PRODUCT CONDITIONS

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1. PPL PARCEL CZ PRIVATE

INTRODUCTORY PROVISIONS

These Product Conditions ("**PCs")** of **the PPL PARCEL CZ PRIVATE service** represent a special arrangement for the delivery of Shipments in the PPL **PARCEL CZ PRIVATE service**. These PCs are an integral part of the General Terms and Conditions ("**GTC**"). In the event of a conflict between these PCs and VPs, the provisions of these PCs shall prevail.

Terms introduced by capital letters and not defined in these PCs have the meaning defined in the GTC.

DEFINITION OF SERVICE

Delivery of a Parcel to a private address within the Czech Republic, where the Recipient is a private person.

Who is it for?

The service is intended only for entrepreneurs shopping under their ID number (hereinafter referred to as "entrepreneurial individuals") and legal entities.

What can be delivered

Parcels of dimensions and weight according to Article 12 of these GTC and packed according to the Instructions for Packing Shipments.

In the case of delivery to a Point of Delivery as part of the additional Direct Addressing service, or storage of the parcel in the event of unsuccessful delivery, the dimensions according to PP product PPL PARCEL CZ SMART apply, with a maximum parcel value of CZK 50,000

Within the PPL Parcel CZ Private product, it is possible to send multi-piece Parcels. A single Parcel can consist of multiple parcels. All packages within one multi-package Shipment:

- have the same customer ID
- have the same customer address (e.g. same warehouse)
- have the same delivery address
- were shipped on the same day.

In the event of damage to a multi-piece Parcel, all packages except the damaged piece will be delivered. In the case of damage to a multi-piece Parcel in a COD set, the entire set will be returned to the sender.

The link to the document describing the correct data settings for multi-piece Shipments is p ublished at: https:/www. ppl.cz/zasilky-v-sade-datove-nastaveni.

When and how we deliver

Delivery will take place to the Recipient's address. The methods of delivery are governed by Article 6 of the GTC of Delivery of PPL parcels.

PPL is obliged to make reasonable efforts to ensure Delivery takes place on business days (Monday – Friday) between 8:00 AM and 6:00 PM. Deliveries will not occur on public holidays. In case of a significant increase in the number of Shipments, PPL reserves the right to exceptionally deliver on Saturday, Sunday, or on a public holiday.

The PPL will make one attempt at Delivery to the Recipient's address. In the event of non-delivery, the Parcel may be deposited at the nearest Point of Delivery or at the favorite Point of Delivery (more information http://www.ppl.cz/co-jsou-vydejni-mista). The delivery method can be changed online - on the www.ppl.cz website or in the mojePPL App.

In the event of a significant increase in the number of Shipments, Delivery may take place on Saturdays, Sundays or on a public holiday.

The Sender is obliged to provide the PPL with the Recipient's telephone number and e-mail. The data will be used for the purpose of automatic notification of the Recipient upon Delivery of the Parcel.

The PPL will send an automatic Notification of Delivery to the Recipient. The notification contains information about the approximate delivery time within 2 hours.

The Sender acknowledges that the provision of the PPL PARCEL CZ PRIVATE service is associated with a number of external factors, many of which are beyond the control of the PPL, such as force majeure events and other situations specified in more detail in Article 11.1 of the GTC.

The Sender may be provided with an electronic confirmation of Delivery in the agreed manner.

ADDITIONAL SERVICES

It is possible to combine the additional services listed below with the PPL PARCEL CZ PRIVATE service. The terms and conditions of additional services can be found in Article 13 of these PC.

Collection of cash on delivery from the Recipient

Increased responsibility for Shipments

Pickup Order

Agecheck

IDcheck

Direct Addressing

Another Delivery Attempt

Atypical Shipments

SERVICE PRICES

The price of transport for the PPL PARCEL CZ PRIVATE service is based on the valid Price List of Services. It consists of freight fee, toll fee, fuel surcharge, price of additional services and VAT. The highest weight of the Shipment indicated on the Shipment during transit is decisive for determining the price of transport and related payments. To calculate the toll surcharge, a minimum weight of 0.5 kg is set for all Shipments.

The current Price List of Services and Prices of Additional Services are based on the valid Price List of Services, which can be found on https://www.ppl.cz/price_list

PPL CZ reserves the right to change the above Price List of Services at any time.

INSTRUCTIONS FOR PACKING SHIPMENTS

The required packaging of Shipments can be found at: https://www.ppl.cz/packing_guidelines

The required packaging of Liquids can be found at: https://www.ppl.cz/liquid_packing

2. PPL PARCEL CZ BUSINESS

INTRODUCTORY PROVISIONS

These Product Conditions ("**PC")** of **the PPL PARCEL CZ BUSINESS service** represent a special arrangement for the delivery of Shipments in the PPL **PARCELCZ BUSINESS service mode**. These PC are an integral part of the General Terms and Conditions ("**GTC**"). In the event of a conflict between these PCs and GTCs, the provisions of these PCs shall prevail.

Terms introduced by capital letters and not defined in these PC have the meaning specified in the GTC.

DEFINITION OF SERVICE

Delivery of a Parcel within the Czech Republic, where the Recipient is a natural person doing business and a legal entity.

Who is the service for?

The service is intended only for entrepreneurs and legal entities

What can be delivered

Parcels of dimensions and weight according to Article 12 of these GTC and packed according to the Instructions for Packing Shipments.

In the case of delivery to a Point of Delivery – the dimensions according to the PPL Product Conditions and Conditions apply for the PPL PARCEL CZ SMART product, max. parcel value CZK 50,000

Within the PPL Parcel CZ Business product, it is possible to send multi-piece Parcels. A single Parcel can consist of multiple parcels. All packages within one multi-package Shipment:

- have the same customer ID
- have the same customer address (e.g. same warehouse)
- have the same delivery address
- were shipped on the same day.

In the event of damage to a multi-piece Parcel, all packages except the damaged piece will be delivered. In the case of damage to a multi-piece Parcel in a COD set, the entire set will be returned to the sender.

The link to the document describing the correct data settings for multi-piece Shipments is published at: https:/www. ppl.cz/zasilky-v-sade-datove-nastaveni

When and how we deliver

Delivery will take place to the Recipient's address or to the Point of Delivery. The methods of delivery are governed by Article 6 of the GTC of Delivery of PPL parcels.

The PPL is obliged to make reasonable efforts to deliver the Shipment on the following dates: Delivery from Monday to Friday (8:00 a.m. – 6:00 p.m.).

The PPL will make two attempts at Delivery to the Recipient's address, in case of not being available at the address at the first attempt at Delivery, it is possible to deliver to the Point of Delivery network by agreement (especially by phone) (more information at www.ppl.cz/co-jsou-vydejni-mista).

The Sender acknowledges that the provision of the PPL PARCEL CZ BUSINESS service is associated with a number of external factors, many of which cannot be influenced by the PPL, such as the traffic situation, weather conditions or the situation pursuant to Article 11.1 of the LP.

If the actual Consignee of a Parcel delivered within PPL Parcel CZ Business is a private person – a non-entrepreneur, PPL is entitled to charge the Client for the Delivery of the price valid for PPL Parcel CZ Private.

The Sender may be provided with an electronic confirmation of Delivery in the agreed manner

ADDITIONAL SERVICES

It is possible to combine the additional services listed below with the PPL PARCEL CZ BUSINESS service. The terms and conditions of additional services can be found in Article 13 of these PC.

Collection of cash on delivery from the Recipient

Increased responsibility for Shipments

Pickup Order

Transport Order

Atypical Shipments

SERVICE PRICES

The price of transport for the PPL PARCEL CZ BUSINESS service is based on the valid Price List of Services. It consists of freight, toll fee, fuel surcharge, price of additional services and VAT. The maximum weight of the Shipment indicated on the Shipment during transit is decisive for the determination of the price of carriage and related payments, but the minimum weight for all Shipments is 0.5 kg for the calculation of the toll surcharge.

The current Price List of Services and Prices of Additional Services are based on the valid Price List of Services. The current Price List of Services can be found on https://www.ppl.cz/price_list.

PPL CZ reserves the right to change the above Price List of Services at any time.

INSTRUCTIONS FOR PACKING SHIPMENTS

The required packaging of Shipments can be found at: https://www.ppl.cz/packing_guidelines

The required packaging of Liquids can be found at: https://www.ppl.cz/liquid_packing

3. PPL PARCEL CZ SMART

INTRODUCTORY PROVISIONS

These Product Conditions ("**PC")** of **the PPL PARCEL CZ SMART service** represent a special arrangement for the delivery of Shipments in the PPL **PARCEL CZ SMART service mode**. These PCs are an integral part of the General Terms and Conditions ("**GTC**"). In the event of a conflict between these PCs and GTCs, the provisions of these PCs shall prevail.

Terms introduced by capital letters and not defined in these PC have the meaning specified in the GTC.

DEFINITION OF SERVICE

Direct Delivery to the network of Points of Delivery within the Czech Republic (more information at www.ppl.cz/co-jsou-vydejni-mista). The service is intended only for entrepreneurs and legal entities.

What can be delivered

For delivery to the Point of Delivery, the maximum dimensions and weight according to Article 12 of these PCs apply.
Packages exceeding the maximum dimensions and weight specified in Article 11 of these Terms and Conditions will be subject to the terms and conditions of PPL Parcel CZ Private.

The maximum value of the Parcel to the Point of Delivery is CZK 20,000.

Within the PPL Parcel CZ Smart product, it is possible to send multi-piece Parcels. A single Parcel can consist of multiple parcels. All packages within one multi-package Shipment:

- have the same customer ID
- have the same customer address (e.g. same warehouse)
- have the same delivery address
- were shipped on the same day.

