

ADDITIONAL SERVICES, INSTRUCTIONS, SURCHARGES AND DISCOUNTS

1 Complete overview

Additional services	Retail			Business		
			BALÍK DO RUKY			
B2B PARCEL (DELIVER TO BUSINESS)	x	x	x	x	x	YES
VALUABLE CONTENTS	x	x	YES	x	x	YES
CASH ON DELIVERY	up to CZK 50,000	YES	YES	YES	x	YES
	over CZK 50,000 to CZK 100,000	x	YES	x	x	YES
DELIVERY TO THE ADDRESSEE ONLY	x	x	YES	x	x	YES
ELECTRONIC NOTIFICATION FOR THE SENDER / ADDRESSEE	YES	YES	YES	YES	YES	YES
GUARANTEED DELIVERY TIME	x	x	YES	x	x	YES
FRAGILE	x	x	YES	x	x	YES
CONTENT VALUE	up to CZK 50,000	YES	YES	YES	YES	YES
	over CZK 50,000	x	YES	x	x	YES
CUMBERSOME	x	x	x	x	x	YES
NON-STANDARD	x	x	YES	x	x	x
DO NOT DEPOSIT AT BUSINESS PARTNER/BOX	x	x	x	YES	x	x
POSTING IN THE PARTNER NETWORK	x	x	x	YES	x	YES
LONGER COLLECTION TIME AT SENDER'S REQUEST	x	x	YES	x	x	YES
MULTIPLE-PIECE PARCEL	x	x	YES	x	x	YES

Surcharges	Retail			Business		
			BALÍK DO RUKY			
MISSING CONTACT DETAILS	x	x	x	x	x	YES
UNREGISTERED CUSTOMER	YES	YES	x	x	x	x
TYRES – SPRING SEASON / AUTUMN SEASON	x	x	x	x	x	YES
EXCESS REFUSALS SURCHARGE	x	x	x	x	x	YES
EXCEEDED PARCEL PARAMETERS	x	x	x	YES	x	YES
INCREASED HANDLING EFFORT AT POSTING	x	x	x	YES	x	YES

Further services	Retail			Business		
			BALÍK DO RUKY			
PARCEL FROM 31.5 KG TO 50 KG	x	x	x	x	x	YES
TRACK & TRACE DATA FILES	Service activation	x	x	YES	x	YES
	Sending of data files	x	x	YES	x	YES
PARCEL COLLECTION FROM SENDER (PICKUP)	1–20 parcels	x	x	YES	x	YES
	21–40 parcels	x	x	YES	x	YES
	Over 40 parcels	x	x	YES	x	YES
	Failed Collection Attempt	x	x	YES	x	YES
SERVICES FOR RETURNED PARCELS (Storage and Consolidation of Returned Parcels)	x	x	x	YES	YES	YES
CHANGE OF DELIVERY ADDRESS (PERMANENT REDIRECTION)	x	x	YES	x	x	YES

Discounts	Retail			Business		
			BALÍK DO RUKY			
ELECTRONIC SUBMISSION OF POSTING DATA	x	x	YES	x	x	x
VOLUME-RELATED DISCOUNTS	x	x	x	x	x	YES
CUSTOMER CARD	x	x	YES	x	x	x

Addressee's instructions	Retail			Business		
			BALÍK DO RUKY			
DELIVERY TO A PRIVATE BOX	x	YES	YES	x	x	YES

2 Additional services – detailed information

B2B PARCEL (DELIVER TO BUSINESS)	
Description	The parcel will be delivered to the person specified below, typically the next working day after the day of posting. If the first delivery attempt at the address stated in the postal address fails, a second delivery attempt will automatically be made, typically the next working day. If the second delivery attempt fails, the parcel will then be held at a Non-Post Office Balíkovna, a Post Office Balíkovna or in a box (in accordance with the GTCPSs).
Conditions of provision	- The parcel is addressed to an entrepreneur, a legal entity or another person to whom the Provider delivers parcels under the GTCPSs in the manner laid down for delivery to legal entities. - The parcel may only be addressed to a business location with regular opening hours (Monday to Friday during daytime). - When this service is used, the Sender is required to provide the Addressee's mobile telephone number or landline number in the electronic posting data (the landline number will be used solely to contact the Addressee for the purpose of delivering the parcel). The Addressee's e-mail address may also be provided.
Restrictions	- May not be combined with the service "Delivery to the Addressee Only". - Is not available for parcels over 31.5 kg.
Marking on the address side of the parcel	The pictogram  on the address label or by ticking the relevant box on the pre-printed address label.
Available for the product	Balíkovna na adresu – Business
Charging	NO, included in the product price.

