

# POSTAL AND BUSINESS TERMS AND CONDITIONS

České pošty, s.p.

OTHER SERVICES

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## A. POŠTOVNÍ PODMÍNKY

### Parcel Delivery To Hand

#### Opening provisions

1. Parcel Delivery To Hand (“Balík Do ruky”) is a postal service provided by Česká pošta, s.p. (hereinafter referred to as “the Company”) on the basis of the Act No. 29/2000 Coll., on postal services and on amendment to certain related acts (“the Postal Service Act”), as amended. The Postal Terms and Conditions of Česká pošta, s.p. – Basic Postal Services (hereinafter referred to as “the Basic Postal Terms and Conditions”) apply accordingly to matters which are not regulated by these Terms and Conditions.
2. The Company accepts Parcel Delivery To Hand consignments (hereinafter referred to as “consignment(s)”) at any authorized post office marked with the Company logo (hereinafter referred to as “post office”) **in the hours set for it by the Company**, or through its authorized employees at the place agreed in writing with the sender (hereinafter referred to as “pickup”). Consignments from 31.5 kg to 50 kg (hereinafter referred to as “consignment(s) over 31.5 kg”) will only be accepted by the Company under a previously made Agreement on the Conditions for Posting Consignments at an authorized post office. Consignments with the additional service specified in Art. 28 can be sent without an agreement in writing, with authorized employees at a place agreed with the sender, only in designated municipalities.  
Information on post offices and authorized outlets which accept consignments is available on the Company’s website ([www.ceskaposta.cz](http://www.ceskaposta.cz)), on request at any post office, or by calling 954 40 66 99.

#### Content of consignment

3. Unless expressly specified otherwise in Art. 29 below, consignments can contain objects whose value does not exceed CZK 100,000. The same

applies also to consignments posted under Art. 26 of these Terms and Conditions (hereinafter referred to as “reply mail consignment(s)”). Consignments must not contain any objects specified in Art. 2(2) of the Basic Postal Terms and Conditions and/or – with the exception of consignments with the additional service under Art. 29 – any objects specified in Art. 2(4) of the Basic Postal Terms and Conditions. Any object specified in Art. 2(3) of the Basic Postal Terms and Conditions can be contained if the conditions specified in this Article are complied with. If an agreement has been made in writing prior to the sending of a consignment, the consignment can also contain unwrapped tyres if the agreed conditions are complied with.

#### Parameters of consignment

4. The weight of a consignment may not exceed 50 kg. The weight is determined upon posting with a minimum accuracy of 100 g.
5. The minimum consignment dimensions are 15 x 10.5 cm. A cylindrical-shaped consignment is acceptable provided its minimum length is 15 cm and its minimum diameter is 3.5 cm. None of the dimensions may exceed 200 cm. The sum of the length, width, and height of the consignment may not exceed 300 cm. Consignments with shapes other than rectangular will be assessed accordingly.
6. A machine-sortable consignment must comply with all the following parameters:
  - a) Dimensions between 15 cm x 10.5 cm x 1.5 cm and 70 cm x 50 cm x 50 cm,
  - b) Weight between 0.1 kg and 30 kg,
  - c) Not wrapped in black,
  - d) Shaped as a cube or rectangle,
  - e) Strong wrapping, such as a cardboard box, strong envelope, strong plastic bag intended for transportation,

- f) Content secured against movement.
- 7. A Standard consignment must comply with all the following parameters:
  - a) Maximum dimensions of 120 cm x 60 cm x 60 cm,
  - b) Maximum weight of 31.5 kg,
  - c) Shaped as a cube, rectangle, or cylinder,
  - d) Strong wrapping, such as a cardboard box, strong envelope, strong plastic bag intended for transportation,
  - e) Content secured against movement.

### Packaging of consignments

- 8. Consignments must be packed in the manner specified in Art. 3 of the Basic Postal Terms and Conditions.

### Service description

- 9. Consignments are posted against confirmation by the Company. Consignments will only be delivered by the Company if the recipient confirms the receipt or produces the identification code specified in Art. 41 or Art. 46 or Art. 47.
- 10. If the Sender provides the Company with the addressee's mobile phone number in a domestic mobile telephone network (hereinafter referred to as "mobile phone number") or email address, the Company will send the addressee an electronic notification about the sending of the consignment, its depositing and other delivery information (hereinafter referred to as "notification"). If the sender has entered with the Company into a prior written mail posting agreement, this service is available on condition that the sender provides the Company with the addressee's mobile phone number. If the consignment weighs more than 31.5 kg or is sent with the additional service B2B Consignment (Deliver to Business), the sender may also provide the Company with the addressee's landline phone number (hereinafter referred to as "landline phone number"). The phone number will only be used to contact the addressee about delivery of the consignment. If the user of the mobile phone number or email address has disabled this form of notification or if any other conditions resulting from legal regulations (including but not limited to the EU General Data Protection Regulation), the

user will not be notified. The mobile phone number of the addressee and (if applicable) the sender must be provided with the country code in the format +420 or 00420 and it must be an end-user phone number as defined by the legal regulations applicable to communication services; it must not be a phone number with a special rate paid by the caller (including toll-free lines).

- 11. If the sender requests the additional service under Art. 18, all pieces of the consignment handed over by the sender to the Company as one unit for the provision of the postal service make up one consignment. Each piece of the consignment posted with the additional service under Art. 18 must be packed as required by Art. 8 above. The sender will select one piece of the consignment posted with the additional service under Art. 18 as the main piece and will mark it in the manner specified in Art. 18.
- 12. An attempt at delivery of the consignment at the place given in the postal address is usually made the next working day after posting. This does not apply to consignments that do not comply with the parameters specified for Standard consignments under Art. 7 as well as in cases specified under Art. 14.
- 13. If the consignment is posted with the additional service under Art. 28, an attempt at delivery of the consignment at the place given in the postal address will be made within the time limits specified in the Article.  
The time limit specified in Art. 28 is also considered complied with if the Company has attempted to deliver the consignment at the place given in the postal address or – in cases specified in Art. 14 below – has requested the addressee to collect the consignment at the relevant post office, or has prepared the consignment for pickup at the relevant post office within this time limit without attempting to deliver the consignment at the place given in the postal address.  
The time limit specified in Art. 28 is also considered complied with if the addressee has requested delivery of the consignment within a longer period of time than the time limit specified in Art. 28 and the Company has attempted to deliver the consignment at the addressee's place within this period of time. If the consignment is posted after the time limit announced by the Company for this

purpose, or – in case of the additional service under Art. 28 – if the consignment is posted on a Saturday or Sunday or public holiday, the next working day on which this postal service can be requested at the same post office or with the same authorized employee is considered to be the day of posting for the purposes of setting the time limit for delivery under Art. 28.

14. The Company is not obliged to attempt to deliver the consignment at the place given in the postal address:
  - a) If the declared value of the consignment exceeds CZK 150,000;
  - b) If the place of delivery specified in the postal address is not accessible from a public road, the quality of which corresponds to the transportation means used by the individual who makes the delivery;
  - c) If the addressee consented to it;
  - d) If other obstacles not caused by the Company prevent it; or
  - e) For capacity or other serious operational reasons – this exception does not apply to consignments with additional services and/or instructions under Art. 28.
15. If the weight of the consignment does not exceed 10 kg and its length does not exceed 50 cm, the sender may ask the Company to handle it with special care in order to minimize the risk of damage due to its standard handling. In such case, the postal service will be provided for an increased price (surcharge for “**Fragile**” consignments).  
If the sender requests handling with special care for the consignment and posts it with the additional service under Art. 18, the provision of this service including the specified weight and dimensional limits will apply to each piece of the consignment labelled as “Fragile.” The price of the additional service has to be paid for each such piece.
16. The sender must mark the consignment with the address details or attach to the consignment a completed address label received from the Company or an address label approved by the Company. The sender must specify the required additional services, instructions, and surcharges on the address side of the consignment or on the address label in the manner specified in Art. 18 to 30; alternatively, the sender may use pictograms on the address label in the format approved by the

Company and specify all the required additional services, instructions, and surcharges in the posting certificate. If the weight of the consignment exceeds 15 kg or 30 kg, the sender must attach an additional sticker “Over 15 kg” or “Over 30 kg”, respectively, to the side of the consignment to which the address label is attached. If the consignment is posted with the additional service under Art. 18 and at least one piece of the consignment weighs more than 15 kg or more than 30 kg, the sender must attach this additional sticker to each piece of the consignment. If the weight of the consignment exceeds 15 kg or 30 kg but the consignment is not marked with this additional sticker, the Company will do so instead of the sender.

If the consignment is posted with the additional service under Art. 18, the sender must mark each piece of the consignment with the address details or attach an address label to each piece of the consignment, identify the main piece of the consignment, and mark the number of all consignments tied to the main consignment in the address label. The declared value of the consignment posted with this additional service applies to the entire consignment.

The sender must attach the completed address label, any other stickers and notes under Art. 18 to 30 to the largest surface of the consignment (hereinafter referred to as “address side”).

If the address label, any other stickers or notes under Art. 18 to 30 cannot be attached to the surface, the sender must attach them to an address tag which is then to be attached to the consignment.

#### Additional services and sender’s instructions

17. **The sender may select one or more additional services and/or instructions** mentioned in Articles 18 to 30. If the weight of the consignment exceeds 31.5 kg, the sender may select one or more additional services and/or instructions mentioned in Art. 18, 19, 20, 21, 22, 24 or 26. In such case, the consignment weighing over 31.5 kg will be delivered as if it were posted in combination with the service “Do Not Redirect.”
18. **“Multiple Piece Consignment”** – If the sender requests that several separately packed pieces (items), posted at the same time and addressed to

the same addressee, be delivered together as one consignment, the consignment must be posted with the additional service "Multiple Piece Consignment." The number of pieces posted as one consignment with the additional service "Multiple Piece Consignment" may not exceed 5.

The sender must mark each piece of the consignment posted with the additional service "Multiple Piece Consignment" with the acronym "VK", clearly marked next to the address label.

The sender must identify one of the pieces of the consignment as the main piece.

If the sender posts the consignment with the additional service "Multiple Piece Consignment", the sender must mark the serial number of each piece and the total number of all pieces posted as one multiple piece consignment either on the surface or the address label of each piece of the consignment; to do so, he must use the form of a fraction, such as 1/5, 2/5, etc., and the piece identified by the sender as the main piece must be marked as the first one. The pieces of the multiple piece consignment must be marked in an ascending order, the distance between the numerators of two successive fractions must be one.

In addition to the fraction, the piece of the multiple piece consignment identified by the sender as the main piece must also be marked with the note "Main piece" and the other pieces must be marked with the posting number of the main piece.

The sender's instructions and additional services which are mentioned in Art. 19 to 21 do not apply to individual items of the consignment, but to the consignment as a whole.

The "special price for consignments from 31.5 kg to 50 kg" and the "Fragile" and "Cumbersome" surcharges must be paid for each piece of consignment that meets the conditions for their application.

The sender's instructions and additional services which are included in the address label of the piece identified by the sender as the main piece apply to all pieces of the multiple piece consignment.

19. **"Cash on Delivery"**: If the consignment is posted with this additional service, the Company must collect the specified amount of cash (hereinafter referred to as "COD Amount") upon delivery of the

consignment to the recipient. The COD Amount may only be specified in full CZK.

In such case, the Company will collect the COD Amount from the recipient upon delivery of the consignment. The sender must specify the COD Amount in the address label; the COD Amount may not exceed CZK 100,000 or – if the additional service "Insured Consignment" is used – CZK 1,000,000.

The COD Amount must be specified in digits, without any spaces or other separators. Any empty space before and/or after the COD Amount must be crossed out so that no other data can be added to it.

Together with the consignment the sender must hand over the Remittance of COD Amount form as specified by the Company; the form is to be completed according to the preprinted instructions. This does not apply in the case of a special agreement under Art. 20.

The sender must put the Remittance of COD Amount form into a plastic envelope which is to be attached to the address side; the envelope must not cover the address label, any other stickers and notes under Art. 18 to 30. If there is not enough space for the envelope on the address side, it must be attached to an adjacent side. Plastic envelopes are available from the Company.

If the consignment is posted with the additional service "Cash on Delivery" and the additional service "Multiple Piece Consignment", the provision of the service "Cash on Delivery" does not apply to individual pieces of the consignment posted with the additional service under Art. 18 but to the consignment posted with the additional service under Art. 18 as a whole. The sender must attach the above-mentioned details and plastic envelope with the Remittance of COD Amount form to the piece of the consignment identified as the main piece.

The sender may not request remittance of the collected COD Amount abroad.

The Company will be held liable to the sender for the collected COD Amount. The Company has to pay the COD Amount also if a lower amount or no amount whatsoever was collected from the recipient upon delivery of the consignment.

The Company will pay the COD Amount within three working days of its collection from the



recipient. This time limit for cash payment is deemed complied with also if the Company invites the addressee to collect the COD Amount within this time limit at the appropriate post office or if the COD Amount is prepared for collection at the appropriate post office.

20. **“No-Card Cash on Delivery”** – Senders who have entered with the Company into an agreement to provide data on consignments in the form of data files may post their consignments with the additional service “Cash on Delivery.” In such case, the sender has to attach a sticker or the note **“No-Card Cash on Delivery”** to the consignment; the Remittance of COD Amount form is not required to accompany the consignment. If the sender uses the “No-Card Cash on Delivery” service, the Company will transfer the collected COD Amount to the bank for the COD Amount addressee who maintains an account with the bank; it will do so within three days of its collection from the recipient. If the consignment is deposited in a Balíkovna parcel pickup outlet, the addressee may also pay the COD Amount online via a payment gateway. A Balíkovna parcel pickup outlet means an external pickup location operated by a partner of the Company and labelled as a Balíkovna parcel pickup outlet; it is not a post office in the meaning of Art. 1 of the Basic Postal Terms and Conditions. The COD Amount may be paid in this manner at the latest before the delivery of the consignment. In the case of an online payment of the COD Amount, the time limit of three working days for the payment of the COD Amount will be counted from the day of delivery of the consignment. The provisions under Art. 19 apply accordingly to the manner of specification and amount of the COD Amount. If the consignment is posted with the additional service “No-Card Cash on Delivery” and the additional service “Multiple Piece Consignment”, the provision of the service “No-Card Cash on Delivery” does not apply to individual pieces of the consignment posted with the additional service under Art. 18 but to the consignment posted with the additional service under Art. 18 as a whole. The sender must attach the above-mentioned data to the piece of the consignment identified by him as the main piece.
21. **“Electronic Notification for the Sender”** – If the sender requests that the Company notifies him

about delivery of the consignment to the recipient and/or about other facts concerning the delivery. The sender must post the consignment together with his contact details, i.e. mobile phone number or email address included in the posting certificate (a combination of contact details is also acceptable), to which the notification is to be sent by the Company. The format of the mobile phone number is specified in Art. **Chyba! Nenalezen zdroj odkazů.**

The Company will also use the selected method to notify the sender about the forthcoming end of the collection time provided that the recipient has not picked up the consignment from an outlet or asked for return of the consignment back to the sender before its pickup.

If the sender posts the consignment with the additional service “Electronic Notification for the Sender” and the additional service “Multiple Piece Consignment”, the provision of the service “Electronic Notification for the Sender” does not apply to individual pieces of the consignment but to the consignment posted with the additional service under Art. 18 as a whole.

22. **“Delivery to the Addressee Only”** – If the sender requests that the Company delivers the consignment to the addressee only; this service is only available for consignments addressed to an individual. The sender must provide the consignment with a sticker or note “Delivery to the Addressee Only”, etc. The additional service “Delivery to the Addressee Only” is not available for consignments with the additional service under Art. 18.
23. **“Longer Collection Time”** – If the sender requests that the standard 7-day collection time during which the notified consignment is ready for pickup at the appropriate post office be extended to 15 days. The sender must include the instruction in the address label. If the consignment is posted with the additional service “Longer Collection Time” and the additional service under Art. 18, the provision of the service “Longer Collection Time” does not apply to individual pieces of the consignment posted with the additional service under Art. 18 but to the consignment posted with the additional service under Art. 18 as a whole. The instruction which is

marked on the piece of the multiple piece consignment identified as the main piece will be decisive for the provision of the service.