In the event of damage to a multi-piece Parcel, all packages except the damaged piece will be delivered. In the case of damage to a multi-piece Parcel in a COD set, the entire set will be returned to the sender.

The link to the document describing the correct data settings for multi-piece Shipments is published at: https:/www. ppl.cz/zasilky-v-sade-datove-nastaveni.

When and how we deliver

The methods of delivery are governed by Article 6 of the GTC of Delivery of PPL parcels.

The PPL is obliged to make reasonable efforts to ensure Delivery takes place on business days (Monday – Friday) between 8:00 AM and 6:00 PM. Deliveries will not occur on public holidays. In case of a significant increase in the number of Shipments, PPL reserves the right to exceptionally deliver on Saturday, Sunday, or on a public holiday.

The Sender is obliged to provide the telephone number and e-mail address of the Recipient. The data will be used for the purpose of automatic notification to the Recipient upon Delivery of the Parcel.

The Sender acknowledges that the provision of the PPL PARCEL CZ SMART service is associated with a number of external factors, many of which cannot be influenced by the PPL, such as force majeure events and other situations specified in more detail in Article 11.1 of the LP.

In case of unavailability of the Pickup Point, the Shipment may be redirected to another available Pickup Point.

The PPL will send an automatic Notification of Delivery to the Recipient. The notification contains information about the approximate delivery time within 2 hours.

The Sender may be provided with an electronic confirmation of Delivery in the agreed manner

ADDITIONAL SERVICES

It is possible to combine the additional services listed below with the PPL PARCEL CZ SMART service. The terms and conditions of additional services can be found in Article 13 of these PC.

Collection of cash on delivery from the Recipient

Pickup Order

Agecheck

Atypical Shipments

SERVICE PRICES

The price of transport for the PPL PARCEL CZ SMART service is based on the valid Price List of Services. It consists of freight, toll fee, fuel surcharge and VAT. The maximum weight of the Shipment indicated on the Shipment during transit is decisive for the determination of the price of carriage and related payments, but the minimum weight for all Shipments is 0.5 kg for the calculation of the toll surcharge.

The current Price List of Services and Prices of Additional Services are based on the valid Price List of Services. The current Price List of Services can be found https://www.ppl.cz/price_list.

PPL CZ reserves the right to change the above Price List of Services at any time.

INSTRUCTIONS FOR PACKING SHIPMENTS

The required packaging of Shipments can be found at: https://www.ppl.cz/packing_guidelines

The required packaging of Liquids can be found at: https://www.ppl.cz/liquid_packing

4. PPL PARCEL CZ SMART TO BOX

INTRODUCTORY PROVISIONS

These Product Conditions ("**PC")** of **the PPL PARCEL CZ SMART TO BOX service** represent a special arrangement for the delivery of Shipments in the PPL **PARCEL CZ SMART TO BOX service mode**. These PCs are an integral part of the General Terms and Conditions ("**GTC**"). In the event of a conflict between these PCs and GTCs, the provisions of these PCs shall prevail.

Terms introduced by capital letters and not defined in these PC have the meaning specified in the GTC.

DEFINITION OF SERVICE

Direct Delivery to the network of PPL boxes within the Czech Republic (more information at www.ppl.cz/co-jsou-vydejni-mista). The service is intended only for entrepreneurs and legal entities.

What can be delivered

For delivery to the PPL boxes, the maximum dimensions and weight according to Article 12 of these PCs apply.
Packages exceeding the maximum dimensions and weight specified in Article 12 of these Terms and Conditions will be subject to the terms and conditions of PPL Parcel CZ SMART.

The maximum value of the Parcel to the Point of Delivery is CZK 20,000.

The maximum cash on delivery amount is CZK 20,000.

Within the PPL Parcel CZ Smart product, it is not possible to send multi-piece Parcels.

When and how we deliver

The methods of delivery are governed by Article 6 of the GTC of Delivery of PPL parcels.

The PPL is obliged to make reasonable efforts to ensure Delivery takes place on business days (Monday – Friday) between 8:00 AM and 6:00 PM. Deliveries will not occur on public holidays. In case of a significant increase in the number of Shipments, PPL reserves the right to exceptionally deliver on Saturday, Sunday, or on a public holiday.

The Sender is obliged to provide the telephone number and e-mail address of the Recipient. The data will be used for the purpose of automatic notification to the Recipient upon Delivery of the Parcel.

The Sender acknowledges that the provision of the PPL PARCEL CZ SMART TO BOX service is associated with a number of external factors, many of which cannot be influenced by the PPL, such as force majeure events and other situations specified in more detail in Article 11.1 of the LP.

In case of unavailability of the Pickup Point, the Shipment may be redirected to another available Pickup Point.

The PPL will send an automatic Notification of Delivery to the Recipient. The notification contains information about the approximate delivery time within 2 hours.

The Sender may be provided with an electronic confirmation of Delivery in the agreed manner

ADDITIONAL SERVICES

It is possible to combine the additional services listed below with the PPL PARCEL CZ SMART service. The terms and conditions of additional services can be found in Article 13 of these PC.

Collection of cash on delivery from the Recipient

Pickup Order

Atypical Shipments

SERVICE PRICES

The price of transport for the PPL PARCEL CZ SMART TO BOX service is based on the valid Price List of Services. It consists of freight, toll fee, fuel surcharge and VAT. The maximum weight of the Shipment indicated on the Shipment during transit is decisive for the determination of the price of carriage and related payments, but the minimum weight for all Shipments is 0.5 kg for the calculation of the toll surcharge.

The current Price List of Services and Prices of Additional Services are based on the valid Price List of Services. The current Price List of Services can be found https://www.ppl.cz/price_list.

PPL CZ reserves the right to change the above Price List of Services at any time.

INSTRUCTIONS FOR PACKING SHIPMENTS

The required packaging of Shipments can be found at: https://www.ppl.cz/packing_guidelines

The required packaging of Liquids can be found at: https://www.ppl.cz/liquid_packing

5. PPL PARCEL CZ RETURN

INTRODUCTORY PROVISIONS

These Product Conditions („PC“**)** of **the PPL PARCEL CZ RETURN service** represent a special arrangement for the delivery of Shipments in the PPL **PARCEL CZ RETURN service mode**. These PC are an integral part of the General Terms and Conditions ("**GTC**"). In the event of a conflict between these PC and GTC, the provisions of these PC shall prevail.

Terms introduced by capital letters and not defined in these PC have the meaning specified in the GTC.

DEFINITION OF SERVICE

Delivery to the Recipient's address within the Czech Republic, the service is intended to return the goods back to the merchant, where the Recipient is a natural person doing business and a legal entity.

The service is intended only for entrepreneurs and legal entities.

What can be delivered

Parcels of dimensions and weight according to Article 12 of these GTC and packed according to the Instructions for Packing Shipments. The maximum value of the parcel is CZK 50,000

When and how we deliver

The methods of delivery are governed by Article 6 of the GTC of Delivery of PPL parcels.

The PPL is obliged to make reasonable efforts to deliver the Shipment on the following dates: Delivery from Monday to Friday (8:00 a.m. – 6:00 p.m.).

The service allows the Parcel to be submitted without a printed label (labelless), using a QR code, at a Point of Delivery, or by the additional service of Picking up the Parcel by the driver (for the conditions of the additional service, see Article 13 of these PC).

The Sender acknowledges that the provision of the PPL PARCEL CZ RETURN service is associated with a number of external factors, many of which cannot be influenced by the PPL, such as force majeure events and other situations specified in more detail in Article 11.1 of the LP.

ADDITIONAL SERVICES

It is possible to combine the additional services listed below with the PPL PARCEL CZ RETURN service. The terms and conditions of additional services can be found in Article 13 of these PC.

Pickup by driver

Increased responsibility for Shipments

SERVICE PRICES

The price of transport for the PPL PARCEL CZ RETURN service is based on the valid Price List of Services. It consists of freight, toll fee, fuel surcharge and VAT. The maximum weight of the Shipment indicated on the Shipment during transit is decisive for the determination of the price of carriage and related payments, but the minimum weight for all Shipments is 0.5 kg for the calculation of the toll surcharge.

The current Price List of Services and Prices of Additional Services are based on the valid Price List of Services. The current Price List of Services can be found https://www.ppl.cz/price_list.

PPL CZ reserves the right to change the above Price List of Services at any time.

INSTRUCTIONS FOR PACKING SHIPMENTS

The required packaging of Shipments can be found at: https://www.ppl.cz/packing_guidelines

The required packaging of Liquids can be found at: https://www.ppl.cz/liquid_packing

6. PPL PARCEL CONNECT

INTRODUCTORY PROVISIONS

These Product Conditions („PC“**)** of **the PPL PARCEL CONNECT service** constitute a special arrangement for the delivery of Shipments in the PPL **PARCEL CONNECT service mode**. These PC are an integral part of the General Terms and Conditions ("**GTC**"). In the event of a conflict between these PCs and VPs, the provisions of these PCs shall prevail.

Terms introduced by capital letters and not defined in these PC have the meaning specified in the GTC.

DEFINITION OF SERVICE

Delivery within Europe where the Recipient is a natural person, an individual entrepreneur and a legal entity, except in the territories listed below, as defined by zip code:

Denmark: Greenland (Postal Code 3900-3999), Faroe Islands (Postal Code prefixed with FO)

Francia: PSČ 971 Guadeloupe, 972 Martinique, 973 French Guiana, 974 Réunion, 975 Saint-Pierre and Miquelon, 976 Mayotte, 978 Saint-Martin, 986 Wallis and Futuna, 987 French Polynesia, 988 New Caledonia

Italy: PSČ 00120 (Vatican), 22061 (Campione d'Italia), 23041 (Livigno-Trepalle), 47890-47899 (San Marino)

Spain: Postcodes 51xxx (Ceuta), 52xxx (Melilla), 35xxx, 38xxx, (Canary Islands)

Cyprus and **Malta**

Who is it for?

