

## PRODUCT CONDITIONS

### CONTENT

1.	PPL PARCEL CZ PRIVATE.....	1
2.	PPL PARCEL CZ BUSINESS.....	3
3.	PPL PARCEL CZ MORNING PARCEL.....	4
4.	PPL PARCEL CZ SMART.....	5
5.	ATYPICAL PARCEL.....	7
6.	PPL PARCEL CZ RETURN.....	9
7.	PPL PARCEL CONNECT.....	10
8.	PPL PARCEL RETURN CONNECT.....	11
9.	PPL PARCEL SMART EUROPE.....	12
10.	PPL PARCEL CONNECT PLUS.....	14
11.	PPL PARCEL FORYOU CZ.....	15
12.	PPL PARCEL FORYOU INTERNATIONAL.....	16

## 1. PPL PARCEL CZ PRIVATE

### Introductory provisions

These Product Conditions ("PC") of **PPL PARCEL CZ PRIVATE** service represent special covenants for delivery of shipments in **PPL PARCEL CZ PRIVATE** service mode. These PC form an integral part of the General Terms ("GT"). In the case of any contradiction between these PC and GT, the covenants of these PC shall prevail.

**PPL PARCEL CZ PRIVATE** service is provided in the forwarding service mode. To the extent not regulated by these PC or GT, the provision of **PPL PARCEL CZ PRIVATE** service is governed by NCC. In the case of any contradiction between these PC, GT, and NCC, the covenants of these PC shall prevail, then GT and then NCC, unless a mandatory regulation of NCC is in question.

### Definition of the service – for whom is it intended?

The service is only intended for entrepreneurs buying under their ID No. (hereinafter referred to as "natural persons engaged in business") and for legal entities

### Definition of the service – what can be delivered in the service mode?

Parcels up to 31.5 kg, with the maximum shipment dimensions 120x60x60 cm, and with the aggregate of circumference and length not exceeding 360 cm

### Definition of the service – where the delivery may be performed?

Delivery within the Czech Republic only, where the recipient is a private person

### Definition of the service – when PPL is going to deliver in the service mode?

The operator is obliged to exert reasonable efforts to deliver the shipment within the periods specified below:

Delivery from Monday to Friday.

In the case of a significant increase in the number of packages the delivery on Saturday, Sunday, or a government holiday is possible.

In selected localities, option to select between daytime (8:00 a.m. to 6:00 p.m.) or evening delivery (5:00 p.m. to 9:00 p.m.) – the list of Postal Codes with the option of evening delivery is available on <https://www.ppl.cz/postal-code-night-del>

The operator make one delivery attempt to the recipients address and when recipient is not at home parcel can be delivered to closest PPL Parcelshop or a PPL Parcelbox (PPL Service Point).

PPL Parcelshop shall be understood to mean a place (shop, business premises operated by a third party or a PPL in-house facility), which facilitates receipt and issuance of PPL shipments in addition to its main activity. A PPL Parcelbox is a self-service device which allows for issuance of receipt of shipments.

The customer is obliged to specify the telephone number and e-mail of the recipient. The data will be used for the purpose of communication with the recipient when making delivery of the shipment.

The customer notes that provision of PPL PARCEL CZ PRIVATE service is affected by many external factors beyond the operator's control, such as traffic situation or weather conditions.

### **Definition of the service and what are the delivery methods?**

- Delivery to the recipient address
- Option to deliver to the Service Points network of PPL (more information available on <https://www.ppl.cz/en/pickup-points>). A PIN is required to pick up a shipment from the PPL Service Point. This PIN is sent to the recipient by e-mail.
- Possibility to change the delivery conditions online
- Electronic confirmation of delivery.
- Communication with the recipient that includes e-mail and SMS communication with information about the approximate delivery time within 2-hour interval. In the case of evening delivery, the delivery time interval is 4 hours.

Possibility to combine with the said auxiliary services

- COD collection from the recipient using a payment card or in cash. The maximum COD amount is CZK 100,000. Payments by payment card and in cash cannot be combined.  
After delivery of the shipment, the COD amount will become a customer's receivable from PPL, and PPL shall remit it within 7 business days from delivery of the shipment to the account specified by the customer.  
The payment card fee is 1.4% of the total COD amount. The said fee does not substitute COD amount payment to be charged according to the up-to-date Price List. The financial transfer for parcels with a cash on delivery is made by cashless transfer, according to the customer card setting either individually - ie 1 shipment = 1 payment order or collectively, when 1 payment is paid for all shipments paid on the given day of collection. If the customer opts for an aggregate submission, an e-mail is sent to him on the day of the delivery, in which the individual paid amounts are assigned to the numbers of the individual consignments, in two formats - .txt, .html.
- When sending shipments in a set, if the additional service of cash on delivery from the recipient has been added for one or more shipments (combined COD), the correct data will be required for provision of the service. A link to the document describing correct data set-up is published at: <https://www.ppl.cz/set-of-packages>. The consignor hereby declares that he/she has read this document and is aware that he/she is obliged to provide PPL the correct information for the shipments in question in data format, otherwise PPL shall not be obliged to provide the service and shall not be liable for any errors caused by breach of this obligation by the consignor. Support for implementation of correct data interchange is available at [ithelp@ppl.cz](mailto:ithelp@ppl.cz).
- Increased liability. The maximum value of the shipment with Increased liability is CZK 500,000.
- The maximum value of the shipment with Increased liability, which includes permitted valuables, is CZK 150,000.
- AgeCheck service offers handing over the parcel only to a person having reached a certain age. Available options are 15 or 18 years.
- Direct Addressing service offers better prices of parcels delivered directly to PPL Service Points. In e-shop, the recipient shall select delivery directly to PPL delivery point.
- Service Next delivery attempt to address. If delivery attempt fails the courier will deliver the parcel to recipient address next business day. The recipient may change the place and date of delivery.

### **Price of the service**

The price of transport for PPL PARCEL CZ PRIVATE service is quoted in the applicable Price List. It consists of transport fee, toll fee, fuel surcharge and VAT. The up-to-date Price List is available on: <https://www.ppl.cz/price-list-company>

Prices of additional services are based on the up-to-date Price List. The up-to-date Price List is available on <https://www.ppl.cz/price-list-company>

PPL CZ reserves the right to change the aforementioned Price List at any time.

