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 (available here: https://www.ppl.cz/spravne-zabaleni-zasilky.)

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

When and how we deliver

Delivery will take place to the Recipient's address.

The PPL is obliged to make reasonable efforts to ensure that the Delivery of the Shipment takes place from Monday to Friday from 8:00 a.m. to 6:00 p.m.

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 (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 LP.

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

Agecheck

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/cenik-firmy.

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

PACKAGING OF SHIPMENTS

The required packaging of shipments can be found at: https://www.ppl.cz/spravne-zabaleni-zasilky

2. PPL PARCEL CZ BUSINESS

INTRODUCTORY PROVISIONS

These Product Conditions ("**PC")** of **the PPL PARCELCZ 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 (available here: https://www.ppl.cz/spravne-zabaleni-zasilky.)

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

When and how we deliver

Delivery will take place to the Recipient's address or to the Point of Delivery

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

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 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/cenik-firmy.

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

PACKAGING OF SHIPMENTS

The required packaging of shipments can be found at: https://www.ppl.cz/spravne-zabaleni-zasilky

3. PPL PARCEL CZ MORNING PACKAGE

INTRODUCTORY PROVISIONS

These Product Conditions ("**PC")** of **the PPL PARCEL CZ MORNING PARCEL service** represent a special arrangement for the delivery of Shipments in the PPL **PARCEL CZ MORNING PARCEL 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 only within the Czech Republic, where both the Sender and the Recipient are a natural person doing business and a legal entity.

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 (available here: https://www.ppl.cz/spravne-zabaleni-zasilky.)

When and how we deliver

Delivery will take place to the Recipient's address.

The PPL is obliged to make reasonable efforts to deliver the Shipment on the following dates: Delivery from Monday to Friday no later than 10 a.m. If the Shipment is delivered between 10:01 and 11:00 a.m., a 20% discount on shipping costs will be applied.

If the Parcel is delivered after 11:00 a.m., the price of transport is based on the valid Price List of PPL Parcel CZ Business services. This service is only available in select cities and locations – a list of postal codes with Morning Delivery can be found on https://www.ppl.cz/lokality-dopoledni-doruceni.

The Sender acknowledges that the provision of the PPL PARCEL CZ MORNING PARCEL 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 may be provided with an electronic confirmation of Delivery in the agreed manner.

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

ADDITIONAL SERVICES

It is possible to combine the additional services listed below with the PPL PARCEL CZ MORNING PARCEL 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

SERVICE PRICES

The price of transport for the PPL PARCEL CZ MORNING PARCEL 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/cenik-firmy.

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

PACKAGING OF SHIPMENTS

The required packaging of shipments can be found at: https://www.ppl.cz/spravne-zabaleni-zasilky.

4. 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 PCs 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.

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

When and how we deliver

The PPL is obliged to make reasonable efforts to deliver the shipment on the following dates: Delivery from Monday to Friday. In case of a significant increase in the number of shipments, Delivery on Saturdays, Sundays or public holidays.

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

Increased responsibility for shipments

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/cenik-firmy.

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

PACKAGING OF SHIPMENTS

The required packaging of shipments can be found at: https://www.ppl.cz/spravne-zabaleni-zasilky.

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 (available here: https://www.ppl.cz/spravne-zabaleni-zasilky.)tag. The maximum value of the parcel is CZK 50,000

When and how we deliver

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.

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/cenik-firmy.

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

PACKAGING OF SHIPMENTS

The required packaging of shipments can be found at: https://www.ppl.cz/spravne-zabaleni-zasilky.

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 (available here: https://www.ppl.cz/spravne-zabaleni-zasilky.)tag.

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	BOX		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	59 x 34 x 36 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	N/A	N/A	100 x 60 x 60 cm	20 kg
Italy	N/A	N/A	60 x 60 x 60 cm	25 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 35 x 35 cm	31.5 kg	120 x 60 x 60 cm	20 kg
Polish	64 x 41 x 38 cm	25 kg	64 x 41 x 38 cm	25 kg

Austria	75 x 44 x 60 cm	31.5 kg	120 x 60 x 60 cm	31.5 kg
Greece	60 x 40 x 40 cm	25 kg	120 x 60 x 60 cm	31.5 kg
Slovakia	68 x 57 x 44 cm	10 kg	80 x 60 x 60 cm	10 kg
Sweden	60 x 40 x 40 cm	20 kg	150 x 60 x 60 cm	20 kg