Note	Also known as B2B Consignment (Deliver to Business).
VALUABLE CONTENTS	
Description	A service that increases the Maximum Content Value for the parcel up to CZK 1,000,000; the Sender is required to select it: - If the total value of the contents of the parcel exceeds CZK 5,000 AND the contents are 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, or - If the content value of the parcel exceeds the maximum content value set for the specific product.
Conditions of provision	- If the content value exceeds CZK 50,000, the additional service "Content Value" must also be selected. - This service must always be selected if the content value exceeds CZK 100,000, or CZK 5,000 for parcels containing valuables. - The packaging must always be as described in Annex F: Packaging Requirements. - The Provider will deliver the parcel with this service in accordance with the conditions stated in the GTCPSs.
Restrictions	- May not be combined with the service "Multiple-Piece Parcel". - Is not available for parcels over 31.5 kg. - A parcel with this service cannot be collected using a code and cannot be delivered by means of a special parcel delivery method (for example by depositing it in a Home Box), nor through any other suitable location. - If the delivery attempt fails, the parcel will automatically be held only at a Post Office Balíkovna.
Marking on the address side of the parcel	The pictogram  on the address label or by using the required address label.
Available for the product	Balíkovna na adresu – Business Balík Do ruky
Charging	YES, in accordance with the Pricelist .

CASH ON DELIVERY	
Description	The cash-on-delivery amount specified by the Sender will be collected from the recipient on delivery of the parcel. It will then be paid by transfer to the account specified by the Sender.
Conditions of provision	- The cash-on-delivery amount must be rounded to whole crowns. - The cash-on-delivery may not exceed CZK 50,000. The maximum cash-on-delivery amount for the products Balíkovna, Balíkovna na adresu – Business and Balík Do ruky is CZK 100,000. - The Sender must provide the details required for paying out the cash-on-delivery amount together with the posting data for the parcel. - The Provider is liable to the Sender of the parcel for the cash-on-delivery amount collected. The Provider has to pay the cash-on-delivery amount also if a lower amount or no amount whatsoever has been collected from the recipient on delivery of the parcel. - The Provider will transfer the collected cash-on-delivery amount to the bank for the Addressee of the cash-on-delivery amount who maintains an account with the bank; it will do so within three working days of its collection from the recipient. In the case of an online payment of the cash-on-delivery amount, the time limit of three working days for the payment of the cash-on-delivery amount will be counted from the day of delivery of the parcel. - If this service was used for a parcel returned to the Sender or for a lost parcel, and the cash-on-delivery amount was paid online by the recipient, the Provider will return the cash-on-delivery amount without undue delay to the account from which it was paid. - When combined with the "Multiple-Piece Parcel" service, the provision of the service applies not to the individual pieces of the Multiple-Piece Parcel but to all pieces of the Multiple-Piece Parcel as a whole. The Sender must mark the information on the cash-on-delivery amount on the piece of the parcel identified by him as the main piece. - If the cash-on-delivery amount has been collected more than once, the Addressee may request remedy at any Post Office Balíkovna or via the Contact Form and must attach proof demonstrating the multiple payment (submission of supporting documents to pomuzeme@balikovna.cz).
Restrictions	- The Sender may not request remittance of the collected cash-on-delivery amount abroad. - A parcel with this service cannot be delivered by means of a special parcel delivery method (for example by depositing it in a Home Box), nor through any other suitable location. - If the delivery attempt fails and the cash-on-delivery amount exceeds CZK 50,000, the parcel will automatically be held only at a Post Office Balíkovna. - Pursuant to the Act No. 254/2004 Coll., the maximum cash payments of cash-on-delivery amounts from one payer in one calendar day are limited to a total cumulative amount of CZK 270,000.
Marking on the address side of the parcel	When posting with a posting code, the Sender does not indicate the cash-on-delivery amount on the parcel. In other cases, the Sender places the prescribed pictogram  on the address label or affixes a sticker or the note "Cash on Delivery", and indicates the cash-on-delivery amount on the address side of the parcel or on the prescribed address label. If the cash-on-delivery amount is indicated on the parcel, it must be written in digits without spaces or other separating characters. Blank spaces before and after the numerical cash-on-delivery amount must be crossed out so that nothing can be added subsequently.
Available for the product	Balíkovna – Retail Balíkovna na adresu – Retail Balíkovna – Business Balíkovna na adresu – Business Balík Do ruky
Charging	YES, in accordance with the Pricelist .
Manner of paying the cash-on-delivery amount	- The parcel is: - held at a Post-Office Balíkovna: by card or in cash - held at a Non-Post Office Balíkovna: in cash, online using the payment gateway, or by card if available at the given Non-Post Office Balíkovna - held in a box: online using the payment gateway; payment is enabled only after the parcel has been placed in the box. The parcel will be handed over only if the cash-on-delivery amount has been paid. - delivered by courier: by card or in cash
Note	Also known as COD – Remittance or No-Card Cash on Delivery.

