

How to Make a Claim and Request Compensation

CLAIM PROCEDURE AND COMPENSATION PAYMENT		LOSS	DAMAGE	PART LOSS	NON-RECEIPT OF CASH-ON-DELIVERY PAYMENT	MULTIPLE CASH-ON-DELIVERY CHARGES	FAILURE TO MEET THE GUARANTEED DELIVERY TIME
STEP 1 – CLAIMS	WHO CAN SUBMIT A CLAIM	The sender (or a person acting on the sender's behalf if he presents the certificate of posting)	- The addressee - The sender, if he holds a power of attorney from the addressee or if the parcel has been returned to him - The recipient of the parcel	- The addressee - The sender, if he holds a power of attorney from the addressee or if the parcel has been returned to him - The recipient of the parcel	The sender	- The addressee - Recipient of the parcel	The sender
	HOW TO SUBMIT A CLAIM	- Online via www.postaonline.cz, section Track Consignment - Via the Online Post mobile app – tab “Options” → “Claims” - At any post office	- When collecting the parcel at the relevant post office - Afterwards (e.g. after receiving it from the delivery worker or collecting it from a parcel locker) at any post office	- When collecting the parcel at the relevant post office - Afterwards (e.g. after receiving it from the delivery worker or collecting it from a parcel locker) at any post office	- Online via www.postaonline.cz, section Track Consignment - Via the Online Post mobile app – tab “Options” → “Claims” - At any post office	- By an email sent to Contact Form - At any post office	At any post office
	TIME LIMIT FOR SUBMISSION	1 year from the date the parcel was posted	- Immediately upon collection at the relevant post office - If damage to the contents is discovered later, within 2 working days at any post office	- Immediately upon collection at the relevant post office - If damage to the contents is discovered later, within 2 working days at any post office	1 year from the date the parcel was posted	1 year from the date the parcel was posted	1 year from the date the parcel was posted
	TIME LIMIT FOR PROCESSING AND PAYING THE CLAIM	No later than 30 days from the date the claim is submitted	No later than 30 days from the date the claim is submitted	No later than 30 days from the date the claim is submitted	No later than 30 days from the date the claim is submitted	No later than 30 days from the date the claim is submitted	No later than 30 days from the date the claim is submitted
	SETTLEMENT OF THE CLAIM AND WHO RECEIVES THE PAYMENT	- The postage paid by the sender - Paid to the sender	- The postage paid for the parcel if the parcel is completely damaged or if a damaged parcel is returned to the sender - Paid to the sender	- The postage paid for the parcel in the event of complete loss of its contents, or if a parcel with a partial loss of contents is returned to the sender - Paid to the sender	- The declared cash-on-delivery amount - Paid to the person who paid the COD fee	- The cash-on-delivery amount actually paid - Paid to the addressee	- The price of any additional service paid by the sender - Paid to the sender
	WHAT YOU NEED TO PROVIDE	The posting receipt/duplicate posting certificate, a description of the parcel's contents	Contents of the parcel, including external and internal packaging	Contents of the parcel, including external and internal packaging	The posting receipt/duplicate posting certificate	Proof of payment (e.g. card payment confirmation)	The posting receipt/duplicate posting certificate
	CLAIM OUTCOME	- The claimant receives a Notification of the claim outcome - In the event of a justified claim, the postage paid is refunded to the sender	- The claimant receives a Notification of the claim outcome (if the parcel was delivered to someone other than the addressee/sender; the outcome of the claim is sent to the addressee/sender) - If compensation was requested and all required documents were provided when submitting the claim, compensation is paid if the claim is recognised as justified	- The claimant receives a Notification of the claim outcome (if the parcel was delivered to someone other than the addressee/sender; the outcome of the claim is sent to the addressee/sender) - If compensation was requested and all required documents were provided when submitting the claim, compensation is paid if the claim is recognised as justified	- The claimant receives a Notification of the claim outcome - In the event of a justified claim, the cash-on-delivery amount is paid out	- The claimant receives a Notification of the claim outcome - In the event of a justified claim, the cash-on-delivery amount is refunded	- The claimant receives a Notification of the claim outcome - In the event of a justified claim, the price of the additional service is refunded
STEP 2 – COMPENSATION IF THE CLAIM IS RECOGNISED AS JUSTIFIED	WHO SUBMITS THE CLAIM	The sender (the addressee may also submit it if the sender has transferred the right to compensation to him)	- The addressee - The sender, if he holds a power of attorney from the addressee or if the parcel has been returned to him	- The addressee - The sender, if he holds a power of attorney from the addressee or if the parcel has been returned to him	x	x	x
	WHERE	At any post office	- At any post office - The request for compensation may be submitted at the same time as the claim is filed	At any post office	x	x	x
	TIME LIMIT FOR SUBMISSION	1 year from the date the parcel was posted	1 year from the date the parcel was posted	1 year from the date the parcel was posted	x	x	x
	TIME LIMIT FOR PROCESSING	No later than 15 days from the date the claim for compensation is submitted and the value and contents of the parcel are proven	Within 15 days from the day the claim is recognised as justified, the value of the parcel's contents is proven, and the claim for compensation is submitted	Within 15 days from the day the claim is recognised as justified, the value of the parcel's contents is proven, and the claim for compensation is submitted	x	x	x
	AMOUNT OF COMPENSATION PAID	- Actual damage, up to the declared value of the parcel - If no declared value is stated, up to CZK 50,000	- Actual damage, up to the declared value of the parcel - If no declared value is stated, up to CZK 50,000	- Actual damage, up to the declared value of the parcel - If no declared value is stated, up to CZK 50,000	x	x	x
	WHAT YOU NEED TO PROVIDE	- Documents proving the value and contents of the parcel - Notification of the claim result	- Physical submission of the damaged parcel and its contents at the post office - Documents proving the value of the parcel - Notification of the claim result	- Physical submission of the claimed parcel at the post office - Documents proving the value of the missing contents	x	x	x

■ I am the addressee, I don't have the parcel or the posting certificate. How can I file a claim?

A claim for a lost parcel can only be submitted on the basis of the posting certificate. If you have the details of the parcel available (consignment number, sender's name/company name, addressee's name/company name), a **duplicate posting certificate** can be issued for a fee at any post office.

LOSS

■ What proof of the value of the contents can I provide?

An invoice, receipt, delivery note, advertisement, or email/SMS communication showing the agreed price, etc.

LOSS

DAMAGE

PART LOSS

■ I submitted the parcel electronically – where do I get the posting certificate?

The posting certificate is the attachment to the email confirming the submission of the parcel (notification "Confirmation of acceptance of parcel for sending").

LOSS

CASH ON

DELIVERY

■ Tracking shows the parcel as delivered, but I did not receive it. What should I do?

Contact the sender and ask him to file a claim

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■ Why can't I, as the addressee, file a claim for a lost parcel (the sender is not responding)?

This is set by law: until the parcel is delivered, the sender remains its owner

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■ I am the addressee and you refused to pay me compensation for the lost parcel

Compensation for a lost parcel can only be paid to the sender. The addressee can receive compensation only if the sender transfers the right to compensation to him

LOSS