The service is intended only for entrepreneurs and legal entities.

What can be delivered

Parcels of dimensions and weight according to Article 12 of these GTC and packed according to the Instructions for Packing Shipments.

In the case of delivery to a Point of Delivery, the dimensions according to Article 12 of these PP a, with a maximum parcel value of CZK 100,000, apply.

For delivery to Pickup Points, a smaller maximum weight and maximum dimensions apply in some countries:

Destination	Locker		Parcelshop	
	Maximum Size	Maximum Weight	Maximum Size	Maximum Weight
Belgium	58 x 42 x 32 cm	31.5 kg	120 x 60 x 60 cm	31.5 kg
Bulgaria	60 x 47 x 38 cm	20 kg	120 x 60 x 60 cm	31.5 kg
Denmark	60 x 40 x 40 cm	20 kg	150 x 60 x 60 cm	20 kg
Estonia	60 x 60 x 36 cm	31.5 kg	120 x 60 x 60 cm	31.5 kg
Finland	59 x 59 x 36 cm	25 kg	120 x 60 x 60 cm	31.5 kg
France	64 x 38 x 40 cm	20 kg	100 x 60 x 60 cm*	20 kg
Croatia	64 x 39 x 38 cm	30 kg	120 x 60 x 60 cm	31.5 kg
Italy	56 x 37 x 36 cm	15 kg	100 x 60 x 60 cm*	30 kg
Lithuania	60 x 60 x 36 cm	31.5 kg	120 x 60 x 60 cm	31.5 kg
Latvia	60 x 60 x 36 cm	31.5 kg	120 x 60 x 60 cm	31.5 kg
Luxembourg	75 x 44 x 60 cm	30 kg	120 x 60 x 60 cm	31.5 kg
Hungary	50 x 31 x 35 cm	20 kg	200 x 60 x 60 cm	31.5 kg
Germany	75 x 60 x 40 cm	31.5 kg	120 x 60 x 60 cm	31.5 kg
Netherlands	60 x 40 x 25 cm	20 kg	120 x 60 x 60 cm**	20 kg
Poland	64 x 41 x 38 cm	25 kg	64 x 41 x 38 cm	25 kg

Destination	Locker		Parcelshop	
	Maximum Size	Maximum Weight	Maximum Size	Maximum Weight
Austria	75 x 44 x 60 cm	31.5 kg	120 x 60 x 60 cm	31.5 kg
Romania	37 x 40 x 60 cm	15 kg	37 x 40 x 60 cm	15 kg
Greece	60 x 40 x 40 cm	25 kg	120 x 60 x 60 cm	31.5 kg
Slovakia	51 x 56 x 44 cm	10 kg	80 x 60 x 60 cm	10 kg
Slovenia	61 x 38 x 41 cm	31,5 kg	120 x 60 x 60 cm	31,5 kg
Sweden	60 x 40 x 40 cm	20 kg	150 x 60 x 60 cm	20 kg

* L+h+w = 150 cm
** Circumferential length <300 cm

Storage time of Shipments upon delivery to the Point of Delivery:

Destination	Locker	Parcelshop	Destination	Locker	Parcelshop
Belgium	5 days	14 days	Hungary	2 days	10 days
Bulgaria	3 days	14 days	Germany	7 days**	7 days**
Denmark	7 days	14 days	Netherlands	5 days	5 days
Estonia	7 days	7 days	Poland	2 days	2 days
Finland	5 days	5 days	Portugal	N/A	10 days
France	5 days	10 days	Romania	N/A	7 days
Croatia	5 days	15 days	Austria	7 days	7 days
Italy	3 days	3 days*	Greece	7 days	7 days
Ireland	N/A	7 days	Slovakia	2 days	5 days
Lithuania	7 days	7 days	Slovenia	3 days	15 days
Latvia	7 days	7 days	Spain	N/A	10 days
Luxembourg	7 days	15 days	Sweden	7 days	7 days

* This is the number of working days
** 7 working days for Direct Addressing Shipments to Point of Delivery; 9 working days for Shipments that could not be delivered to the address

When and how we deliver

Delivery will take place to the Recipient's address or to a Point of Delivery, and if the Recipient does not pick up the parcel at the place specified by the Recipient's address, the Parcel may be delivered by alternative methods of Delivery.

Alternative delivery methods: Post boxes, Boxes, Parcels to a safe place, Delivery of a parcel to a neighbor, Delivery of a parcel to a network of Delivery.

The Delivery method can be changed online, on the partner's website, or in the relevant App, depending on the destination.

A more detailed description of the delivery method by destination in https://www.ppl.cz/en/international-transport.

The PPL is obliged to make reasonable efforts to ensure that the Delivery of the Parcel takes place from Monday to Saturday from 8:00 a.m. to 6:00 p.m., within 2-8 days including Saturday (the time of delivery and availability of Saturday delivery varies according to the selected destination).

The Sender acknowledges that the provision of **the PPL PARCEL CONNECT service** is associated with a number of external factors beyond the PPL's control, such as force majeure events and other situations specified in more detail in Article 11.1 of the LP.

The Sender acknowledges that if the Parcel cannot be delivered, the Parcel will be automatically returned to the Client. A fee may apply.

The Sender is obliged to provide the PPL with the telephone number and e-mail address of the Recipient. The data will be used for the purpose of automatic notification of the Recipient upon

Delivery of the Parcel.

The PPL will send the Recipient an automatic notification of Delivery, the notification method may vary depending on the destination.

In some destinations, the Notification is sent via SMS. The Sender is obliged to provide the Recipient's phone number in the correct international format with the appropriate destination country code in order for the SMS message to be successfully delivered.

The Sender may be provided with an electronic confirmation of Delivery in the agreed manner.

The list of countries providing electronic confirmation of Delivery:

Austria, Bulgaria, Croatia, Germany, Greece, Hungary, Italy, Luxembourg, Netherlands, Poland, Portugal, Romania, Slovenia, Spain, Sweden.

ADDITIONAL SERVICES

With the **PPL PARCEL CONNECT service,** it is possible to combine the additional services listed below. The terms and conditions of additional services can be found in Article 13 of these PC.

Collection of cash on delivery from the Recipient

Additional service available in selected countries only. More information at www.ppl.cz. Cash on delivery Shipments can be sent outside the Czech Republic to Bulgaria, Slovakia, Poland, Romania and Hungary

Increased responsibility for Shipments

Atypical Shipments

Transport Order

Heavy Shipments

SERVICE PRICES

The price of transport for the PPL PARCEL CONNECT service is based on the valid Price List of Services. It consists of freight, toll fee, fuel surcharge, price of additional services and VAT. The highest weight of the Shipment indicated on the Shipment during transit is decisive for determining the price of carriage and related payments. To calculate the toll surcharge, a minimum weight of 0.5 kg is set for all Shipments.

For the invoicing of the PPL PARCEL CONNECT product, either the physical or volumetric weight of the Shipment may be used, as defined in Article 7.3 of the GTC, with the higher of the two measured weights always applying. Invoicing is governed by the valid Price List.

The current Price List of Services and prices of additional services are based on the valid Price List of Services, which can be found on https://www.ppl.cz/price_list.

PPL CZ reserves the right to change the above Price List of Services at any time.

INSTRUCTIONS FOR PACKING SHIPMENTS

The required packaging of Shipments can be found at: https://www.ppl.cz/packing_guidelines

The required packaging of Liquids can be found at: https://www.ppl.cz/liquid_packing

SPECIAL ARRANGEMENTS FOR THE PROVISION OF THE PPL PARCEL CONNECT SERVICE

Labelling the Shipment with a Foreign Label

Germany

For Shipments to Germany, the new legal requirements of the German Postal Act apply concerning the labelling of heavier Shipments with a special symbol in the categories 10-20 kg and 20+ kg. The regulatory obligation is valid from 1 January 2025. In the logistics systems of PPL and DHL the

correct labelling of Shipments according to indicated weight has been implemented. Customers of PPL Parcel Connect, PPL Parcel Connect Plus, PPL Parcel Smart Europe and Parcel Europe (Direct Injection) are obliged to ensure correct marking and weight indication in the accompanying data (xPAN). Customers may be charged for additional costs (labelling correction/weight correction) for incorrectly labelled Shipments. The fee tariff and detailed information on mandatory labelling can be found on the PPL website: ppl_cz_heavy_shipments_germany.¨

Ireland

Shipments to Ireland are subject to specific requirements resulting from the Import Control System 2 (ICS2) security and customs regime when transported within the PPL PARCEL CONNECT network. In PPL and DHL logistics systems, the transfer of data required by this regime is supported. PPL PARCEL CONNECT customers are required to ensure that correct, complete and truthful information about the Shipment is provided as necessary to comply with these requirements. The Sender is obliged to provide the following information in particular, at the level of individual items in the Consignment:

- Detailed and specific description of the goods in EN (max. 35 characters),
- 6-digit HS code,
- weight of the goods,
- value of the goods.

General or vague descriptions of goods are not accepted under the ICS2 regime.

The sender is responsible for the correctness and completeness of the data provided. In the event of failure to provide them or incorrectness, the Shipment may be delayed, its transport may be refused, the Shipment may be returned to the Sender or additional costs associated with necessary corrections or additional steps may be applied.

