

PACKAGING REQUIREMENTS

Proper packaging is essential for the safe transport and delivery of a parcel. Observe the principles of a sturdy outer packaging, sufficient internal cushioning, and secure sealing. This annex provides comprehensive and practical instructions for proper parcel packaging to ensure safe transport, trouble-free sorting and to minimise the risk of damage to the contents. It also sets out the basic technical and safety requirements for packaging materials, internal cushioning of goods, and parcel labelling, compliance with which protects the Sender and the recipient and supports smooth delivery without unnecessary complications. The Sender should follow the requirements set out in this annex and, in the cases specified in these GTCPSs, is obliged to comply with the requirements for proper packaging.

WHY IS PROPER PACKAGING IMPORTANT?	DIMENSIONS, WEIGHT AND VALUABLE CONTENTS	RESPONSIBILITY FOR PACKAGING	SAFETY	SHAPE AND HANDLING
During transport, a parcel goes through: ■ automated belt sorting – your parcel may collide with another parcel ■ handling between depots ■ storage ■ transport in vans and lorries – our drivers do their utmost to deliver your parcel safely. Please remember that your parcel does not travel alone. ■ placement into pickup boxes or at pickup locations. A parcel may be exposed to: ■ pressure, abrasion and contact with other parcels – a parcel may be placed at the bottom of a stack up to 2 m high ■ vibrations and shocks, which may cause the contents to shift ■ impacts and drops from heights of up to 80 cm during transport (and more when delivered to another suitable location) ■ changes of position – a parcel will be transported in the most stable position Insufficient packaging is the most common cause of parcel damage.	A parcel must meet the current transport parameters for the given product: ■ maximum weight ■ maximum dimensions ■ parameters for non-standard parcels (additional services “Cumbersome”, “Non-Standard”) We will place only parcels with maximum dimensions of 50 × 50 × 50 cm at pickup locations and into boxes. For parcels with the additional service “Valuable Contents” where the Content Value exceeds: ■ CZK 10,000 with valuable items, or ■ CZK 30,000 with permitted contents under the GTCPSs, all seams of the packaging must be sealed with adhesive tape at least 2 cm wide: ■ with printing allowing unambiguous identification of the Sender ■ without printing but with identification of the Sender – for paper tape, the Sender's signature or stamp must be placed across the tape. For transparent plastic tape, the signature or stamp must be placed visibly underneath the tape If these instructions are not met, the packaging is considered insufficient.	The Sender is responsible for: ■ the proper outer and inner transport packaging and the overall form of the parcel – only the Sender knows what the contents are ■ sufficiently sturdy packaging that will protect the contents from damage, impacts, pressure and friction with other parcels ■ ensuring firm and stable packaging so that the parcel can be stored and stacked ■ choosing suitable packaging that will protect the contents from climatic influences (e.g. humidity, temperature, snow) ■ meeting the transport conditions – choosing the appropriate product and additional services Improperly packaged parcels may be: ■ refused ■ excluded from automated sorting ■ transported without entitlement to compensation for damage or part loss	A parcel must be packaged so that it: ■ does not endanger the health or safety of people ■ does not cause unpleasant odours or other sensory discomfort ■ does not damage other parcels or the Provider's equipment For safe delivery of the parcel, choose packaging appropriate to: ■ the nature and weight of the parcel ■ the method and duration of transport Recommendations for safe transport: ■ fill every gap inside the parcel ■ if in doubt, use a larger amount of cushioning ■ shake the parcel before posting – the contents must not move ■ always package the parcel on the assumption that it will be transported together with other parcels	■ a parcel must have a regular, homogeneous shape (ideally a cuboid or cube) without protruding parts ■ the packaging must allow easy and safe handling ■ if a parcel weighs more than 15 kg, it must be packaged so that two persons can handle it safely

A WELL-FITTING PACKAGING IS A MUST	PROTECT THE CONTENTS OF THE PARCEL	SEAL THE PARCEL THOROUGHLY	PROPER LABELLING OF THE PARCEL	WHAT TO AVOID
■ prefer a cardboard box or other suitable sturdy packaging ■ use new or undamaged boxes ■ do not use boxes that are deformed, soaked or weakened by previous use. Suitable packaging must be strong enough to reliably protect the contents of the parcel during transport. Unpackaged items A parcel may be accepted for transport without packaging only if: ■ the nature of the item allows transport without packaging, i.e. scratches or surface damage are not an issue ■ leaving the item unpackaged does not pose any risk to the surroundings, persons or other parcels ■ there is no risk of any part of the parcel separating during transport	Securing the contents of the parcel and creating proper deformation zones matter more than they may seem. Place items inside the box preferably in the centre and reinforce them with cushioning material. The contents of the parcel must not move, so use suitable filling material: ■ bubble wrap ■ cushioning paper ■ air pillows ■ foam inserts ■ loose-fill chips (packing peanuts) If the contents move when you shake the box, the packaging is inadequate. Separate individual items Use grids, dividers, wrapping, bubble wrap, etc., and place them between the items.	■ use quality adhesive tape or wrap the entire parcel in transparent stretch film ■ seal all seams using the “H” method (top and bottom of the box) ■ always secure the parcel so that it cannot open on its own and cannot be opened without visible damage to the packaging ■ for heavy and bulky parcels, reinforce the parcel with strong string	■ every parcel must be properly labelled: ○ with an address label from the Online Posting application or according to the Address Label Printing Instructions (contractual consignors) ○ with an address label or posting code when posting via the Balíkovna mobile or web application ○ with the designated address label provided by the Provider when posting a Parcel Delivery To Hand parcel ■ the address label or posting code must be placed on the largest side of the parcel ■ the address label must be flat, undamaged and clearly legible ■ the address label must not be placed across an edge or seam of the box and must be on a flat surface. ■ if you reuse a box, remove or thoroughly cover all original address labels, stickers and markings to avoid misdelivery ■ no tape or string may cover the address label or posting code ■ depending on the nature of the parcel (over 15 kg, over 30 kg, etc.) or the use of the additional service “Fragile”	✗ joining two boxes into one parcel ✗ parts extending beyond the outline of the parcel ✗ using plastic bags or thin packaging materials as parcel packaging ✗ placing items in the parcel without sufficient surrounding cushioning ✗ reusing damaged or soiled packaging ✗ reusing packaging without removing or covering old address details or labels ✗ placing heavy items loosely inside the parcel ✗ using black outer packaging (black stretch film, black box, black mailing bag, etc.)

