

RETAIL PRODUCTS

Product / Parameters		 Balíkovna	 Balíkovna na adresu	BALÍK DO RUKY
Prefixes		NR	ND	DR, DV, DE
Type of delivery		Pickup from Balíkovna locations or boxes	Delivery to address	Delivery to address
Pricelist		Retail Pricelist	Retail Pricelist	Retail Pricelist
Suffixes		Y, X	Y, X	Y, X
Posting channel – electronic posting data / paper posting certificate		- Balíkovna mobile application - Balíkovna web application	- Balíkovna mobile application - Balíkovna web application	- Posting Form (paper form) - Bulk Posting Form (paper form) - Electronic Bulk Posting Form (electronic posting form)
Where to track the parcel		- In the Balíkovna mobile application (only parcels posted after the application was installed can be tracked) - On the Balíkovna website - In the Czech Post mobile application - On the Czech Post website	- In the Balíkovna mobile application (only parcels posted after the application was installed can be tracked) - On the Balíkovna website - In the Czech Post mobile application - On the Czech Post website	- In the Balíkovna mobile application (only parcels posted after the application was installed can be tracked) - On the Balíkovna website - In the Czech Post mobile application - On the Czech Post website
Maximum weight		15 kg	15 kg	31.5 kg
Minimum dimensions (cm)		15×10.5 (rolls: 15×3.5)	15×10.5 (rolls: 15×3.5)	15×10.5 (rolls: 15×3.5)
Maximum dimensions (cm)		50×50×50	50×50×50	L 200, L+W+H max. 300 (no dimension of the parcel may exceed 200 cm and the sum of its length, width and height must not be greater than 300 cm. Parcels of non-rectangular shapes are assessed similarly.)
Notifications for the Sender		Automatic email (included)	Automatic email (included)	Email (included) if contact details are provided; SMS (charged according to the Pricelist) if contact details are provided
Notifications for the Addressee		Automatic SMS and email (included)	Automatic SMS and email (included)	Automatic SMS and email (included) if contact details are provided
Cash on Delivery (maximum COD amount)		CZK 50,000	CZK 50,000	CZK 100,000
Additional services		Cash on Delivery	Cash on Delivery	- Valuable Contents - Cash on Delivery - Delivery to the Addressee Only - Electronic Notification for the Sender (SMS) - Guaranteed Delivery Time - Content Value (over CZK 50,000) - Fragile - Non-Standard - Longer Collection Time at Sender's Request - Multiple-Piece Parcel
Surcharges		For unregistered customers	For unregistered customers	Cannot be charged
Discounts		Not available	Not available	- Posting with Customer Card - Electronic posting of data - Posting with Customer Card plus electronic posting of data
Parcel value and content (Declared Value)	Maximum value of the included content	CZK 50,000	CZK 50,000	- Up to CZK 50,000 included in the product price - Up to CZK 100,000 with the additional service “Content Value” - Up to CZK 1,000,000 with the additional service “Valuable Contents” and “Content Value”
	Manner of specification	Not specified, CZK 50,000 applies automatically	Not specified, CZK 50,000 applies automatically	Must be specified in the posting certificate
	Permitted content up to CZK 5,000	- Content permitted by the GTCPSSs - Valuables	- Content permitted by the GTCPSSs - Valuables	- Content permitted by the GTCPSSs - Valuables
	Permitted content over CZK 5,000	<u>Valuables</u>  : - Not available <u>Other permitted contents</u>   : - up to CZK 50,000	<u>Valuables</u>  : - not permitted <u>Other permitted contents</u>   : - up to CZK 50,000	<u>Valuables</u>  : - CZK 5,000–CZK 1,000,000 valuables only with the additional service “Valuable Contents” <u>Other permitted contents</u>   : - up to CZK 50,000 included in the product price (optional use of “Valuable Contents”) - CZK 50,000–CZK 1,000,000 only with the additional service “Content Value” (optional use of “Valuable Contents”) - CZK 100,000–CZK 1,000,000 only with the combination of additional services “Content Value” and “Valuable Contents”
What is a valuable		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.		
Where to post the parcel	Box (AlzaBox, OX Point Box, Penguin Box)	- AlzaBox and Penguin Box = sending with the address label from the email notification or the written posting code (8 characters, numeric) - OX Point Box = sending with the address label from the email notification only		Not available
	Post Office Balíkovna (including depots or Partner Post Offices)	- Posting with posting code (8 characters, numeric) – the address label will be printed by the Balíkovna staff using their address label printer - Posting with the printed address label from the email notification		Posting with the posting certificate (Posting Form, Bulk Posting Form, Electronic Bulk Posting Form)
	Non-Post Office Balíkovna	- Posting with posting code (8 characters, numeric) – the address label will be printed by the Balíkovna staff using their address label printer - Posting with the printed address label from the email notification		Not available