DELIVERY TO THE ADDRESSEE ONLY	
Description	The parcel will be delivered to the Addressee's only against their identity document + signature.
Conditions of provision	Available only for parcels addressed to a natural person.
Restrictions	- May not be combined with the service "Multiple-Piece Parcel" or "B2B (Deliver to Business)". - A parcel with this service cannot be collected using a code and cannot be delivered by means of a special parcel delivery method (for example by depositing it in a Home Box), nor through any other suitable location. - If the delivery attempt fails, the parcel will be held only at a Post Office Balíkovna.
Marking on the address side of the parcel	The pictogram  on the address label or a sticker "Delivery to the Addressee Only".
Available for the product	Balíkovna na adresu – Business Balík Do ruky
Charging	YES, in accordance with the Pricelist .

ELECTRONIC NOTIFICATION FOR THE SENDER / ADDRESSEE	
Description	Electronic Notification for the Sender / Addressee with information concerning the posting and delivery of the parcel by means of an electronic message (email or SMS message). Detailed information on notifications is given in the separate Annex H: Notifications and Delivery Notices .
Conditions of provision	- The Sender is required to state in the posting data the email address or mobile phone number to which notifications are to be sent. The email address will also be used to notify the Sender in case the parcel is not collected and is being returned to the Sender (excluding Balík Do ruky). - When combined with the "Multiple-Piece Parcel" service, the provision of the service applies not to the individual pieces but to all pieces of the Multiple-Piece Parcel as a whole.

	- The Provider will send the Addressee an electronic message with information on the posting of the parcel, on the parcel being ready for collection at a Post-Office Balíkovna, a Non-Post-Office Balíkovna or a box, on the delivery day of a Balíkovna na adresu parcel or a Balík Do ruky parcel, and on the approaching end of the collection period. - The mobile phone number of the Addressee and of 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 electronic communication services; it must not be a phone number with a special rate charged to the caller (including toll-free lines). - This service will be provided on condition that the data are supplied in accordance with legal regulations (Regulation (EU) 2016/679 – the General Data Protection Regulation).
Restrictions	Email notifications for the Sender will not be provided to Senders who post parcels under a concluded Agreement. Notifications are provided to this type of Senders only if they have indicated the service Electronic Notification for the Sender in the posting data (existence of the service e-Return Receipt).
Marking on the address side of the parcel	This service, including the contact details, is indicated only in the posting data. It is not indicated on the address label nor is it indicated on the address side of the parcel.
Available for the product	Balíkovna – Retail Balíkovna na adresu – Retail Balíkovna – Business Balíkovna na adresu – Business Balík Do ruky
Charging	Only SMS notifications for the Sender are charged.