MACHINE-SORTABLE

up to 70 × 50 × 50 cm

Maximum weight: 30 kg

For products:

- Balíkovna – Retail
- Balíkovna – Business
- Balíkovna Home Delivery – Retail
- Balíkovna Home Delivery – Business
- Parcel Delivery To Hand

A parcel meets the conditions for “MACHINE-SORTABLE” when it has:

- dimensions up to 70 × 50 × 50 cm
- the shape of a cube or cuboid
- a rigid box, rigid envelope, or rigid plastic mailing bag
- contents secured from moving around



STANDARD

up to 120 × 60 × 60 cm

Maximum weight: 31.5 kg

For products:

- Balíkovna – Retail
- Balíkovna – Business
- Balíkovna Home Delivery – Retail
- Balíkovna Home Delivery – Business
- Parcel Delivery To Hand

A parcel meets the conditions for “STANDARD” when it has:

- dimensions up to 120 × 60 × 60 cm
- a regular shape of a cube, cuboid or cylinder (box, envelope, mailing tube, etc.)
- a rigid box, rigid envelope, or rigid plastic mailing bag
- contents secured from moving around



CUMBERSOME

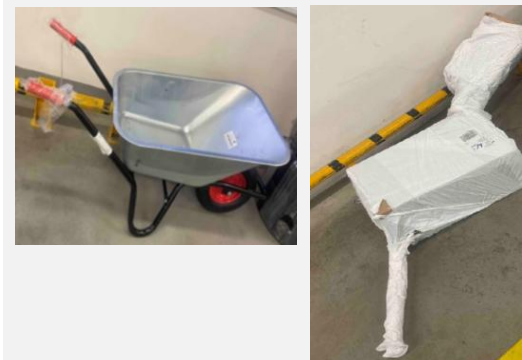
longest side up to 200 cm
(combined sides up to 300 cm)

Maximum weight: 50 kg

For products:

- Balíkovna Home Delivery – Business

- any dimension exceeds 120 × 60 × 60 cm
- the parcel has a **distinctly irregular shape**, spherical or conic shape, or contains protruding parts
- the parcel is **unpacked** or does **not have suitable outer transport packaging** (such as, cardboard, a rigid envelope, a rigid plastic mailing bag) except in situations where the absence or unsuitability of the packaging does not result in non-compliance with the conditions
- the contents of the parcel are **not secured against movement**



NON-STANDARD

longest side up to 200 cm
(combined sides up to 300 cm)

Maximum weight: 31.5 kg

For products:

- Parcel Delivery To Hand

- the parcel is not shaped as a cube, cuboid or cylinder
- the parcel is not packed in suitable outer transport packaging (such as, cardboard, a rigid envelope, a rigid plastic mailing bag)



PALLETISATION

maximum pallet size
120 × 80 × 15 cm

Maximum weight: 800 kg

For products:

- Balíkovna – Business
- Balíkovna Home Delivery – Business

Parameters:

- STANDARD and EURO pallets with standard dimensions 120 × 80 × 15 cm
- the weight of a pallet with parcels must not exceed the maximum load capacity of the pallet and the maximum weight of 800 kg
- multiple pallets must not be combined into a single unit



Stacking the parcels:

- parcels may be stacked up to a maximum height of 1.8 metres
- lighter parcels must not be placed under heavier ones
- the parcels must be evenly distributed on the pallet (the parcels must form a stable stack that does not lean on one side)
- the parcels must not extend beyond the solid edges of the pallet or obstruct the pallet's fork-entry openings

Securing parcels:

- the parcels must be secured from moving around on the pallet (securing is done for example with shrink wrap and strong purpose-made straps)
- parcels weighing over 10 kg must always be strapped to the pallet (a cardboard or wooden top board may be used to reinforce the securing)

A label must be attached to the side of the pallet with this information:

- the consignor's technological number
- the consignor's identification and name
- the sender's identification and address
- the postcode and name of the posting post office
- the posting date of the parcels
- the name of the posting data file