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

Destination	BOX	Parcelshop	Destination	BOX	Parcelshop
Belgium	5 days	14 days	Hungary	N/A	15 days
Bulgaria	2 days	14 days	Germany	7 days**	7 days**
Denmark	7 days	14 days	Netherlands	7 days	7 days
Estonia	7 days	7 days	Poland	2 days	4 days
Finland	7 days	7 days	Portugal	N/A	10 days
France	N/A	10 days	Romania	N/A	7 days
Croatia	3 days	15 days	Austria	7 days	7 days
Italy	N/A	7 days*	Greece	7 days	7 days
Ireland	N/A	7 days	Slovakia	48 hours	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 Adressing 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, parcelboxes and third-party boxes, Parcels to a safe place, Delivery of a parcel to a neighbour, 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 www.ppl.cz/mezinarodni-preprava.

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.

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

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 Slovakia, Poland, Romania and Hungary

Increased responsibility for shipments

Atypical shipments

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.

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/cenik-firmy.

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

PACKAGING OF SHIPMENTS

The required packaging of shipments can be found at: https://www.ppl.cz/spravne-zabaleni-zasilky.

SPECIAL ARRANGEMENTS FOR THE PROVISION OF THE PPL PARCEL CONNECT SERVICE

Labelling the Shipment 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 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: https://www.ppl.cz/documents/d/guest/ppl_cz_heavy_shipments_germany

Translated with DeepL.com (free version)

SLOVAKIA

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.

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 only to the address of the Recipient, 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 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 (available here: https://www.ppl.cz/spravne-zabaleni-zasilky.)tag.

Depending on the place of posting and the method of delivery, the limits may vary, with a maximum parcel value of CZK 100,000 (see the table in Article 6 of these PCs).

In selected destinations, it is possible to submit a shipment without a label, via QR code or PIN (Bulgaria, Poland, Portugal, Spain, Sweden).

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 2-10 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

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

PACKAGING OF SHIPMENTS

The required packaging of shipments can be found at: https://www.ppl.cz/spravne-zabaleni-zasilky.

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:

Earth	BOXING		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	68 x 57 x 44 cm	10 kg	80 x 60 x 60 cm**	10 kg

* at the same time, the sum of the circumference and lenGTCh of the Parcel must not exceed 360 cm

** 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

The following storage periods apply to shipments:

Destination	BOX	Parcelshop
Germany	7 days	7 days
Poland	2 days	4 days
Slovakia	48 hours	5 days

When and how we deliver

Delivery will take place directly to the network of partner Point of Delivery.

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 days including Saturday (Saturday delivery applies only to Germany).

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, 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.

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 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 and Poland.

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/cenik-firmy.

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

PACKAGING OF SHIPMENTS

The required packaging of shipments can be found at: https://www.ppl.cz/spravne-zabaleni-zasilky.

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

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, volume weights up to 70 kg ((calculation: lenGTCh x width x height (cm) / 5000 = bulk density (kg)), maximum dimensions of the Parcel 120x60x60 cm and at the same time the sum of the circumference and lenGTCh of the parcel must not exceed 360 cm, minimum parcel dimensions lenGTCh 11 cm, width 15 cm, height 1 cm, with a maximum parcel value of 100,000 CZK.

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.

A more detailed description of the delivery method by destination in www.ppl.cz/mezinarodni-preprava.

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

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.

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

PACKAGING OF SHIPMENTS

The required packaging of shipments can be found at: https://www.ppl.cz/spravne-zabaleni-zasilky.

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 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: https://www.ppl.cz/documents/d/guest/ppl_cz_heavy_shipments_germany

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 up to 31.5 kg, minimum dimensions of a parcel 15x11x1 cm, maximum dimensions of a parcel 100 x 50 x 50 cm, with a maximum parcel value of CZK 5,000, in the case of delivery to a Point of Delivery, the dimensions according to the Product Conditions and Conditions of the PPL PARCEL CZ SMART service 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).

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.

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

PACKAGING OF SHIPMENTS

The required packaging of shipments can be found at:
https://www.ppl.cz/PPL_ParcelShop_Spravne_baleni_zasilek.