## Shipment packing

The respective shipment packing requirements are available on <https://www.ppl.cz/packing-guidelines>

## 2. PPL PARCEL CZ BUSINESS

### Introductory provisions

These Product Conditions ("PC") of **PPL PARCEL CZ BUSINESS** service represent special covenants for delivery of shipments in **PPL PARCEL CZ BUSINESS** service mode. These PC form an integral part of the General Terms ("GT"). In the case of any contradiction between these PC and GT, the covenants of these PC shall prevail.

**PPL PARCEL CZ BUSINESS** service is provided in the forwarding service mode. To the extent not regulated by these PC or GT, the provision of **PPL PARCEL CZ BUSINESS** service is governed by NCC. In the case of any contradiction between these PC, GT, and NCC, the covenants of these PC shall prevail, then GT and then NCC, unless a mandatory regulation of NCC is in question.

### Definition of the service – for whom is it intended?

The service is only intended for natural persons engaged in business and for legal entities

### Definition of the service – what can be delivered in the service mode?

Parcels up to 31.5 kg, with the maximum shipment dimensions 120x60x60 cm, and with the aggregate of circumference and length not exceeding 360 cm

### Definition of the service – where the delivery may be performed?

Delivery within the Czech Republic only, where the recipient is a natural person engaged in business or a legal entity. If a natural person – non-entrepreneur is the actual recipient of the shipment delivered under PPL Parcel CZ Business mode, the consignor is entitled to charge the principal with the prices of delivery applicable to PPL Parcel CZ Private.

### Definition of the service – when PPL is going to deliver in the service mode?

The operator is obliged to exert reasonable efforts to deliver the shipment within the periods specified below:

Delivery from Monday to Saturday (08:00 a.m. to 6:00 p.m.).

The operator make two delivery attempts to the recipients address.

The customer notes that provision of PPL PARCEL CZ BUSINESS service is affected by many external factors beyond the operator's control, such as traffic situation or weather conditions.

### Definition of the service and what are the delivery methods?

- Delivery to the recipient address
- Electronic confirmation of delivery;

Possibility to combine with the said auxiliary services

- COD amount collection from the recipient using a payment card or in cash; the maximum COD amount is CZK 100,000. Payments by payment card and in cash cannot be combined. After delivery of the shipment, the COD amount will become a customer's receivable from PPL, and PPL shall remit it within 7 business days from delivery of the shipment to the account specified by the customer. The payment card fee is 1.4% of the total COD amount. The said fee does not substitute COD amount payment to be charged according to the up-to-date Price List. The financial transfer for parcels with a cash on delivery is made by cashless transfer, according to the customer card setting either individually - ie 1 shipment = 1 payment order or collectively, when 1 payment is paid for all shipments paid on the given day of collection. If the customer opts for an aggregate submission, an e-mail is sent to him on the day of the delivery, in which the individual paid amounts are assigned to the numbers of the individual consignments, in two formats - .txt, .html.

- When sending shipments in a set, if the additional service of cash on delivery from the recipient has been added for one or more shipments (combined COD), the correct data will be required for provision of the service. A link to the document describing correct data set-up is published at: <https://www.ppl.cz/set-of-packages>. The consignor hereby declares that he/she has read this document and is aware that he/she is obliged to provide PPL the correct information for the shipments in question in data format, otherwise PPL shall not be obliged to provide the service and shall not be liable for any errors caused by breach of this obligation by the consignor. Support for implementation of correct data interchange is available at [ithelp@ppl.cz](mailto:ithelp@ppl.cz)
- Increased liability. The maximum value of the shipment with Increased liability is CZK 500,000. The maximum value of the shipment with Increased liability, which includes permitted valuables, is CZK 150,000.

### **Price of the service**

The price of transport for PPL PARCEL CZ BUSINESS service is quoted in the applicable Price List. It consists of transport fee, toll fee, fuel surcharge and VAT. The up-to-date Price List is available on: <https://www.ppl.cz/price-list-company>

Prices of additional services are based on the up-to-date Price List. The up-to-date Price List is available on <https://www.ppl.cz/price-list-company>

PPL CZ reserves the right to change the aforementioned Price List at any time.

### **Shipment packing**

The respective shipment packing requirements are available on <https://www.ppl.cz/packing-guidelines>

## **3. PPL PARCEL CZ MORNING PARCEL**

### **Introductory provisions**

These Product Conditions ("PC") of **PPL PARCEL CZ MORNING PARCEL** service represent special covenants for delivery of shipments in **PPL PARCEL CZ MORNING PARCEL** service mode. These PC form an integral part of the General Terms ("GT"). In the case of any contradiction between these PC and GT, the covenants of these PC shall prevail.

**PPL PARCEL CZ MORNING PARCEL** service is provided in the forwarding service mode. To the extent not regulated by these PC or GT, the provision of **PPL PARCEL CZ MORNING PARCEL** service is governed by NCC. In the case of any contradiction between these PC, GT, and NCC, the covenants of these PC shall prevail, then GT and then NCC, unless a mandatory regulation of NCC is in question.

### **Definition of the service – for whom is it intended?**

The service is only intended for natural persons engaged in business and for legal entities

### **Definition of the service – what can be delivered in the service mode?**

Parcels up to 31.5 kg, with the longest dimension of 120 cm at maximum, and with the aggregate of circumference and length not exceeding 360 cm

### **Definition of the service – where the delivery may be performed?**

Delivery within the Czech Republic only, where the recipient is a natural person engaged in business or a legal entity. If a natural person – non-entrepreneur is the actual recipient of the shipment delivered under PPL Parcel CZ Business mode, the consignor is entitled to charge the principal with the prices of delivery applicable to PPL Parcel CZ Private.

### **Definition of the service – when PPL is going to deliver in the service mode?**

The operator is obliged to exert reasonable efforts to deliver the shipment within the periods specified below:

Delivery from Monday to Friday before 10:00 a.m.

If the shipment is delivered from 10:01 to 11:00 a.m., a discount of 20% from the delivery charge shall be applied.

If the shipment is delivered after 11:00 a.m., the transport price is according to the applicable product pricelist of PPL Parcel CZ Business.

