



Balík
Na poštu

 Česká pošta



What is Parcel Delivery To Post Office

Parcel Delivery To Post Office is a unique nationwide parcel service for mailing parcels sized up to XL and weighing up to 31,5 kg that **allows the sender or the addressee to select a post office where the parcel will be ready for pickup** the next working day after posting.

Benefits

- The addressee needn't worry about being at a certain time at a certain place - they will **simply pick up the parcel at the post office** chosen on the online shop's or on our website, at a time that suits them
- The addressee will be informed about the parcel status and depositing by an **SMS or email notification including the pickup code**
- No identity proof will be required at the post office, so the **addressee can send someone else to pick up the parcel against the code**
- The parcel can be tracked online on our website or via the **mobile application OnlinePost**
- The basic price covers **compensation up to CZK 50,000**
- Parcels posted with a **Customer Card** can be sent in a simpler way at a discounted price

Comfort options

What if the receiving post office does not suit the addressee and the delivery could be delayed?

On the day of posting, the addressee can visit www.zmenadoruceni.cz and change the post office where the parcel will be ready for pickup.

You can keep track of your parcel

Use the Track&Trace application on our website or our mobile application OnlinePost. We will continuously monitor the progress of your parcel from sending to receiving.

You can have a proof of delivery of your parcel to the addressee

With the e-Return Receipt service, you will receive an SMS or email notification of the delivery of your parcel. If the addressee fails to pick up the parcel despite a second notice, your parcel will be sent back to you free of charge.

You can use a data file to provide us with posting details

The posting will be faster, and for even less money.

What if the addressee is on holiday?

The addressee can simply order a Longer Collection Time of 15 instead of the standard 7 days. Alternatively, you can order the same service to increase the likelihood of successful delivery.

Basic parameters

Size category	S (longest dimension up to 35 cm), M (longest dimension up to 50 cm), L (longest dimension up to 100 cm), and XL (longest dimension up to 200 cm).
Maximum weight	31,5 kg
Posting	All parcels posted before 3 p.m. will be ready to pick up at the receiving post office the next working day. Alternatively, you can select one of almost 1,000 of our outlets to post your parcel up to 5 p.m. for next-day delivery.
Delivery	The consignment will be ready for pickup the next working day.
Addressing/Labelling	Fill in the address details in the address label provided by us free of charge. The address details must contain the addressee's phone number.
Certificate of posting	Fill in a posting form (no posting form is required if the parcel is posted with a Customer Card or via the Parcel Posting application). If you are posting more parcels, use a bulk posting form or electronic data file. You must add the addressee's contact details (mobile phone, email address). We will use them to inform the addressee free of charge about the arrival of the parcel.
Certificate of delivery	Your parcel will be delivered to the addressee only against certificate of delivery.
Compensation cover	The basic price covers compensation for loss, damage or part loss up to the declared value (max. CZK 50,000). Higher compensation cover up to CZK 100,000 is also available for a surcharge.
Minimum size	The minimum size of Parcel Delivery To Post Office consignments is 15x10,5 cm (rolls: 15x3,5 cm).
Maximum size	The maximum dimension of the parcel may not exceed 200 cm; the total of all three dimensions may not exceed 300 cm.

Additional services

No-Card Cash on Delivery	This service is available only if you post your parcel with a data file containing all details. No paperwork is required.
Insured Consignment	This service is designed for valuable consignments or those containing money, payment cards, vouchers, bills of exchange, cheques and other securities, artworks and collectibles, jewellery, precious stones, precious metals, and other valuables worth up to CZK 1 million.
Cash on Delivery	The COD amount will be collected from the recipient and paid out to the sender in cash or by bank transfer.
Delivery to the Addressee Only	The sender can order delivery only to the addressee.
e-Return Receipt	A electronic (SMS or email) notification of delivery of the consignment to the addressee will be sent to the sender.
Fragile	Parcels with fragile content will be handled with an extra care. You can use this service only for parcels sized up to M and weighing up to 10 kg.
No Longer Collection Time	This service allows the sender to preclude the possibility that the addressee asks for a longer collection time (up to 15 days).
Non-standard	A surcharge applies to parcels with a shape other than rectangular (cube or cuboid), with any dimension less than 0,8 cm, not packed in cardboard paper or another solid material, or packed in black.
Reply Mail	The sender needn't worry about the price of the service - it is paid by the addressee.
Longer Collection Time	The collection time can be extended from the standard 7 days up to 15 days.
Multiple Piece Consignment	Your customer will certainly appreciate getting all goods at once, with even less money charged for the service.

Czech Post's Discount Programme - directly to you!

Become our contract customer and get a discount for your loyalty. Our contract customers can use these and a range of other benefits.

Volume-related discounts

Discounts are provided on the basis of the total monthly spend for the mailed parcels.

Technology-related discounts

Further discounts are provided for electronic, more efficient posting.

Notes

Would you like to know more? Contact us

We are ready to answer all your questions and/or prepare an offer of services to meet your needs.
Call us at 800 10 44 10 or arrange for a meeting with any of our sales representatives.
Visit www.ceskaposta.cz to see their list.

A final tip

Visit www.zakaznicka-karta.cz to find out more about discounts and other benefits related to Czech Post's Customer Card.



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