24. **“No Longer Collection Time”** – If the sender requests that the standard 7-day collection time during which the notified consignment is ready for pickup at the appropriate post office should not be extended to 15 days at the addressee’s request.
25. **“Do Not Redirect”** – If the sender requests that the Company does not deliver the consignment at any place other than the one specified in the address details (i.e. it must not be redirected to a new address selected by the addressee).
26. Consignments sent under a special agreement made in writing between the addressee and the Company can be posted with the additional service **“Reply Mail”** at authorised outlets. If the weight of the consignment exceeds 31.5 kg, this service must first be arranged by phone. The service price is paid by the addressee who agreed with the Company to pay it instead of the sender. The additional services and/or instructions specified in Art. 18 to 25 and Art. 27 to 28 and 30 are not available. When choosing additional services according to point 29, the stated price can be no more than CZK 100,000.
27. Consignments up to 31.5 kg sent under a special agreement made in writing between the addressee and the Company can be posted with the additional service **“Pickup of Goods.”** This additional service can be ordered via the Parcel Posting application (the “Pickup of Goods” submenu) at the Company’s website ([www.ceskaposta.cz](http://www.ceskaposta.cz)). The sender must use the authorisation code received from the addressee to log into the application (once used for placing the order, the authorisation code can no longer be used as a login for the application). The consignment can be posted at any post office or picked up at the address given by the sender in the order. The consignment can be posted within a period of 30 calendar days from the date of order. The consignment can only be sent to the address specified by the addressee; this address will be automatically added to the order form in the application. This address and the identification code assigned to the sender by the Company after the placement of the order must be written by the

sender on the consignment. The service price is paid by the addressee who agreed with the Company to pay it instead of the sender. The additional services and/or instructions specified in Art. 18 to 20, 22 to 26, 28 to 30 are not available.

28. **“Guaranteed Delivery Time”** – If the sender requests that the Company delivers the consignment at the latest by 2:00 p.m., the Company will deliver the consignment at the latest by 2:00 p.m. of the next working day after the day of posting of the consignment. A shorter delivery time can be arranged for in circumstances specified by the Company; information about municipalities in which consignments posted the previous day will be delivered within a shorter delivery time is available at the Company’s website ([www.ceskaposta.cz](http://www.ceskaposta.cz)), on request at any post office, or by calling 954 40 66 99. The sender may order delivery on Saturday if the consignment is posted on Friday. This does not apply to Saturdays that are public holidays.

This additional service is not available when consignment weight exceeds 31.5 kg.

29. **“Insured Consignment”** – If the sender requests that money, activated payment cards and other means of payment; vouchers for goods or services; bills of exchange, cheques and other securities; objects of cultural, artistic or collectible value regardless of their age and price; jewellery,<sup>1</sup> precious stones, precious metals and products made of them, and other similarly valuable objects be contained in the consignment. The compensation cover (declared value) permitted for this additional service is up to CZK 1,000,000. This additional service will be provided only if the sender has specified this service in the posting certificate.

All open edges of the package must be sealed with a paper or transparent plastic tape of a minimum width of 2 cm. If the tape is not marked with print clearly identifying the sender, it has to be provided with at least two signatures or stamps of the sender over the paper tape or under the plastic tape. If the edges of the package cannot be sealed in the manner described above, they have to be tied with a single piece of a firm string. The ends of

<sup>1</sup>Regardless of the used material, jewellery includes any decorative object intended to be worn on the body or clothes, worth more than CZK 5,000.



the string have to be sealed with a seal clearly identifying the sender. At each point of crossing, the string has to be knotted; it has to be made as tight as to prevent its removal without breaking the seal. The above-mentioned does not apply to consignments consisting of an unwrapped thing pursuant to Art. 3(7) of the Basic Postal Terms and Conditions and/or to consignments with content pursuant to Art. 2(4) of the Basic Postal Terms and Conditions whose declared value does not exceed CZK 10,000 or with any other content whose declared value does not exceed CZK 30,000.

The Company will deliver the consignment only in the manner mentioned in Art. 41(a) or 46a).

This additional service is not available in combination with any of the additional services under Art. 18 and 27.

30. **B2B (Deliver to Business)** – If an agreement has been made in writing prior to the sending of the consignment and the first attempt at delivery of the consignment at the place given in the postal address has failed, the Company will, under the terms and conditions agreed in the agreement, make a second attempt at delivery, typically the next working day. If the second attempt at delivery also fails, the consignment will be deposited at the relevant depositing post office.

This additional service is only available for consignments addressed to a natural person – entrepreneur, a legal entity, or another person to whom the Company delivers consignments in the manner set out in the Basic Postal Terms and Conditions for delivery to legal entities. The consignment may only be addressed to a business location with regular opening hours (Monday to Friday during daytime). The required additional service must also be indicated on the address label by means of the relevant pictogram or by the relevant identification data marked on the address label, and the posting data for the consignment must be provided to the Company in an electronic format. If this additional service is selected, the sender's data must include the addressee's mobile phone number or landline phone number; inclusion of the addressee's email address is optional. A surcharge in accordance with the Postal Terms and Conditions of Česká pošta, s.p. – Pricelist (hereinafter referred to as "the Pricelist") may be charged by the Company in the absence of

the addressee's mobile phone number or landline phone number. These contact details may be used to contact the addressee about delivery of the consignment

This additional service may not be combined with the additional service "Delivery to the Addressee Only."

31. **The addressee can select the instruction:**

"**Longer Collection Time**" to request that the 7-day collection time during which the notified consignment is ready for pickup be extended to 15 days provided that the sender has not selected any of the additional services "No Longer Collection Time," or "Longer Collection Time."

32. If the conditions specified in the Terms and Conditions of the Online Change of Delivery Instructions Services are complied with, the addressee can (with the exception of consignments over 31.5 kg and consignments with the additional service "Pickup of Goods") place the following one-time instruction(s) for the consignment, via the application [Online Change of Delivery Instructions](#):

- a) "**Deliver the consignment by standard, or evening delivery**", evening delivery will be allowed only in areas where evening delivery is available.
- b) "**Deposit the consignment directly at the post office;**"
- c) "**Deposit the consignment at another depositing post office;**"
- d) "**Deposit the consignment at a Balíkovna parcel pickup outlet;**"
- e) "**Redirect the consignment to another address**" if the addressee requests that the consignment be delivered at a place other than the one given in the postal address under Art. 45;
- f) "**Make the first delivery attempt at the place given in the postal address on one of the following working days**" – only the second, third, or fourth working days after the posting date can be used for the postponed first delivery attempt;
- g) "**Redeliver the consignment**" (make another delivery attempt);
- h) "**Do not deliver the consignment to alternative recipients**" if the addressee requests that the consignment not be

delivered at the place given in the postal address to any individual other than the addressee, the addressee's authorised person, legal representative or authorised person of the addressee's legal representative, or a person authorised to receive the consignment on behalf of the addressee if the address is a legal entity, who does not live or work in the flat, office, outlet, or other closed premises identified with the business name, name and surname, or surname identical with to the addressee's surname;

- i) **“Deliver the consignment to the addressee only”** if the addressee who is an individual requests that the Company deliver the consignment at the place given in the postal address to the addressee only;
- j) **“Longer Collection Time”** if the addressee requests that the time for collection of the consignment be extended pursuant to Art. 31.

### Posting of consignments

- 33. The consignment is deemed posted as of the moment the Company accepts the consignment from the sender and confirms its acceptance. The Company is entitled to request that the sender prove that the format and packaging of the consignment comply with the stipulated conditions; however, the Company is not obliged to verify whether all conditions have been complied with by the sender. If the consignment is posted with the additional service under Art. 18 and the sender fails to hand over all pieces of the consignment, the Company will refuse to provide the additional service “Multiple Piece Consignment.”
- 34. The Company confirms the posting by means of a certificate of posting in the form prescribed by the Company. The address details handed over by the sender together with the consignment may include the addressee's contact details (i.e. mobile phone number or email address) to be used by the Company for notifying the addressee about the posting and delivery of the consignment. If the weight of the consignment exceeds 31.5 kg, the sender must include the addressee's mobile phone number or landline phone number, otherwise the Company will refuse to accept the consignment.

The sender must hand over the consignment together with the posting certificate form. The sender must always specify the agreed compensation cover (declared value) in the posting certificate; the maximum compensation cover (declared value) is CZK 100,000, or CZK 1,000,000 for consignments with the additional service under Art. 29. The sender must not write the declared value on the address label, address tag or packaging.

If the consignment is posted with the additional service under Art. 18, the sender must complete only one posting certificate form; the Company will copy the posting number from the main piece of the consignment and the total number of pieces of the consignment in the posting certificate.

If the sender enters into an agreement with the Company, the posting certificate form can be delivered by electronic means.

- 35. The Company reserves the right to correct sender's data concerning the weight or dimensions if a difference between the sender's data and the actual weight or dimensions is found. If the accurate weight or dimension measurement affects the price for the service, the sender and the Company will compensate each other for any resulting differences, without undue delay.
- 36. The prices for which the service is provided and the prices for additional services are quoted in a separate part of the Pricelist. The price is paid in cash upon posting, unless another method of payment has been agreed.
- 37. If the additional service under Art. 20 (“No-Card Cash on Delivery”) is requested by the sender, a data file with details on consignments to be posted must be handed over to the Company at the latest together with the physical consignments. If any of the details about the consignments that are to be posted are incorrect, the Company will return the consignments with incorrect details back to the sender.
- 38. If the sender requests that multiple consignments that are being posted for the same addressee be delivered for a reduced price, the sender must ask for an additional discount for multiple consignments. The Company will confirm the posting in the posting certificate form. If the posting certificate has the form of a bulk posting form, the sender must list the consignments, each

on a separate line, linked with a curly bracket marked with the specified indication “J”; in data files, the service code must be indicated for each entry. The provisions of this article do not apply to consignments posted with the additional service under Art. 18.

39. Upon the posting of consignments at the place agreed with the sender in the meaning of Art. 2, the authorised employee of the Company will issue a confirmation regarding the number of the accepted consignments. The confirmed posting certificate will be returned by the Company to the sender in an agreed manner.

### Withdrawal from the contract

40. If the Company finds out that an accepted postal consignment contains objects that are not allowed, that special conditions pursuant to Art. 2(3) of the Basic Postal Terms and Conditions have not been complied with, that its packaging does not comply with Art. 8, or that other agreed duties have not been observed, the Company may withdraw from the executed contract and return the consignment back to the sender, or ask the sender to take over the consignment at a place specified by the Company. Additional costs covering any necessary related actions will be paid by the sender.

### Delivery of consignments

41. Consignments will only be delivered by the Company if:
- a) the recipient has confirmed the receipt;
  - b) the recipient – natural person has produced the identification code of the consignment together with its posting number and the name and surname or business name of the addressee. The addressee will receive the identification code of the consignment in the notification of the consignment. The identification code mentioned in the previous sentence will not be provided if the phone number or email address user has previously made it clear that notifications should not be sent to them. Consignments with any of the additional services “Delivery to the Addressee Only,” “Multiple Piece Consignment,” or “Insured Consignment” requested by the sender cannot be handed over against their

identification code; the same applies if the recipient has chosen the online instruction under Art. 32h) and (i) in the online application “Online Change of Delivery Instructions.”

42. With the exception of cases specified in Art. 41b) and Art. 46b), the Company will deliver or deal with undeliverable consignments in compliance with the applicable provisions of the Basic Postal Terms and Conditions; if the consignment is not posted with an additional service under Art. 22 or 29, it may also be delivered by the Company to one of the addressee’s neighbours or another suitable natural person.

If the weight of the consignment exceeds 31.5 kg, it cannot be delivered through a P.O. Box or addressed to a post office as Poste Restante.

If the consignment is posted with the additional service under Art. 18, the Company will deliver all pieces of the consignment together. If the recipient refuses to accept any piece of the consignment, it will be deemed as refusal to accept the entire consignment.

43. If an attempt to deliver the consignment at the place given in the postal address fails or if such attempt is not made due to the conditions under Art. 14, the consignment will be deposited by the Company at the specified post office or Balíkovna parcel pickup outlet. The consignment will only be deposited at a Balíkovna parcel pickup outlet if the addressee has chosen such a possibility in the manner set out by Art. 32. The Company will leave a notice asking the addressee to pick up the consignment; if the weight of the consignment exceeds 31.5 kg, the notice will be replaced with information on further steps. If the sender has provided the Company with details for notifying the addressee, the addressee will be informed by the Company about the failed delivery attempt or depositing of the consignment by electronic means. This service will not be provided if the mobile phone number or email address user has previously made it clear that notifications should not be sent to them. If the weight of the consignment exceeds 31.5 kg, the addressee will be contacted at the specified phone number on the delivery day. The addressee may not request that the consignment be deposited at another depositing post office. This consignment may only

be picked up if the addressee has arranged with the outlet for pickup by calling the phone number specified in the notice, information, short text or email message.

44. The consignment will be deposited for a period of 7 days during which the notified consignment is ready for pickup unless the sender has requested the additional service “Longer Collection Time” or “Shorter Collection Time.” The addressee may request a longer collection time of 15 days during which the notified consignment is ready for pickup unless the consignment weighs over 31.5 kg or the sender has given the instruction under Art. 24. If the weight of the consignment exceeds 31.5 kg, the Company will make a new attempt at delivery each working day provided that it has not agreed otherwise with the addressee. If the consignment is not picked up by the addressee, the Company will send a notification to the addressee and, if requested, also to the sender about the end of collection time or return of the consignment to the sender. This service will not be provided if the mobile phone number or email address user has previously made it clear that notifications should not be sent to them.
45. The Company may deliver the consignment at a place other than the one specified in the postal address if it has learnt of the new place of residence or registered office of the addressee from the addressee or by other reliable means. This is not possible if the sender marked the instruction “Do Not Redirect” on the address label. If the consignment is posted with the additional service under Art. 18, the Company will deliver all pieces of the consignment at the other place.
46. The Company will hand over the consignment deposited at a post office to an individual who:
  - a) has produced the notice to pick up the consignment or the posting number of the consignment and who has proven, in the manner specified in the Basic Postal Terms and Conditions, that he is the addressee of the consignment or person authorised to accept the consignment; the consignment will be handed over against his signature confirming its acceptance.
  - b) has produced the identification code of the consignment together with its posting number and the name and surname or business name

of the addressee. A barcode can be produced instead of the posting number of the consignment and the name and surname or business name of the addressee. The addressee will receive the identification code of the consignment in the notification of the consignment. The identification code mentioned in the previous sentence will not be provided if the mobile phone number or email address user has previously made it clear that notifications should not be sent to them. Consignments with any of the additional services “Delivery to the Addressee Only” or “Insured Consignment” requested by the sender cannot be handed over against their identification code.

47. Consignments deposited at a Balíkovna parcel pickup outlet will only be delivered to the recipient – natural person against the identification code of the consignment together with its posting number and the name and surname or business name of the addressee. A barcode can be produced instead of the posting number of the consignment and the name and surname or business name of the addressee. The addressee will receive the identification code of the consignment in the notification informing the addressee that the consignment is ready for pickup. The identification code mentioned in the previous sentence will not be provided if the mobile phone number or email address user has previously made it clear that notifications should not be sent to them.
48. If the Company failed to deliver the consignment in accordance with the preceding provisions, it will return the consignment back to the specified sender’s address, without undue delay. If the consignment is posted with the additional service under Art. 18, the Company will return all pieces of the consignment without undue delay. Returned consignments cannot be handed over against their identification code.

#### **Refund of price or online payment**

49. If the service has not been provided due to the Company’s fault, the Company will refund the price paid for the service. If it has been determined that the agreed time limit for delivery of the consignment posted with the additional service “Guaranteed Delivery Time”



under Art. 28 was not met due to the Company's fault, the Company will refund the price paid for the service plus the surcharge for the additional services.

50. If the additional service "No-Card Cash on Delivery" has been used with a consignment returned to the sender or lost consignment and the recipient has paid the COD Amount online, the Company will return the COD Amount without unnecessary delay back to the account from which it was paid.

### Complaints and compensation for damage

51. The sender may request information on delivery or the reason for depositing of the consignment, by calling 954 40 66 99, starting from 10 a.m. the next day after the agreed delivery day. This information is also available on the Company's website ([www.ceskaposta.cz](http://www.ceskaposta.cz)). The sender may request the information at the latest one month after posting.
52. Within one year of the posting, the sender may file a complaint regarding the delivery at any post office.  
In such a case, the sender must present the posting certificate according to Art. 34. If the sender is a VAT payer and requests a credit note for the refunded price of the service, he must also produce the original tax document received at the moment of posting. Senders who post consignments with a data file must present the confirmed list of posting numbers of the posted consignments together with the complaint. In such case, the complaint can only be filed at the posting post office.
53. The Company provides compensation only for damage caused by the loss, damage or part loss of the content of the consignment. The Company provides compensation only up to the agreed compensation cover (up to the declared value). If the content of the consignment has been damaged, the Company will pay the difference between the price of the content of the consignment upon posting and the current price of the damaged content. The compensation for damage will be paid by the Company in the Czech currency. If the consignment is posted with the additional service under Art. 18, the loss of the consignment is deemed to be the loss of all pieces of the consignment. If the consignment is posted with the additional service under Art. 18, the part loss of the consignment is deemed to be the loss of

one or more pieces of the consignment or the part loss of the content of any piece of the consignment.

54. The compensation cover for damage caused in the provision of postal services is as specified in Art. 47 of the Basic Postal Terms and Conditions.
55. The compensation for damage occurred due to damaging or part loss of the content of the consignment will be negotiated by the Company at the post office on condition that the recipient files a complaint about the damage upon the acceptance of the consignment. Balíková parcel pickup outlets do not handle complaints. Additional complaints may be filed within two working days after the delivery of the consignment provided that the other prerequisites are met as stipulated in the Basic Postal Terms and Conditions. At the same time, the person complaining about the damage must present the consignment and allow for the review of the extent of the damage and the circumstances of its occurrence. If the consignment is posted with the additional service under Art. 18, the person complaining must present all pieces of the consignment without undue delay.