This service is only available in the selected cities and localities – the list of Postal Codes with morning delivery is available on <https://www.ppl.cz/postal-code-morning-del>

The customer notes that provision of **PPL PARCEL CZ MORNING PARCEL** service is affected by many external factors beyond the operator's control, such as traffic situation or weather conditions.

### Definition of the service and what are the delivery methods?

- Delivery to the recipient address
- Electronic confirmation of delivery;

Possibility to combine with the said auxiliary services

- COD amount collection from the recipient using a payment card or in cash; the maximum COD amount is CZK 100,000. Payments by payment card and in cash cannot be combined.  
After delivery of the shipment, the COD amount will become a customer's receivable from PPL, and PPL shall remit it within 7 business days from delivery of the shipment to the account specified by the customer.  
The payment card fee is 1.4% of the total COD amount. The said fee does not substitute COD amount payment to be charged according to the up-to-date Price List. The financial transfer for parcels with a cash on delivery is made by cashless transfer, according to the customer card setting either individually - ie 1 shipment = 1 payment order or collectively, when 1 payment is paid for all shipments paid on the given day of collection. If the customer opts for an aggregate submission, an e-mail is sent to him on the day of the delivery, in which the individual paid amounts are assigned to the numbers of the individual consignments, in two formats - .txt, .html.
- When sending shipments in a set, if the additional service of cash on delivery from the recipient has been added for one or more shipments (combined COD), the correct data will be required for provision of the service. A link to the document describing correct data set-up is published at: <https://www.ppl.cz/set-of-packages>. The consignor hereby declares that he/she has read this document and is aware that he/she is obliged to provide PPL the correct information for the shipments in question in data format, otherwise PPL shall not be obliged to provide the service and shall not be liable for any errors caused by breach of this obligation by the consignor. Support for implementation of correct data interchange is available at [ithelp@ppl.cz](mailto:ithelp@ppl.cz)
- Increased liability. The maximum value of the shipment with Increased liability is CZK 500,000. The maximum value of the shipment with Increased liability, which includes permitted valuables, is CZK 150,000.

### Price of the service

The price of transport for **PPL PARCEL CZ MORNING PARCEL** service is quoted in the applicable Price List. It consists of transport fee, toll fee, fuel surcharge and VAT. The up-to-date Price List is available on <https://www.ppl.cz/price-list-company>

Prices of additional services are based on the up-to-date Price List. The up-to-date Price List is available on <https://www.ppl.cz/price-list-company>

PPL CZ reserves the right to change the aforementioned Price List at any time.

### Shipment packing

The respective shipment packing requirements are available on <https://www.ppl.cz/packing-guidelines>

## 4. PPL PARCEL CZ SMART

### Introductory provisions

These Product Conditions ("PC") of **PPL PARCEL CZ SMART** service represent special covenants for delivery of shipments in **PPL PARCEL CZ SMART** service mode. These PC form an integral part of the General Terms ("GT"). In the case of any contradiction between these PC and GT, the covenants of these PC shall prevail.

**PPL PARCEL CZ SMART** service is provided in the forwarding service mode. To the extent not regulated by these PC or GT, the provision of **PPL PARCEL CZ SMART** service is governed by NCC. In the case of any contradiction between these PC, GT, and NCC, the covenants of these PC shall prevail, then GT and then NCC, unless a mandatory regulation of NCC is in question.

### **Definition of the service – for whom is it intended?**

The service is only intended for natural persons engaged in business and for legal entities

### **Definition of the service – what can be delivered in the service mode?**

Parcels up to 31.5 kg, with the maximum shipment dimensions 120x60x60 cm, and with the aggregate of circumference and length not exceeding 360 cm

### **Definition of the service – where the delivery may be performed?**

Direct delivery to Service Points network of PPL within the Czech Republic

### **Definition of the service – when PPL is going to deliver in the service mode?**

The operator is obliged to exert reasonable efforts to deliver the shipment within the periods specified below:

Delivery from Monday to Friday.

In the case of a significant increase in the number of packages the delivery on Saturday, Sunday, or a government holiday is possible.

The customer is obliged to specify the telephone number and e-mail of the recipient. The data will be used for the purpose of communication with the recipient when making delivery of the shipment.

The customer notes that provision of PPL PARCEL CZ SMART service is affected by many external factors beyond the operator's control, such as traffic situation or weather conditions or exhausted capacity at the Service Point. If a PPL Service Point is unavailable, the shipment may be rerouted to a different available one.

### **Definition of the service and what are the delivery methods?**

- Direct deliver to PPL Service Point (more information available on <https://www.ppl.cz/en/pickup-points>).
- Electronic confirmation of delivery.
- Communication with the recipient that includes e-mail and SMS communication

### **Possibility to combine with the said auxiliary services**

- COD collection from the recipient using a payment card or in cash. The maximum COD amount is CZK 100,0000. Payments by payment card and in cash cannot be combined.  
After delivery of the shipment, the COD amount will become a customer's receivable from PPL, and PPL shall remit it within 7 business days from delivery of the shipment to the account specified by the customer.  
The payment card fee is 1.4% of the total COD amount. The said fee does not substitute COD amount payment to be charged according to the up-to-date Price List. The financial transfer for parcels with a cash on delivery is made by cashless transfer, according to the customer card setting either individually - ie 1 shipment = 1 payment order or collectively, when 1 payment is paid for all shipments paid on the given day of collection. If the customer opts for an aggregate submission, an e-mail is sent to him on the day of the delivery, in which the individual paid amounts are assigned to the numbers of the individual consignments, in two formats - .txt, .html.
- When sending shipments in a set, if the additional service of cash on delivery from the recipient has been added for one or more shipments (combined COD), the correct data will be required for provision of the service. A link to the document describing correct data set-up is published at: <https://www.ppl.cz/set-of-packages>. The consignor hereby declares that he/she has read this document and is aware that he/she is obliged to provide PPL the correct information for the shipments in question in data format, otherwise PPL shall not be obliged to provide the service and shall not be liable for any errors caused by breach of this obligation by the consignor. Support for implementation of correct data interchange is available at [ithelp@ppl.cz](mailto:ithelp@ppl.cz)
- Increased liability. The maximum value of the shipment with Increased liability is CZK 500,000.
- The maximum value of the shipment with Increased liability, which includes permitted valuables, is CZK 150,000.
- AgeCheck service offers handing over the parcel only to a person having reached a certain age. Available options are 15 or 18 years.