In order to correctly fill in the data on the Consignment, the Operator recommends using the following documents and tools:

- Rules for the description of goods and the list of inadmissible terms (ICS2) – available on the PPL website:

  https://www.ppl.cz/ics2-list-of-stop-words-2026

  https://www.ppl.cz/guidance-acceptable-goods-description

- An Post HS Code and Description: https://www.anpost.com/Commerce/SME/InternationalSending/Find-a-TARIC-Commodity-code

SLOVAKIA

Export Shipments to SK PPL Parcel Connect, minimum dimensions of the Shipment 15x11x1cm, maximum dimensions of the Shipment 120x60x60 cm, the sum of the circumference of the Shipment and its length must not exceed 330 cm, the weight of the Shipment including packaging must not exceed 31.5 kg.

Import Parcels from the Parcel Import SK_PPL, minimum dimensions of the Parcel 15x11x1cm, maximum dimensions of the Parcel 120x60x60 cm, the sum of the circumference of the Parcel and its length must not exceed 360 cm, the weight of the Parcel including packaging must not exceed 31.5 kg.

ADDITIONAL SERVICES

With the **PPL PARCEL IMPORT** service, it is possible to combine the additional services listed below. The terms and conditions of additional services can be found in Article 13 of these PC.

Transport Order

Heavy Shipments

7. PPL PARCEL RETURN CONNECT

INTRODUCTORY PROVISIONS

These Product Conditions („PC“**)** of **the PPL PARCEL RETURN CONNECT** service constitute a special arrangement for the delivery of Shipments in **the PPL PARCEL RETURN CONNECT service mode**. These PC are an integral part of the General Terms and Conditions (**"GTC"**). In the event of a conflict between these PCs and VPs, the provisions of these PCs shall prevail.

Terms introduced by capital letters and not defined in these PC have the meaning specified in the GTC.

DEFINITION OF SERVICE

Delivery of Shipments from Europe to the Czech Republic or to the selected destination (Denmark, France, Germany, Poland, Portugal, Austria, Slovakia, Spain) only to the address of the Recipient, where the Recipient is a natural person, a natural person engaged in business and a legal entity. Drop off of Shipments in Europe, except in the territories listed below, as defined by zip code:

Denmark: Greenland (Postal Code 3900-3999), Faroe Islands (Postal Code prefixed with FO)

Francia: PSČ 971 Guadeloupe, 972 Martinique, 973 French Guiana, 974 Réunion, 975 Saint-Pierre and Miquelon, 976 Mayotte, 978 Saint-Martin, 986 Wallis and Futuna, 987 French Polynesia, 988 New Caledonia, 20000 – 20900 Corsica

Italy: PSČ 00120 (Vatican), 22061 (Campione d'Italia), 23041 (Livigno-Trepalle), 47890-47899 (San Marino)

Spain: Postcodes 51xxx (Ceuta), 52xxx (Melilla), 35xxx, 38xxx, (Canary Islands)

Cyprus and **Malta**

Who is it for?

The service is intended only for entrepreneurs and legal entities

What can be delivered

Parcels of dimensions and weight according to Article 12 of these GTC and packed according to the Instructions for Packing Shipments, with a maximum parcel value of CZK 100,000.

Depending on the location and method of parcel Drop Off, the following maximum weights and dimensions apply:

Destination	Drop Off – Locker		Drop Off – Parcel shop	
	Maximum Size	Maximum Weight	Maximum Size	Maximum Weight
Belgium	58 x 42 x 32 cm	31,5 kg	120 x 60 x 60 cm	31,5 kg
Bulgaria	N/A	N/A	120 x 60 x 60 cm	31,5 kg
Denmark	N/A	N/A	150 x 60 x 60 cm	20 kg
Estonia	60 x 60 x 36 cm	31,5 kg	120 x 60 x 60 cm	31,5 kg
Finland	59 x 59 x 36 cm	25 kg	120 x 60 x 60 cm	31,5 kg
France	N/A	N/A	100 x 60 x 60 cm	20 kg
Croatia	N/A	N/A	120 x 60 x 60 cm	31,5 kg
Ireland	N/A	N/A	120 x 60 x 60 cm	31,5 kg
Italy	56 x 37 x 36 cm	15 kg	120 x 60 x 60 cm	30 kg
Lithuania	60 x 60 x 36 cm	31,5 kg	N/A	N/A
Latvia	60 x 60 x 36 cm	31,5 kg	120 x 60 x 60 cm	31,5 kg
Luxembourg	75 x 44 x 61 cm	30 kg	150 x 60 x 60 cm	31,5 kg
Hungary	N/A	N/A	120 x 60 x 60 cm	31,5 kg
Germany	75 x 60 x 40 cm	31,5 kg	120 x 60 x 60 cm	31,5 kg
Netherlands	60 x 35 x 35 cm	20 kg	120 x 60 x 60 cm	20 kg
Poland	64 x 41 x 38 cm	25 kg	64 x 41 x 38 cm	25 kg

Destination	Drop Off – Locker		Drop Off – Parcel shop	
	Maximum Size	Maximum Weight	Maximum Size	Maximum Weight
Portugal	N/A	N/A	120 x 60 x 60 cm	31, 5 kg
Austria	45 x 40 x 100 cm	31,5 kg	120 x 60 x 60 cm	31,5 kg
Romania	N/A	N/A	37 x 40 x 60 cm	15 kg
Greece	N/A	N/A	120 x 60 x 60 cm	31,5 kg
Slovakia	51 x 56 x 44 cm	10 kg	80 x 60 x 60 cm	10 kg
Slovenia	N/A	N/A	120 x 60 x 60 cm	31,5 kg
Spain	N/A	N/A	120 x 60 x 60 cm	31,5 kg
Sweden	N/A	N/A	150 x 60 x 60 cm	20 kg

If the additional service of Driver Pickup is selected, the dimensions and weights according to Article 12 will apply.

When and how we deliver

Delivery will only take place to the Recipient's address.

The PPL is obliged to make reasonable efforts to ensure that the Delivery of the Parcel takes place from Monday to Friday from 8:00 a.m. to 6:00 p.m., within 2-11 days.

The Sender acknowledges that the provision of **the PPL PARCEL RETURN CONNECT service** is associated with a number of external factors beyond the PPL's control, such as force majeure events and other situations specified in more detail in Article 11.1 of the GTCU.

ADDITIONAL SERVICES

The **PPL PARCEL RETURN CONNECT service** can be combined with the additional services listed below. The terms and conditions of additional services can be found in Article 13 of these PC.

Pickup by driver

In selected destinations, the possibility of picking up the Shipment by the driver (Hungary, Estonia, Lithuania, Latvia, Poland, Portugal, Romania, Slovakia, Spain, Sweden).

Increased responsibility for Shipments

Atypical Shipments

In selected destinations it is possible to drop off Atypical Shipments (Bulgaria, Croatia, Estonia, Germany, Hungary, Ireland, Italy, Lithuania, Latvia, Poland, Portugal, Slovenia, Spain, Sweden).

SERVICE PRICES

The price of transport for **the PPL PARCEL RETURN CONNECT service** is based on the valid Price List of Services. It consists of freight, toll fee, fuel surcharge, price of additional services and VAT. The highest weight of the Shipment indicated on the Shipment during transit is decisive for determining the price of carriage and related payments. To calculate the toll surcharge, a minimum weight of 0.5 kg is set for all Shipments.

The current Price List of Services and Prices of Additional Services are based on the valid Price List of Services, which can be found on https://www.ppl.cz/price_list. PPL CZ reserves the right to change the above Price List of Services at any time.

INSTRUCTIONS FOR PACKING SHIPMENTS

The required packaging of Shipments can be found at: https://www.ppl.cz/packing_guidelines

The required packaging of Liquids can be found at: https://www.ppl.cz/liquid_packing

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SPECIAL ARRANGEMENTS FOR THE PROVISION OF THE PPL PARCEL RETURN CONNECT SERVICE

Labelling of the Parcel with a foreign label.

8. PPL PARCEL SMART EUROPE

INTRODUCTORY PROVISIONS

These Product Conditions („PC“**)** of **the PPL PARCEL SMART EUROPE service** constitute a special arrangement for the delivery of Shipments in **the PPL PARCEL SMART EUROPE service mode**. These PC are an integral part of the General Terms and Conditions ("**GTC**"). In the event of a conflict between these PCs and VPs, the provisions of these PCs shall prevail.

Terms introduced by capital letters and not defined in these PC have the meaning specified in the GTC.

DEFINITION OF SERVICE

Direct Delivery to Point of Delivery in Poland, Germany and Slovakia, where the Recipient is a natural person, a natural person engaged in business and a legal person.

Who is it for?

The service is intended only for entrepreneurs and legal entities.