If the weight of the consignment exceeds 30 kg and the addressee identifies a part loss or apparent defect of the consignment, the addressee may file an additional complaint in writing or by phone with the outlet that delivered the consignment, within two working days after its acceptance. If the complaint is filed in writing, the addressee must also produce any necessary documentation and photographs. If the addressee fails to present the necessary documentation and photographs, the Company, represented by an expert employee, will be entitled, in collaboration with the addressee, to draw up an additional detailed report on the extent of the damage to the consignment and all circumstances decisive for the determination of the liability. For that purpose, the Company will be entitled to ask the addressee to allow the Company's employee at the place specified in the address to review the extent of the damage to the consignment and the circumstances of its occurrence provided that the consignment will be in the condition in which it was delivered.

56. In the case of complaints or claims for compensation for damage, matters which are not regulated by the present Terms and Conditions will

be dealt with accordingly in accordance with the appropriate provisions of the Basic Postal Terms and Conditions. Unless otherwise agreed, the Company will settle the complaint without undue delay, at the latest 30 days from the date of complaint.

57. If the consignment has been opened or if it is to be sold, the Company will proceed accordingly in accordance with the Basic Postal Terms and Conditions.

#### **Resolution of disputes concerning the subject-matter of the postal contract**

58. If the Company rejects or fails to settle a complaint concerning any defect of the provided postal service, the sender or the addressee has the right to appeal to the Czech Telecommunication Office ([www.ctu.cz](http://www.ctu.cz)) against the decision in the claim procedure; the appeal must be made without undue delay, at the latest 1 month from the date of delivery of the claim decision or from the vain

expiry of the time limit for the settlement of the complaint, otherwise the right to appeal terminates. The appeal is subject to an administrative fee. The Czech Telecommunication Office will decide in the appellate procedure about the rights and duties of the parties resulting from the postal agreement or the Act No. 29/2000 Coll., on postal services, as amended.

#### **Transitional and final provisions**

59. Any deviations from the present Postal Terms and Conditions are subject to a written agreement between the sender and the Company.
60. The current version of these Postal Terms and Conditions becomes effective on 01/07/2023 and is available at any post office as well as at the website [www.ceskaposta.cz](http://www.ceskaposta.cz).  
The Company reserves the right to amend or modify the present Postal Terms and Conditions or cancel the same by issuing new Postal Terms and Conditions.



## Parcel Delivery To Post Office

### Opening provisions

1. “Parcel Delivery To Post Office” (“Balík Na poštu”) is a postal service provided by Česká pošta, s.p. (hereinafter referred to as “the Company”) on the basis of the Act No. 29/2000 Coll., on postal services and on amendment to certain related acts (“the Postal Service Act”), as amended. The Postal Terms and Conditions of Česká pošta, s.p. – Basic Postal Services (hereinafter referred to as “the Basic Postal Terms and Conditions”) apply accordingly to matters which are not regulated by these Terms and Conditions.
2. The Company accepts Parcel Delivery To Post Office consignments (hereinafter referred to as “consignment(s)”) at any post office marked with the Company logo (hereinafter referred to as “post office”) **in the hours set for it by the Company**, or through its authorised employees at the place agreed in writing with the sender (hereinafter referred to as “pickup”). Information on post offices that accept consignments is available on the Company’s website ([www.ceskaposta.cz](http://www.ceskaposta.cz)), on request at any post office, or by calling 954 40 66 99. Consignments weighing more than 20 kg may only be posted after a prior agreement with the post office.  
Parcel Delivery To Post Office consignments can be directed only to post offices specified by the Company. Information on post offices to which consignments can be addressed is available on the Company’s website ([www.ceskaposta.cz](http://www.ceskaposta.cz)), on request at any post office, or by calling 954 40 66 99.

### Content of consignments

3. Unless expressly specified otherwise in Art. 26 below, consignments can contain objects whose value does not exceed CZK 100,000. The same applies also to consignments posted under Art. 25 of these Terms and Conditions (hereinafter referred to as “reply mail consignment(s)”). Consignments must not contain any objects

specified in Art. 2(2) of the Basic Postal Terms and Conditions and/or – with the exception of consignments with the additional service under Art. 26 – any objects specified in Art. 2(4) of the Basic Postal Terms and Conditions. Any object specified in Art. 2(3) of the Basic Postal Terms and Conditions may be contained if the conditions specified in this Article are complied with.

### Packaging of consignments

4. Consignments must be packed in the manner specified in Art. 3 of the Basic Postal Terms and Conditions.

### Parameters of consignment

5. The weight of a consignment may not exceed 31.5 kg. The weight is determined upon posting with a minimum accuracy of 100 g.  
If the consignment is posted with the additional service under Art. 17, the weight limit applies to each piece of the consignment separately.
6. The minimum consignment dimensions are 15 x 10.5 cm. A cylindrical-shaped consignment is acceptable provided its minimum length is 15 cm and its minimum diameter is 3.5 cm. None of the dimensions may exceed 200 cm. The sum of the length, width, and height of the consignment may not exceed 300 cm. Consignments with shapes other than rectangular will be assessed accordingly.
7. A machine-sortable consignment must comply with all the following parameters:
  - a) Dimensions between 15 cm x 10.5 cm x 1.5 cm and 70 cm x 50 cm x 50 cm,
  - b) Weight between 0.1 kg and 30 kg,
  - c) Not wrapped in black,
  - d) Shaped as a cube or rectangle,
  - e) Strong wrapping, such as a cardboard box, strong envelope, strong plastic bag intended for transportation,
  - f) Content secured against movement.

8. A Standard consignment must comply with all the following parameters:
  - a) Maximum dimensions of 120 cm x 60 cm x 60 cm,
  - b) Shaped as a cube, rectangle, or cylinder,
  - c) Strong wrapping, such as a cardboard box, strong envelope, strong plastic bag intended for transportation,
  - d) Content secured against movement.

### Service description

9. Consignments will be posted against confirmation by the Company. Consignments will only be delivered by the Company if the recipient confirms the receipt or produces the identification code specified in Art. 40 or Art. 41.
10. If the sender requests the additional service under Art. 17, all pieces of the consignment handed over by the sender to the Company as one unit for the provision of the postal service make up one consignment. Each piece of the consignment posted with the additional service under Art. 17 must be packed as required by Art. 4 above. The sender will select one piece of the consignment posted with the additional service under Art. 17 as the main piece and will mark it in the manner specified in Art. 17.
11. The consignment will be deposited at the selected post office and made ready for pickup usually the next working day after posting within the opening hours of the selected post office. This does not apply to consignments that do not comply with the parameters specified for Standard consignments under Art. 8.
12. If the consignment is posted after the time limit announced by the Company for this purpose, or if the consignment is posted on a Saturday or Sunday or public holiday, the next working day on which this postal service can be requested at the same post office or with the same authorised employee is considered to be the day of posting for the purposes of setting the time limit for delivery under Art. 11.
13. The address of the addressee has to be as accurate as possible in order to prevent doubt as to where and to whom the consignment is to be delivered by the Company.  
The postal address must include these obligatory contact details in the following order:

- a) identification of the addressee according to Art. 4(2)(a) of the Basic Postal Terms and Conditions,
- b) the instruction “Delivery To Post Office”,
- c) the postcode, name of the post office or name of the municipality (or municipal district),
- d) the addressee’s contact detail(s).

The consignment will be deposited at the post office whose postcode is included in the address on the consignment or – if the consignment weight exceeds 20 kg – at the relevant post office designated for delivery of consignments weighing more than 20 kg.

The provision of this service requires inclusion of the addressee’s contact details – mobile phone number or email address.

The mobile phone number of the addressee and (if applicable) of the sender must be provided with the country code in the format +420 or 00420 and it must be an end-user mobile phone number as defined by the legal regulations applicable to communication services; it must not be a phone number with a special rate paid by the caller (including toll-free lines).

This service can be provided only if the applicable legal regulations (Regulation (EU) 2016/679 – the General Data Protection Regulation) are complied with. If the contact details are email address or mobile phone number, the sender must include the contact details only in the posting certificate. The email address and mobile phone number must not be written on the address label, address tag or packaging.

If the obligatory contact details are not included and/or if the postal address has a form other than the one specified above, the Company may refuse to provide the service. If the user of the mobile phone number or email address has disabled this form of notification or if any other conditions resulting from legal regulations (including but not limited to the EU General Data Protection Regulation), the user will not be notified.

14. If the weight of the consignment does not exceed 10 kg and its length does not exceed 50 cm, the sender may ask the Company to handle it with special care in order to minimise the risk of damage due to its standard handling. In such case, the postal service will be provided for an increased price (surcharge for “Fragile” consignments).

If the sender requests handling with special care for the consignment and posts it with the additional service under Art. 17, the provision of this service including the specified weight and dimensional limits will apply to each piece of the consignment labelled as “Fragile.” The price of the additional service has to be paid for each such piece.

15. The sender must mark the consignment with the address details or attach to the consignment a completed address label received from the Company or an address label approved by the Company. The sender must specify the required additional services, instructions, and surcharges on the address side of the consignment or on the address label in the manner specified in Art. 17 to 26; alternatively, the sender may use pictograms on the address label in the format approved by the Company and specify all the required additional services, instructions, and surcharges in the posting certificate. If the consignment is posted with the additional service under Art. 17, the sender must mark each piece of the consignment with the address details or attach an address label to each piece of the consignment, identify the main piece of the consignment, and mark the number of all consignments tied to the main consignment in the address label. The declared value of the consignment posted with this additional service applies to the entire consignment.

The sender must attach the completed address label, any other stickers and notes under Art. 17 to 26 to the largest surface of the consignment (hereinafter referred to as “address side”).

If the address label, any other stickers or notes under Art. 17 to 26 cannot be attached to the surface, the sender must attach them to an address tag, which is to be attached to the consignment.

### Additional services and sender’s instructions

16. The sender may select one or more additional services and/or instructions mentioned in Articles 17 to 26.
17. **“Multiple Piece Consignment”** – If the sender requests that several separately packed pieces (items), posted at the same time and addressed to the same addressee, be delivered together as one consignment, the consignment must be posted with the additional service “Multiple Piece Consignment.” The number of pieces posted as one

consignment with the additional service “Multiple Piece Consignment” may not exceed 5.

The sender must mark each piece of the consignment posted with the additional service “Multiple Piece Consignment” with the acronym “VK”, clearly marked next to the address label.

The sender must identify one of the pieces of the consignment as the main piece.

If the sender posts the consignment with the additional service “Multiple Piece Consignment”, the sender must mark the serial number of each piece and the total number of all pieces posted as one multiple piece consignment either on the surface or the address label of each piece of the consignment; to do so, he must use the form of a fraction, such as  $1/5$ ,  $2/5$ , etc., and the piece identified by the sender as the main piece must be marked as the first one. The pieces of the multiple piece consignment must be marked in an ascending order, the distance between the numerators of two successive fractions must be one.

In addition to the fraction, the piece of the multiple piece consignment identified by the sender as the main piece must also be marked with the note “Main piece” and the other pieces must be marked with the posting number of the main piece.

The instructions and additional services specified in Art. 18, 19, and 20 do not relate to each separate piece of the consignment but to the consignment as a whole.

The surcharges for “Fragile” and “Cumbersome” services must be paid for each piece of the consignment that complies with the service conditions.

The other instructions and additional services specified in the address label of the piece identified by the sender as the main piece apply to all pieces of the multiple piece consignment.

18. **“Cash on Delivery”** – If the consignment is posted with this additional service, the Company must collect the specified amount of cash (hereinafter referred to as “COD Amount”) upon delivery of the consignment to the recipient. The COD Amount may only be specified in full CZK.

In such case, the Company will collect the COD Amount from the recipient upon delivery of the consignment. The sender must specify the COD Amount in the address label; the COD Amount may

not exceed CZK 100,000 or – if the additional service “Insured Consignment” is used – CZK 1,000,000.

The COD Amount must be specified in digits, without any spaces or other separators. Any empty space before and/or after the COD Amount must be crossed out so that no other data can be added to it.

Together with the consignment the sender must hand over the Remittance of COD Amount form as specified by the Company; the form is to be completed according to the preprinted instructions. This does not apply in the case of a special agreement under Art. 19.

The sender must put the Remittance of COD Amount form into a plastic envelope which is to be attached to the address side; the envelope must not cover the address label, any other stickers and notes under Art. 17 to 26. If there is not enough space for the envelope on the address side, it must be attached to an adjacent side. Plastic envelopes are available from the Company.

If the consignment is posted with the additional service “Cash on Delivery” and the additional service “Multiple Piece Consignment”, the provision of the service “Cash on Delivery” does not apply to individual pieces of the consignment posted with the additional service under Art. 17 but to the consignment posted with the additional service under Art. 17 as a whole. The sender must attach the above-mentioned details and plastic envelope with the Remittance of COD Amount form to the piece of the consignment identified as the main piece.

The sender may not request remittance of the collected COD Amount abroad.

The Company will be held liable to the sender for the collected COD Amount. The Company has to pay the COD Amount also if a lower amount or no amount whatsoever was collected from the recipient upon delivery of the consignment.

The Company will pay the COD Amount within three working days of its collection from the recipient. This time limit for cash payment is deemed complied with also if the Company invites the addressee to collect the COD Amount within this time limit at the appropriate post office or if the COD Amount is prepared for collection at the appropriate post office.

19. **“No-Card Cash on Delivery”** – Senders who have entered with the Company into an agreement to provide data on consignments in the form of data files may post their consignments with the additional service “No-Card Cash on Delivery.” In such case, the sender has to attach a sticker or the note **“No-Card Cash on Delivery”** to the consignment; the Remittance of COD Amount form is not required to accompany the consignment. If the sender uses the “No-Card Cash on Delivery” service, the Company will transfer the collected COD Amount to the bank for the COD Amount addressee who maintains an account with the bank; it will do so within three days of its collection from the recipient. If the consignment is deposited in a Balíkovna parcel pickup outlet, the addressee may also pay the COD Amount online via a payment gateway. A Balíkovna outlet means an external pickup location operated by a partner of the Company and labelled as a Balíkovna outlet; it is not a post office in the meaning of Art. 1 of the Basic Postal Terms and Conditions. The COD Amount may be paid in this manner at the latest before the delivery of the consignment. In the case of an online payment of the COD Amount, the time limit of three working days for the payment of the COD Amount will be counted from the day of delivery of the consignment. The provisions under Art. 18 apply accordingly to the manner of specification and amount of the COD Amount. If the consignment is posted with the additional service “No-Card Cash on Delivery” and the additional service “Multiple Piece Consignment”, the provision of the service “No-Card Cash on Delivery” does not apply to individual pieces of the consignment posted with the additional service under Art. 17 but to the consignment posted with the additional service under Art. 17 as a whole. The sender must attach the above-mentioned data to the piece of the consignment identified by him as the main piece.
20. **“Electronic Notification for the Sender”** – If the sender requests that the Company notifies him by electronic means about delivery of the consignment to the recipient and/or about other facts concerning the delivery. The sender must post the consignment together with his contact details, i.e. mobile phone number or email address included in the posting certificate (a combination

of contact details is also acceptable), to which the notification is to be sent by the Company.

The format of the mobile phone number is specified in Art. 13. The Company will also use the selected method to notify the sender about the forthcoming end of the collection time provided that the recipient has not picked up the consignment from an outlet or asked for return of the consignment back to the sender before its pickup.

If the sender posts the consignment with the additional service “Electronic Notification for the Sender” and the additional service “Multiple Piece Consignment”, the provision of the service “Electronic Notification for the Sender” does not apply to individual pieces of the consignment but to the consignment posted with the additional service under Art. 17 as a whole.

21. **“Delivery to the Addressee Only”** – If the sender requests that the Company delivers the consignment to the addressee only; this service is only available for consignments addressed to an individual.

The sender must provide the consignment with a sticker or note “Delivery to the Addressee Only”, etc.

The additional service “Delivery to the Addressee Only” is not available for consignments with the additional service under Art. 17.

22. **“Longer Collection Time”** – If the sender requests that the standard 7-day collection time during which the notified consignment is ready for pickup at the selected post office be extended to 15 days. The sender must include the instruction in the address label.

If the consignment is posted with the additional service “Longer Collection Time” and the additional service under Art. 17, the provision of the service “Longer Collection Time” does not apply to individual pieces of the consignment posted with the additional service under Art. 17 but to the consignment posted with the additional service under Art. 17 as a whole. The instruction marked on the piece of the multiple piece consignment identified as the main piece will be decisive for the provision of the service.

23. **“No Longer Collection Time”** – If the sender requests that the standard 7-day collection time during which the notified consignment is ready for pickup at the appropriate post office should not be extended to 15 days at the addressee’s request. The sender must include the instruction in the address label.