### Price of the service

The price of transport for PPL PARCEL CZ SMART service is quoted in the applicable Price List. It consists of transport fee, toll fee, fuel surcharge and VAT. The up-to-date Price List is available on: <https://www.ppl.cz/price-list-company>

Prices of additional services are based on the up-to-date Price List. The up-to-date Price List is available on <https://www.ppl.cz/price-list-company>

PPL CZ reserves the right to change the aforementioned Price List at any time.

### Shipment packing

The respective shipment packing requirements are available on <https://www.ppl.cz/packing-guidelines>

## 5. ATYPICAL PARCEL

### Introductory provisions

These Product Conditions ("PC") of **ATYPICAL PARCEL** service represent special covenants for delivery of shipments in **ATYPICAL PARCEL** service mode. These PC form an integral part of the General Terms ("GT"). In the case of any contradiction between these PC and GT, the covenants of these PC shall prevail.

**ATYPICAL PARCEL** service is provided in the forwarding service mode. To the extent not regulated by these PC or GT, the provision of **ATYPICAL PARCEL** service is governed by NCC. In the case of any contradiction between these PC, GT, and NCC, the covenants of these PC shall prevail, then GT and then NCC, unless a mandatory regulation of NCC is in question.

### Definition of the service – for whom is it intended?

The service is only intended for natural persons engaged in business and for legal entities

### Definition of the service – what can be delivered in the service mode?

Atypical Parcel shipment is:

- Any shipment handed over to the consignor for transport with both the place of sending and place of delivery in the territory of the Czech Republic, if the shipment parameters exceed any of the values specified below,
- Shipment dimensions more than 120x60x60 cm, but with the longest dimension of 200 cm at maximum
- Car and motorbike tyres without disc not packed in a box, with the weight not exceeding 31.5 kg, and size up to 18 inches inclusive, with 2 units at maximum of tyres without disc not packed in a box firmly tighten together being considered as one atypical parcel.
- 1 car and motorbike tyre not packed in a box with the disc sized up to 18 inches inclusive not exceeding the weight of 31.5 kg
- An Atypical Parcel shipment is also understood to mean a shipment which does not comply with the shipment packing guidelines <https://www.ppl.cz/packing-guidelines>
- A shipment in a bag which exceeds the maximum weight or dimensions specified in the following paragraph

Shipments not included in the Atypical Parcel category

- Envelopes
- Shipments in a bag (flyerbags) – smaller light shipments  
The maximum weight of a shipment in a bag (flyerbag) or plastic bag is 3 kg. The dimension of a shipment in a bag (flyerbag) or plastic bag is 60x40x36 cm.
- Compact bunch of two parcels at maximum of a regular shape, irrespective of their different sizes, with a solid base

### Definition of the service – where the delivery may be performed?

Delivery within the Czech Republic only, where the recipient is a natural person engaged in business or a legal entity, and natural person – non-entrepreneur.



### Definition of the service – when PPL is going to deliver in the service mode?

The operator is obliged to exert reasonable efforts to deliver the shipment within the periods specified below:

Delivery from Monday to Friday (08:00 a.m. to 9:00 p.m.).

The customer notes that provision of **ATYPICAL PARCEL** service is affected by many external factors beyond the operator's control, such as traffic situation or weather conditions. The customer notes that the period of transport may be prolonged if **ATYPICAL PARCEL** service is provided.

In the case of a business decision, PPL is not obliged to temporarily take over the ATYPICAL PARCEL shipment for transport.

### Definition of the service and what are the delivery methods?

- Delivery to the recipient address
- Electronic confirmation of delivery;
- It is not possible to directly deliver to PPL Service Points

Possibility to combine with the said auxiliary services

- COD amount collection from the recipient using a payment card or in cash; the maximum COD amount is CZK 100,000. Payments by payment card and in cash cannot be combined.  
After delivery of the shipment, the COD amount will become a customer's receivable from PPL, and PPL shall remit it within 7 business days from delivery of the shipment to the account specified by the customer.  
The payment card fee is 1.4% of the total COD amount. The said fee does not substitute COD amount payment to be charged according to the up-to-date Price List. The financial transfer for parcels with a cash on delivery is made by cashless transfer, according to the customer card setting either individually - ie 1 shipment = 1 payment order or collectively, when 1 payment is paid for all shipments paid on the given day of collection. If the customer opts for an aggregate submission, an e-mail is sent to him on the day of the delivery, in which the individual paid amounts are assigned to the numbers of the individual consignments, in two formats - .txt, .html.
- When sending shipments in a set, if the additional service of cash on delivery from the recipient has been added for one or more shipments (combined COD), the correct data will be required for provision of the service. A link to the document describing correct data set-up is published at: <https://www.ppl.cz/set-of-packages>. The consignor hereby declares that he/she has read this document and is aware that he/she is obliged to provide PPL the correct information for the shipments in question in data format, otherwise PPL shall not be obliged to provide the service and shall not be liable for any errors caused by breach of this obligation by the consignor. Support for implementation of correct data interchange is available at [ithelp@ppl.cz](mailto:ithelp@ppl.cz)
- Increased liability. The maximum value of the shipment with Increased liability is CZK 500,000. The maximum value of the shipment with Increased liability, which includes permitted valuables, is CZK 150,000.

### Price of the service

The price of transport for **ATYPICAL PARCEL** service is quoted in the applicable Price List. It consists of the transport fee (depending on the service used), toll fee, fuel surcharge, VAT and surcharge. The up-to-date Price List is available on: <https://www.ppl.cz/price-list-company>

PPL CZ reserves the right to change the aforementioned Price List at any time.

### Shipment packing

The respective shipment packing requirements are available on <https://www.ppl.cz/packing-guidelines>

Special provisions for ATYPICAL SERVICE parcel:

### PPL Parcel Max+

Shipments handed over from parcel platform and transported by DHL Freight CZ s.r.o.

