

3 STEPS to send a parcel via AlzaBox



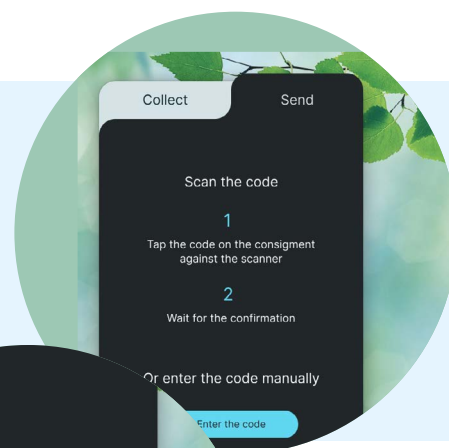
1. PRINT THE ADDRESS LABEL AND STICK IT ON THE PARCEL

Go to balikovna.cz/poslat-balik, fill in the shipping details, pay by card, and **print out the address label**. Then just **stick the label on your parcel** and drop it off at any AlzaBox that's convenient for you.

You can also use an AlzaBox to send parcels with items sold on [aukro](#) or [Vinted](#)!

2. AT THE ALZABOX, TAP "SEND" AND SCAN THE PARCEL'S BARCODE

On the main screen, **tap SEND**, scan the barcode from your address label, and confirm that the label is properly stuck on the parcel.



3. PLACE THE PARCEL IN THE LOCKER AND CLOSE IT

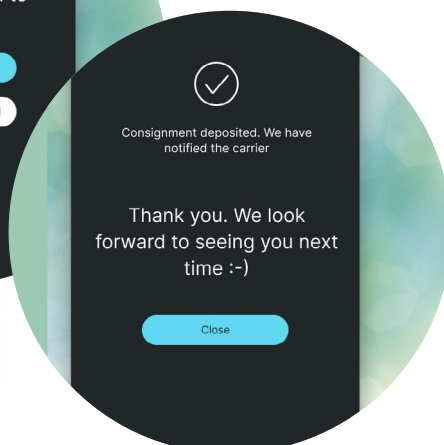
Once your code is verified, a free locker will open. Put your parcel inside and **don't forget to close the door**. You'll see a confirmation on the screen, and we'll also send you an email to let you know it's been successfully dropped off.



Is the label affixed to the parcel

Yes, the label is affixed

No, the parcel has no label

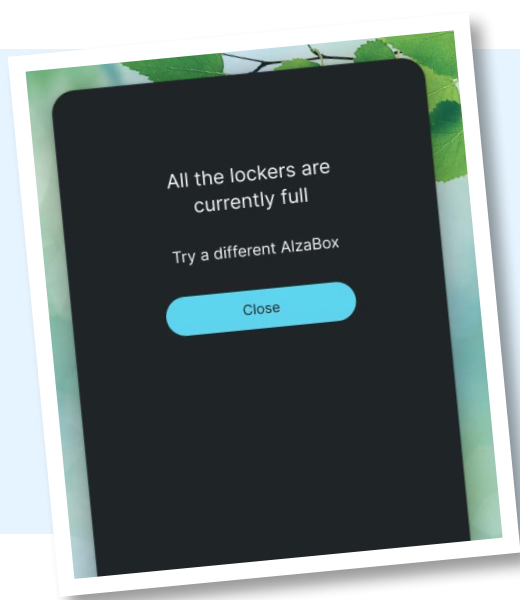
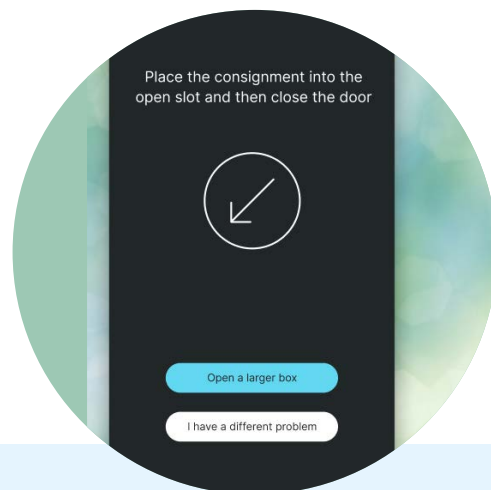


WHAT TO DO, if...?

YOU NEED A BIGGER LOCKER

If your parcel **doesn't fit in the locker** that opens, simply **tap OPEN A BIGGER LOCKER** on the AlzaBox screen. Close the original locker and wait for a larger one to open.

You can repeat this process until a locker of the right size becomes available.



NO LOCKER SIZE FITS YOUR PARCEL

Continue until you reach the screen that says no more suitable lockers are available. **At that point, close the locker and take your parcel to another AlzaBox or Balíkovna location to send it.**

YOU CAN'T SCAN THE PARCEL'S BARCODE

Make sure you're scanning the correct barcode. The address label typically contains two barcodes; **scan the larger one that starts with two capital letters.**