GUARANTEED DELIVERY TIME

Description	Guaranteed delivery or attempted delivery of the parcel at the place given in the postal address no later than by 2 p.m. the next working day after the day of posting of the parcel.
Conditions of provision	- The time limit is considered as met even if the Provider's attempted delivery of the parcel at the place given in the postal address, made within the time limit, fails or is not made for reasons set out in the GTCPSs. - In cases where the Provider's attempted delivery of the parcel fails, and in cases where the Provider does not have to make an attempted delivery under the GTCPSs, the Provider will ask the Addressee to collect the parcel at the relevant Post Office Balíkovna, Non-Post Office Balíkovna or box, or will make the parcel ready for collection at the relevant Post Office Balíkovna, Non-Post Office Balíkovna or box without attempting delivery of the parcel at the place given in the postal address. - If the parcel is posted after the time limit announced by the Provider for this purpose, or if the parcel is posted on a Saturday, Sunday or public holiday, the next working day on which this service can be requested at the same Post Office Balíkovna or with the same authorised worker is considered to be the day of posting for the purposes of setting the time limit for delivery. - If it is proven that the binding delivery time was not met due to the Provider's fault, the Provider will return the price paid for this service.
Restrictions	Is not available for parcels over 31.5 kg.
Marking on the address side of the parcel	The pictogram  on the address label or by using the required address label.
Available for the product	Balíkovna na adresu – Business Balík Do ruky
Charging	YES, in accordance with the Pricelist .

FRAGILE

Description	Handling the parcel with special care so as to reduce the risk of damage resulting from normal parcel handling.
Conditions of provision	- If the parcel includes the selected additional service "Multiple-Piece Parcel", the additional service is charged for each individual piece. - Only for parcels with the longest side measuring no more than 50 cm and weighing no more than 10 kg.
Restrictions	- A parcel with this service cannot be delivered by means of a special parcel delivery method (for example by depositing it in a Home Box), nor through any other suitable location. - If the delivery attempt fails, the parcel will be held at a suitable holding location selected by the system (Post Office Balíkovna, Non-Post Office Balíkovna, box).
Marking on the address side of the parcel	The pictogram  on the address label or a sticker "Fragile".
Available for the product	Balíkovna na adresu – Business Balík Do ruky
Charging	YES, in accordance with the Pricelist .

CONTENT VALUE

Description	The content value is the amount for which the Sender values the contents of the parcel. This amount limits the Provider's liability in the compensation procedure – for more on the Provider's liability rules, see Art. 10 of the GTCPSs . Each product has a maximum content value set, with all products having a basic limit of up to CZK 50,000. This does not affect the obligation to select the additional service "Valuable Contents" if the conditions for its use are met (i.e. increasing the content value above the maximum value for the product, or using valuables as specific parcel contents).
Conditions of provision	When combined with the "Multiple-Piece Parcel" service, the content value applies not to the individual pieces of the Multiple-Piece Parcel but to all pieces of the Multiple-Piece Parcel as a whole.
Restrictions	- If the data for the parcel are submitted via the mobile or web application, this value is automatically set to the maximum value Applicable to the selected product, regardless of the actual content value. - If the delivery attempt fails and the content value exceeds CZK 50,000, the parcel will automatically be held only at a Post Office Balíkovna. - If the content value exceeds CZK 150,000, the Provider may decide not to attempt delivery of the parcel at the address specified in the postal address. - If the content value exceeds CZK 30,000, the parcel must be packed in the manner described in Annex F: Packaging Requirements.
Marking on the address side of the parcel	The content value is indicated only in the posting data (for Balíkovna – Retail and Balíkovna na adresu – Retail parcels it is entered automatically in the posting data); the content value is not indicated on the parcel or on the address label.
Basic product settings	Balíkovna – Retail Balíkovna na adresu – Retail Balíkovna – Business Balíkovna na adresu – Business Balík Do ruky
May be increased above CZK 50,000 for the product	Balíkovna na adresu – Business Balík Do ruky
Charging	YES, in accordance with the Pricelist .
Note	Also known as "Declared Value".