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Where will the parcel be delivered	To an address	Not available	- Payment of the COD amount by card or by cash - Delivery based on the pickup code (6 characters, alphanumeric, a-d) or against signature/identity document - Delivery based on the pickup code is not available for parcels with the additional services "Delivery to the Addressee Only", "Valuable Contents" and "Multiple-Piece Parcel" - If delivery to the address cannot be made, we will hold the parcel in a Box, at a Non-Post Office Balíkovna or at a Post Office Balíkovna	
	To a safe place (another suitable place)	Not available	- Available only for parcels without Cash on Delivery - Delivery to a safe place is only available after the addressee provides the pickup code (6 characters, alphanumeric, a-d) - Delivery to a safe place is not available for parcels with the additional services "Cash on Delivery", "Delivery to the Addressee Only", "Valuable Contents", "Multiple-Piece Parcel" and "Fragile" - The parcel is delivered by being left in the suitable safe place agreed with the addressee - If delivery to the safe place cannot be made, the parcel will be held in a Box, at a Non-Post Office Balíkovna or at a Post Office Balíkovna	
	Home Box for an Apartment Building (shared box)	Not available	- Available only for parcels without Cash on Delivery - The parcel is delivered by placing in the Home Box - If delivery by placing the parcel in the Home Box cannot be made, the parcel will be held in a Box, at a Non-Post Office Balíkovna or at a Post Office Balíkovna	
	Home Box for a House (private box)	Not available	- Available only for parcels without Cash on Delivery - The parcel is delivered by placing in the Home Box - If delivery by placing the parcel in the Home Box cannot be made, the parcel will be held in a Box, at a Non-Post Office Balíkovna or at a Post Office Balíkovna	
	Box (AlzaBox, OX Point Box, Penguin Box)	- Pickup based on the pickup code (6 characters, alphanumeric, a-d) only - Collection period is 2 working days (until 07:00 a.m. on the second working day after the parcel is placed in the box) - Cash on Delivery must be paid online (from the mobile application, web application, or from the email or SMS notification) in advance - If the parcel cannot be placed in the original box, the system will search for an alternative box. If no alternative Box is available, the parcel will be held at a Non-Post Office Balíkovna or at a Post Office Balíkovna	<u>If delivery to the address cannot be made -> THE PARCEL WILL BE HELD</u> - Pickup based on the pickup code (6 characters, alphanumeric, a-d) only - Collection period is 2 working days (until 07:00 a.m. on the second working day after the parcel is placed in the box) - For parcels with Cash on Delivery, the COD amount must be paid online (from the mobile application, web application, or from the email or SMS notification) in advance	<u>If delivery to the address cannot be made -> THE PARCEL WILL BE HELD</u> - Pickup based on the pickup code (6 characters, alphanumeric, a-d) only - Collection period is 2 working days (until 07:00 a.m. on the second working day after the parcel is placed in the box) - For parcels with Cash on Delivery, the COD amount must be paid online (from the mobile application, web application, or from the email or SMS notification) in advance - Parcels may be delivered via a parcel box provided that they do not exceed dimensions of 50×50×50 cm, a weight of 15 kg, and a total Content value or Cash on Delivery amount of CZK 50,000, and that they do not include any of the following additional services: "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"
	Post Office Balíkovna (including Partner Post Offices or depots)	- Delivery based on the pickup code (6 characters, alphanumeric, a-d) or identity document + signature - Delivery based on the pickup code is not available for parcels with the additional services "Delivery to the Addressee Only" and "Valuable Contents" - Collection period is 7 working days - Payment of the COD amount by card or by cash	<u>If delivery to the address cannot be made -> THE PARCEL WILL BE HELD</u> - Delivery based on the pickup code (6 characters, alphanumeric, a-d) or identity document + signature - Delivery based on the pickup code is not available for parcels with the additional services "Delivery to the Addressee Only" and "Valuable Contents" - Collection period is 7 working days - Payment of the COD amount by card or by cash	<u>If delivery to the address cannot be made -> THE PARCEL WILL BE HELD</u> - Delivery based on the pickup code (6 characters, alphanumeric, a-d) or identity document + signature - Delivery based on the pickup code is not available for parcels with the additional services "Delivery to the Addressee Only" and "Valuable Contents" - Collection period is 7 working days (may be extended by the sender up to 15 working days) - Payment of the COD amount by card or by cash
	Non-Post Office Balíkovna	- Pickup based on the pickup code (6 characters, alphanumeric, a-d) only - Collection period is 7 working days - Cash on Delivery must be paid by card, online (from the mobile application, web application, or from the email or SMS notification) in advance or by cash. If the given Balíkovna enables it, Cash on Delivery may also be paid by card - If the parcel cannot be held at the Non-Post Office Balíkovna, it will be held at an alternative Non-Post Office Balíkovna or at a Post Office Balíkovna	<u>If delivery to the address cannot be made -> THE PARCEL WILL BE HELD</u> - Pickup based on the pickup code (6 characters, alphanumeric, a-d) only - Collection period is 7 working days - Cash on Delivery must be paid online (from the mobile application, web application, from the email notification) in advance or by cash. If the given Balíkovna enables it, Cash on Delivery may also be paid by card	<u>If delivery to the address cannot be made -> THE PARCEL WILL BE HELD</u> - Pickup based on the pickup code (6 characters, alphanumeric, a-d) only - Collection period is 7 working days - Cash on Delivery must be paid online (from the mobile application, web application, from the email notification) in advance or by cash. If the given Balíkovna enables it, Cash on Delivery may also be paid by card - Parcels may be delivered via a Non-Post Office Balíkovna that they do not exceed dimensions of 50×50×50 cm, a weight of 15 kg, and a total Content value or Cash on Delivery amount of CZK 50,000, and that they do not include any of the following additional services: "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"
Return in the case of non-delivery / non-collection		To the relevant Post Office Balíkovna according to the place of posting	To the relevant Post Office Balíkovna according to the place of posting	Delivery back to the sender's address
Claims		Loss, damage, part loss, non-receipt of cash-on-delivery payment, multiple cash-on-delivery charges	Loss, damage, part loss, non-receipt of cash-on-delivery payment, multiple cash-on-delivery charges	Loss, damage, part loss, non-receipt of cash-on-delivery payment, multiple cash-on-delivery charges, non-compliance with the additional service "Guaranteed Delivery Time"

For the purposes of this document, the term "Post Office Balíkovna" is used as a collective term that also includes Partner Post Office locations and depots.