24. **“Do Not Redirect”** – If the sender requests that the Company does not deliver the consignment at any place other than the one specified in the address details (i.e. it must not be redirected to a new address selected by the addressee).

25. Consignments sent under a special prior agreement made in writing between the addressee and the Company can be posted with the additional service **“Reply Mail.”** The service price is paid by the addressee who agreed with the Company to pay it instead of the sender. Additional services specified in Art. 17 to 24 are not available. When choosing additional services according to point 26, the stated price can be no more than CZK 100,000.

26. **“Insured Consignment”** – If the sender requests that money, activated payment cards and other means of payment; vouchers for goods or services; bills of exchange, cheques and other securities; objects of cultural, artistic or collectible value regardless of their age and price; jewellery,<sup>2</sup> precious stones, precious metals and products made of them, and other similarly valuable objects be contained in the consignment. The compensation cover (declared value) permitted for this additional service is up to CZK 1,000,000. This additional service will be provided only if the sender has specified this service in the posting certificate.

All open edges of the package must be sealed with a paper or transparent plastic tape of a minimum width of 2 cm. If the tape is not marked with print clearly identifying the sender, it has to be provided with at least two signatures or stamps of the sender over the paper tape or under the plastic tape. If the edges of the package cannot be sealed in the manner described above, they have to be tied with a single piece of a firm string. The ends of the string have to be sealed with a seal clearly identifying the sender. At each point of crossing,

<sup>2</sup>Regardless of the used material, jewellery includes any decorative object intended to be worn on the body or clothes, worth more than CZK 5,000.



the string has to be knotted; it has to be made as tight as to prevent its removal without breaking the seal. The above-mentioned does not apply to consignments consisting of an unwrapped thing pursuant to Art. 3(7) of the Basic Postal Terms and Conditions and/or to consignments with content pursuant to Art. 2(4) of the Basic Postal Terms and Conditions whose declared value does not exceed CZK 10,000 or with any other content whose declared value does not exceed CZK 30,000.

The Company will deliver the consignment only in the manner mentioned in Art. 40(a).

This additional service is not available in combination with any of the additional services under Art. 17.

27. The addressee can select any instruction specified in Art. 28 to 30.
28. **“Longer Collection Time”** to request that the 7-day collection time during which the notified consignment is ready for pickup be extended to 15 days provided that the sender has not selected either of the additional services **“Shorter Collection Time”** or **“Longer Collection Time”** or the instruction **“No Longer Collection Time.”**
29. If the addressee has requested a **change of the depositing post office**, the consignment will be ready for pickup at the other post office selected by the addressee. This service is available only if the sender has not excluded this possibility by selecting the instruction **“Do Not Redirect.”**
30. If the conditions specified in the Terms and Conditions of the Online Change of Delivery Instructions Services are complied with, the addressee can use the application **Online Change of Delivery Instructions** to select the instruction **“Deposit in Balíkovna”** for the specific consignment.

## Posting of consignments

31. The consignment is deemed posted as of the moment the Company accepts the consignment from the sender and confirms its acceptance. The Company is entitled to request that the sender prove that the format and packaging of the consignment comply with the stipulated conditions; however, the Company is not obliged to verify whether all conditions have been complied with by the sender. If the consignment is posted with the additional service under Art. 17 and the sender fails to hand over all pieces of the consignment, the Company will refuse to provide the additional service **“Multiple Piece Consignment.”**
32. The Company confirms the posting by means of a certificate of posting in the form prescribed by the Company. The sender must hand over the consignment together with the posting certificate form. The sender must always specify the agreed compensation cover (declared value) in the posting certificate; the maximum compensation cover (declared value) is CZK 100,000, or CZK 1,000,000 for consignments with the additional service under Art. 26. The sender must not write the declared value on the address label, address tag or packaging.  
If the consignment is posted with the additional service under Art. 17, the sender must complete only one posting certificate form; the Company will confirm the total number of pieces of the consignment in the posting certificate.  
If the sender enters into an agreement with the Company, the posting certificate form can be delivered by electronic means.
33. The Company reserves the right to correct sender’s data concerning the weight or dimensions if a difference between the sender’s data and the actual weight or dimensions is found. If the accurate weight or dimension measurement affects the price for the service, the sender and the Company will compensate each other for any resulting differences, without undue delay.
34. The prices for which the service is provided and the amounts of surcharges are as specified in the [Pricelist](#). The price will be paid in cash at the time of posting, unless another method of payment has been agreed.
35. If the additional service under Art. 19 (**“No-Card Cash on Delivery”**) is requested by the sender, a data file with details on consignments to be posted must be handed over to the Company at the latest together with the physical consignments. If any of the details about the consignments that are to be posted are incorrect, the Company will return the consignments with incorrect details back to the sender.
36. A place other than a post office may be agreed in writing between the Company and the sender in the meaning of Art. 2 (pickup). Upon the posting of



consignments at the place agreed with the sender, the authorized employee of the Company will issue a confirmation regarding the number of the accepted consignments. The confirmed posting certificate will be returned by the Company to the sender in an agreed manner.

### Withdrawal from the contract

37. If the Company finds out that an accepted postal consignment contains objects that are not allowed, that special conditions pursuant to Art. 2(3) of the Basic Postal Terms and Conditions have not been complied with, that its packaging does not comply with Art. 4, or that other agreed duties have not been observed, the Company may withdraw from the executed contract and return the consignment back to the sender, or ask the sender to take over the consignment at a place specified by the Company. Additional costs covering any necessary related actions will be paid by the sender.

### Delivery of consignments

38. The consignment will be made ready for pickup usually the next working day after posting within the opening hours of the selected post office. If the consignment is posted with the additional service under Art. 17, the Company will deliver all pieces of the consignment together. If the recipient refuses to accept any piece of the consignment, it will be deemed as refusal to accept the entire consignment.

39. The consignment will be deposited for a period of 7 days during which the notified consignment is ready for pickup by the addressee at the selected post office unless the sender has requested the additional service “Longer Collection Time” or “Shorter Collection Time.” The addressee may request that the consignment be deposited for a longer period of 15 days during which the notified consignment is ready for pickup by the addressee at the selected post office unless the sender has given the instruction “No Longer Collection Time” or requested either of the additional services “Longer Collection Time” or “Shorter Collection Time.” If the consignment is not picked up by the addressee, the Company will send a notification to the addressee about the forthcoming end of collection time or (if applicable) return of the

consignment to the sender. This service will not be provided if the mobile phone number or email address user has previously made it clear that notifications should not be sent to him.

40. The Company will hand over the consignment deposited at a post office to a natural person who:
- a) has proven, in the manner specified in the Basic Postal Terms and Conditions, that he is the addressee of the consignment or person authorized to accept the consignment; the consignment will be handed over against his signature confirming its acceptance. The addressee of the consignment must produce the consignment posting number or his mobile phone number or email address (i.e. addressee’s contact details in the meaning of Art. 13); any person authorized to receive the consignment other than the addressee must always produce the consignment posting number (as specified in the SMS or email message) and the mobile phone number or email address to which the notification of depositing was sent;
  - b) has produced the identification code of the consignment together with its posting number and the name and surname or business name of the addressee. A barcode can be produced instead of the posting number of the consignment and the name and surname or business name of the addressee. The addressee will receive the identification code of the consignment in the notification informing the addressee that the consignment is ready for pickup. The identification code mentioned in the previous sentence will not be provided if the mobile phone number or email address user has previously made it clear that notifications should not be sent to them. Consignments with any of the additional services “Delivery to the Addressee Only,” “Confirmation of Documentation on Delivery,” or “Insured Consignment” requested by the sender cannot be handed over against their identification code.
41. The consignment will only be deposited at a Balíkována parcel pickup outlet if the addressee has chosen such a possibility in the manner set out by Art. 30. Consignments deposited at a Balíkována parcel pickup outlet will only be delivered to the

recipient – natural person against the identification code of the consignment together with its posting number and the name and surname or business name of the addressee. A barcode can be produced instead of the posting number of the consignment and the name and surname or business name of the addressee. The addressee will receive the identification code of the consignment in the notification informing the addressee that the consignment is ready for pickup. The identification code mentioned in the previous sentence will not be provided if the phone number or email address user has previously made it clear that notifications should not be sent to them.

42. If the Company failed to deliver the consignment in accordance with the preceding provisions, it will return the consignment back to the sender, without undue delay. If the consignment is posted with the additional service under Art. 17, the Company will return all pieces of the consignment without undue delay. Returned consignments cannot be handed over against their identification code.

### Refund of price or online payment

43. If the service has not been provided due to the Company's fault, the Company will refund the price paid for the service.
44. If the additional service "No-Card Cash on Delivery" has been used with a consignment returned to the sender or lost consignment and the recipient has paid the COD Amount online, the Company will return the COD Amount without unnecessary delay back to the account from which it was paid.

### Complaints and compensation for damage

45. The sender may request information on delivery or the reason for depositing of the consignment, by calling 954 40 66 99, starting from 10 a.m. the next day after the agreed delivery day. This information is also available on the Company's website ([www.ceskaposta.cz](http://www.ceskaposta.cz)). The sender may request the information at the latest one month after posting.
46. Within one year of the posting, the sender may file a complaint regarding the delivery at any post office. In such a case, the sender must present the posting certificate according to Art. 32. If the sender is a VAT payer and requests a credit note for

the refunded price of the service, he must also produce the original tax document received at the moment of posting.

Senders who post consignments with a data file must present the confirmed list of posting numbers of the posted consignments together with the complaint. In such case, the complaint can only be filed at the posting post office.

47. The Company provides compensation only for damage caused by the loss, damage or part loss of the content of the consignment. The Company provides compensation only up to the agreed compensation cover (up to the declared value). If the content of the consignment has been damaged, the Company will pay the difference between the price of the content of the consignment upon posting and the current price of the damaged content. The compensation for damage will be paid by the Company in the Czech currency.

If the consignment is posted with the additional service under Art. 17, the loss of the consignment is deemed to be the loss of all pieces of the consignment. If the consignment is posted with the additional service under Art. 17, the part loss of the consignment is deemed to be the loss of one or more pieces of the consignment or the part loss of the content of any piece of the consignment.

48. The compensation cover for damage caused in the provision of postal services is as specified in Art. 47 of the Basic Postal Terms and Conditions.
49. The compensation for damage occurred due to damaging or part loss of the content of the consignment will be negotiated by the Company at the post office on condition that the recipient files a complaint about the damage upon the acceptance of the consignment. Balíkovna outlets do not handle complaints. Additional complaints may be filed within two working days after the delivery of the consignment provided that the other prerequisites are met as stipulated in the Basic Postal Terms and Conditions. At the same time, the person complaining about the damage must present the consignment and allow for the review of the extent of the damage and the circumstances of its occurrence. If the consignment is posted with the additional service under Art. 17, the person complaining must present all pieces of the consignment without undue delay.

50. In the case of complaints or claims for compensation for damage, matters which are not regulated by the present Terms and Conditions will be dealt with accordingly in accordance with the appropriate provisions of the Basic Postal Terms and Conditions. Unless otherwise agreed, the Company will settle the complaint without undue delay, at the latest 30 days from the date of complaint.
51. If the consignment has been opened or if it is to be sold, the Company will proceed accordingly in accordance with the Basic Postal Terms and Conditions.

#### **Resolution of disputes concerning the subject-matter of the postal contract**

52. If the Company rejects or fails to settle a complaint concerning any defect of the provided postal service, the sender or the addressee has the right to appeal to the Czech Telecommunication Office ([www.ctu.cz](http://www.ctu.cz)) against the decision in the claim procedure; the appeal must be made without

undue delay, at the latest 1 month from the date of delivery of the claim decision or from the vain expiry of the time limit for the settlement of the complaint, otherwise the right to appeal terminates. The appeal is subject to an administrative fee. The Czech Telecommunication Office will decide in the appellate procedure about the rights and duties of the parties resulting from the postal agreement or the Act No. 29/2000 Coll., on postal services, as amended.

#### **Transitional and final provisions**

53. Any deviations from the present Postal Terms and Conditions are subject to a written agreement between the sender and the Company.
54. The current version of these Postal Terms and Conditions becomes effective on 01/07/2023 and is available at any post office as well as at the website [www.ceskaposta.cz](http://www.ceskaposta.cz). The Company reserves the right to amend or modify the present Postal Terms and Conditions or cancel the same by issuing new Postal Terms and Conditions.

## Balíkovna

### Opening provisions

1. Balíkovna is a postal service provided by Česká pošta, s.p. (hereinafter referred to as “the Company”) under the Act No. 29/2000 Coll., on postal services and on amendment to certain related acts (“the Postal Service Act”). The subject-matter of the service is delivery of consignments posted in accordance with these Terms and Conditions (“consignment(s)”) in the manner described hereinafter. The Postal Terms and Conditions of Česká pošta, s.p. – Basic Postal Services (hereinafter referred to as “the Basic Postal Terms and Conditions”) apply accordingly to matters which are not regulated by these Terms and Conditions.
2. The Company accepts consignments under a previously signed Agreement on the Conditions for Posting Consignments or by an order placed through an application designated for the purpose. The Company accepts consignments at the time designated by the Company and at the place specified in the previously signed Agreement or, in the case of an order placed through an application designated for the purpose, at the outlets of the Company or its contractual partners (hereinafter referred to as “post offices”) designated by the Company, at a Balíkovna parcel pickup outlet or Balíkovna-BOX. Consignments may only be addressed to the post offices designated by the Company, to Balíkovna parcel pickup outlets or to Balíkovna-BOXes. A Balíkovna parcel pickup outlet means an external pickup and/or drop-off location operated by a partner of the Company and labelled as a Balíkovna parcel pickup outlet. A Balíkovna-BOX means an external pickup or drop-off location with self-service technology operated by a partner of the Company and labelled as a Balíkovna parcel pickup outlet. Balíkovna outlets and Balíkovna-BOXes are not post offices in the meaning of Art. 1 of the Basic Postal Terms and Conditions. Information on post offices, Balíkovna outlets and

Balíkovna-BOXes to which consignments can be addressed is available on the Company’s website ([www.ceskaposta.cz](http://www.ceskaposta.cz) or [www.balikovna.cz](http://www.balikovna.cz)), on request at any post office, or by calling 954 40 66 99.

### Content of consignments

3. Consignments may contain things whose value does not exceed CZK 50,000. Consignments must not contain any object specified in Art. 2(2) and (4) of the Postal Terms and Conditions of Česká pošta, s.p. Any object specified in Art. 2(3) of the Basic Postal Terms and Conditions may be contained if the conditions specified in this Article are complied with. This also applies to consignments submitted in accordance with point 16 (hereinafter referred to as “Balíkovna – returns solution”).

### Packaging of consignments

4. Consignments must be packed in the manner specified in Art. 3 of the Basic Postal Terms and Conditions. Consignments must be shaped as a cube, cuboid, or cylinder, must be packed in solid material (such as cardboard paper, strong envelope, strong plastic bag intended for transportation), and the content must be secured against movement.

### Service description

5. Consignments will be posted against confirmation by the Company.
6. Consignments will only be delivered by the Company if the recipient confirms the receipt or produces the identification code specified in Art. 27. Consignments addressed to a Balíkovna outlet will only be delivered by the Company if the recipient produces the identification code specified in Art. 28. Consignments addressed to a Balíkovna-BOX will only be delivered by the Company if the recipient has paid the COD amount

- (if any) and produces the identification code specified in Art. 29.
7. The consignment will be deposited and made ready for pickup at the post office, Balíkovna outlet or Balíkovna-BOX whose postcode is included in the address on the consignment. The consignment may be ready for pickup at a specified substitution post office if the selected post office, Balíkovna outlet or Balíkovna-BOX is unavailable, the capacity of the Balíkovna outlet or Balíkovna-BOX overloaded, and/or for other serious operational reasons. The standard collection time to pick up a deposited consignment is 7 days from the day when the consignment was made ready for pickup. The standard collection time to pick up a consignment deposited at a Balíkovna-BOX is 7 a.m. on the working day next to the day when the consignment was deposited at the Balíkovna-BOX.
  8. The weight of a consignment may not exceed 15 kg.
  9. The minimum consignment dimensions are 15 cm x 10.5 cm; a cylindrical-shaped consignment is acceptable provided its minimum length is 15 cm and its minimum diameter is 3.5 cm. The dimensions of a consignment posted on the basis of an order placed through an application designated for the purpose and maximum consignment dimensions for Balíkovna – returns solution must not exceed the length of 50 cm, the width of 50 cm, and the height of 50 cm; the dimensions of a consignment posted under a written Agreement on the Conditions for Posting Consignments must not exceed the length of 70 cm, the width of 50 cm, and the height of 50 cm; the longest dimension of a consignment addressed to a Balíkovna-BOX must not exceed 50 cm.
  10. The Company provides compensation for damage caused by the loss, damage or part loss of the content of the consignment up to CZK 50,000.
  11. The service will only be provided on condition that the posting data for the consignment contains the addressee's email address and, in the case of senders posting a consignment on the basis of an order placed through an application designated for the purpose, also the addressee's mobile phone number. This service will be provided only if the applicable legal regulations (Regulation (EU) 2016/679 – the General Data Protection Regulation) are complied with. The Company will send to the addressee an electronic notification (email message) to notify him about the posting of the consignment, its preparation for pickup at the selected post office, Balíkovna outlet or Balíkovna-BOX, and the forthcoming end of collection time. If the user of the mobile phone number or email address has disabled this form of notification or if any other conditions resulting from legal regulations (including but not limited to the EU General Data Protection Regulation), the user will not be notified. The mobile phone number of the addressee and (if applicable) the sender must be provided with the country code in the format +420 or 00420 and it must be an end-user phone number as defined by the legal regulations applicable to communication services; it must not be a phone number with a special rate paid by the caller (including toll-free lines). The condition of forwarding the recipient's e-mail address and mobile phone number according to this point does not have to be fulfilled in the case of the Balíkovna – returns solution.
  12. Posting data may only be posted in an electronic format. The posting data for consignments posted by the senders on the basis of an order placed through an application designated for the purpose must be submitted through the application. In the case of a discrepancy between any information contained in the posting data and the information written on the consignment, the information contained in the posting data will always prevail.