What can be delivered

For delivery in these countries, the following maximum dimensions and weights apply with a maximum parcel value of CZK 100,000:

Destination	Locker		Parcelshop	
	Maximum Size	Maximum Weight	Maximum Size	Maximum Weight
Germany	75 x 60 x 40 cm	31.5 kg	120 x 60 x 60 cm	31.5 kg
Poland	64 x 41 x 38 cm	25 kg	64 x 41 x 38 cm	25 kg
Slovakia	51 x 56 x 44 cm	15 kg	80 x 60 x 60 cm*	15 kg
Bulgaria	60 x 47 x 38 cm	20 kg	120 x 60 x 60 cm	20 kg
Hungary	50 x 31 x 35 cm	20 kg	120 x 60 x 60 cm	20 kg
Netherlands	60 x 40 x 25 cm	20 kg	120 x 60 x 60 cm**	20 kg
Romania	37 x 40 x 60 cm	15 kg	37 x 40 x 60 cm	15 kg
Austria	75 x 44 x 60 cm	20 kg	120 x 60 x 60 cm	20 kg
Croatia	64 × 39 × 38 cm	20 kg	120 x 60 x 60 cm	20 kg
France	64 × 38 × 40 cm	20 kg	100 x 60 x 60***	20 kg
Italy	56 x 37 x 36 cm	15 kg	56 x 37 x 36 cm	15 kg
Portugal	n/a	n/a	120 x 60 x 60 cm	20 kg
Slovenia	61 × 38 × 41 cm	20 kg	120 x 60 x 60 cm	20 kg
Spain	n/a	n/a	120 x 60 x 60 cm	20 kg
Sweden	60 × 40 × 40 cm	n/a	120 x 60 x 60 cm	20 kg

* maximum longest dimension of the Parcel 80 cm and at the same time the sum of the circumference of the Parcel must not exceed 200 cm

** at the same time, the total circumference of the Shipment must not exceed 300 cm.

*** L+h+w < 150 cm

The following storage periods apply to Shipments:

Destination	Locker	Parcelshop
Germany	7 days	7 days
Poland	2 days	2 days
Slovakia	2 days	5 days
Bulgaria	3 days	14 days

Hungary	2 days	10 days
Netherlands	5 days	5 days
Romania	2 days	7 days
Austria	7 days	7 days
Croatia	5 days	15 days
France	5 days	10 days
Italy	3 days	3 days
Portugal	n/a	10 days
Slovenia	3 days	15 days
Spain	n/a	10 days
Sweden	7 days	7 days

When and how we deliver

Delivery will take place directly to the network of partner Point of Delivery. Delivery terms may vary depending on the destination. The operator is obliged to make reasonable efforts to ensure that the shipment is delivered within the following time frames:

Germany: Delivery from Monday to Saturday between 8:00 a.m. and 6:00 p.m., usually within 2 days. If the dimensions for the Locker are exceeded, the shipment will be redirected to the nearest Parcelshop.

Poland: Delivery Monday through Friday between 8:00 a.m. and 6:00 p.m., usually within 2 days. If the dimensions are exceeded, the shipment will be returned to the sender.

Slovakia: Delivery Monday to Friday between 8:00 a.m. and 5:00 p.m., usually within 2 days. If the dimensions are exceeded for Locker or Parcelshop, the shipment will be returned to the sender.

Bulgaria: Delivery Monday to Saturday between 9:00 a.m. and 6:00 p.m. (on Saturdays only in larger cities between 9:00 a.m. and 3:00 p.m.), usually within 3 days. If the dimensions are exceeded for Locker, the shipment will be redirected to the nearest Parcelshop.

Hungary: Delivery Monday to Friday between 8:00 a.m. and 6:00 p.m., usually within 2 days. If the dimensions are exceeded for Locker, the shipment will be redirected to the nearest post office.

Netherlands: Delivery Monday to Saturday between 11:00 a.m. and 10:00 p.m., usually within 2 days. If the dimensions are exceeded for Locker, the shipment will be redirected to the nearest Parcelshop.

Romania: Delivery Monday through Saturday between 7:00 a.m. and 7:00 p.m. (Saturdays between 7:00 a.m. and 1:00 p.m.), usually within 3 days. If the dimensions are exceeded, the shipment will be returned to the sender.

Austria: Delivery Monday through Saturday between 7:00 a.m. and 4:00 p.m., usually within 2 days. If the dimensions are exceeded for Locker, the shipment will be redirected to the nearest post office.

Croatia: Delivery Monday through Saturday between 8:00 a.m. and 4:00 p.m. (on Saturdays only in larger cities), usually within 3 days. If the dimensions for the Box are exceeded, the parcel will be redirected to the nearest post office.

France: Delivery Monday through Saturday between between 8:00 a.m. and 7:00 p.m., usually within 5 days. If the dimensions are exceeded, the shipment will be returned to the sender.

Italy: Delivery Monday through Friday between 9:00 AM and 7:00 PM, usually within 4 days. If the dimensions are exceeded, the shipment will be returned to the sender.

Portugal: Delivery Monday through Friday between 9:00 AM and 8:00 PM, usually within 4 days. If the dimensions are exceeded, the shipment will be returned to the sender.

Slovenia: Delivery Monday through Saturday from 8:00 AM to 6:00 PM, usually within 2 days. If the dimensions for the Box are exceeded, the parcel will be redirected to the nearest post office.

Spain: Delivery Monday through Friday between 9:00 AM and 8:00 PM, usually within 4 days. If the dimensions are exceeded, the shipment will be returned to the sender.

Sweden: Delivery from Monday to Friday between 7:00 a.m. and 5:00 p.m., usually within 5 days. If the size limits for a Locker or Parcelshop are exceeded, the Shipment will be returned to the Sender.

The Sender acknowledges that the provision of **the PPL PARCEL SMART EUROPE service** is associated with a number of external factors, many of which cannot be influenced by the PPL, such as force majeure events and other situations specified in more detail in Article 11.1 of the LP.

The Sender acknowledges that if the Parcel cannot be delivered or exceed the maximum dimension, the Parcel will be automatically returned to the Client. A fee may apply.

The Sender is obliged to provide the telephone number and e-mail address of the Recipient. The data will be used for the purpose of automatic notification to the Recipient upon Delivery of the Parcel.

The PPL will send an automatic notification of Delivery to the Recipient to the contact details provided by the Sender, the method of notification may vary according to the destination.

In some destinations, the Notification is sent via SMS. The Sender is obliged to provide the Recipient's telephone number in the correct international format with the destination country code. In certain countries (in particular Slovakia and Bulgaria), a verification code necessary to collect the Shipment may also be sent via SMS; Its delivery is only possible if the correct international area code is entered.

The Sender may be provided with an electronic confirmation of Delivery in the agreed manner if it is possible to issue it by a partner in the recipient's country.

List of countries that provide electronic Proof of Delivery:

Austria, Bulgaria, Croatia, Germany, Hungary, Italy, the Netherlands, Poland, Portugal, Romania, Slovenia, Spain.

When delivering to **self-service Lockers in Germany**, the sender is required to provide the recipient's identification number, known as the Postnummer. The Postnummer is a 6 to 20-digit customer identification number (currently 10 digits) used in Germany. Only registered users with a DHL customer account and the downloaded Post & DHL app can obtain a Postnummer. Detailed information can be found on the DHL website: Registering for Packstation | DHL.The name registered for the Postnummer must match the name of the recipient on the label. The sender is required to obtain the identification number from the recipient of the shipment before creating the label and sending the shipment for transport. The sender is responsible for the accuracy of the Postnummer (recipient identifier).

ADDITIONAL SERVICES

It is possible to combine the additional services listed below with the **PPL PARCEL SMART EUROPE** service. The terms and conditions of additional services can be found in Article 13 of these PC.

Collection of cash on delivery from the Recipient

Additional service available in selected countries only. More information at www.ppl.cz. Cash on delivery Shipments can be sent to Slovakia, Bulgaria, Romania and Poland.

Pickup Order

Increased responsibility for Shipments

SERVICE PRICES

The price of transport for **the PPL PARCEL SMART EUROPE service** is based on the valid Price List of Services. It consists of freight, toll fee, fuel surcharge, price of additional services and VAT. The highest weight of the Shipment indicated on the Shipment during transit is decisive for determining the price of carriage and related payments. To calculate the toll surcharge, a minimum weight of 0.5 kg is set for all Shipments.

The current Price List of Services and Prices of Additional Services are based on the valid Price

List of Services, which can be found on https://www.ppl.cz/price_list. PPL CZ reserves the right to change the above Price List of Services at any time.

INSTRUCTIONS FOR PACKING SHIPMENTS

The required packaging of Shipments can be found at: https://www.ppl.cz/packing_guidelines

The required packaging of Liquids can be found at: https://www.ppl.cz/liquid_packing

For Shipments to **Germany**, the new legal requirements of the German Postal Act apply concerning the labelling of heavier Shipments with a special symbol in the categories 10-20 kg and 20+ kg. The regulatory obligation is valid from 1 January 2025. In the logistics systems of PPL and DHL the correct labelling of Shipments according to indicated weight has been implemented. Customers of PPL Parcel Connect, PPL Parcel Connect Plus, PPL Parcel Smart Europe and Parcel Europe (Direct Injection) are obliged to ensure correct marking and weight indication in the accompanying data (xPAN). Customers may be charged for additional costs (labelling correction/weight correction) for incorrectly labelled Shipments. The fee tariff and detailed information on mandatory labelling can be found on the PPL website: ppl_cz_heavy_shipments_germany.

9. PPL PARCEL CONNECT PLUS

INTRODUCTORY PROVISIONS

These Product Conditions („PC“) of **the PPL PARCEL CONNECT PLUS** service constitute a special arrangement for the delivery of Shipments in **the PPL PARCEL CONNECT PLUS service mode** These PC are an integral part of the General Terms and Conditions (**"GTC"**). In the event of a conflict between these PCs and VPs, the provisions of these PCs shall prevail.

Terms introduced by capital letters and not defined in these PC have the meaning specified in the GTC.