CUMBERSOME

Description	A service under which parcels that do not meet the basic requirements regarding size, shape or packaging may be posted, subject to the conditions set out below.
Conditions of provision	- If this service is selected, the maximum dimensions of the given product must not be exceeded. - If the parcel includes the selected additional service "Multiple-Piece Parcel", the additional service is charged for each individual piece. - The Sender is obliged to select this service in the presence of any of the conditions mentioned below: a) Any dimension exceeding 120 cm x 60 cm x 60 cm; b) The parcel has a distinctly irregular shape, spherical or conic shape, or contains protruding parts; c) The parcel is not packed, or does not have suitable external transport packaging (such as, cardboard, a rigid envelope, a strong plastic bag intended for transport), except in situations where the absence or unsuitability of the packaging does not result in non-compliance with the conditions set out in Art. 4 of the GTCPSs; d) Contents not secured against movement.
Restrictions	- Use of this service does not guarantee a favourable outcome of a claim or compensation procedure due to irregular shape or unsuitable packaging. - If the delivery attempt fails, the parcel will automatically be held only at a Post Office Balíkovna. - Does not apply to parcels weighing from 31.5 kg to 50 kg (except in cases where a price for parcels weighing over 31.5 kg has been agreed by an Agreement).

	Applicable to Senders (contractual Clients) with a price other than one based on the size parameters S, M, L, XL.
Marking on the address side of the parcel	The pictogram  on the address label or a sticker "NSK".
Available for the product	Balíkovna na adresu – Business
Charging	YES, in accordance with the Pricelist .

NON-STANDARD

Description	A service that the Sender is obliged to select for parcels that do not comply with any of the conditions mentioned below: a) Shaped as a cube, cuboid, or cylinder; b) Packed in suitable external transport packaging (such as, cardboard, a rigid envelope, or a strong plastic bag intended for transport).
Conditions of provision	If the parcel includes the selected additional service "Multiple-Piece Parcel", the additional service is charged for each individual piece.
Restrictions	- This service does not guarantee a favourable outcome of a claim or compensation procedure due to irregular shape or unsuitable packaging. - If the delivery attempt fails, the parcel will be held at a suitable holding location selected by the system (Post Office Balíkovna, Non-Post Office Balíkovna, box).
Marking on the address side of the parcel	This service is indicated only in the posting data. It is not indicated on the address label nor is it indicated on the address side of the parcel.
Available for the product	Balík Do ruky
Charging	YES, in accordance with the Pricelist .

DO NOT DEPOSIT AT BUSINESS PARTNER/BOX

Description	If the delivery attempt fails, the parcel will be held only at a Post Office Balíkovna.
Conditions of provision	The provision of the service is based on a concluded Agreement.
Restrictions	- Is not available for parcels over 31.5 kg. - May not be combined with the service "Multiple-Piece Parcel".
Marking on the address side of the parcel	This service is indicated only in the posting data. It is not indicated on the address label nor is it indicated on the address side of the parcel.
Available for the product	Balíkovna na adresu – Business
Charging	NO

POSTING IN THE PARTNER NETWORK

Description	A service that enables Clients with an Agreement to post parcels via selected parcel lockers (AlzaBoxes only) and at selected Non-Post Office Balíkovna locations.
Conditions of provision	The service is provided on the basis of a concluded Agreement, and the Provider will enable this posting method upon the Client's request. The Provider may refuse to enable the service.
Restrictions	A parcel cannot be posted if: - its weight exceeds 15 kg, - any of its dimensions exceeds 50 cm, - the total content value or cash-on-delivery amount exceeds CZK 50,000, - any of the following additional services is selected: "Multiple-Piece Parcel", "Guaranteed Delivery Time", "Valuable Contents", "Non-Standard", or "Fragile".
Marking on the address side of the parcel	This service is indicated only in the posting data. It is not indicated on the address label nor is it indicated on the address side of the parcel.
Available for the product	Balíkovna – Business Balíkovna na adresu – Business
Charging	YES, in accordance with the Pricelist .

