Important parcel notification	NO	x	x	YES	YES	YES	YES	x	x	x	x	YES	YES
TO THE SENDER	Confirmation of receipt of the parcel	Confirmation of receipt of the parcel	NO	YES	x	YES	x	YES	x	YES	x	YES ⁵	x	YES	x
	Payment confirmation	Payment confirmation	NO	YES	x	YES	x	YES	x	YES	x	x	x	YES	x
	Notification of receipt of posting data from the Balíkovna website	Parcel recapitulation for dispatch	Address label and simplified tax document	YES	x	YES	x	x	x	x	x	YES	x	x	x
	Your payment was successful	Your payment was successful	NO	YES	x	YES	x	x	x	x	x	x	x	x	x
	Notification of posting of the parcel at a location	We confirm the acceptance of your parcel for sending	Posting certificate	YES	x	YES	x	x	x	YES ²	x	x	x	YES ²	x
	Notification of return using the return code	We confirm the acceptance of your parcel for sending	Posting certificate	x	x	x	x	x	x	x	x	YES	YES	x	x
	Notification of delivery of the parcel to the recipient	The recipient received your parcel	NO	YES	x	YES	x	YES	YES ⁴	YES ³	x	YES	x	YES ³	x
	Notification of cancellation	The sending was cancelled	Corrective or simplified tax document	YES	x	YES	x	x	x	x	x	x	x	x	x



¹ If an email address exists, only an email will be sent. If both an email address and a mobile phone number exist, only an email will be sent. If no email address exists, an SMS will be sent.

² Only with the additional service "Posting in the Partner Network" (Bs – Posting in the Balıkovna network).

³ Only if the Sender selects this option and provides the information, including contact details, in the data.

⁴ Charged according to the Pricelist ([Annex A: Retail Pricelist](#)).

⁵ A notification is generated only if the contractual consignee has not disabled notifications for returns in the Online Posting application.

The requirement to provide the email address and the mobile telephone number of the Addressee does not have to be met in the case of the additional service "Return of Goods". For a Balíkovna na adresu parcel over 31.5 kg or a Balíkovna na adresu parcel with the additional service "B2B Parcel (Deliver to Business)", the Sender may also provide the Addressee's landline phone number. In this case, the phone number will be used solely for contacting the Addressee for the delivery of the parcel.

2 ELECTRONIC NOTIFICATION VIA MOBILE APPLICATION ALERTS

 **Vezeme Vám balík** před 3 min
Dnes mezi 09:00 a 11:00 vám budeme doručovat balík na adresu od Petr Synák.

In addition, the following printed documents are used: the “Confirmation of Receipt of a Balíkovna na adresu Parcel Weighing More Than 31.5 kg” and the “Information for the Addressee of a Balíkovna na adresu Parcel Weighing More Than 31.5 kg”.

Digitally signed by Česká pošta
Date: 2026.02.13 00:00:12 CET
LIST: 1/1

OPRAVNÝ DAŇOVÝ DOKLAD č. 260000000098

Česká pošta, s.p., Odstěpný závod Balíkové služby
Politických vězňů 909/4, 225 99 Praha 4
IČ: 47114983
DIČ: CZ47114983

Datum vystavení: 13.02.2026
Datum usk. zdanitel. plnění: 13.02.2026
Čas: 01:00

Rozsah a předmět zdanitelného plnění Sazba DPH v % Ks Cena celkem včetně DPH

Balíkovna	21	1	75,00 Kč
Haléřové vyrovnání			0,00 Kč
Celkem k úhradě v Kč			75,00 Kč

Opavný daňový doklad k Daňovému dokladu č. 260000000066

Rekapitulace DPH:

Sazba	Celk. částka bez DPH	DPH	Celk. částka včetně DPH
21 %	61,99 Kč	13,01 Kč	75,00 Kč

VYSTAVIL: Česká pošta, s.p., Odstěpný závod
 Balíkové služby