### Additional services and sender's instructions

13. **“Cash on Delivery”** – If the Cash on Delivery additional service is chosen by the sender, the COD amount specified by the sender (hereinafter referred to as “the COD Amount”) will be collected from the recipient on delivery of the consignment. If the consignment is deposited in a Balíkovna parcel pickup outlet, the addressee may also pay the COD Amount online via a payment gateway. If the consignment is deposited in a Balíkovna-BOX, the addressee must pay the COD Amount online via a payment gateway. The COD Amount may be paid in this manner before the delivery of the consignment. The COD Amount may only be specified in full CZK. The COD Amount may not exceed CZK 50,000. The sender must provide information concerning the payment of the COD



Amount together with the posting data for the consignment. The sender may not request remittance of the collected COD Amount abroad. If the COD Amount is written on the consignment, it must be specified in digits, without any spaces or other separators. Any empty space before and/or after the COD Amount must be crossed out so that no other data can be added to it. The Company will be held liable to the sender for the collected COD Amount. The Company has to pay the COD Amount also if a lower amount or no amount whatsoever was collected from the recipient upon delivery of the consignment. The Company will transfer the collected COD Amount to the bank for the COD Amount addressee who maintains an account with the bank; it will do so within three days of its collection from the recipient. In the case of an online payment of the COD Amount, the time limit of three working days for the payment of the COD Amount will be counted from the day of delivery of the consignment.

14. **“No-Card Cash on Delivery”** – Senders who have entered with the Company into a written Agreement on the Conditions for Posting Consignments and provide data on consignments in the form of data files may post their consignments with the additional service “Cash on Delivery.” In such case, the sender has to attach a sticker or the note **“No-Card Cash on Delivery”** to the consignment. If the No-Card Cash on Delivery additional service is chosen by the sender, the COD amount specified by the sender (hereinafter referred to as “the COD Amount”) will be collected from the recipient on delivery of the consignment. If the consignment is deposited in a Balíkovna parcel pickup outlet, the addressee may also pay the COD Amount online via a payment gateway. If the consignment is deposited in a Balíkovna-BOX, the addressee must pay the COD Amount online via a payment gateway. The COD Amount may be paid in this manner before the delivery of the consignment. The COD Amount may only be specified in full CZK. The sender must specify the COD Amount in the address label; the COD Amount may not exceed CZK 100,000. The COD Amount must be specified in digits, without any spaces or other separators. Any empty space before and/or after the COD Amount must be crossed out so that no other data can be added to it. The sender may

not request remittance of the collected COD Amount abroad. The Company will be held liable to the sender for the collected COD Amount. The Company has to pay the COD Amount also if a lower amount or no amount whatsoever was collected from the recipient upon delivery of the consignment. The Company will transfer the collected COD Amount to the bank for the COD Amount addressee who maintains an account with the bank; it will do so within three days of its collection from the recipient. In the case of an online payment of the COD Amount, the time limit of three working days for the payment of the COD Amount will be counted from the day of delivery of the consignment.

15. **“Electronic Notification for the Sender”** – Senders who provided the Company with the posting data for their consignment through an application designated for the purpose will be sent by the Company an electronic notification about delivery of the consignment to the recipient and other applicable information concerning the delivery of the consignment. The posting data provided by the sender for the consignment must contain the mobile phone number and email address to which the notification is to be sent by the Company. The format of the mobile phone number is specified in Art. 11. The Company will use the chosen method to notify the sender also if the consignment is not picked up and is being returned to the sender. Notifications are not provided to senders with a written Agreement on the Conditions for Posting Consignments previously signed with the Company.
16. On the basis of a special written Agreement on the Conditions for Posting Consignments previously signed with the Company, the consignments can be delivered to selected authorized establishments such as Balíkovna – returns solution. The price for the Balíkovna – returns solution is not paid by the sender, but by the addressee, who has undertaken to pay for it in the company's agreement. Additional services and dispositions listed in points 13 to 15 cannot be selected.
17. Other additional services and sender's instructions are not available.



## Posting of consignments

18. Senders who post their consignments under a written Agreement on the Conditions for Posting Consignments must provide the Company, in the agreed manner and at the latest together with the posted consignments, with the posting data for the consignments. If any of the details about the consignments that are to be posted are incorrect, the Company will return the consignments with incorrect details back to the sender.

The sender must specify the required additional services, instructions, and surcharges on the address side of the consignment or on the address label in the manner specified in Art. 14; alternatively, the sender may use pictograms on the address label in the format approved by the Company and specify all the required additional services, instructions, and surcharges in the posting certificate. The sender must attach the completed address label to the largest surface of the consignment (hereinafter referred to as “address side”).

The address of the addressee on the address label has to be as accurate as possible in order to prevent doubt as to where and to whom the consignment is to be delivered by the Company. The postal address must include these obligatory details in the following order:

- a) Identification of the addressee according to Art. 4(2)(a) of the Basic Postal Terms and Conditions,
  - b) The word “Balíkovna,”
  - c) The postcode and name of the post office, Balíkovna outlet or Balíkovna-BOX.
19. In the case of posting a consignment on the basis of an order placed through an application designated for the purpose, the address label generated by the application after the submission of the posting data must be attached by the sender to the address side of the consignment. The Company will disregard any information on the consignment outside the address label. Consignments will be accepted without this address label as well; in such case, the sender has to write the name and surname or the addressee’s business name on the address side of the consignment (if the addressee’s full address is written by the sender on the consignment, it must comply with Art. 18)

together with the posting code generated by the application. In the case of the Balíkovna – returns solution consignments, the posting data and the address label are generated according to the previous sentences based on the entry of the return code given to the sender by the addressee. The Balíkovna – returns solution consignments can also be sent without an address label, in which case the sender must indicate the name and surname on the address side of the consignment, or the name of the addressee (if the sender will indicate the full address of the addressee on the consignments, it must correspond to point 18), he must indicate on the consignment the delivery code generated by the application or the return code and, when handing over the consignment, tell the Company the e-mail or mobile phone number of the sender. In the case of a consignment with a return code, it is possible to submit the consignment without entering the dedicated application. Consignments dropped off at a Balíkovna-BOX must have a valid address label firmly attached to the consignment. Balíkovna-BOXes equipped with a printer enable the sender to print the address label; the sender has to enter the posting code and attach the address label printed by the Balíkovna-BOX to the consignment. The Balíkovna-BOX opens by scanning the barcode on the address label of the consignment. The sender has to place the consignment into the Balíkovna-BOX and close the box. Only one consignment may be placed into the box. The sender is responsible for properly closing the Balíkovna-BOX.

20. The consignment is deemed posted as of the moment the Company accepts the consignment from the sender or collects it from the Balíkovna outlet or the Balíkovna-BOX where the sender dropped off the consignment and confirms its acceptance. The Company is entitled to request that the sender prove that the format and packaging of the consignment comply with the stipulated conditions; however, the Company is not obliged to verify whether all conditions have been complied with by the sender. The price of consignments posted on the basis of an order placed through an application designated for the

purpose must be paid in advance through the application.

21. The Company confirms the posting by means of a certificate of posting in the form prescribed by the Company. The certificate of posting for a consignment posted on the basis of an order placed through an application designated for the purpose will be sent to the sender's email address specified in the posting data for the consignment. In the case of a consignment submitted with a return code without using the application, the delivery receipt (in the case of an SMS confirmation of delivery) is sent to the sender's e-mail or mobile phone number provided to the company when the consignment is handed over, or it can be replaced by a special confirmation in the wording determined by the company.
22. In the case of senders who have previously signed a written Agreement on the Conditions for Posting Consignments, the Company reserves the right to correct sender's data concerning the weight if a difference between the sender's data and the actual weight is determined. If the specification of the weight affects the price of the postal service, the sender and the Company will compensate each other for any differences so arisen.
23. The prices for which the service is provided and the prices for additional services are quoted in a separate part of the [Postal Terms and Condition of Česká pošta, s.p. – Pricelist for Postal and Other Services provided by Česká pošta, s.p.](#) (hereinafter referred to as "the Pricelist").

### Withdrawal from the contract and request for return of the consignment

24. If the Company finds out that an accepted postal consignment contains objects that are not allowed, that special conditions pursuant to Art. 2(3) of the Basic Postal Terms and Conditions have not been complied with, that its packaging does not comply with Art. 4, or that other agreed duties have not been observed, the Company may withdraw from the executed contract and return the consignment back to the sender, or ask the sender to take over the consignment at a place specified by the Company. Additional costs covering any necessary related actions will be paid by the sender.
25. Until the Company takes over the consignment from the Balíkovna outlet where the sender has

dropped off the consignment, the sender may ask for cancellation of the placed order and return of the consignment. The Company will not be liable for any consequences of the fact that the postal service was provided under the originally agreed conditions if it has made its best efforts, which could reasonably be requested, to arrange for the return of the consignment. The consignment will be returned for a fee according to the Pricelist.

### Delivery of consignments

26. Consignments will be deposited for a period of 7 days from the day when the consignment has been made ready for pickup; consignments addressed to a Balíkovna-BOX will be deposited until 7 a.m. on the working day next to the day when the consignment was deposited at the Balíkovna-BOX.
27. The Company will hand over the consignment deposited at a post office to a natural person who:
  - a) has proven, in the manner specified in the Basic Postal Terms and Conditions, that he is the addressee of the consignment or person authorised to accept the consignment; the consignment will be handed over against his signature confirming its acceptance. The addressee of the consignment must produce the consignment posting number or one of the addressee's contact details: mobile phone number or email address; any person authorised to receive the consignment other than the addressee must always produce the consignment posting number and the mobile phone number or email address to which the notification of depositing was sent, or
  - b) has produced the identification code of the consignee together with its posting number and the name and surname or business name of the addressee. A barcode can be produced instead of the posting number of the consignment and the name and surname or business name of the addressee. The addressee will receive the identification code of the consignment in the notification informing the addressee that the consignment is ready for pickup. The identification code mentioned in the previous sentence will not be provided if the mobile phone number or email address user has previously made it

clear that notifications should not be sent to them.

28. Consignments deposited at a Balíkovna outlet will only be delivered to the recipient – natural person against the identification code of the consignment together with its posting number and the name and surname or business name of the addressee. A barcode can be produced instead of the posting number of the consignment and the name and surname or business name of the addressee. The addressee will receive the identification code of the consignment in the notification informing the addressee that the consignment is ready for pickup. The identification code mentioned in the previous sentence will not be provided if the mobile phone number or email address user has previously made it clear that notifications should not be sent to them.
29. Consignments deposited at a Balíkovna-BOX will be delivered to the natural person who produces the consignment's identification code. The addressee will receive the identification code of the consignment in the notification informing the addressee that the consignment is ready for pickup. The identification code mentioned in the previous sentence will not be provided if the mobile phone number or email address user has previously made it clear that notifications should not be sent to them.
30. If the Company failed to deliver the consignment in accordance with the preceding provisions, it will return the consignment back to the sender, without undue delay (does not apply in the case of the Balíkovna – returns solution). In the case of a consignment posted on the basis of an order placed through an application designated for the purpose, the consignment will be made ready for pickup at the post office of posting or at the post office designated by the Company as the substitution post office for the Balíkovna outlet where the sender dropped off the consignment. Returned consignments cannot be handed over against their identification code.

### Refund of price or online payment

31. If the service has not been provided due to the Company's fault, the Company will refund the price paid for the service.

32. If a consignment that is to be posted on the basis of an order placed through an application designated for the purpose is not posted within 7 calendar days from the date of payment of the price of the service, the full price will be refunded by the Company back to the account from which it was paid.
33. If a consignment has been returned to the sender on the basis of the sender's request according to Art. 25, the Company will refund the price of the service minus a fee according to the Pricelist. The Company will refund the relevant amount back to the account from which the price was paid.
34. If the additional service "Cash on Delivery" or "No-Card Cash on Delivery" has been used with a consignment returned to the sender or lost consignment and the recipient of the consignment has paid the COD Amount online, the Company will return the COD Amount without unnecessary delay back to the account from which it was paid.

### Complaints and compensation for damage

35. Within one year of the posting, the sender may file a complaint regarding the delivery at the posting post office. In such a case, the sender must present the posting certificate according to Art. 21. If the sender is a VAT payer and requests a credit note for the refunded price of the service, he must also produce the original tax document received at the moment of posting.
36. The Company provides compensation only for damage caused by the loss, damage or part loss of the content of the consignment. Only actual damage up to CZK 50,000 will be compensated by the Company. If the content of the consignment has been damaged, the Company will pay the difference between the price of the content of the consignment upon posting and the current price of the damaged content. The compensation for damage will be paid by the Company in the Czech currency.
37. The compensation cover for damage caused in the provision of postal services is as specified in Art. 47 of the Basic Postal Terms and Conditions.
38. The compensation for damage occurred due to damaging or part loss of the content of the consignment will be negotiated by the Company at the post office on condition that the recipient files a complaint about the damage upon the

acceptance of the consignment. Balíkovna outlets and Balíkovna-BOXes do not handle complaints. Additional complaints may be filed at any post office within two working days after the delivery of the consignment provided that the other prerequisites are met as stipulated in the Basic Postal Terms and Conditions. At the same time, the person complaining about the damage must present the consignment and allow for the review of the extent of the damage and the circumstances of its occurrence.

39. In the case of complaints or claims for compensation for damage, matters which are not regulated by the present Terms and Conditions will be dealt with accordingly in accordance with the appropriate provisions of the Basic Postal Terms and Conditions. Unless otherwise agreed, the Company will settle the complaint without undue delay, at the latest 30 days from the date of complaint.
40. If the consignment has been opened, destroyed or if it is to be sold, the Company will proceed accordingly in accordance with the Basic Postal Terms and Conditions.

### Resolution of disputes concerning the subject-matter of the postal contract

41. If the Company rejects or fails to settle a complaint concerning any defect of the provided postal service, the sender or the addressee has the right to appeal to the Czech Telecommunication Office ([www.ctu.cz](http://www.ctu.cz)) against the decision in the claim procedure; the appeal must be made without undue delay, at the latest 1 month from the date of delivery of the claim decision or from the vain expiry of the time limit for the settlement of the complaint, otherwise the right to appeal terminates. The appeal is subject to an administrative fee. The Czech Telecommunication Office will decide in the appellate procedure about the rights and duties of the parties resulting from the postal agreement or the Act No. 29/2000 Coll., on postal services, as amended.

### Transitional and final provisions

42. Any deviations from the present Postal Terms and Conditions are subject to a written agreement between the sender and the Company.
43. The current version of these Postal Terms and Conditions becomes effective on 01/08/2023 and is available at any post office as well as at the website [www.ceskaposta.cz](http://www.ceskaposta.cz). The company reserves the right to alter, amend, or cancel the present Postal Terms and Conditions.

## Business Letter

### Opening provisions

1. “Business Letter” (in Czech: “Firemní psaní”) is a postal service other than basic services provided by Česká pošta, s.p. (hereinafter referred to as “the Company”) under the Act No. 29/2000 Coll., on postal services and on amendment to certain related acts (“the Postal Service Act”). The Postal Terms and Conditions of Česká pošta, s.p. – Basic Postal Services (hereinafter referred to as “the Postal Terms and Conditions”) apply accordingly to matters which are not regulated by these Terms and Conditions.
2. Unless it is stipulated otherwise by the Company in certain circumstances, the Company accepts Business Letter consignments (hereinafter referred to as “consignment(s)”) under a written Agreement on the Conditions for Posting Business Letter Consignments (hereinafter referred to as “the Agreement”) at the designated post offices marked with the Company logo (hereinafter referred to as “post office”) or through its authorised employees at the place agreed in writing with the sender (hereinafter referred to as “pickup”).
3. Consignments will be posted without confirmation by the Company. Consignments will be delivered by the Company without any confirmation of receipt. The Company does not provide any compensation for damage caused by the loss, damage or part loss of the content of the consignment. No additional services are available for Business Letter consignments.