DEFINITION OF SERVICE

Delivery within Europe where the Recipient is a natural person or a legal entity, except for the territories listed below:

France: French Overseas Territories

Spain: Canary Islands, Ceuta, Melilla, Gibraltar & Andorra

Finland: Iceland of Aland (postal codes 22100-22950)

Italy: Livigno & Campione d'Italia. In addition, postal codes 22061,23041,23030, 47890 to 47899, 04020, 4027, 25050, 25080, 28838, 58012

Croatia: 20221, 20222, 20223, 20289, 20290, 21430, 21432, 22232, 22233, 22234, 22235, 22236, 23210, 23222, 23223, 23281, 23282, 23283, 23284, 23285, 23286, 23287, 23291, 23292, 23293, 23294, 23295, 23296, 23423, 51550, 51552, 51556, 51561, 51562, 53291, 53294, 53296

Cyprus and **Malta**

Who is it for?

The service is intended only for entrepreneurs and legal entities

What can be delivered

Parcels up to a real weight of 31.5 kg, volumetric weights up to 72 kg ((calculation: length x width x height (cm) / 6000 = bulk density (kg)), maximum dimensions of the Parcel 120x60x60 cm and at the same time the sum of the circumference and Length of the parcel must not exceed 360 cm, minimum parcel dimensions Length 11 cm, width 15 cm, height 1 cm, with a maximum parcel value of 100,000 CZK.

Within the PPL Parcel Connect Plus product, it is possible to send multi-piece Parcels. A single Parcel can consist of multiple parcels. All packages within one multi-package Shipment:

- have the same customer ID
- have the same customer address (e.g. same warehouse)
- have the same delivery address
- were shipped on the same day.

When and how we deliver

Delivery will only take place to the Recipient's address.

The PPL is obliged to make reasonable efforts to ensure that the delivery of the Parcel takes place from Monday to Friday (8:00 a.m. – 6:00 p.m.), within 2-7 days.

The Sender is obliged to provide the telephone number and e-mail address of the Recipient and the telephone number of the Sender. The data will be used for the purpose of automatic Notification to the Recipient upon Delivery of the Parcel, or to specify the Delivery options.

The Sender acknowledges that the provision of **the PPL PARCEL CONNECT PLUS service** is associated with a number of external factors, many of which cannot be influenced by the

PPL, such as force majeure events and other situations specified in more detail in Article 11.1 of the GTC.

The sender can be provided with an electronic confirmation. The recipient is proactively informed of the date of Delivery.

List of countries that provide electronic Proof of Delivery:

Belgium, France, Poland, Portugal, Luxembourg, Netherlands, Spain, Sweden, Austria, Bulgaria, Denmark, Estonia, Finland, Greece, Croatia, Hungary, Italy, Lithuania, Latvia, Romania, Slovenia.

A more detailed description of the delivery method by destination in https://www.ppl.cz/en/international-transport

ADDITIONAL SERVICES

With the **PPL PARCEL CONNECT PLUS service,** it is possible to combine the additional services listed below. The terms and conditions of additional services can be found in Article 13 of these PC.

Increased responsibility for Shipments

Change of delivery address

Pickup Order

Atypical Shipments

Customs clearance

See below for shipping conditions outside the EU.

SERVICE PRICES

The price of transport for the PPL PARCEL CONNECT PLUS service is based on the valid Price List of Services. It consists of freight, toll fee, fuel surcharge, additional services and VAT. The highest weight of the Shipment indicated on the Shipment during transit is decisive for determining the price of carriage and related payments. To calculate the toll surcharge, a minimum weight of 0.5 kg is set for all Shipments.

For the invoicing of the PPL PARCEL CONNECT PLUS product, either the physical or volumetric weight of the Shipment may be used, as defined in Article 7.3 of the GTC, with the higher of the two measured weights always applying. Invoicing is governed by the valid Price List.

The current Price List of Services and Prices of Additional Services are based on the valid Price List of Services, which can be found on https://www.ppl.cz/price_list. PPL CZ reserves the right to change the above Price List of Services at any time.

INSTRUCTIONS FOR PACKING SHIPMENTS

The required packaging of Shipments can be found at: https://www.ppl.cz/packing_guidelines

The required packaging of Liquids can be found at: https://www.ppl.cz/liquid_packing

SPECIAL ARRANGEMENTS FOR THE PROVISION OF THE PPL PARCEL CONNECT PLUS SERVICE

Labelling the Parcel with a foreign label.

For Shipments to Germany, the new legal requirements of the German Postal Act apply concerning the labelling of heavier Shipments with a special symbol in the categories 10-20 kg and 20+ kg. The regulatory obligation is valid from 1 January 2025. In the logistics systems of PPL and DHL the correct labelling of Shipments according to indicated weight has been implemented. Customers of

PPL Parcel Connect, PPL Parcel Connect Plus, PPL Parcel Smart Europe and Parcel Europe (Direct Injection) are obliged to ensure correct marking and weight indication in the accompanying data (xPAN). Customers may be charged for additional costs (labelling correction/weight correction) for incorrectly labelled Shipments. The fee tariff and detailed information on mandatory labelling can be found on the PPL website: ppl_cz_heavy_shipments_germany.

Specific transport regime for Shipments to France, Norway, Switzerland, and Great Britain:

For Shipments to France, Norway, Switzerland, and Great Britain, the following conditions apply:

- Shipments are handed over from the PPL parcel platform and transported by DHL Express (Czech Republic) s.r.o.
- Shipment transport will take place within the Economy Select product of the DHL Express division within the DHL Group.
- The conditions and price of the Shipment transport are governed by the valid price list for the PPL PARCEL CONNECT PLUS service.

Conditions of transport outside the EU (so-called "third countries – Norway, Switzerland, Great Britain"):

- Filling in the List of Foreign Shipments.
- Attaching an invoice for the goods (in the case of an envelope with documents "pro-forma invoice" with a minimum value, e.g. CHF 1)
- Filling in export dispositions.
- Completion of the Indirect Representation Agreement (It is sufficient only with the first submitted Shipment. The contract must include the registration identification number of the economic PPL, the so-called EORI number.)
- A customs clearance fee will be charged (more info at www.ppl.cz).

10. PPL PARCEL FORYOU CZ (Parcel for you)

INTRODUCTORY PROVISIONS

These Product Conditions **(„PC“)** of **the PPL PARCEL FORYOU CZ service** represent a special arrangement for the delivery of Shipments in the PPL **PARCEL FORYOU CZ service mode.** These PC are an integral part of the General Terms and Conditions **("GTC").** In the event of a conflict between these PCs and VPs, the provisions of these PCs shall prevail.

Terms introduced by capital letters and not defined in these PC have the meaning specified in the GTC.

DEFINITION OF SERVICE

Delivery only within the Czech Republic, where the Recipient is a natural person, a natural person engaged in business and a legal entity.

Who is it for?

The service is intended for natural persons, entrepreneurs and legal entities

What can be delivered

Parcels of dimensions and weight according to Article 12 of these GTC with a maximum parcel value of CZK 5,000 and packed according to the Instructions for Packing Shipments.

When and how we deliver

Parcels can be dropped off by the driver or at the Point of Delivery. Shipping is possible with a printed label or by creating a QR code (labelless).

Delivery will take place to the Recipient's address or to the PPL network of Point of Delivery (more information at www.ppl.cz/co-jsou-vydejni-mista).

The PPL is obliged to make reasonable efforts to ensure that the delivery of the Parcel takes place from Monday to Friday (8:00 a.m. – 6:00 p.m.).

The PPL will make one attempt at Delivery to the Recipient's address, in case of non-delivery, the Parcel may be deposited at the nearest Point of Delivery or at the favorite Point of Delivery.

The Sender acknowledges that the provision of **the PPL PARCEL FORYOU CZ service** is associated with a number of external factors, many of which cannot be influenced by the PPL, such as force majeure events and other situations specified in more detail in Article 11.1 of the GTC.

ADDITIONAL SERVICES

With the PPL PARCEL FORYOU CZ service, it is possible to combine the additional services listed below. The terms and conditions of additional services can be found in Article 13 of these PC.

Pickup by driver

Collection of cash on delivery from the Recipient

The maximum amount of cash on delivery is CZK 5,000. After the Delivery of the Parcel, the COD amount is the Sender's receivable against PPL and PPL will transfer it to the account specified by the Sender within 7 working days of the Delivery of the Parcel at the latest.

SERVICE PRICES

The price of transport for the PPL PARCEL FORYOU CZ service is based on the valid Price List of Services. It consists of freight, toll fee, fuel surcharge, price of additional services and VAT, but a minimum weight of 0.5 kg is set for all Shipments to calculate the toll surcharge.

The current Price List of Services and Prices of Additional Services are based on the valid Price List of Services, which can be found on https://www.ppl.cz/ceniky_Balik_pro_tebe. PPL CZ reserves the right to change the above Price List of Services at any time.

INSTRUCTIONS FOR PACKING SHIPMENTS

The required packaging of Shipments can be found at: https://www.ppl.cz/packing_guidelines

The required packaging of Liquids can be found at: https://www.ppl.cz/liquid_packing

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11. PARCEL FORYOU INTERNATIONAL

INTRODUCTORY PROVISIONS

These Product Conditions **(„PC“)** of **the PPL PARCEL FORYOU INTERNATIONAL** service constitute a special arrangement for the delivery of Shipments in **the PPL PARCEL FOR YOU INTERNATIONAL service regime**. These GTC are an integral part of the General Terms and Conditions **("GTC").** In the event of a conflict between these PCs and VPs, the provisions of these PCs shall prevail.

Terms introduced by capital letters and not defined in these PC have the meaning specified in the GTC.

