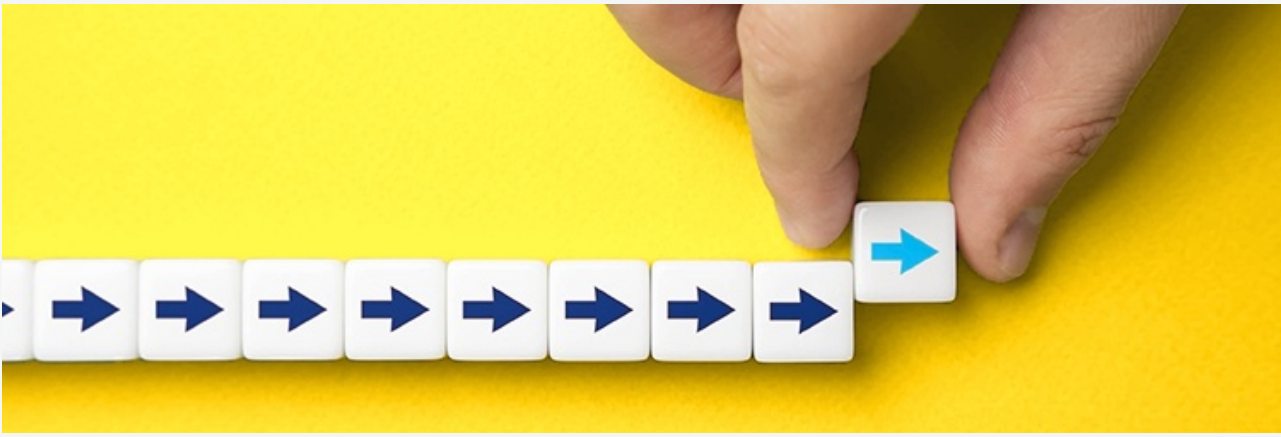


Changes effective from 1 November 2026

Zdeněk Vejšický · 6 October 2026



From 1 November 2026, Balíkovna prices are changing for both business and retail customers. We have also prepared several other changes that will make using our services more convenient. A popular delivery change option is coming back, and we are also updating the contact form and the complaints procedure.

Price list changes

Sending parcels as a private individual

Prices shown include VAT.

Balíkovna

(delivery to a pick-up point or parcel box)

	Previous price	New price
Without COD	CZK 79	CZK 89
With COD	CZK 98	CZK 108

Balíkovna na adresu

(delivery to an address in the Czech Republic)

	Previous price	New price
Without COD	CZK 109	CZK 139
With COD	CZK 128	CZK 158

For both Balíkovna and Balíkovna na adresu, a surcharge of CZK 10 still applies to unregistered customers. If you register, you will not pay the surcharge.

Balík Do ruky

(delivery to an address in the Czech Republic)

Size	Previous price	New price
S up to 35 cm	CZK 129	CZK 149
M up to 50 cm	CZK 169	CZK 189
L up to 100 cm	CZK 229	CZK 249
XL up to 200 cm	CZK 419	CZK 449

Tip: You can still save on Balík Do ruky. With a Customer Card, or with posting data entered in advance in the ePA electronic posting sheet, you pay CZK 10 less. If you use both, you save CZK 20.

Sending parcels as a business or e-shop

For contract customers, most prices are going down. Prices are shown excluding VAT, with the price including VAT below.

Balíkovna

	Previous price excl. VAT	New price excl. VAT
Without COD	CZK 65.29 CZK 79 incl. VAT	CZK 61.98 CZK 75 incl. VAT
With COD	CZK 80.99 CZK 98 incl. VAT	CZK 77.69 CZK 94 incl. VAT

Balíkovna – vrácení zboží (returns)

	Previous price excl. VAT	New price excl. VAT
Price per parcel	CZK 65.29 CZK 79 incl. VAT	CZK 61.98 CZK 75 incl. VAT

Balíkovna na adresu

(parcels up to 31.5 kg)

Size	Previous price excl. VAT	New price excl. VAT
S up to 35 cm	CZK 90.08 CZK 109 incl. VAT	CZK 81.82 CZK 99 incl. VAT
M up to 50 cm	CZK 123.14 CZK 149 incl. VAT	CZK 114.88 CZK 139 incl. VAT
L up to 100 cm	CZK 172.73 CZK 209 incl. VAT	CZK 164.46 CZK 199 incl. VAT
XL up to 200 cm	CZK 329.75 CZK 399 incl. VAT	CZK 362.81 CZK 439 incl. VAT

Volume discounts for Balíkovna na adresu

Discount rates for the monthly volume of parcels sent are decreasing by 2 percentage points:

Monthly volume	Previous discount	New discount
over 50 pcs	8 %	6 %
over 100 pcs	12 %	10 %
over 200 pcs	14 %	12 %
over 300 pcs	16 %	14 %
over 400 pcs	18 %	16 %
over 500 pcs	20 %	18 %
over 1,000 pcs	22 %	20 %

If you have an agreement with Balíkovna with individual prices, the terms of your agreement continue to apply.

Fuel and toll charge

- The basic charge, which is included in the product price, is decreasing from CZK 3.31 (CZK 4.00) to CZK 0.50 (CZK 0.60) per parcel.
- The fuel and toll surcharge is no longer calculated as a fixed amount in Czech crowns. It is now calculated as a percentage of the price of the product and any additional services ordered.
- The surcharge applies from an average diesel price of CZK 32.00/l, at which it is 10 %. For every further CZK 2/l, it increases by 1 percentage point.

Other changes

The option “Store the parcel directly at the post office/Balíkovna” is back

The option “Store the parcel directly at the post office/Balíkovna” is available again in the online Delivery Change application. It applies to Balíkovna na adresu and Balík Do ruky. If you choose this option, we will store your parcel directly at the place you select: a Balíkovna at a post office, a Balíkovna outside a post office, or a parcel box.

The contact form now requires your first name and surname

We have added a mandatory “First name and surname” field to the Balíkovna Customer Service contact form. This allows us to reliably identify who is contacting us and verify whether they are entitled to deal with the request. This is particularly important where we need to distinguish between the sender, the recipient and other persons. As a result, we can handle your requests more securely and correctly. We process your first name and surname only to the extent necessary to handle your request and in accordance with personal data protection rules.

Complaints are handled only through official channels

We have clarified the complaints procedure. Please always communicate with us about complaints through the official channels of Balíkovna Customer Service. We do not provide phone or e-mail contacts for individual Czech Post employees.

Cut-off time for posting at Balíkovna locations at post offices

Balíkovna locations at post offices may now have a set “cut-off time for posting”. This is the time that determines whether a parcel will start being processed and transported on the day it is posted, or only on the next working day. If you want your parcel to be sent the same day, post it at the post office before this time.

Documents effective from 1 November 2026

[PDF Price list – Individuals](#) (in Czech)

[PDF Price list – Businesses](#) (in Czech)