If the shipment handed over to the consignor for transport as PPL Parcel CZ Private, PPL Parcel CZ Business or Morning Parcel have the following parameters:

- Shipment length (longest dimension) exceeds 200 cm, or
- Aggregate of the shipment's circumference and length exceeds 360 cm, or The shipment weight exceeds 50 kg, or
- The shipment consists of a bunch of three or more tyres without a disc not packed in a box, or The shipment consists of a bunch of two or more tyres with a disc not packed in a box,
- The shipment consists of a bunch of three or more boxes,

transport of the shipment is performed as PPL Parcel Max+ service.



In the case of the shipment transport as PPL Parcel Max+ (pallet transport), the transport conditions and price are governed by the PPL Parcel Max+ service. The principal is obliged to pay the consignor the price of transport quoted in this manner, and then to follow the conditions for the PPL Parcel Max+ service. <https://www.ppl.cz/balik-max>

## 6. PPL PARCEL CZ RETURN

### Introductory provisions

These Product Conditions ("PC") of **PPL PARCEL CZ RETURN** service represent special covenants for delivery of shipments in **PPL PARCEL CZ RETURN** service mode. These PC form an integral part of the General Terms ("GT"). In the case of any contradiction between these PC and GT, the covenants of these PC shall prevail.

**PPL PARCEL CZ RETURN** service is provided in the forwarding service mode. To the extent not regulated by these PC or GT, the provision of **PPL PARCEL CZ RETURN** service is governed by NCC. In the case of any contradiction between these PC, GT, and NCC, the covenants of these PC shall prevail, then GT and then NCC, unless a mandatory regulation of NCC is in question.

### Definition of the service – for whom is it intended?

The service is only intended for natural persons engaged in business and for legal entities

### Definition of the service – what can be delivered in the service mode?

Parcels up to 31.5 kg, with the maximum shipment dimensions 120x60x60 cm, and with the aggregate of circumference and length not exceeding 360 cm

### Definition of the service – where the delivery may be performed?

Delivery within the Czech Republic only, the service is suitable for returning the goods back to a retailer where the recipient is a natural persons engaged in business or a legal entity.

### Definition of the service – when PPL is going to deliver in the service mode?

The operator is obliged to exert reasonable efforts to deliver the shipment within the periods specified below:

Delivery from Monday to Friday. (8:00 a.m. to 6:00 p.m.).

The customer notes that provision of PPL PARCEL CZ RETURN service is affected by many external factors beyond the operator's control, such as traffic situation or weather conditions.

### Definition of the service and what are the delivery methods?

- Delivery to the recipient address
- Electronic confirmation of delivery

Possibility to combine with the said auxiliary services

- Pick up parcel by driver

### Price of the service

The price of transport for PPL PARCEL CZ RETURN service is quoted in the applicable Price List. It consists of transport fee, toll fee, fuel surcharge and VAT. The up-to-date Price List is available on: <https://www.ppl.cz/price-list-company>

Prices of additional services are based on the up-to-date Price List. The up-to-date Price List is available on <https://www.ppl.cz/price-list-company>

PPL CZ reserves the right to change the aforementioned Price List at any time.

### Shipment packing

The respective shipment packing requirements are available on <https://www.ppl.cz/packing-guidelines>

## 7. PPL PARCEL CONNECT

### Introductory provisions

These Product Conditions ("PC") of **PPL PARCEL CONNECT** service represent special covenants for delivery of shipments in **PPL PARCEL CONNECT** service mode. These PC form an integral part of the General Terms ("GT"). In the case of any contradiction between these PC and GT, the covenants of these PC shall prevail.

**PPL PARCEL CONNECT** service is provided in the forwarding service mode. To the extent not regulated by these PC or GT, the provision of **PPL PARCEL CONNECT** service is governed by NCC. In the case of any contradiction between these PC, GT, and NCC, the covenants of these PC shall prevail, then GT and then NCC, unless a mandatory regulation of NCC is in question.

### Definition of the service – for whom is it intended?

The service is only intended for natural persons engaged in business and for legal entities

### Definition of the service – what can be delivered in the service mode?

Parcels up to 31.5 kg, with the maximum shipment dimensions 120x60x60 cm, and with the aggregate of circumference and length of the shipment not exceeding 360 cm; the minimum parcel dimensions are: length 11 cm, width 15 cm, height 1 cm.

### Definition of the service – where delivery may be performed?

Delivery within Europe, except for islands Ceuta, Mellila and Canary Islands, where the recipient is a natural person, natural person engaged in business, or a legal entity.

If the shipment recipient fails to take over the shipment at the place designated in the address, the shipment may be delivered by alternative methods.

Alternative delivery methods: mail box, automatic shipment dispenser, shipments to a safe place, shipment delivery to a neighbour, shipment delivery to ParcelShop

### Definition of the service – when PPL is going to deliver in the service mode?

The operator is obliged to exert reasonable efforts to deliver the shipment within the periods specified below: Delivery from Monday to Saturday (08:00 a.m. to 6:00 p.m.), during 2-5 days including Saturdays

The customer notes that provision of **PPL PARCEL CONNECT** service is affected by many external factors beyond the operator's control, such as traffic situation or weather conditions.

The customer notes that if the shipment cannot be delivered, the shipment shall be automatically returned to the principal. This service may be subject to a charge

The customer is obliged to specify the telephone number and e-mail of the recipient. The data will be used for the purpose of communication with the recipient when making delivery of the shipment.

### Definition of the service and what are the delivery methods?

- Delivery to the recipient's address or to the service points network
- Possibility to change the delivery conditions online
- Electronic confirmation of delivery
- Communication with the recipient

Possibility to combine with the said auxiliary services

- COD collection in selected countries. Detailed information on [www.ppl.cz](http://www.ppl.cz)  
COD shipments can be sent except Czech Republic to the Slovakia, Hungary, Romania and Poland

**Slovakia** – there is the possibility of declaring in EUR and CZK.

In the case of the CZK declaration, the conversion is made to EUR according to the ČSOB exchange rate list of purchases on the day the consignment enters the system and withdrawn from the recipient in EUR. The customer is paid according to the declaration in CZK to an account maintained with the Czech Bank.

In the case of the EUR declaration, the amount in EUR is collected and paid. SEPA payments are used for payment and in this case it is no longer necessary to have an account with a Slovak bank. The account can be maintained in any country that supports SEPA payments.

Upon delivery of the shipment, the cash on delivery amount is the customer's claim against PPL and PPL remits it to the customer specified account no later than 10 working days after delivery of the shipment, see the rules above.