DEFINITION OF SERVICE

Delivery within Europe where the Recipient is a natural person, an individual entrepreneur and a legal entity, except in the territories listed below, as defined by zip code:

Denmark: Greenland (Postal Code 3900-3999), Faroe Islands (Postal Code prefixed with FO)

France: PSČ 971 Guadeloupe, 972 Martinique, 973 French Guiana, 974 Réunion, 975 Saint-Pierre and Miquelon, 976 Mayotte, 978 Saint-Martin, 986 Wallis and Futuna, 987 French Polynesia, 988 New Caledonia

Italy: PSČ 00120 (Vatican), 22061 (Campione d'Italia), 23041 (Livigno-Trepalle), 47890-47899 (San Marino)

Spain: Postcodes 51xxx (Ceuta), 52xxx (Melilla), 35xxx, 38xxx, (Canary Islands)

Cyprus, **Malta** and **Ireland**

Who is it for?

The service is intended only for natural persons, entrepreneurs and legal entities.

What can be delivered

Parcels of dimensions and weight according to Article 12 of these GTC with a maximum parcel value of CZK 5,000 and packed according to the Instructions for Packing Shipments. In the case of delivery to a Point of Delivery, the dimensions according to the table in Article 6 of these PP apply.

When and how we deliver

Parcels can be dropped off by the driver or at the Point of Delivery. Shipping is possible with a printed label or by creating a QR code (labelless, service available for selected countries).

Delivery will take place to the Recipient's address or to a Point of Delivery, and if the Recipient does not pick up the parcel at the place specified by the Recipient's address, the Parcel may be delivered by alternative methods of Delivery.

Alternative delivery methods: post boxes, boxes, Parcels to a safe place, Delivery of a parcel to a neighbour, Delivery of a parcel to a network of Point of Delivery.

A more detailed description of the Delivery method by destinations on the https://www.ppl.cz/balik-pro-tebe.

The PPL is obliged to make reasonable efforts to ensure that the Delivery of the parcel takes place from Monday to Saturday (8:00 a.m. – 6:00 p.m.), within 2-8 days including Saturday (the possibility of Saturday delivery applies only to certain destinations).

The Sender acknowledges that the provision of **the PPL PARCEL FORYOU INTERNATIONAL service** is associated with a number of external factors, many of which cannot be influenced by the PPL, such as force majeure events and other situations specified in more detail in Article 11.1 of the LP.

ADDITIONAL SERVICES

With the **PPL PARCEL FORYOU INTERNATIONAL service, it** is possible to combine the

additional services listed below. The terms and conditions of additional services can be found in Article 13 of these PC

Pickup by driver

SERVICE PRICES

The price of transport for the PPL PARCEL FORYOU INTERNATIONAL service is based on the valid Price List of Services. It consists of freight, toll fee, fuel surcharge, price of additional services and VAT, but a minimum weight of 0.5 kg is set for all Shipments to calculate the toll surcharge

The current Price List of Services and Prices of Additional Services are based on the valid Price List of Services, which can be found on https://www.ppl.cz/ceniky_Balik_pro_tebe. PPL CZ reserves the right to change the above Price List of Services at any time.

INSTRUCTIONS FOR PACKING SHIPMENTS

The required packaging of Shipments can be found at: https://www.ppl.cz/packing_guidelines

The required packaging of Liquids can be found at: https://www.ppl.cz/liquid_packing

12. MAXIMUM AND MINIMUM DIMENSIONS AND WEIGHT OF SHIPMENTS

PPL PARCEL FOR YOU SERVICE:

Minimum Shipment Dimensions: 15x11x1 cm

Maximum Shipment Weight: 31,5 kg

Maximum Shipment Dimensions: 100x50x50 cm

Maximum Dimensions of a Parcel for PPL shops: 100×50×50 cm

Maximum Dimensions of PPL boxes and Third-Party Boxes 60×40×30 cm

PPL PARCEL CZ SMART TO BOX SERVICE:

Minimum Shipment Dimensions: 15x11x1 cm

Maximum Shipment Weight: 10 kg

Maximum Shipment Dimensions: 50x40x38 cm

OTHER SERVICES:

Minimum Shipment Dimensions: 15x11x1 cm

Maximum Shipment Weight: 31.5 kg

Maximum Shipment Dimensions: 120×60×60 cm

Maximum Dimensions of PPL shops: 120×60×60 cm

Maximum Dimensions of PPL boxes and Third-Party Boxes 60×43×43 cm

FLYERBAGS

Minimum Shipment dimensions: 10 x 7.5 x 1 cm

minimum Shipment weight: 0.03 kg;

maximum Shipment dimensions: 50 x 40 x 40 cm;

maximum Shipment weight: 3 kg.

For the products PPL PARCEL CONNECT, PPL PARCEL RETURN CONNECT, and PPL PARCEL SMART EUROPE, certain exceptions for pick-up and drop-off points apply as stated in Articles 5, 6, and 7.

Instructions for packing Shipments for Submission to PPl boxes and Third-Party Boxes are available here: https://www.ppl.cz/packing_guidelines

The required packaging of Liquids can be found at: https://www.ppl.cz/liquid_packing

13. ADDITIONAL SERVICES

The individual products listed above can be combined with selected additional services. A list of additional services that can be combined with a given product is provided in the description of the product.

DOMESTIC TRANSPORT

Collection of cash on delivery from the Recipient

- Cash on delivery can be collected using a credit card, cash or an online payment gateway.
- The maximum amount of cash on delivery is CZK 100,000. It is not possible to combine payments by credit card and in cash.
- After the Delivery of the Parcel, the COD amount is the Sender's receivable against PPL and PPL will transfer it to the account specified by the Sender within 7 working days of the Delivery of the Parcel at the latest.
- The fee for card payment is 1.4% of the total value of the cash on delivery. The fee for payment by business credit card is 2.1% of the total value of the cash on delivery. These fees do not replace the payment of cash on delivery, which will be charged according to the current Price List of Services.
- The fee for payment by cash is 0.6% of the total value of the cash on delivery, capped at CZK 29 per shipment. These fees do not replace the payment of cash on delivery, which will be charged according to the current Price List of Services.
- The financial transfer for Parcels bound by the cash on delivery amount is made by cashless transfer, according to the settings in the customer card, either individually, i.e. 1 Parcel = 1 payment order, or in aggregate, where 1 payment is made for all Parcels paid on the given day of the levy. If the Sender chooses summary sending, an e-mail is sent to the Sender on the day of the levy, in which the individual paid amounts are assigned to the numbers of the individual Shipments in 2 formats - .txt, .html.
- When sending parcels in a set, if the additional service of cash on delivery from the Recipient is added to one or more parcels (Bundled Cash on Delivery), the correct data are required for the provision of the service. A link to a document describing the correct data settings is published at: https:/www. ppl.cz/zasilky-v-sade-datove-nastaveni. In the case of damage to a multi-piece Parcel in a COD set, the entire set will be returned to the sender. The Client hereby declares that it has read this document and is aware that it is obliged to provide PPL with the information on the parcels in question, otherwise PPL is not obliged to provide the service and is not liable for any misconduct caused in connection with the breach of this obligation by the Client. Support for implementing the correct data exchange is available on ithelp@ppl.cz.

Increased responsibility for Shipments

- The price of increased responsibility for the Shipment is based on the valid Price List of Services. The maximum value of a Shipment for transport is CZK 500,000.
- The maximum value of a Parcel submitted for transport containing valuables is CZK 150,000.

Agecheck

- offers to hand over the parcel only to a person over a certain age. It is possible to choose between the 15 or 18 age option.
- During the inspection, the Recipient will be asked to provide proof of identity (in particular ID card, driving license, passport). The driver will record the last 4 characters of the submitted document and its type in their App.
- If the Recipient's age does not correspond to the selected service, or the Recipient refuses to provide proof of identity, the Driver is entitled not to hand over the parcel.

- A Shipment with this service cannot be placed in PPL boxes and third-party Boxes.

IDcheck

- offers to hand over the package to a person over 18 years of age.
- During the inspection, the Recipient will be asked to present a valid identity document (ID card, passport, residence permit) and order identification (pick-up PIN). The driver records the full number of the submitted document, its type and the recipient's signature in his application.
- If the age of the Consignee does not correspond to the selected service, or the Consignee refuses to present an identity document, the driver is obliged not to hand over the Consignment.
- A shipment with this service cannot be stored in PPL boxes or PPL shops.
- This service meets the requirements of the legal regulation of the sale of psychomodulatory substances by means of distance communication.

Direct Addressing

The service offers a price advantage for parcels delivered directly to PPL Point of Delivery.

The recipient selects Delivery directly to a PPL Point of Delivery in the e-shop. The maximum parcel dimensions are governed by the conditions applicable to pickup points (PPL shops and PPL boxes) as set out in Article 11 of these Terms and Conditions. Shipments that do not comply with the defined maximum dimensions shall be subject to the transport conditions of the PPL Parcel CZ Private product.

Another Delivery Attempt

If the courier does not reach the Recipient at the Delivery address, the parcel will be re-delivered to the address the next working day. The recipient can change the place and date of delivery.

Pickup Order

A Pickup Order refers to a request for the collection of shipments from the Sender’s designated pickup address. The pickup may be scheduled as a regular service (daily pickup) or as a one-time service (ordered ad hoc, typically one day in advance). A driver arrives at the known pickup address to collect shipments that are prepared and labeled with transport labels. A Pickup Order may apply to any PPL product.

Transport Order

A Transport Order refers to a request for the transportation of a shipment from any address to another address. This service may be used for transportation within the Czech Republic, from the Czech Republic to Slovakia, or from Slovakia to the Czech Republic. Based on the order, a driver arrives at the agreed address, collects the shipment for transport, and affixes a transport label (referred to as a “minilabel”). Typical use cases include the transfer of goods from a supplier, between company branches, or in cases of incorrectly delivered shipments.

Pick up by driver

Drop off of parcel is possible by driver pick up. Parcels of dimensions and weight according to Article 11 of these GTC.