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)

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 natural persons, entrepreneurs and legal entities.

What can be delivered

Parcels up to 31.5 kg, minimum dimensions of the Parcel 15x11x1 cm, maximum dimensions of the Parcel 100x50x50 cm, with a maximum parcel value of CZK 5,000, 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, parcelboxes and third-party 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/cenik-osoby. PPL CZ reserves the right to change the above Price List of Services at any time.

PACKAGING OF SHIPMENTS

The required packaging of shipments can be found at:
https://www.ppl.cz/PPL_ParcelShop_Spravne_baleni_zasilek.

12. MAXIMUM AND MINIMUM DIMENSIONS AND WEIGHT OF SHIPMENTS

PPL PARCEL FOR YOU SERVICE AT THE POINT OF DELIVERY:

Minimum Shipment Dimensions: 15x11x1 cm

Maximum Shipment Weight: 31,5 kg

Maximum dimensions of a Parcel for Parcelshops: 100×50×50 cm,

Maximum dimensions of Parcelboxes and Third Party Boxes 60×43×43 cm

OTHER SERVICES AT THE POINT OF DELIVERY:

Minimum Shipment Dimensions: 15x11x1 cm

Maximum Shipment Weight: 31.5 kg

Maximum dimensions of Parcelshops: 120×60×60 cm

Maximum dimensions of Parcelboxes and Third Party Boxes 60×43×43 cm

In the case of PPL PARCEL CONNECT and PPL PARCEL SMART EUROPE, the maximum dimensions specified in Articles 6 and 8 apply.

Instructions for packing Parcels for Submission to Parcelboxes and Third Party Boxes are available here: https://www.ppl.cz/spravne-zabaleni-zasilky.

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 additional fee for payment by business payment card is charged by the Recipient by the card issuer according to its terms and conditions. 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. 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 Parcelboxes and third-party Boxes.

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.

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.

Atypical shipments

Introductory Provisions

These Product Conditions and Conditions („PC“**)** of the ATYP BALÍK additional service represent a special arrangement for the delivery of Shipments in the ATYP BALÍK 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
- 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 parcel is also a parcel that does not comply with the principles of proper packaging of parcels https://www.ppl.cz/spravne-zabaleni-zasilky
- A shipment in a bag that exceeds the maximum weight or dimension specified in the following paragraph

Non-Atypical shipments:

- envelopes and Parcels in a bag (max. 60x40x36 cm, max. 3 kg)
- Compact bundle of max. two bales of regular shape, regardless of their different sizes with a solid 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 ATYP PARCEL 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 as PPL Parcel CZ Private, PPL Parcel CZ Business or Morning Parcel has the following parameters:

- the lenGTCh of the Shipment (longest side) exceeds 200 cm, or
- the sum of the circumference of the Shipment and its lenGTCh 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, the shipment will take place as part of the PPL Parcel Max+ product

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.

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.

Poland, Romania, Hungary

- Poland and Romania is an option 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 these funds in HUF and transfer these funds to a bank account in the Czech Republic by conversion in CZK or to an account in a Hungarian bank in HUF.
- After the Delivery of the Parcel, the COD amount is the Sender's receivable against PPL and PPL will remit it no later than 10 business days (15 business days in the case of a transfer from HUF to a CZ account in CZK) from the Delivery of the Parcel to the account specified by the Sender, see the rules above.
- The maximum amount of cash on delivery is the equivalent of CZK 35,000 for PL, HU, RO. It is not possible to combine payments by credit card and in cash.
- 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 shipping, an e-mail is sent to the Sender on the day of the payment, in which the individual paid amounts are assigned to the numbers of the individual shipments in 2 formats .txt, .html.
- A financial transfer for Parcels bound by the 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 Parcels paid on the given day of the levy. If the Sender chooses summary shipping, an e-mail is sent to the Sender on the day of the payment, in which the individual paid amounts are assigned to the numbers of the 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.

Change the delivery address

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

Atypical shipments

Atypical Shipment is understood to be a Shipment for which the maximum dimension exceeds 120 cm or exceeds the volumetric density of 70 kg (calculation of volumetric density: lenGTCh x width x height (cm)/5000 = volumetric density (kg)). Shipments that are assessed as difficult to handle or cannot be handled.

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.

Pickup by driver