### Service description

4. The minimum consignment dimensions are 9 x 14 cm. The maximum dimensions of a consignment including inserted small things are 35.3 cm (length) x 25 cm (width) x 2 cm (thickness). Consignments with irregular shapes will be assessed accordingly.
5. The weight of a consignment may not exceed 1,000 g.

6. Consignments with parameters suitable for machine processing (see Annex No. 2) must be prepared for such machine processing.

### Content of consignments

7. Consignments may contain any things other than those specified in Art. 2(2), (3) and (4) of the Basic Postal Terms and Conditions. An unfolded postcard cardboard sheet may also constitute a consignment.

### Postal address

8. The consignor must write the addresses of the addressee and the sender on the address side of the consignment. The address must correspond with Art. 4 of the Basic Postal Terms and Conditions.

### Packaging of consignments

9. Consignments must be packed in the manner specified in Art. 3 of the Basic Postal Terms and Conditions.

### Posting of consignments

10. Unless it is stipulated otherwise by the Company in certain circumstances, the Company accepts Business Letter consignments only under a written agreement. The agreement must specify the post office where the consignor will hand over the Commercial Letter consignments. A consignment is deemed posted as of the moment the Company accepts the consignment from the sender.
11. The address side format must comply with the instructions included in Annex No. 2. A specimen address side format is attached as Annex No. 2.
12. The consignor must submit any posted consignments together with a “Soupis zásilek Firemní psaní” (in English: List of Business Letter Consignments); the post office personnel will confirm the number of posted consignments according to the conditions agreed in the Agreement.



13. The consignments must be pre-sorted in the manner agreed in the Agreement.

### Withdrawal from the Agreement

14. If the Company finds out that an accepted postal consignment contains objects that are not allowed, that its packaging does not comply with Art. 9, or that other agreed duties have not been observed, the Company may withdraw from the concluded Agreement and return the consignment back to the sender, or ask the sender to take over the consignment at a place specified by the Company. Additional costs covering any necessary related actions will be paid by the sender.

### Labelling of consignments

15. The consignments must be clearly labelled as Business Letter consignments. The labelling must comply with the specimen contained in Annex No. 1 including the logo of Česká pošta, s.p.; the code assigned by the Company to Business Letter; the assigned User's ID (CČK file ID); and the "D+1" note in case of priority consignments. If Credit is the selected payment method, the User's ID (CČK file ID) is the number of the Credit used to pay for the consignment.

### Price and manner of payment

16. The method of calculation of prices for which the service is provided is described in a separate part of the [Postal Terms and Condition of Česká pošta, s.p. – Pricelist](#) (hereinafter referred to as "the [Pricelist](#)"). Unless it is stipulated otherwise by the Company in certain circumstances, the manner of payment of the price will be agreed in the Agreement. Neither postage stamps nor cash may be used to pay for the service.
17. The price of the service will not be refunded by the Company if a consignment is lost, damaged, or partly lost.

### Delivery of consignments

18. Business Letter consignments may be sent by priority or economy mail. Consignments that are to be sent by priority mail must be labelled in a special manner agreed in Annex No. 1; otherwise, they will be sent by economy mail. Business Letter consignments sent by economy mail will not be

transported by the fastest method used for Business Letter consignments.

19. The Company will deliver or deal with undeliverable consignments in compliance with the relevant provisions of the Basic Postal Terms and Conditions. The Company may deliver the consignment at a place other than the one specified in the postal address if it has learnt of the new place of residence or registered office of the addressee from the addressee or by other reliable means.
20. The Company will hand over the consignment deposited at a post office to an individual who has proven, in the manner specified in the Basic Postal Terms and Conditions, that he is the addressee of the consignment or person authorised to accept the consignment; the consignment will be handed over against his signature confirming its acceptance.
21. If the Company fails to deliver the consignment in accordance with the preceding provisions, it will return the consignment back to the specified sender's address, without undue delay.

### Resolution of disputes concerning the subject-matter of the postal contract

22. If the Company rejects or fails to settle a complaint concerning any defect of the provided postal service, the sender or the addressee has the right to appeal to the Czech Telecommunication Office ([www.ctu.cz](http://www.ctu.cz)) against the decision in the claim procedure; the appeal must be made without undue delay, at the latest 1 month from the date of delivery of the claim decision or from the vain expiry of the time limit for the settlement of the complaint, otherwise the right to appeal terminates. The appeal is subject to an administrative fee. The Czech Telecommunication Office will decide in the appellate procedure about the rights and duties of the parties resulting from the postal contract or the Act No. 29/2000 Coll., on postal services, as amended.

### Unalterable provisions

23. With the exception of Art. 1 to 3 and 7, these Postal Terms and Conditions may be altered by an agreement.



### Transitional and final provisions

24. The current version of these Postal Terms and Conditions becomes effective on 01/07/2023 and is available at any post office as well as on the website [www.ceskaposta.cz](http://www.ceskaposta.cz). The Company reserves the right to amend or modify the present Postal Terms and Conditions or cancel the same by issuing new Postal Terms and Conditions.


### List of annexes:

- Annex No. 1** Recommended address side formats.  
**Annex No. 2** Definition of parameters of consignments suitable for machine processing.


## Annex No. 1 Recommended address side formats

### 1. Specimen address side format

#### a) Priority consignments

<b>Odesílatel/Sender:</b> OKNOPLAST a.s. Nám. Svobody 45 460 15 Liberec 15	<b>D+1</b>		FP	ID CČK
<b>Adresát/Addressee:</b> Zpracování dotazníků, s.r.o. Nemanická 16 370 20 České Budějovice 90				

#### b) Economy consignments

<b>Odesílatel/Sender:</b> OKNOPLAST a.s. Nám. Svobody 45 460 15 Liberec 15		FP	ID CČK
<b>Adresát/Addressee:</b> Zpracování dotazníků, s.r.o. Nemanická 16 370 20 České Budějovice 90			

If Credit is the selected payment method, the User's ID (CČK file ID) is the number of the Credit used to pay for the consignment.

## Annex No. 2

### Definition of parameters of consignments suitable for machine processing

#### 1 Basic description

Consignments must comply with several parameters to be suitable for machine processing:

##### 1.1 Size

- Width: 90 mm to 162 mm;
- Length: 140 mm to 235 mm;
- Thickness: up to 5 mm.

##### 1.2 Weight

- max. 100 g

##### 1.3 Content

- Ideal content for machine sorting passes smoothly through the sorting machine; It includes but is not limited to documents, such as letters, invoices, bills;
- Small things, such as coins, merchandise, keys, scissors, payment cards, must not be inserted in sorted consignments because they can damage or even destroy the consignment when passing through the sorting machine.

##### 1.4 Address

The address must be sufficiently legible, full, written by suitable means, positioned at a suitable place, and the letters must be sufficiently large so that the sorting machine can recognise each character and sort the consignment correctly.

#### 2 Detailed description

##### 2.1 Recommended address side format

The address should be positioned on the largest surface of the consignment.

The address should:

1. be written in Latin script;
2. contain sufficiently large letters;
3. be legible;
4. be full;
5. be clear;
6. be accurate;
7. not contain any corrections;
8. not exceed the postcode boxes preprinted on the consignment.

The minimum size of typed or printed letters is 0.25 cm. Handwritten addressee's name must be written in capital letters. The address has to be written using writing material which would prevent its deletion, alteration, or loss of legibility. In particular, it may not be written by a pencil or as a typed or handwritten carbon copy (this does not apply to address labels and envelopes made of carbonless copy paper). The addressee's postal address must not be written in red ink or by a luminescent pen. The postcode and name of the destination post office on domestic consignments should not be underlined. The addresses have to be written lengthwise on the side of the consignment whose dimensions, format etc. are most suitable for this purpose. The minimum acceptable dimensions of such side are 14 x 9 cm. Addresses must not be written on the side of the envelope with flaps.

##### 2.2 Recommended weight of envelopes for sorting machines

Only consignments weighing up to 100 g may be sorted by machines.

## 2.3 Recommended size of envelopes for sorting machines

Doporučené rozměry obálek pro třídící stroje	
Označení	Rozměry (šířka x výška v mm)
C6	162 x 114
DL	220 x 110
C6/5	229 x 114
C5	229 x 162
Dovolená odchylka rozměrů je ± 2 mm.	

## 2.4 Recommended address side formats

### Informace o adresních stranách

#### Adresní strana obálky

Česká pošta, s.p. Politických vězňů 909/4 225 99 PRAHA 1		5	1
		2	Vážený pan FRANTIŠEK KOUCKÝ Plantážníků 421 378 08 DVORY NAD LUŽNICÍ
4	3		

1. Oblast pro záznam o způsobu úhrady ceny za zásilku (poštovní známka, bezhotovostní úhrada, výplatní stroj) a pro otisk poštovního razítka.
2. Oblast pro poštovní adresu adresáta včetně poštovního směrovacího čísla (dále jen PSČ) a stavěcí značky.

#### Adresní strana dopisnice

min. 140 x max. 148 mm		(odchylka +/- 2 mm)	
		1	
		2	Pan JIŘÍ BUREŠ Nádražní 182 ŽELEZNÝ BROD 468 22
4	3		
Doporučený rozměr: A6 (105 x 148 mm)		min. 90 x max. 105 mm (odchylka +/- 2 mm)	

3. Oblast vyhrazená pro kódový přepis PSČ poštu.
4. Oblast pro údaj výrobce, odesílatele, event. symbol označující vhodnost obálky z hlediska České pošty.
5. Oblast pro adresu odesílatele, firemní znak apod., případně poznámky a nálepky České pošty týkající se zvolené poštovní služby, obsahu zásilky nebo způsobu, jakým se má se zásilkou zacházet.

## 2.5 Recommended format of window envelopes: printing on the address side and position of the window (especially for business purposes)

Envelopes less than 105 mm wide should not contain any outside printing. The location of areas on the address side of envelopes depends on their use. Printing on envelopes must be done in one way, without blurring, smudging, splashing or ink splatter. Luminescent inks should not be used for printing or other surface treatment. Guide marks should be printed in black. Printing with light shades of reddish brown or of blue is acceptable.

Printing or additional printing on the address sides by the envelope manufacturer or user (company logo, advertisement) may only be position in the left part of the envelope, i.e. to the left of the addressee's address, and must not preclude the placement of Czech Post's business notes or stickers. No printing is allowed in the area designated as No. 3 in the picture along the entire lower edge with a minimum height of 16 mm, which is reserved for printing the postcode transcript by Czech Post's sorting machine. No printing or additional printing is allowed to the right of the window. If the envelope has a print in the upper right-hand corner replacing the postage stamp, e.g. the assigned User's ID (CČK file ID), the area for affixing the postage stamp may be omitted. The window must be positioned in the lower right- or left-hand quarter of the address side of the envelope and may display only the addressee's postal address.

Window envelopes must contain a correctly positioned guide mark. With the exception of a guide mark, envelopes with a window positioned on the left may not contain any printing on the right-hand side of the window. The transparent window foil must be colourless, glued on all sides of the window inside the envelope, and clear (preferably with a glossy surface). Coloured stripes or frame around the window in window envelopes are not acceptable.

### Further parameters

- Envelopes and labels in the address zone and in windows must not bear any background print;
- Only the addressee's postal address may be visible in the envelope window, and the entire address must always be visible when moving the contents of the envelope;
- The envelopes must be sealed along the entire length of the flap;
- Postcards must be printed in accordance with the applicable standard.

### Recommended postal address format on envelopes for typed addresses (with preprinted guide marks and orientation marks)

The postcode and the name of the destination post office should be typed on the last line of the address. Approximately the same spacing should be used between the lines of the address (min. 1 mm, max. 5 mm). No background printing is permitted in the address block!

### Recommended format for postcode and name of destination post office:

**623\_00\_BRNO\_23**

## 2.6 Recommended fonts for addresses

Computer printing:

- Arial CE, point size 12–14 (i.e. 2.5–4 mm), normal or bold, normal spacing;
- Verdana, point size 12–14 (i.e. 2.5–3.5 mm), normal or bold, normal spacing;
- Courier New CE, point size 12–14 (i.e. 2.5–3.5 mm), normal or bold, spacing expanded by 1 point.

Classic printing:

- Helvetica, point size 3–5 mm, medium ductus, medium width.

Typing:

- Touching characters must be divided by a space.



## 2.7 Parameters of letters unsuitable for machine processing

- Size larger than recommended;
- Thicker than 5 mm;
- Inflexible, damaged, or wrinkled;
- Containing any numerical, written or graphical data under the postcode;
- Having the address side printed on a paper with other than white or light yellow colour;
- With address printed in a low contrast or a colour other than black and blue;
- Having an uneven thickness or containing things, such as films, rolls, cassettes, keys, diskettes, CDs;
- With corrected or amended address, forwarder, returned or already barcoded;
- Made of thin paper;
- Consisting of Return Receipt slips torn off from the original envelopes;
- Mail for the blind;
- Letters stuck together;
- With address written in a grid.

## Registered Business Letter

### Opening provisions

1. “Registered Business Letter” (in Czech: “Firemní psaní”) is a postal service other than basic services provided by Česká pošta, s.p. (hereinafter referred to as “the Company”) under the Act No. 29/2000 Coll., on postal services and on amendment to certain related acts (“the Postal Service Act”). The Postal Terms and Conditions of Česká pošta, s.p. – Basic Postal Services (hereinafter referred to as “the Postal Terms and Conditions”), as applicable to the Registered Mail – Registered Letter services, apply accordingly to matters which are not regulated by these Terms and Conditions.
2. The Company accepts Registered Business Letter consignments (hereinafter referred to as “consignment(s)”) under a written Agreement on the Conditions for Posting Registered Business Letter Consignments at the designated post offices marked with the Company logo (hereinafter referred to as “post office”) or through its authorised employees at the place agreed in writing with the sender (hereinafter referred to as “pickup”).

### Service description

3. The minimum consignment dimensions are 9 x 14 cm. The maximum dimensions of a consignment including inserted small things are 35.3 cm (length) x 25 cm (width) x 2 cm (thickness). Consignments with irregular shapes will be assessed accordingly.
4. The weight of a consignment may not exceed 1,000 g.
5. Consignments with parameters suitable for machine processing (see Annex No. 2) must be prepared for such machine processing.

### Content of consignments

6. Consignments may contain any things other than those specified in Art. 2(2), (3) and (4) of the Basic Postal Terms and Conditions. An unfolded postcard

cardboard sheet may also constitute a consignment.

### Postal address

7. The consignor must write the addresses of the addressee and the sender on the address side of the consignment. The address must correspond with Art. 4 of the Basic Postal Terms and Conditions.

### Packaging of consignments

8. Consignments must be packed in the manner specified in Art. 3 of the Basic Postal Terms and Conditions.

### Posting of consignments

9. Consignments may be posted only under a written contract with the Company. The contract will specify the designated post office where the consignor will hand over the Registered Business Letter consignments. A consignment is deemed posted as of the moment the Company accepts the consignment from the sender. The Company will confirm the posting of the Registered Business Letter consignment.
10. The address side format must comply with the instructions included in Annex No. 2. A specimen address side format is attached as Annex No. 2.
11. The consignments must be pre-sorted in the manner agreed in the contract.

### Withdrawal from the contract

12. If the Company finds out that an accepted postal consignment contains objects that are not allowed, that its packaging does not comply with Art. 8, or that other agreed duties have not been observed, the Company may withdraw from the concluded contract and return the consignment back to the sender, or ask the sender to take over the consignment at a place specified by the Company.

Additional costs covering any necessary related actions will be paid by the sender.

### Labelling of consignments

13. The consignments must be clearly labelled as Registered Business Letter consignments. The labelling must comply with the specimen contained in Annex No. 1 including the logo of Česká pošta, s.p.; the code assigned by the Company to Registered Business Letter; the assigned User's ID (CČK file ID); and the "D+1" note in case of priority consignments. If Credit is the selected payment method, the User's ID (CČK file ID) is the number of the Credit used to pay for the consignment.
14. The consignments must be barcoded as registered consignments in accordance with the instructions for registered consignment barcoding available at [www.ceskaposta.cz/rck](http://www.ceskaposta.cz/rck).

### Price and manner of payment

15. The method of calculation of prices for which the service is provided is described in a separate part of the [Postal Terms and Condition of Česká pošta, s.p. – Pricelist](#) (hereinafter referred to as "the [Pricelist](#)"). The manner of payment will be specified in the contract. Neither postage stamps nor cash may be used to pay for the service.

### Additional services and sender's instructions

#### Return Receipt

16. If this additional service is selected, the Company will provide the sender with a written confirmation of delivery of the consignment to the recipient (hereinafter referred to as "Return Receipt").
17. The Return Receipt has a format prescribed by the Company. The Return Receipt completed by the sender according to the preprinted instructions has to be presented together with the consignment. Alternatively, the sender may use a special envelope containing the Return Receipt form (see the specimen envelope in Annex No. 1.2).

#### Electronic notification for the sender

18. This service is used if the sender requests that the Company notifies him by electronic means about delivery of the consignment to the recipient and/or about other facts concerning the delivery. The sender must post the consignment together with

his contact details – mobile phone number or email address (a combination of both is also acceptable) – to which the notification is to be sent by the Company.