Prolongation of the Storage time of the Shipment

A paid Additional Service for the Recipient (pursuant to Article 1.5.4 of the General Terms and Conditions), based on which the storage of the Shipment at the Access point will be extended by the period selected by the user in the myPPL App beyond the standard storage period. The Service is provided in accordance with the conditions set out in the App Terms of Use.

Atypical Shipments

Introductory Provisions

These Product Conditions („PC“**)** and Conditions of the Atypical Shipment additional service represent a special arrangement for the delivery of Shipments in the Atypical Shipment additional service regime. These PC are an integral part of the General Terms and Conditions ("**GTC**"). In the event of a conflict between these PCs and VPs, the provisions of these PCs shall prevail.

Terms introduced by capital letters and not defined in these TM have the meaning given to the GTC.

Definition of service

Delivery of the Parcel defined below to the recipient's address in the Czech Republic or abroad. The service is intended only for entrepreneurs and legal entities

Atypical Shipment means:

- A Shipment handed over to PPL for transport with the place of dispatch and the place of delivery in the Czech Republic and abroad
- where the Recipient is a natural person, a self-employed natural person or a legal entity
- and where the parameters of the Shipment exceed one of the values set out below:
  - Dimensions Shipments less than 15x11x1cm
  - Dimensions Shipments more than 120x60x60 cm, but maximum longest side 200 cm
  - Or the circumferential length of the Shipment of 360 cm ((the circumferential length of the Shipment is defined as the sum of the length, twice the height, and twice the width. CL = l+(2*h)+(2*w)

- Unboxed tires for passenger cars and motorcycles without a rim weighing not more than 31.5 kg and up to and including 18 inches in size, where a maximum of 2 pieces of unboxed tires without a rim are allowed as one Atypical package Shipment, which must be firmly fastened together
- 1 tyre for passenger cars and motorcycles with a rim up to and including 18 inches in size not exceeding 31.5 kg unboxed
- An Atypical Shipment is also a parcel that does not comply with the principles of proper packaging of parcels https://www.ppl.cz/packing_guidelines
- A Shipment in a flyerbag which does not meet the parameters set out in Article 12 of these product terms or is not packed in accordance with the Packing guidelines.
- A Shipment of irregular shape that is not a cube or cuboid, including cylindrical shapes such as rolls, tubes, round Shipments (e.g., carpets, mattresses, plastic bag, tubes).
- A Shipment that is difficult to handle and requires special treatment during transportation.
- Suitcases, luggage – all types of suitcases not packed in a carton.
- Buckets, liquids – all types of buckets and liquids not packed in a carton (canisters are not allowed).
- Packaging in foil – solid items packed only in stretch or bubble wrap.
- Non-compact bundle – 2 connected Shipments of different sizes.

Non-Atypical Shipments:

- Envelopes and Shipments in a Flyerbag, that do not exceed the maximum weight or dimensions
- Boxes wrapped in stretch film
- Compact bundle of a maximum of two equally sized parcels of regular shape.
- Manageable shape – carton with a firm and flat base.

When and how we deliver

The PPL is obliged to make reasonable efforts to deliver the Shipment from Monday to Friday (8:00 a.m. – 6:00 p.m.).

The Sender acknowledges that the provision of **the Atypical Mail service** is associated with a number of external factors, many of which cannot be influenced by the PPL, such as traffic situation or weather conditions. The Sender acknowledges that the transit time may be extended in the case of providing **the Atypical Shipment** service.

In the event of a business decision, PPL is not obliged to temporarily accept the Atypical Shipment for transport.

The fee for the Atypical Shipment service is charged for deteriorated handling conditions, and the payment of this surcharge does not relieve the Sender of the obligation to pack the Shipment in a way that will protect its contents from damage.

The Sender may be provided with an electronic confirmation of Delivery in the agreed manner

Shipments under this service cannot be delivered to the PPL network of Points of Delivery.

SERVICE PRICES

The surcharge for the Atypical Shipment service is based on the valid Price List of Services. The current Price List of Services can be found here: https://www.ppl.cz/cenik-firmy. PPL CZ reserves the right to change the above Price List of Services at any time.

Special provisions for the Atypical Shipment service:

PPL Package Max+

Shipments handed over from the PPL parcel platform and transported by DHL Freight CZ s.r.o. only within the Czech Republic

If the Parcel handed over to PPL for transport within PPL Parcel CZ Private, PPL Parcel CZ Business or Morning Parcel products has the following parameters:

- the length of the Shipment (longest side) exceeds 200 cm, or
- the sum of the circumference of the Shipment and its length exceeds 360 cm, or
- the weight of the Shipment exceeds 50 kg, or
- the Shipment is a bundle of three or more unwrapped tires without a disc, or
- the Shipment is a bundle of two or more unpacked tires with a disc, or
- the Shipment is a bundle of three or more boxes

In the case of Shipment of a Parcel using the PPL Parcel Max+ product (pallet transport), the conditions and price of transport are governed by the Price List for the PPL Parcel Max+ service. The Client is obliged to pay the price of transport set in this way to the Forwarder and to comply with the terms and conditions for the PPL Parcel Max+ (https://www.ppl.cz/balik-max) service.

For the PPL Parcel Max+ product, it is possible to combine all additional services listed in Article 13 of these Product Conditions, except for the Agecheck and Direct Addressing additional services. Within the PPL Parcel Max+ product, the first use of the Another Delivery Attempt additional service for delivery to the address is included in the product price.

INTERNATIONAL TRANSPORT

Collection of cash on delivery from the Recipient

Slovakia

- possibility of declaring both EUR and CZK.

- In the case of a CZK declaration, the purchase on the day of entry of the Parcel into the system and the withdrawal from the Beneficiary in EUR is made according to the ČSOB exchange rate list.
- In the case of a EUR declaration, the amount is collected and paid in EUR. SEPA payments are used for the levy and in this case it is no longer necessary to have an account with a Slovak bank. The account can be held in any country supporting SEPA payments.
- After the Delivery of the Parcel, the COD amount is the Sender's receivable against PPL and PPL will transfer it no later than 10 business days from the Delivery of the Parcel to the account specified by the Sender, see the rules above.
- The maximum amount of cash on delivery for SK is the equivalent of CZK 80,000. It is not possible to combine payments by credit card and in cash.
- The financial transfer for Consignments bound by the COD amount is made by wire transfer, according to the settings in the customer card, either individually – i.e. 1 Consignment = 1 payment order, or collectively, when 1 payment is made for all Consignments paid on the given day of levy. If the Sender chooses aggregate sending, an e-mail is sent to the Sender on the day of the payment, in which the individual amounts paid are assigned to the numbers of individual shipments, in 2 formats .txt, .html.

Poland, Romania, Hungary

- Poland and Romania: it is possible to declare in PLN / RON and it is a condition to have an account opened in a Polish or Romanian bank.
- Hungary: it is possible to declare in HUF and transfer these funds to a bank account in the Czech Republic by conversion in CZK or to a Hungarian bank account in HUF.
- After the Delivery of the Consignment, the COD sum is the Sender's receivable against PPL and PPL will remittain it no later than 10 working days (15 working days in the case of transfer from HUF to CZ account in CZK) from the Delivery of the Consignment to the account specified by the Sender, see the rules above.
- The maximum amount of cash on delivery for PL, HU, RO is the equivalent of CZK 35,000. The maximum cash on delivery fee for RO in combination with the PPL Smart Europe product is the equivalent of CZK 5,000. It is not possible to combine payments by credit card and cash.
- A financial transfer for Consignments tied to a COD amount for PLN, RON, HUF or HUF in CZK is made by wire transfer, always in one aggregate payment of the selected currency, where 1 payment is made for all Consignments paid on the given day of levy. At the same time, an e-mail is sent to the sender on the day of the levy, in which the individual amounts paid are assigned to the numbers of individual shipments, in 2 formats .txt, .html.

Bulgaria

- Possibility of declaring currency in EUR.
- In the case of a EUR declaration, the amount in EUR is collected and paid. SEPA payments are used for the transfer, and in this case it is no longer necessary to have an account with a Bulgarian bank. The account can be held in any country that supports SEPA payments.
- After the Delivery of the Consignment, the COD sum is the Sender's receivable against PPL and PPL will remittance it no later than 10 working days after the Delivery of the Consignment to the account specified by the Sender, see the rules above.
- The maximum cash on delivery fee for BG is the equivalent of CZK 35,000. It is not possible to combine payments by credit card and cash.
- A financial transfer for Consignments bound by a COD amount is made by wire transfer, in aggregate, where 1 payment is made for all Consignments paid on the given day of levy. At the same time, the sender is sent an e-mail on the day of the

levy, in which the individual amounts paid are assigned to the numbers of individual shipments, in 2 formats .txt, .html.

Increased responsibility

- The price of increased responsibility for the Shipment is based on the valid Price List of Services. The maximum value of a Parcel submitted for transport is CZK 250,000
- The maximum value of a Parcel submitted for transport containing valuables is CZK 150,000

Customs clearance

PPL may, for the purpose of providing its Services, perform customs clearance operations on behalf of the Shipper, as defined in the GTC.

Pickup by driver

Drop off of parcel is possible by driver pick up. Parcels of dimensions and weight according to Article 11 of these GTC.

Change the delivery address

The sender or receiver may request a change or modification of the delivery address during transport.

Atypical Shipments

The same rules for Atypical Shipments as for domestic transport in Article 13 of these PC applies.

Heavy Shipments

Additional service available only for Slovakia. It applies to Shipments to or from Slovakia, the weight of which is from 31.51 to 50 kg.