LONGER COLLECTION TIME AT SENDER'S REQUEST

Description	The standard time for collection of a parcel at a Post Office Balíkovna location is 7 days. This additional service makes it possible for the Sender to extend the collection time to 15 calendar days.
Conditions of provision	When combined with the "Multiple-Piece Parcel" service, the provision of the service applies not to the individual pieces of the Multiple-Piece Parcel but to all pieces of the Multiple-Piece Parcel as a whole. The Sender must mark the information on the piece of the parcel identified by him as the main piece.
Restrictions	- If the delivery attempt fails, the parcel will automatically be held only at a Post Office Balíkovna. - Is not available for parcels over 31.5 kg.
Marking on the address side of the parcel	The pictogram  on the address label or by ticking the relevant box on the pre-printed address label.
Available for the product	Balíkovna na adresu – Business Balík Do ruky
Charging	YES, in accordance with the Pricelist .

MULTIPLE-PIECE PARCEL

Description	Several separately packed pieces posted at a same moment for the same Addressee will be delivered together as one parcel. All pieces of the parcel will be delivered to the recipient at the same time.
Conditions of provision	- The services "Fragile", "Cumbersome" and the price for a "Parcel from 31.5 kg to 50 kg" must be paid for each piece of the parcel for which the service is selected. - The other services indicated on the address label of the parcel identified by the Sender as the main piece or indicated in the posting data apply to all pieces of the Multiple-Piece Parcel as a whole. - A maximum 5 pieces may be posted as one parcel.
Restrictions	- If the delivery attempt fails, the parcel will automatically be held only at a Post Office Balíkovna. - A parcel with this service cannot be delivered against a code (the pickup code will only be generated after the parcel is deposited at a Post-Office Balíkovna) and cannot be delivered by means of a special parcel delivery method (for example by depositing it in a Home Box), nor through any other suitable location.
Marking on the address side of the parcel	- The Sender must mark each piece of the parcel with the appropriate pictogram  on the address label or with the acronym "VK", clearly marked next to the address label. - The Sender must identify one of the pieces as the main piece. - For each parcel piece, the Sender must indicate on its address label, below the pictogram, the piece's sequence number and the total number of pieces posted as one parcel (e.g. 1/5, 2/5, ...). The first piece in the sequence is always the one the Sender has identified as the main parcel. The numbering must be in ascending order, increasing by one. - For all other pieces, the Sender must also indicate a part of the main parcel's posting number.

Available for the product	Balíkovna na adresu – Business Balík Do ruky
Charging	NO
Note	Also known as “Multiple-Piece Consignment”.

3 Surcharges – detailed information

MISSING CONTACT DETAILS

Description	A surcharge applicable to Senders (contractual Clients) with a price set otherwise than on the basis of the size parameters S, M, L, XL who do not provide Addressee's contact details (at least one valid detail, such as mobile phone number in the format +420 xxx xxx or email address) for the purpose of sending electronic notifications.
Applicable to the product	Balíkovna na adresu – Business
Charging	YES, in accordance with the Pricelist .

UNREGISTERED CUSTOMER

Description	A surcharge applicable to Senders who have not registered on My Balíkovna .
Applicable to the product	Balíkovna – Retail Balíkovna na adresu – Retail
Charging	YES, in accordance with the Pricelist .

TYRES – SPRING SEASON / AUTUMN SEASON

Description	- A surcharge applicable to Senders (contractual Clients) for posting parcels containing tyres within the set time period. - Spring Season shall mean the period from March to May. - Autumn Season shall mean the period from September to December.
Applicable to the product	Balíkovna na adresu – Business
Charging	YES, in accordance with the Pricelist .

EXCESS REFUSALS SURCHARGE

Description	- A surcharge applicable to Senders (contractual Clients) who post more than 100 Balíkovna na adresu parcels per month, if the number of parcels rejected by recipients exceeds 5% of the Sender's total monthly volume. - The surcharge will be applied to each rejected parcel exceeding this 5% threshold.
Applicable to the product	Balíkovna na adresu – Business
Charging	YES, in accordance with the Pricelist .