The maximum amount of cash on delivery for SK is equivalent to CZK 80,000. It is not possible to combine payments by credit card and cash.

**Poland, Hungary, Romania** - there is possible to declare only in PLN / HUF / RON and it is necessary to have an account opened in the Polish, Hungarian Romanian Bank. Upon delivery of the shipment, the cash on delivery amount is the customer's claim against PPL and PPL remits it to the customer specified account no later than 10 working days after delivery of the shipment, see the rules above.

The maximum amount of cash on delivery is equivalent to CZK 35,000 for PL, HU, RON. It is not possible to combine payments by credit card and cash. The financial transfer for parcels with a cash on delivery is made by cashless transfer, according to the customer card setting either individually

- ie 1 shipment = 1 payment order or collectively, when 1 payment is paid for all shipments paid on the given day of collection. If the customer opts for an aggregate submission, an e-mail is sent to him on the day of the delivery, in which the individual paid amounts are assigned to the numbers of the individual consignments, in two formats - .txt, .html.

- Increased liability. The maximum value of the shipment with Increased liability is CZK 500,000. Up-to-date price list of Increased liability service is available on [www.ppl.cz](http://www.ppl.cz)

### **Price of the service**

The price of transport for **PPL PARCEL CONNECT** service is based on the applicable Price List. It consists of transport fee, toll fee, fuel surcharge and VAT. The up-to-date Price List is available on: <https://www.ppl.cz/price-list-company>

Prices of additional services are based on the up-to-date Price List. The up-to-date Price List is available on <https://www.ppl.cz/price-list-company>

PPL CZ reserves the right to change the aforementioned Price List at any time.

### **Shipment packing**

The respective shipment packing requirements are available on <https://www.ppl.cz/packing-guidelines>

### **Special covenants for providing PPL PARCEL CONNECT service**

- marking the shipment with a foreign label

### **SLOVAKIA**

Import shipments from SK\_PPL Parcel Import Maximum shipment dimensions 120x60x60 cm,

the aggregate of the shipment's circumference and its length must not exceed 360 cm, Shipment weight including packaging must not exceed 31.5 kg.

## **8. PPL PARCEL RETURN CONNECT**

### **Introductory provisions**

These Product Conditions ("PC") of the PPL PARCEL RETURN CONNECT service represent special covenants for delivery of shipments in the PPL PARCEL RETURN CONNECT service mode. These PC form an integral part of the General Terms ("GT"). In the case of any contradiction between these PC and GT, the covenants of these PC shall prevail.

The PPL PARCEL RETURN CONNECT service is provided in the forwarding service mode. To the extent not regulated by these PC or GT, the provision of the PPL PARCEL RETURN CONNECT service is governed by NCC. In the case of any contradiction between these PC, GT, and the NCC, the covenants of these PC shall prevail, then the GT and then the NCC, unless a mandatory regulation of NCC is in question.

### **Definition of the service – for whom is it intended?**

The service is only intended for natural persons engaged in business and for legal entities

### **Definition of the service – what can be delivered in the service mode?**

Parcels up to 31.5 kg, with the maximum shipment dimensions 120x60x60 cm, and with the aggregate of circumference and length of the shipment not exceeding 360 cm. The limits may differ depending on the place where the shipment is posted and the form of sales. For details, see [www.ppl.cz](http://www.ppl.cz)

### **Definition of the service – where the delivery may be performed?**

Delivery of shipments from Europe to the Czech Republic, where the recipient is a natural person, a natural person engaged in business, or a legal entity

### **Definition of the service – when PPL is going to deliver in the service mode?**

The operator is obliged to exert reasonable efforts to deliver the shipment within the periods specified below:

Delivery from Monday to Friday (08:00 a.m. to 6:00 p.m.), within 2 to 5 days.

The customer notes that provision of the PPL PARCEL RETURN CONNECT service is affected by many external factors beyond the operator's control, such as traffic situation or weather conditions.

### **Definition of the service and what are the delivery methods?**

- Delivery to the recipient address
- Electronic confirmation of delivery

### **Possibility to combine with this auxiliary service**

- Collection of shipment by driver
- Increased liability. The maximum value of the shipment with Increased liability is based on the price list. The maximum value of a shipment posted may be CZK 500,000
- The maximum value of a shipment containing valuables that may be posted is CZK 150,000

### **Price of the service**

The price of transport for the PPL PARCEL RETURN CONNECT service is based on the applicable Price List. It consists of transport fee, toll fee, fuel surcharge, and VAT. The up-to-date Price List is available on: <https://www.ppl.cz/cenik-firmy>

Prices of additional services are based on the up-to-date Price List. The up-to-date Price List is available on <https://www.ppl.cz/cenik-firmy>

PPL CZ reserves the right to change the aforementioned Price List any time.

### **Shipment packaging**

The respective shipment packaging requirements are available on: <https://www.ppl.cz/spravne-zabaleni-zasilky>

### **Special covenants for providing the PPL PARCEL RETURN CONNECT service**

Marking the shipment with a foreign label

## **9. PPL PARCEL SMART EUROPE**

### **Introductory provisions**

These Product Conditions ("PC") of **PPL PARCEL SMART EUROPE** service represent special covenants for delivery of shipments in **PPL PARCEL SMART EUROPE** service mode. These PC form an integral part of the General Terms ("GT"). In the case of any contradiction between these PC and GT, the covenants of these PC shall prevail.

**PPL PARCEL SMART EUROPE** service is provided in the forwarding service mode. To the extent not regulated by these PC or GT, the provi-

sion of **PPL PARCEL SMART EUROPE** service is governed by NCC. In the case of any contradiction between these PC, GT, and NCC, the covenants of these PC shall prevail, then GT and then NCC, unless a mandatory regulation of NCC is in question.