19. The mobile phone number: must be provided with the country code in the format +420 or 00420; must be an end-user phone number as defined by the legal regulations applicable to communication services; and must not be a mobile phone number with a special rate paid by the caller (including toll-free lines). The Company will also use the selected method to notify the sender about the forthcoming end of the collection time provided that the recipient has not picked up the consignment from an outlet or asked for return of the consignment back to the sender before its pickup.

#### Cash on Delivery

20. If this additional service is selected, the Company will collect the specified COD amount from the recipient (hereinafter referred to as the "COD Amount") on delivery of the consignment to the recipient. The COD Amount may only be specified in full CZK.
21. The sender must also specify whether the collected COD Amount is to be paid by the Company to the sender or to another person designated by the sender and whether it is to be paid in cash or by bank transfer to a designated account. The sender may not request remittance of the collected COD Amount abroad.
22. The Company will be held liable to the sender for the collected COD Amount. The Company has to pay the COD Amount also if a lower amount or no amount whatsoever has been collected from the recipient on delivery of the consignment.
23. The sender has to write the note "Dobírka" (in English: "Cash on Delivery") and the COD Amount on the consignment.
24. The COD Amount must be specified in digits, without any spaces or other separators. Any empty space before and/or after the COD Amount must be crossed out so that no other data can be added to it.
25. Together with the consignment the sender must hand over the Remittance of COD Amount form as specified by the Company; the form is to be completed according to the preprinted instructions.

26. The provisions of Part Three of Volume II – Domestic Money Orders of the Basic Postal Terms and Conditions, applicable to the delivery of a money order amount, apply accordingly to the payment of the COD Amount in cash.
27. This additional service is not available if the sender writes the note “Nevracet, vložit do schránky” (in English: “Do Not Return – Put Into Letter Box”) on the consignment or uses a special envelope with a green stripe according to Art. 17.

#### **No-Card Cash on Delivery**

28. The additional service No-Card Cash on Delivery is available to senders who signed a contract with the Company and use data files to send consignment details to the Company. In such case, the sender has to attach a sticker or write the note “Bezdokladová dobírka” (in English: “No-Card Cash on Delivery”) on the consignment; the Remittance of COD Amount form is not required to accompany the consignment. The provisions under Art. 24 apply accordingly to the manner of specification of the COD Amount. If the sender uses the “No-Card Cash on Delivery” service, the Company will transfer the collected COD Amount to the bank for the COD Amount addressee who maintains an account with the bank; it will do so within three working days of its collection from the recipient.
29. This additional service is not available if the sender writes the note “Nevracet, vložit do schránky” (in English: “Do Not Return – Put Into Letter Box”) on the consignment or uses a special envelope with a green stripe according to Art. 17.

#### **Restricted Delivery**

30. If the sender attaches an additional sticker “Do vlastních rukou, zmocněnci, zákonnému zástupci” (in English: “Restricted Delivery to the Addressee, Addressee’s Authorised Person, Legal Representative”) to or writes a note such as “Do vlastních rukou” (in English: “Restricted Delivery”) on the consignment, the Company will deliver the consignment only to the addressee, the addressee’s authorised person, legal representative or authorised person of the addressee’s legal representative or, if the addressee is a legal entity, only to the person authorised to accept the consignment on behalf of the legal entity. The use of a special envelope with a blue stripe according to Art. 17 means that the sender has requested this additional service.

#### **Delivery to the Addressee Only**

31. If the sender attaches an additional sticker “Do vlastních rukou výhradně jen adresáta” (in English: “Delivery to the Addressee Only”) to or writes a note such as “Do vlastních rukou výhradně jen adresáta” (in English: “Delivery to the Addressee Only”) on a consignment addressed to a natural person, the Company will deliver the consignment only to the addressee. The use of a special envelope with a red stripe according to Art. 17 means that the sender has requested this additional service.

#### **Longer Collection Time**

32. The addressee may request a longer collection time unless the sender has written the note “Neprodlužovat lhůtu” (in English: “No Longer Collection Time”) on the consignment.

#### **Do Not Deposit**

33. If an attempt at delivery of the consignment to the addressee fails, the consignment will be returned back to the sender. If this instruction is written on the address side of the consignment, the Company will not leave a notice of the consignment arrival in the addressee’s letter box; instead, it will return the consignment back to the sender.

#### **No Longer Collection Time**

34. If the sender requests that the Company does not allow the addressee to extend the standard 15-day collection time, the sender must write this instruction on the address side of the consignment.

#### **Shorter Collection Time**

35. The standard time for collection of a consignment from the post office is 15 days; the sender may request a shorter collection time of 10 days. The use of a special envelope with a green stripe according to Art. 17 means that the sender has requested this additional service. This does not apply if the sender writes the note “Neukládat” (in English: “Do Not Deposit”) on the consignment. Another shorter collection time during which the consignment will be ready for collection from the post office may also be agreed.

#### **Delivery of consignments**

36. Registered Business Letter consignments may be sent by priority or economy mail. Consignments that are to be sent by priority mail must be labelled in a special manner agreed in Annex No. 1;

otherwise, they will be sent by economy mail. Registered Business Letter consignments sent by economy mail will not be transported by the fastest method used for Registered Business Letter consignments.

37. Unless these Terms and Conditions or the contract provide otherwise, the scope of instructions available for the consignment as well as the Company's procedures for delivery or non-delivery if the consignment cannot be delivered will be governed by the relevant provisions of the Basic Postal Terms and Conditions applicable to the Registered Mail – Registered Letter services.
38. If the sender uses a special envelope with a green stripe according to Art. 17, the Company's procedures for delivery or non-delivery if the consignment cannot be delivered will be governed by the relevant provisions of the Basic Postal Terms and Conditions applicable to consignments identified with a green stripe.
39. Unless the contract provides otherwise, the Company will deliver the consignment only against the recipient's confirmation of receipt; this does not apply to consignments delivered in a special manner according to Art. 32(3) of the Basic Postal Terms and Condition, in which case the delivery in this special manner will be confirmed by the Company in its documentation.

### Complaints and compensation for damage

40. Complaints or claims for compensation for damage will be dealt with accordingly in accordance with the relevant provisions of the Basic Postal Terms and Conditions.
41. Unless the contract provides otherwise, a compensation for loss, damage, or part loss of the Registered Business Letter consignment at the following rates will be paid. A flat-rate compensation of CZK 500 will be paid for a lost consignment. Only the actual damage up to CZK 500 will be compensated by the Company for a damage or part loss of a consignment. Complete destruction of a consignment or complete loss of its content are deemed as loss.
42. The Company will not pay any compensation for a consignment containing a thing that must not be contained in it according to Art. 6.
43. If the consignment has been opened or if it is to be sold, the Company will proceed accordingly in

accordance with the Basic Postal Terms and Conditions.

### Price refunding

44. In case of lost Registered Business Letter consignments, the Company will refund the paid price of the service together with the applicable compensation.
45. Other cases eligible for refunding of the paid price or a part of it will be dealt with in accordance with the applicable Basic Postal Terms and Conditions.
46. If the sender is a VAT payer and requests a credit note for the refunded price of the service, he must also produce the tax document he received at the moment of posting when he makes the claim.

### Resolution of disputes concerning the subject-matter of the postal contract

47. If the Company rejects or fails to settle a complaint concerning any defect of the provided postal service, the sender or the addressee has the right to appeal to the Czech Telecommunication Office ([www.ctu.cz](http://www.ctu.cz)) against the decision in the claim procedure; the appeal must be made without undue delay, at the latest 1 month from the date of delivery of the claim decision or from the vain expiry of the time limit for the settlement of the complaint, otherwise the right to appeal terminates. The appeal is subject to an administrative fee. The Czech Telecommunication Office will decide in the appellate procedure about the rights and duties of the parties resulting from the postal contract or the Act No. 29/2000 Coll., on postal services, as amended.

### Unalterable provisions

48. With the exception of Art. 1, 2, 6, and 41, these Postal Terms and Conditions may be altered by an agreement.

### Transitional and final provisions

49. The current version of these Postal Terms and Conditions becomes effective on 01/05/2023 and is available at any post office as well as on the website [www.ceskaposta.cz](http://www.ceskaposta.cz). The Company



reserves the right to amend or modify the present Postal Terms and Conditions or cancel the same by issuing new Postal Terms and Conditions.

**List of annexes:**

- Annex No. 1** Recommended address side formats.
- Annex No. 2** Definition of parameters of consignments suitable for machine processing.



## Annex No. 1

### Recommended address side formats

#### 3 Specimen address side format

##### 3.1 Specimen envelope

###### a) Priority consignments

<b>Odesílatel/Sender:</b> OKNOPLAST a.s. Nám. Svobody 45 460 15 Liberec 15	<b>D+1</b>		FR	ID CČK
 400 15 Liberec RR 63240283 2 CZ				
				<b>Adresát/ Addressee:</b> Zpracování dotazníků, s.r.o. Nemanická 16 370 20 České Budějovice 90

###### b) Economy consignments

<b>Odesílatel/Sender:</b> OKNOPLAST a.s. Nám. Svobody 45 460 15 Liberec 15			FR	ID CČK
 400 15 Liberec RR 63240283 2 CZ				
				<b>Adresát/ Addressee:</b> Zpracování dotazníků, s.r.o. Nemanická 16 370 20 České Budějovice 90

If Credit is the selected payment method, the User's ID (CČK file ID) is the number of the Credit used to pay for the consignment.

### 3.2 Specimen envelope with a stripe

#### (a) Priority consignments

OKNOPLAST, a.s. Nám. Svobody 45 180 15 LIBEREC 15  Pání Božena Novotná Stavební 4211 190 16 PRAHA 916	Odesílatel: <b>R</b> RR 15 Liberec Adresát: RR 63240283 2 CZ	Místo pro výtisk  D+1 FR ID CČK
DO VLASTNÍCH RUKOU, ZMOCNĚNCI, ZÁKONNĚMU ZÁSTUPCI		
Zásilka uložena dne  Otisk denního razítka a podpis vydávajícího pracovníka	Odesílatel:  DODEJKA  Adresát:  Potvrzují převzetí této zásilky dne ..... podpis .....	

#### (b) Economy consignments

OKNOPLAST, a.s. Nám. Svobody 45 180 15 LIBEREC 15  Pání Božena Novotná Stavební 4211 190 16 PRAHA 916	Odesílatel: <b>R</b> RR 15 Liberec Adresát: RR 63240283 2 CZ	Místo pro výtisk  FR ID CČK
DO VLASTNÍCH RUKOU, ZMOCNĚNCI, ZÁKONNĚMU ZÁSTUPCI		
Zásilka uložena dne  Otisk denního razítka a podpis vydávajícího pracovníka	Odesílatel:  DODEJKA  Adresát:  Potvrzují převzetí této zásilky dne ..... podpis .....	

If Credit is the selected payment method, the User's ID (CČK file ID) is the number of the Credit used to pay for the consignment.

## Annex No. 2

### Definition of parameters of consignments suitable for machine processing

#### 4 Basic description

Consignments must comply with several parameters to be suitable for machine processing:

##### 4.1 Size

- Width: 90 mm to 162 mm;
- Length: 140 mm to 235 mm;
- Thickness: up to 5 mm.

##### 4.2 Weight

- max. 100 g

##### 4.3 Content

- Ideal content for machine sorting passes smoothly through the sorting machine; It includes but is not limited to documents, such as letters, invoices, bills;
- Small things, such as coins, merchandise, keys, scissors, payment cards, must not be inserted in sorted consignments because they can damage or even destroy the consignment when passing through the sorting machine.

##### 4.4 Address

The address must be sufficiently legible, full, written by suitable means, positioned at a suitable place, and the letters must be sufficiently large so that the sorting machine can recognise each character and sort the consignment correctly.

#### 5 Detailed description

##### 5.1 Recommended address side format

The address should be positioned on the largest surface of the consignment.

The address should:

1. be written in Latin script;
2. contain sufficiently large letters;
3. be legible;
4. be full;
5. be clear;
6. be accurate;
7. not contain any corrections;
8. not exceed the postcode boxes preprinted on the consignment.

The minimum size of typed or printed letters is 0.25 cm. Handwritten addressee's name must be written in capital letters. The address has to be written using writing material which would prevent its deletion, alteration, or loss of legibility. In particular, it may not be written by a pencil or as a typed or handwritten carbon copy (this does not apply to address labels and envelopes made of carbonless copy paper). The addressee's postal address must not be written in red ink or by a luminescent pen. The postcode and name of the destination post office on domestic consignments should not be underlined. The addresses have to be written lengthwise on the side of the consignment whose dimensions, format etc. are most suitable for this purpose. The minimum acceptable dimensions of such side are 14 x 9 cm. Addresses must not be written on the side of the envelope with flaps.

##### 5.2 Recommended weight of envelopes for sorting machines

Only consignments weighing up to 100 g may be sorted by machines.

### 5.3 Recommended size of envelopes for sorting machines

Doporučené rozměry obálek pro třídící stroje	
Označení	Rozměry (šířka x výška v mm)
C6	162 x 114
DL	220 x 110
C6/5	229 x 114
C5	229 x 162
Dovolená odchylka rozměrů je $\pm 2$ mm.	

### 5.4 Recommended address side formats

## Informace o adresních stranách

### Adresní strana obálky

Česká pošta, s.p. Politických vězňů 909/4 225 99 PRAHA 1		5	1
		2	Vážený pan FRANTIŠEK KOUCKÝ Plantážníků 421 378 08 DVORY NAD LUŽNICÍ III
4	3		

1. Oblast pro záznam o způsobu úhrady ceny za zásilku (poštovní známka, bezhotovostní úhrada, výplatní stroj) a pro otisk poštovního razítka.
2. Oblast pro poštovní adresu adresáta včetně poštovního směrovacího čísla (dále jen PSC) a stavěcí značky.

### Adresní strana dopisnice

min. 140 x max. 148 mm		(odchylka +/- 2 mm)	
		1	
		2	Pan JIRÍ BUREŠ Nádražní 182 ŽELEZNÝ BROD 468 22 III
4	3		
Doporučený rozměr: A6 (105 x 148 mm)		min. 90 x max. 105 mm (odchylka +/- 2 mm)	

3. Oblast vyhrazená pro kódový přepis PSC poštou.
4. Oblast pro údaj výrobce, odesílatele, event. symbol označující vhodnost obálky z hlediska České pošty.
5. Oblast pro adresu odesílatele, firemní znak apod., případně poznámky a nálepky České pošty týkající se zvolené poštovní služby, obsahu zásilky nebo způsobu, jakým se má se zásilkou zacházet.



#### 5.5 Recommended format of window envelopes: printing on the address side and position of the window (especially for business purposes)

Envelopes less than 105 mm wide should not contain any outside printing. The location of areas on the address side of envelopes depends on their use. Printing on envelopes must be done in one way, without blurring, smudging, splashing or ink splatter. Luminescent inks should not be used for printing or other surface treatment. Guide marks should be printed in black. Printing with light shades of reddish brown or of blue is acceptable.

Printing or additional printing on the address sides by the envelope manufacturer or user (company logo, advertisement) may only be positioned in the left part of the envelope, i.e. to the left of the addressee's address, and must not preclude the placement of Czech Post's business notes or stickers. No printing is allowed in the area designated as No. 3 in the picture along the entire lower edge with a minimum height of 16 mm, which is reserved for printing the postcode transcript by Czech Post's sorting machine. No printing or additional printing is allowed to the right of the window. If the envelope has a print in the upper right-hand corner replacing the postage stamp, e.g. the assigned User's ID (CČK file ID), the area for affixing the postage stamp may be omitted. The window must be positioned in the lower right- or left-hand quarter of the address side of the envelope and may display only the addressee's postal address.

Window envelopes must contain a correctly positioned guide mark. With the exception of a guide mark, envelopes with a window positioned on the left may not contain any printing on the right-hand side of the window. The transparent window foil must be colourless, glued on all sides of the window inside the envelope, and clear (preferably with a glossy surface). Coloured stripes or frame around the window in window envelopes are not acceptable.

##### Further parameters

- Envelopes and labels in the address zone and in windows must not bear any background print;
- Only the addressee's postal address may be visible in the envelope window, and the entire address must always be visible when moving the contents of the envelope;
- The envelopes must be sealed along the entire length of the flap;
- Postcards must be printed in accordance with the applicable standard.

#### Recommended postal address format on envelopes for typed addresses (with preprinted guide marks and orientation marks)

The postcode and the name of the destination post office should be typed on the last line of the address. Approximately the same spacing should be used between the lines of the address (min. 1 mm, max. 5 mm). No background printing is permitted in the address block!

#### Recommended format for postcode and name of destination post office:

623\_00\_\_BRNO\_23

#### 5.6 Recommended fonts for addresses

Computer printing:

- Arial CE, point size 12–14 (i.e. 2.5–4 mm), normal or bold, normal spacing;
- Verdana, point size 12–14 (i.e. 2.5–3.5 mm), normal or bold, normal spacing;
- Courier New CE, point size 12–14 (i.e. 2.5–3.5 mm), normal or bold, spacing expanded by 1 point.