EXCEEDED PARCEL PARAMETERS

Description	A surcharge applicable to Senders (contractual Clients) for parcels exceeding the size or weight-related parameters or for parcels without the selected additional service “Cumbersome” that meet the conditions for its obligatory selection.
Applicable to the product	Balíkovna – Business Balíkovna na adresu – Business
Charging	YES, in accordance with the Pricelist .

INCREASED HANDLING EFFORT AT POSTING

Description	A surcharge applicable to Senders (contractual Clients) with a price other than related to size dimensions S, M, L, XL and posting data that: a) are delivered only after the physical handover of the parcel for reasons on the Sender's side, or b) are incomplete, require a manual action by the Provider's worker – data containing a non-existing or no postcode, or if the postcode is evaluated as incorrect.
Applicable to the product	Balíkovna – Business Balíkovna na adresu – Business
Charging	YES, in accordance with the Pricelist .

4 Further services – detailed information

PARCEL FROM 31.5 KG TO 50 KG (specified as a separate price item in the Pricelist)

Description	A service allowing to post parcels in the weight range of 31.5–50 kg.
Conditions of provision	- The provision of the service is based on a concluded Agreement and is available at authorised locations designated in the Agreement. - The Sender is obliged to include the Addressee's mobile phone number (as well as the Addressee's landline phone number if applicable); inclusion of the Addressee's email address is optional. These contact details may be used to contact the Addressee for the purpose of delivery of the parcel. - If the parcel includes the selected additional service “Multiple-Piece Parcel”, the additional service is charged for each individual piece. - If the delivery attempt fails, the Provider will make a new attempt at delivery each working day during the collection time provided that it has not agreed otherwise with the Addressee.
Restrictions	- A parcel with this service cannot be forwarded to a new address selected by the Addressee. - May not be combined with these services: “Longer Collection Time at Sender's Request”, “Guaranteed Delivery Time”, “Valuable Contents”, “B2B Parcel (Deliver to Business)” or “Do Not Deposit at Business Partner/Box”.
Marking on the address side of the parcel	The pictogram  on the address label
Available for the product	Balíkovna na adresu – Business
Charging	YES, in accordance with the Pricelist . This service is free of charge in cases where the price of parcels over 31.5 kg is set by individual price terms. In the absence of the Addressee's mobile phone number or landline phone number the Provider may charge a surcharge in accordance with the Pricelist .
Note	Also known as “Consignment from 31.5 kg to 50 kg”.

TRACK & TRACE DATA FILES

Description	A service allowing to provide data files with information on parcel statuses from the Track & Trace system.
Conditions of provision	The provision of the service is based on a concluded Agreement.
Restrictions	x
Available for the product	Balíkovna – Business Balíkovna na adresu – Business
Charging	YES, in accordance with the Pricelist .

PARCEL COLLECTION FROM SENDER (PICKUP)

Description	Pickup of parcels from the Sender under the previously agreed conditions.
Conditions of provision	- The provision of the service is based on a concluded Agreement. - Failed Collection Attempt – If the Sender has entered into a pickup agreement and fails to cancel an ordered pickup drive even though he has no parcel to pick up, the drive will be considered as a failed collection attempt and will be charged.
Restrictions	x
Available for the product	Balíkovna – Business Balíkovna na adresu – Business
Charging	YES, in accordance with the Pricelist . This applies to the sum of all Balíkovna and Balíkovna na adresu parcels collected from one consignor during one month. The price will be added to the price of each parcel.

SERVICES FOR RETURNED PARCELS

Description	The Provider offers the following services within the reverse logistics process (return of undelivered parcels or delivery of the Balíkovna Return of Goods product): - Storage – placement of a parcel in pallet storage until it is collected by the Client/Sender. If this service is used, the parcel will not be delivered in accordance with the general provisions applicable to the respective product set out in these GTCPSSs. - Returned Parcel Consolidation – may only be selected in combination with the Storage service. The service consists of preparing returned parcels for easier collection, all in accordance with the conditions defined in the Agreement.
Conditions of provision	The provision of the service is based on a concluded Agreement.
Restrictions	x
Available for the product	Balíkovna – Business Balíkovna na adresu – Business
Charging	YES, in accordance with the Pricelist .