#### **Definition of the service – for whom is it intended?**

The service is only intended for natural persons engaged in business and for legal entities

#### **Definition of the service – what can be delivered in the service mode?**

For Slovakia parcels up to 20.0 kg, with the maximum shipment dimension 80 cm, and with the aggregate of circumference and length of the shipment not exceeding 200 cm;

For Poland parcels up to 25.0 kg, with the maximum shipment dimension 80 cm, and with the aggregate of circumference and length of the shipment not exceeding 320 cm;

For Germany parcels up to 31.5 kg, with the maximum shipment dimension 120 cm, and with the aggregate of circumference and length of the shipment not exceeding 360 cm;

#### **Definition of the service – where delivery may be performed?**

Direct delivery to Service Points in Poland, Slovakia and Germany, where the recipient is a company or a natural person, a natural person engaged in business, or a legal entity.

#### **Definition of the service – when PPL is going to deliver in the service mode?**

The operator is obliged to exert reasonable efforts to deliver the shipment within the periods specified below:

Delivery from Monday to Saturday (08:00 a.m. to 6:00 p.m.), during 2 days including Saturdays

The customer notes that provision of **PPL PARCEL SMART EUROPE** service is affected by many external factors beyond the operator's control, such as traffic situation or weather conditions.

The customer notes that if the shipment cannot be delivered, the shipment shall be automatically returned to the principal. This service may be subject to a charge

The customer is obliged to specify the telephone number and e-mail of the recipient. The data will be used for the purpose of communication with the recipient when making delivery of the shipment.

#### **Definition of the service and what are the delivery methods?**

- Direct delivery to Service Points
- Electronic confirmation of delivery
- Communication with the recipient

Possibility to combine with the said auxiliary services

- COD collection in selected countries. Detailed information on [www.ppl.cz](http://www.ppl.cz)  
COD shipments can be sent except Czech Republic to the Slovakia and Poland

**Slovakia** – there is the possibility of declaring in EUR and CZK.

In the case of the CZK declaration, the conversion is made to EUR according to the ČSOB exchange rate list of purchases on the day the consignment enters the system and withdrawn from the recipient in EUR. The customer is paid according to the declaration in CZK to an account maintained with the Czech Bank.

In the case of the EUR declaration, the amount in EUR is collected and paid. SEPA payments are used for payment and in this case it is no longer necessary to have an account with a Slovak bank. The account can be maintained in any country that supports SEPA payments.

Upon delivery of the shipment, the cash on delivery amount is the customer's claim against PPL and PPL remits it to the customer specified account no later than 10 working days after delivery of the shipment, see the rules above.

The maximum amount of cash on delivery for SK is equivalent to CZK 80,000. It is not possible to combine payments by credit card and cash.

**Poland** – there is possible to declare only in PLN and it is necessary to have an account opened in the Polish. Upon delivery of the shipment, the cash on delivery amount is the customer's claim against PPL and PPL remits it to the customer specified account no later than 10 working days after delivery of the shipment, see the rules above.

The maximum amount of cash on delivery is equivalent to CZK 35,000 for PL. It is not possible to combine payments by credit card and cash. The financial transfer for parcels with a cash on delivery is made by cashless transfer, according to the customer card setting either individually - ie 1 shipment = 1 payment order or collectively, when 1 payment is paid for all shipments paid on the given day of collection. If the customer opts for an aggregate submission, an e-mail is sent to him on the day of the delivery, in which the individual paid amounts are assigned to the numbers of the individual consignments, in two formats - .txt,.html.

- Increased liability. The maximum value of the shipment with Increased liability is CZK 500,000. Up-to-date price list of Increased liability service is available on [www.ppl.cz](http://www.ppl.cz)

### **Price of the service**

The price of transport for **PPL PARCEL SMART EUROPE** service is based on the applicable Price List. It consists of transport fee, toll fee, fuel surcharge and VAT. The up-to-date Price List is available on: <https://www.ppl.cz/price-list-company>

Prices of additional services are based on the up-to-date Price List. The up-to-date Price List is available on <https://www.ppl.cz/price-list-company>

PPL CZ reserves the right to change the aforementioned Price List at any time.

### **Shipment packing**

The respective shipment packing requirements are available on <https://www.ppl.cz/packing-guidelines>

## **10. PPL PARCEL CONNECT PLUS**

### **Introductory provisions**

These Product Conditions ("PC") of **PPL PARCEL CONNECT PLUS** service represent special covenants for delivery of shipments in **PPL PARCEL CONNECT PLUS** service mode. These PC form an integral part of the General Terms ("GT"). In the case of any contradiction between these PC and GT, the covenants of these PC shall prevail.

**PPL PARCEL CONNECT PLUS** service is provided in the forwarding service mode. To the extent not regulated by these PC or GT, the provision of **PPL PARCEL CONNECT PLUS** service is governed by NCC. In the case of any contradiction between these PC, GT, and NCC, the covenants of these PC shall prevail, then GT and then NCC, unless a mandatory regulation of NCC is in question.

### **Definition of the service – for whom is it intended?**

The service is only intended for natural persons engaged in business and for legal entities

### **Definition of the service – what can be delivered in the service mode?**

Parcels up to 31.5 kg, with the maximum shipment dimensions 120x60x60 cm, and with the aggregate of circumference and length of the shipment not exceeding 360 cm; the minimum parcel dimensions are: length 11 cm, width 15 cm, height 1 cm.

### **Definition of the service – where the delivery may be performed?**

Delivery within Europe except for Greek islands, where the recipient is a natural person engaged in business or a legal entity

### **Definition of the service – when PPL is going to deliver in the service mode?**

The operator is obliged to exert reasonable efforts to deliver the shipment within the periods specified below:

Delivery from Monday to Friday (08:00 a.m. to 6:00 p.m.).

The customer is obliged to specify the telephone number and e-mail of the recipient and the telephone number of the consignor. The data will be used for the purpose of communication with the recipient when making delivery of the shipment or to specify delivery options.

The customer notes that provision of **PPL PARCEL CONNECT PLUS** service is affected by many external factors beyond the operator's control, such as traffic situation or weather conditions.

### Definition of the service and what are the delivery methods?

- Delivery to the recipient address
- Proactive notification of recipients of the delivery date
- Electronic confirmation of delivery;

Possibility to combine with this auxiliary service

- Increased liability. The maximum value of the shipment with Increased liability is CZK 500,000. Up-to-date price list of Increased liability service is available on [www.ppl.cz](https://www.ppl.cz)
- Customs clearance

### Price of the service

The price of transport for **PPL PARCEL CONNECT PLUS** service is based on the applicable Price List. It consists of transport fee, toll fee, fuel surcharge and VAT as well as customs fee for countries outside EU. The up-to-date Price List is available on: <https://www.ppl.cz/price-list-company>

Prices of additional services are based on the up-to-date Price List. The up-to-date Price List is available on <https://www.ppl.cz/price-list-company>

PPL CZ reserves the right to change the aforementioned Price List at any time.

