

BUSINESS PRODUCTS

Product / Parameters				
Prefixes		NB	NR (technically and operationally implemented through the retail Balíkovna product with the Return of Goods service automatically assigned)	DR, DV*, DE*
Type of delivery		Pickup from Balíkovna locations or boxes	For collection or delivery in accordance with the Agreement. This is a standalone product intended for Clients, consisting in the return of goods by a retail customer acting as the Sender (contracting party to the postal contract) to the Client as the Addressee based on the return code that the Sender will receive.	* <i>Not available in combination with the additional service "Posting in the Partner Network".</i> Delivery to address
Pricelist		Business Pricelist	Business Pricelist Can only be posted under an Agreement made with the Client in favour of the Sender (the Client pays the product price)	Business Pricelist
Suffixes		F, U, C, M, E, T, B, L	Y, X	F, U, C, M, E, T, B, L
Posting channel – electronic posting data		Online Posting application API interface Data file* <i>* Not available in combination with the additional service "Posting in the Partner Network".</i>	- Balíkovna web application (entry of the return code and generation of the posting code – 8 characters, numeric) - Posting in the Balíkovna network excluding boxes based on the return code (8 characters, numeric)	Online Posting application API interface Data file* <i>* Not available in combination with the additional service "Posting in the Partner Network".</i>
Where to track the parcel – Sender		- In the Online Posting application - Track & Trace data files - API interface – information on the current and historical parcel statuses, to the extent defined by the selected operation (individual parcel or a summary of parcels for a given period)	- 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 Online Posting application - Track & Trace data files - API interface – information on the current and historical parcel statuses, to the extent defined by the selected operation (individual parcel or a summary of parcels for a given period)
Where to track the parcel – Addressee		- 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 Online Posting application	- 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	50 kg (15 kg when posted/delivered through a Non-Post Office Balíkovna or via a box)
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)		70×50×50 (50×50×50 when posted/delivered through a Non-Post Office Balíkovna or via a box)	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) (50×50×50 when posted/delivered through a Non-Post Office Balíkovna or via a box)
Notifications for the Sender		Email notifications (included) if the Sender opts for them	Automatic SMS and/or email notifications (included) to the provided contact details	Email notifications (included) if the Sender opts for them
Notifications for the Addressee		Automatic email, SMS notifications (included) if contact details are provided	Email notifications (included) if notifications are enabled for the return code in the Online Posting application	Automatic SMS and email notifications (included) if contact details are provided
Cash on Delivery (maximum COD amount)		CZK 100,000	Not available	CZK 100,000
Additional services		- Cash on Delivery - Posting in the Partner Network	Not available	- B2B Parcel (Deliver to Business) - Valuable Contents* - Cash on Delivery - Delivery to the Addressee Only - Guaranteed Delivery Time* - Content Value (over CZK 50,000)* - Fragile* - Cumbersome* - Do Not Deposit at Business Partner/Box - Posting in the Partner Network - Longer Collection Time at Sender's Request* - Multiple-Piece Parcel* <i>* Not available in combination with the additional service "Posting in the Partner Network".</i>
Surcharges		- Exceeded Parcel Parameters - Increased Handling Effort at Posting - Fuel and toll charge and related surcharges	Fuel and toll charge and related surcharges	- Missing Contact Details - Tyres – Spring Season - Tyres – Autumn Season - Excess Refusals Surcharge - Exceeded Parcel Parameters - Increased Handling Effort at Posting - Fuel and toll charge and related surcharges
Discounts		Not available	Not available	Volume-related discounts
Other services		- Track & Trace Data Files - Parcel Collection from Sender (Pickup) - Services for Returned Parcels	Services for Returned Parcels	- Track & Trace Data Files - Parcel Collection from Sender (Pickup) - Services for Returned Parcels
Parcel value and content (Declared Value)	Maximum value of the included content	CZK 50,000	CZK 50,000 (returned goods)	- CZK 50,000 included in the basic 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	To be specified in the posting data	Not specified, CZK 50,000 applies automatically	To be specified in the posting data
	Permitted content up to CZK 5,000	- Content permitted by the GTCPSs - Valuables	- Content permitted by the GTCPSs - Valuables <i>The content consists of returned goods.</i>	- Content permitted by the GTCPSs - Valuables

Product / Parameters		 Balíkovna	 Balíkovna vrácení zboží	 Balíkovna na adresu
	Permitted content over CZK 5,000	<u>Valuables</u>  : - not permitted <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 <i>The content consists of returned goods.</i>	<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)	The parcel can only be posted with: - the additional service “Posting in the Partner Network” and scanned address label (posting is only available in the AlzaBox network) - for parcels with dimensions of up to 50×50×50 cm	- The data must be prepared in the Balíkovna web application - 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	The parcel can only be posted with: - the additional service “Posting in the Partner Network” and scanned address label (posting is only available in the AlzaBox network; only parcels with the DR prefix can be posted) - for parcels not exceeding dimensions of 50×50×50 cm, a weight of 15 kg, and a maximum aggregate Content value or Cash on Delivery amount of CZK 50,000, and not including the additional services “Valuable Contents”, “Guaranteed Delivery Time”, “Fragile”, “Cumbersome” or “Multiple-Piece Parcel”
	Post Office Balíkovna (including Partner Post Offices or depots)	- Pickup drive - Bulk Posting	- Posting with posting code: - the data must be prepared in the Balíkovna web application - the staff will print the address label / posting with printed address label - Posting with return code: - the staff will print the address label + obtain the Sender's contact details	- Pickup drive - Bulk Posting
	Non-Post Office Balíkovna	The parcel can only be posted with: - the additional service “Posting in the Partner Network” and scanned address label - for parcels with dimensions of up to 50×50×50 cm	- Posting with posting code: - the data must be prepared in the web application - the address label will be printed using the address label printer - Posting with return code: - the OBP location staff will print the address label + obtain the Sender's contact details - the Allwyn location staff will print the address label	The parcel can only be posted with: - the additional service “Posting in the Partner Network” and scanned address label (only parcels with the DR prefix can be posted) - for parcels not exceeding dimensions of 50×50×50 cm, a weight of 15 kg, and a maximum aggregate Content value or Cash on Delivery amount of CZK 50,000, and not including the additional services “Valuable Contents”, “Guaranteed Delivery Time”, “Fragile”, “Cumbersome” or “Multiple-Piece Parcel”
Where will the parcel be delivered	To an address	Not available	Not available	- Payment of the COD amount by card or by cash - 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”, “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	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	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	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)	- Delivery via a box is available only for parcels not exceeding dimensions of 50×50×50 cm - 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	Not available	<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

ANNEX B: BUSINESS PRODUCTS

to the General Terms and Conditions for the Provision of Services

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		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.		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	- The parcel will be ready for pickup by the Addressee at the Post Office Balíkovna - Return parcels can be delivered to the online store address based on an agreement	If delivery to the address cannot be made -> THE PARCEL WILL BE HELD - 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	- Delivery via a Non-Post Office Balíkovna is available only for parcels not exceeding dimensions of 50×50×50 cm - 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	Not available	If delivery to the address cannot be made -> THE PARCEL WILL BE HELD - 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		Delivery back to the Sender's address	Holding at the Provider's return centre	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	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.