Classic printing:

- Helvetica, point size 3–5 mm, medium ductus, medium width.

Typing:

- Touching characters must be divided by a space.

#### 5.7 Parameters of letters unsuitable for machine processing

- Size larger than recommended;
- Thicker than 5 mm;
- Inflexible, damaged, or wrinkled;
- Containing any numerical, written or graphical data under the postcode;
- Having the address side printed on a paper with other than white or light yellow colour;
- With address printed in a low contrast or a colour other than black and blue;
- Having an uneven thickness or containing things, such as films, rolls, cassettes, keys, diskettes, CDs;
- With corrected or amended address, forwarder, returned or already barcoded;
- Made of thin paper;
- Consisting of Return Receipt slips torn off from the original envelopes;
- Mail for the blind;
- Letters stuck together;
- With address written in a grid.

## Commercial Letter

### Opening provisions

1. Česká pošta, s.p. “Commercial Letter” (“Obchodní psaní”) is a postal service provided by Česká pošta, s.p. (hereinafter referred to as “the Company”) under the Act No. 29/2000 Coll., on postal services and on amendment to certain related acts (“the Postal Service Act”). The Postal Terms and Conditions of Česká pošta, s.p. – Basic Postal Services (hereinafter referred to as “the Postal Terms and Conditions”) provided under the Postal Service Act apply accordingly to matters which are not regulated by these Terms and Conditions.
2. The Company accepts consignments identified as Commercial Letters (hereinafter referred to as “consignment(s)”) in its authorised outlets marked with the Company logo (hereinafter referred to as “post offices”) under a previously signed Agreement on the Conditions for Posting Consignments (hereinafter referred to as “the Agreement”).
3. Consignments are posted without any confirmation by the Company. Consignments are delivered by the Company without any confirmation of receipt. The Company does not provide any compensation for damage caused by the loss, damage or part loss of the content of the consignment. No additional service is available for Commercial Letter consignments.

### Service description

4. Consignments may only contain information (newspapers, magazines, books, brochures, catalogues, leaflets or printed matter) of advertising nature or information for the purpose of obtaining financial or other means for non-profit activities of legal entities or natural persons. For the purposes of these Postal Terms and Conditions, information of advertising nature includes information addressed to members of customer and loyalty clubs of the sender with information about past purchases and members’ benefits. Consignments posted as Commercial Letters may

also contain small things of negligible value. Consignments must not contain any object specified in Art. 2(2), (3) and (4) of the Postal Terms and Conditions.

5. The minimum volume to be posted at a one-off posting is 1,000 consignments of an identical size, identical content, identical shape, and identical weight category in accordance with the [Postal Terms and Conditions of Česká pošta, s.p. – Pricelist](#) (hereinafter referred to as “the Pricelist”). The consignments must be marked with “O.P.”
6. The minimum consignment dimensions are 9 x 14 cm. The minimum dimensions of consignments with shapes other than rectangular must be such that if a rectangle sized 14 x 9 cm is placed over the consignment, it will not exceed the edges of the consignment in any direction. The maximum dimensions of a consignment including inserted small things are 35.3 cm (length) x 25 cm (width) x 2 cm (thickness).  
The maximum dimensions of consignments with shapes other than rectangular must be such that if a rectangle sized 35.3 x 25 cm is placed over the consignment, it will not exceed the edges of the consignment in any direction. The consignment must be packed so that it can be inserted into a standard letter box.
7. The weight of a consignment may not exceed 1,000 g.
8. The format of the address side must comply with Art. 4 and 5 of the Postal Terms and Conditions for Basic Services and must include the sender’s address.
9. Consignments with parameters suitable for machine processing (see Annex No. 3) must be prepared for such machine processing.

### Packaging of consignments

10. Consignments must be packed in the manner specified in Art. 3 of the Basic Postal Terms and Conditions. The edges of unpacked consignments must be secured so that no other consignment(s) can be inserted into them.

## Posting of consignments

11. Consignments may be posted only under a written Agreement. The Agreement must specify the post office where the consignor will hand over the Commercial Letter consignments.

The postal contract is concluded on the day of posting of consignments.

At least three working days before the required day of concluding the postal contract, the consignor will hand over one sample of each consignment for the purposes of verifying the compliance with the posting conditions. In the absence of a sample handed over within the above-mentioned time limit, the Company may, in case of any doubt about the compliance of the content of the consignments with Art. 4 and with the consignor's written consent, increase the price of the service by a surcharge equal to the amount of difference between the price paid for a Commercial Letter consignment and the price paid for an Economy Ordinary Letter consignment of the same weight. If the consent is not granted, the Company will be entitled to refuse to conclude the postal contract or postpone the conclusion until the final decision about the compliance of the content with Art. 4 is made.

12. The consignor must write the addresses of the addressee and the sender, the logo of Česká pošta, s.p., the abbreviation specified by the Company for Commercial Letter and the assigned ID CČK number. In case of payment by Credit, under the ID CČK number the consignor must write the Credit number by which the price of the service for the given consignment is paid. The method of payment of the price is specified in the Agreement. If the addresses on the consignment are written using a typewriter, a computer, etc., the letter size may never be smaller than 0.25 cm. The recommended address label/address side format according to the method of payment of the price for the consignment is as specified in the Agreement. The same details as on the address label/address side of the consignment may also be written in the field of a window envelope. The minimum address label dimensions are 3.5 x 7 cm.
13. Consignments with dimensions and weight unsuitable for machine processing (see Annex No. 3) must be sorted by postcode and bundled according to the Company's instructions. The

consignor will receive detailed bundling instructions after the signing of the Agreement. The instructions are also available on the Company's website in the section "Advice and info".

14. At every posting, the consignor will hand over to the post office personnel two completed copies of the form "List of COMMERCIAL LETTER consignments" (hereinafter referred to as "the list") (see the form in Annex No. 1); the personnel will assess whether the requirements specified by the written Agreement and these Terms and Conditions are complied with and will confirm the number of posted consignments and return the confirmed copy to the consignor. The postal contract will be concluded at that time. The post office will keep the original. One copy (a sample) of the posted Commercial Letter consignments will be attached to each list and will be kept by the Company. If more than 5,000 consignments unsuitable for machine processing are posted at the same time, the consignor will hand over to the post office personnel also a copy of the "List of bundles of COMMERCIAL LETTER consignments posted on ..." (see the form in Annex No. 2). The forms are also available on the Company's website in the section "Useful Information."
15. The prices for which Commercial Letter services are provided are as specified in the [Pricelist](#). The price will be paid in cash at the time of posting, unless another method of payment has been agreed.

## Withdrawal from the contract

16. If the Company finds out that an accepted postal consignment contains objects that are not allowed, that its packaging does not comply with Art. 10, or that other agreed duties have not been observed, the Company may withdraw from the concluded Agreement and return the consignment back to the sender, or ask the sender to take over the consignment at a place specified by the Company. Additional costs covering any necessary related actions will be paid by the sender.

## Delivery of consignments

17. By concluding the postal contract, the Company agrees to use reasonable endeavours so that the



consignment is delivered not later than the third working day after posting.

18. If the Company fails to deliver the consignment in accordance with the preceding provisions, it will return the consignment back to the specified sender's address.
19. The Company will deliver or deal with undeliverable consignments in compliance with the relevant provisions of the Basic Postal Terms and Conditions.

#### **Resolution of disputes concerning the subject-matter of the postal contract**

20. If the Company rejects or fails to settle a complaint concerning any defect of the provided postal service, the sender or the addressee has the right to appeal to the Czech Telecommunication Office ([www.ctu.cz](http://www.ctu.cz)) against the decision in the claim procedure; the appeal must be made without undue delay, at the latest 1 month from the date of delivery of the claim decision or from the vain expiry of the time limit for the settlement of the complaint, otherwise the right to appeal terminates. The appeal is subject to an administrative fee. The Czech Telecommunication Office will decide in the appellate procedure about

the rights and duties of the parties resulting from the postal contract or the Act No. 29/2000 Coll., on postal services, as amended.

#### **Transitional and final provisions**

21. With the exception of Art. 1 to 4, these Postal Terms and Conditions may be altered by an agreement.
22. The current version of these Postal Terms and Conditions becomes effective on 01/05/2023 and is available at any post office as well as on the website [www.ceskaposta.cz](http://www.ceskaposta.cz). The Company reserves the right to amend or modify the present Postal Terms and Conditions or cancel the same by issuing new Postal Terms and Conditions.

#### **List of annexes:**

**Annex No. 1** List (form).

**Annex No. 2** List of Bundles (form).

**Annex No. 3** Definition of parameters of consignments suitable for machine processing.







Annex No. 2 List of Bundles (form)

**SEZNAM SVAZKŮ Obchodních  
psaní podaných dne**



POŘ. ČÍSLO SVAZKU	PSC	POČET ZÁSILEK VE SVAZKU	POŘ. ČÍSLO SVAZKU	PSC	POČET ZÁSILEK VE SVAZKU
1.			14.		
2.			15.		
3.			16.		
4.			17.		
5.			18.		
6.			19.		
7.			20.		
8.			21.		
9.			22.		
10.			23.		
11.			24.		
12.			25.		
13.			ÚHRN		

Razítko a podpis objednatele:

Razítko a podpis přijímacího pracovníka:

**Legend:**

SEZNAM SVAZKŮ Obchodních psaní podaných dne	List of bundles of COMMERCIAL LETTER consignments posted on
POŘ. ČÍSLO SVAZKU	Bundle serial No.
PSC	Postcode
POČET ZÁSILEK VE SVAZKU	Number of consignments in bundle
ÚHRN	Sum total
Razítko a podpis objednatele:	Stamp and signature of the customer:
Razítko a podpis přijímacího pracovníka:	Stamp and signature of the receiving person:



## Annex No. 3 Definition of parameters of consignments suitable for machine processing

### 6 Basic description

Consignments must comply with several parameters to be suitable for machine processing:

#### 6.1 Size

- Width: 90 mm to 162 mm;
- Length: 140 mm to 235 mm;
- Thickness: up to 5 mm.

#### 6.2 Weight

- Maximum: 100 g.

#### 6.3 Content

- Ideal content for machine sorting passes smoothly through the sorting machine; It includes but is not limited to documents, such as letters, invoices, bills;
- Small things, such as coins, merchandise, keys, scissors, payment cards, must not be inserted in sorted consignments because they can damage or even destroy the consignment when passing through the sorting machine.

#### 6.4 Address

The address must be sufficiently legible, full, written by suitable means, positioned at a suitable place, and the letters must be sufficiently large so that the sorting machine can recognise each character and sort the consignment correctly.

### 7 Detailed description

#### 7.1 Recommended address side format

The address should be positioned on the largest surface of the consignment.

The address should:

1. be written in Latin script;
2. contain sufficiently large letters;
3. be legible;
4. be full;
5. be clear;
6. be accurate;
7. not contain any corrections;
8. not exceed the postcode boxes preprinted on the consignment.

The minimum size of typed or printed letters is 0.25 cm. Handwritten addressee's name must be written in capital letters. The address has to be written using writing material which would prevent its deletion, alteration, or loss of legibility. In particular, it may not be written by a pencil or as a typed or handwritten carbon copy (this does not apply to address labels and envelopes made of carbonless copy paper). The addressee's postal address must not be written in red ink or by a luminescent pen. The postcode and name of the destination post office on domestic consignments should not be underlined. The addresses have to be written lengthwise on the side of the consignment whose dimensions, format etc. are most suitable for this purpose. The minimum acceptable dimensions of such side are 14 x 9 cm. Addresses must not be written on the side of the envelope with flaps.

#### 7.2 Recommended weight of envelopes for sorting machines

Only consignments weighing up to 100 g may be sorted by machines.



### 7.3 Recommended size of envelopes for sorting machines

Doporučené rozměry obálek pro třídící stroje	
Označení	Rozměry (šířka x výška v mm)
C6	162 x 114
DL	220 x 110
C6/5	229 x 114
C5	229 x 162
Dovolená odchylka rozměrů je $\pm 2$ mm.	

#### Legend:

Doporučené rozměry obálek pro třídící stroje	Recommended size of envelopes for sorting machines
Označení	Code
Rozměry (šířka x výška v mm)	Size: width x height (mm)
Dovolená odchylka rozměrů je $\pm 2$ mm.	The dimensions may vary by $\pm 2$ mm.

### 7.4 Recommended address side formats

#### Informace o adresních stranách

##### Adresní strana obálky

Ceská pošta, s.p. Politických vězňů 909/4 225 99 PRAHA 1	5	1
	2	Vážený pan FRANTIŠEK KOUCKÝ Plantážníků 421 378 08 DVORY NAD LUZNICÍ
4	3	

- 1 Area for recording the method of payment of the price for the consignment (postage stamp, non-cash payment, franking machine) and for the cancellation mark.
- 2 Area for the addressee's postal address including the postcode, and for guide marks.
- 3 Area for postcode transcription (by post office personnel).
- 4 Area for the manufacturer's or sender's data and (if applicable) a Czech Post's symbol indicating the suitability of the envelope.
- 5 Area for the sender's address, company logo, etc., or Czech Post's notes and stickers concerning the selected postal service, the contents of the consignment or the way in which the consignment is to be handled.

##### Adresní strana dopisnice

min. 140 x max. 148 mm		(odchylka +/- 2 mm)	
	1		
	2	Pan JIRÍ BUREŠ Nádražní 182 ŽELEZNÝ BROD 468 22	
4	3		
Doporučený rozměr: A6 (105 x 148 mm)		min. 90 x max. 105 mm (odchylka +/- 2 mm)	

#### Legend:

Adresní strana obálky	Address side of envelopes
Adresní strana dopisnice	Address side of postcards
odchylka	may vary by
Doporučený rozměr	Recommended size



**7.5 Recommended format of window envelopes: printing on the address side and position of the window (especially for business purposes)**

Envelopes less than 105 mm wide should not contain any outside printing. The location of areas on the address side of envelopes depends on their use. Printing on envelopes must be done in one way, without blurring, smudging, splashing or ink splatter. Luminescent inks should not be used for printing or other surface treatment. Guide marks should be printed in black. Printing with light shades of reddish brown or of blue is acceptable.

Printing or additional printing on the address sides by the envelope manufacturer or user (company logo, advertisement) may only be position in the left part of the envelope, i.e. to the left of the addressee's address, and must not preclude the placement of Czech Post's business notes or stickers. No printing is allowed in the area designated as No. 3 in the picture along the entire lower edge with a minimum height of 16 mm, which is reserved for printing the postcode transcript by Czech Post's sorting machine. No printing or additional printing is allowed to the right of the window. If the envelope has a print in the upper right-hand corner replacing the postage stamp (e.g. the assigned ID CČK number), the area for affixing the postage stamp may be omitted. The window must be positioned in the lower right-hand quarter of the address side of the envelope and may display only the addressee's postal address.

Window envelopes must contain a correctly positioned guide mark. The transparent window foil must be colourless, glued on all sides of the window inside the envelope, and clear (preferably with a glossy surface). Coloured stripes or frame around the window in window envelopes are not acceptable.

**Further parameters**

- Envelopes and labels in the address zone and in windows must not bear any background print;
- Only the addressee's postal address may be visible in the envelope window, and the entire address must always be visible when moving the contents of the envelope;
- The envelopes must be sealed along the entire length of the flap;
- Postcards must be printed in accordance with the applicable standard.

**Recommended postal address format on envelopes for typed addresses (with preprinted guide marks and orientation marks)**

The postcode and the name of the destination post office should be typed on the last line of the address. Approximately the same spacing should be used between the lines of the address (min. 1 mm, max. 5 mm). No background printing is permitted in the address block!

**Recommended format for postcode and name of destination post office:**

**623\_00\_\_BRNO\_23**

**7.6 Recommended fonts for addresses**

Computer printing:

- Arial CE, point size 12–14 (i.e. 2.5–4 mm), normal or bold, normal spacing;
- Verdana, point size 12–14 (i.e. 2.5–3.5 mm), normal or bold, normal spacing;
- Courier New CE, point size 12–14 (i.e. 2.5–3.5 mm), normal or bold, spacing expanded by 1 point.

Classic printing:

- Helvetica, point size 3–5 mm, medium ductus, medium width.

Typing:


- Touching characters must be divided by a space.



#### 7.7 Parameters of letters unsuitable for machine processing

- Size larger than recommended;
- Thicker than 5 mm;
- Inflexible, damaged, or wrinkled;
- Containing any numerical, written or graphical data under the postcode;
- Having the address side printed on a paper with other than white or light yellow colour;
- With address printed in a low contrast or a colour other than black and blue;
- Having an uneven thickness or containing things, such as films, rolls, cassettes, keys, diskettes, CDs;
- With corrected or amended address, forwarder, returned or already barcoded;
- Made of thin paper;
- Consisting of Return Receipt slips torn off from the original envelopes;
- Mail for the blind;
- Letters stuck together;
- With address written in a grid.

#### Annex No. 4 Exemplar of Address side

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