### Shipment packing

The respective shipment packing requirements are available on <https://www.ppl.cz/packing-guidelines>

### Special covenants for providing PPL PARCEL CONNECT PLUS service

Transport conditions for countries outside EU (so-called "third countries - Norway, Switzerland, United Kingdom"):

- Marking the shipment with a foreign label
- Completing the List of foreign shipments
- Attaching invoice for goods (in the case of envelope with documents, "proforma invoice" with a minimum value, for example CHF 1.00)
- Completing the Export Instructions
- Completing the Indirect Agency Contract (sufficient just with the first submitted shipment. Registration identification number of the economic entity - so-called EORI number - must be specified in the contract).

A customs clearance fee shall be charged (more information on [www.ppl.cz](https://www.ppl.cz)).

## 11. PPL PARCEL FORYOU CZ

### Introductory provisions

These Product Conditions ("PC") of **PPL PARCEL FORYOU CZ** service represent special covenants for delivery of shipments in **PPL PARCEL FORYOU CZ** service mode. These PC form an integral part of the General Terms ("GT"). In the case of any contradiction between these PC and GT, the covenants of these PC shall prevail.

**PPL PARCEL FORYOU CZ** service is provided in the forwarding service mode. To the extent not regulated by these PC or GT, the provision of **PPL PARCEL FORYOU CZ** service is governed by NCC. In the case of any contradiction between these PC, GT, and NCC, the covenants of these PC shall prevail, then GT and then NCC, unless a mandatory regulation of NCC is in question.

### Definition of the service – for whom is it intended?

The service is only intended for natural persons, natural persons engaged in business, and for legal entities



### **Definition of the service – what can be delivered in the service mode?**

Parcel up to 31.5 kg, maximum shipment dimensions 100x50x50 cm, value max. CZK 20 000

### **Definition of the service – where the delivery may be performed?**

Delivery within the Czech Republic only, where the recipient is a natural person – entrepreneur, and natural person, a natural person engaged in business, or a legal entity

### **Definition of the service – when PPL is going to deliver in the service mode?**

The operator is obliged to exert reasonable efforts to deliver the shipment within the periods specified below: Delivery from Monday to Friday (08:00 a.m. to 6:00 p.m.)

The customer notes that provision of **PPL PARCEL FORYOU CZ** service is affected by many external factors beyond the operator's control, such as traffic situation or weather conditions.

### **Definition of the service and what are the delivery methods?**

- Delivery to the recipient address
- Option to deliver to the Service Points network of PPL (more information available on [www.pplparcelshop.cz](http://www.pplparcelshop.cz)).
- Communication with the recipient

Possibility to combine with the said auxiliary services

- COD collection from the recipient using a payment card or in cash. The maximum COD amount is CZK 20,000. Payments by payment card and in cash cannot be combined. After delivery of the shipment, the COD amount will become a customer's receivable from PPL, and PPL shall remit it within 7 business days from delivery of the shipment to the account specified by the customer.

### **Price of the service**

The price of transport for **PPL PARCEL FORYOU CZ** service is quoted in the applicable Price List. It consists of transport fee, toll fee, fuel surcharge and VAT. The up-to-date Price List is available on: <https://www.ppl.cz/price-list-personal>

Prices of additional services are based on the up-to-date Price List. The up-to-date Price List is available here: <https://www.ppl.cz/price-list-personal>

PPL CZ reserves the right to change the aforementioned Price List at any time.

### **Shipment packing**

The respective shipment packing requirements are available on <https://www.ppl.cz/personal-packing-guidelines>

## **12. PPL PARCEL FORYOU INTERNATIONAL**

### **Introductory provisions**

These Product Conditions ("PC") of **PPL PARCEL FORYOU INTERNATIONAL** service represent special covenants for delivery of shipments in **PPL PARCEL FORYOU INTERNATIONAL** service mode. These PC form an integral part of the General Terms ("GT"). In the case of any contradiction between these PC and GT, the covenants of these PC shall prevail.

**PPL PARCEL FORYOU INTERNATIONAL** service is provided in the forwarding service mode. To the extent not regulated by these PC or GT, the provision of **PPL PARCEL FORYOU INTERNATIONAL** service is governed by NCC. In the case of any contradiction between these PC, GT, and NCC, the covenants of these PC shall prevail, then GT and then NCC, unless a mandatory regulation of NCC is in question.

### **Definition of the service – for whom is it intended?**

The service is only intended for natural persons, natural persons engaged in business, and for legal entities

### **Definition of the service – what can be delivered in the service mode?**

Parcel up to 31.5 kg, maximum shipment dimensions 100x50x50 cm, value max. CZK 20 000

### **Definition of the service – where the delivery may be performed?**

Delivery within Europe, except for islands Ceuta, Mellila and Canary Islands and Greek islands, where the recipient is a natural person, a natural person engaged in business, or a legal entity

### **Definition of the service – when PPL is going to deliver in the service mode?**

The operator is obliged to exert reasonable efforts to deliver the shipment within the periods specified below:

Delivery from Monday to Friday (08:00 a.m. to 6:00 p.m.)

The customer notes that provision of **PPL PARCEL FORYOU INTERNATIONAL** service is affected by many external factors beyond the operator's control, such as traffic situation or weather conditions.

### **Definition of the service and what are the delivery methods?**

- Delivery to the recipient address

### **Price of the service**

The price of transport for **PPL PARCEL FORYOU INTERNATIONAL** service is quoted in the applicable Price List. It consists of transport fee, toll fee, fuel surcharge and VAT. The up-to-date Price List is available on: <https://www.ppl.cz/price-list-personal>

Prices of additional services are based on the up-to-date Price List. The up-to-date Price List is available here: <https://www.ppl.cz/price-list-personal>

PPL CZ reserves the right to change the aforementioned Price List at any time.

### **Shipment packing**

The respective shipment packing requirements are available on <https://www.ppl.cz/personal-packing-guidelines>