CHANGE OF DELIVERY ADDRESS (PERMANENT REDIRECTION)

Description	The delivery attempt will be made at the new address specified by the Addressee other than the address indicated on the parcel and in the posting data.
Conditions of provision	- The Addressee has asked the Provider, in the manner set by the Provider, for Permanent Redirection. - If the service is cancelled before the end of the period for which it has been paid, the Provider will refund the price of the service only for full months in which the Change of Delivery Address is no longer carried out. The proportional part, i.e. the price of the service paid for one month, is indivisible. - For a parcel with the selected service “Multiple-Piece Parcel”, the Provider will deliver all pieces to the other address.
Restrictions	Parcels up to 31.5 kg can be redirected.
Available for the product	Balíkovna na adresu – Business Balík Do ruky
Charging	YES, in accordance with the Pricelist .

5 DISCOUNTS – DETAILED INFORMATION

ELECTRONIC SUBMISSION OF POSTING DATA

Description	A discount for the submission of posting data using the Electronic Bulk Posting Form.
Conditions of provision	- The posting data must be submitted by the time the parcels are posted, must be complete, and must not require any further action from the Provider's staff. - The posting data must include valid contact details for the Addressee: either a mobile phone number in the format +420 XXX XXX XXX or an email address.
Restrictions	x
Applicable to the product	Balík Do ruky

VOLUME-RELATED DISCOUNTS

Description	A volume-related discount for the total volume of parcels posted in a calendar month.
Conditions of provision	- Volume-related discounts are provided for the total volume of Balíkovna and Balíkovna na adresu parcels posted in a calendar month. If a parcel is posted with the selected service “Multiple-Piece Parcel”, each piece will be included into the monthly volume of posted parcels. - Volume-related discounts are provided only under a concluded written Agreement. - Volume-related discounts are calculated as a percentage of the price exclusive of VAT of Balíkovna na adresu parcels posted in a calendar month after deduction of any additional discounts. VAT will be added to the calculated discount. - The discount for the calendar month may only be claimed if the invoice (invoices) for the service is (are) settled in time. The discount will be paid against an issued credit note.
Restrictions	x
Applicable to the product	Balíkovna na adresu – Business

CUSTOMER CARD

Description	A discount from the basic price for holders of a Customer Card.
Conditions of provision	Holding a Customer Card for the product Balík Do ruky (for more information see Customer Card – RETAIL – Czech Post).
Restrictions	x
Applicable to the product	Balík Do ruky

6 Addressee’s instructions – detailed information

DELIVERY TO A PRIVATE BOX	
Description	An instruction allowing delivery of Balík Do ruky and Balíkovna na adresu parcels to the private (home) box located at the Addressee’s address.
Conditions of provision	Purchase of the box at www.obchod.balikovna.cz . Registration/login to the My Balíkovna account. Activation of the box at Instructions management – activation Balíkovna .
Restrictions	This service is not available for the following parcels: - with an amount to be collected (such as cash-on-delivery amount); - of a larger size (L or XL); - that are cumbersome; - that weigh over 31.5 kg; - with a content value over CZK 50,000; - for which the Sender selected the service “Multiple-Piece Parcel”, “Delivery to the Addressee Only”, “Guaranteed Delivery Time” or “Valuable Contents”; - for which the Addressee signed either of the following contracts with Czech Post: Mail Pickup At Post Office Contract/Contract for Delivery to a Lockable Post Office Box or to a Delivery Box; - with the Addressee’s name and surname not matching the name and surname of the box user or owner; - with the address on the parcel not matching the address where the private box is located; - for which no contact details (email address or phone number) of the box user or owner who has set up the “Delivery to a Private Box” instruction match those provided when setting up the “Delivery to a Private Box” instruction.
Applicable to the product	Balíkovna na adresu – Business Balíkovna na adresu – Retail Balík Do ruky