

PRODUCT CONDITIONS

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1. PPL PARCEL CZ PRIVATE

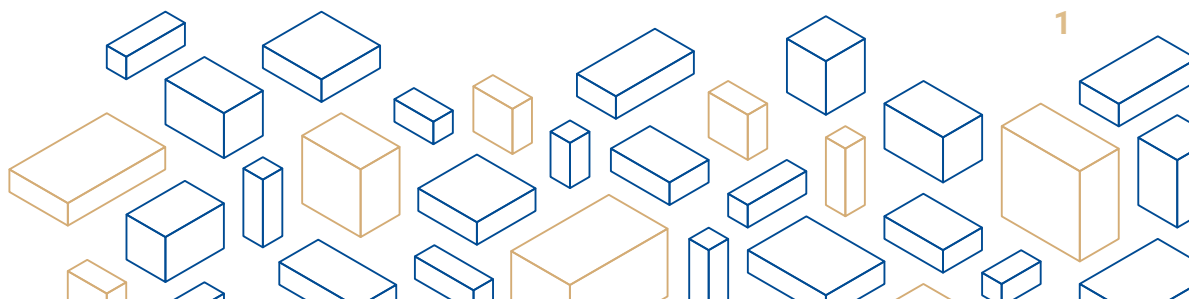
Introductory provisions

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 subject to the Postal Act (PA) and, mutatis mutandis, in the regime of a forwarding service pursuant to the Civil Code (CC). To the extent not regulated by these PTC or the GTC, the provision of **PPL PARCEL CZ PRIVATE** service shall be governed by the PA and CC. In the event of a discrepancy between these PTC and the GTC and the PA and CC, the provisions of these PTC shall take priority, followed by the GTC and then by the PA and CC, unless it is a mandatory regulation.

Product conditions of PPL CZ s.r.o., version 01_2023, effective as of 01 / 07 / 2023

**Náš svět
jsou vaše
zásilky**



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 of up to 31.5 kg, maximum dimensions of the consignment are 120x60x60 cm and the sum of the circumference and length of the consignment must not exceed 360 cm, max. value of a parcel: **CZK 50,000.**

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.

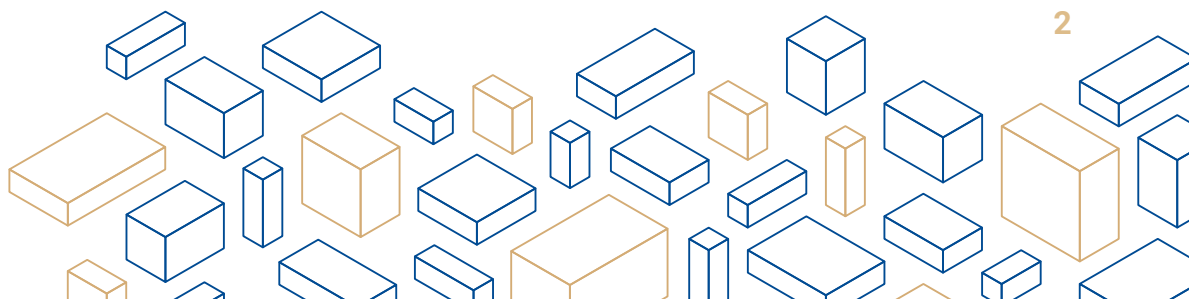
In the case of a significant increase in the number of packages the delivery on Saturday, Sunday, or a government holiday is possible.

Delivery from 8:00 a.m. to 6:00 p.m.

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.

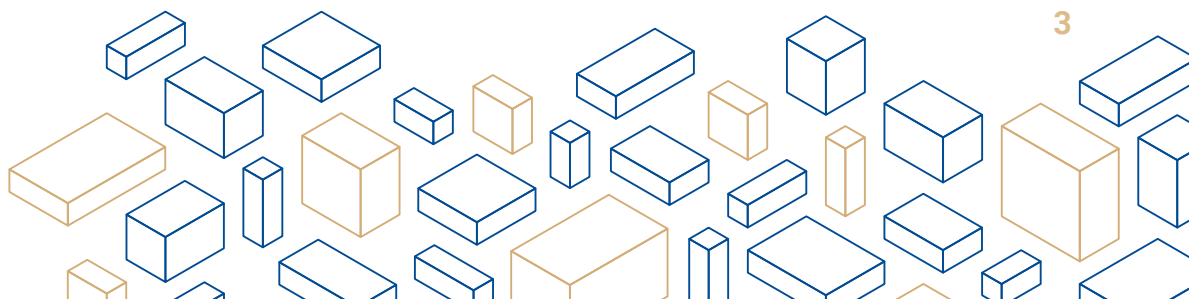


Definition of the service and what are the delivery methods?

- Delivery to the recipient address
- Option to deliver to the PPL Service Points network (more information at www.ppl.cz/en/what-are-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. A consignment shall be available for collection from an automatic consignment dispatch facility for a maximum of 72 hours from the time it is deposited in the facility. When deposited at a PPL Parcelshop, a consignment shall be available for collection for a maximum of 7 calendar days from the day after it was deposited.
- 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.

Possibility to combine with the said auxiliary services

- COD collection from the recipient using a payment card, cash or an online payment gateway. 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.
- 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.



- The AgeCheck service ensures parcel delivery to a person over a certain age. The ages of 15 or 18 can be selected. With this service, the recipient will be asked to present an identity document (usually their ID card, driver's license or passport). In order to comply with legal obligations, the driver will record in their app the last 4 numbers and type of document submitted. If the recipient is too young for the selected service option or refuses to provide proof of identity, the driver is entitled not to hand over the consignment.
- 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 highest weight of the consignment specified on the consignment during transport shall be decisive for determining the price of transport and related payments, but for the calculation of a toll surcharge, the minimum weight of 0.5 kg has been set for all consignments. 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.

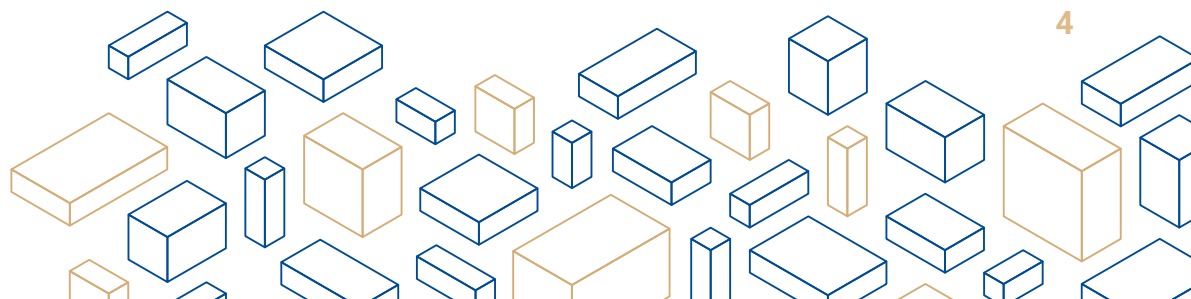
Shipment packing

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 subject to the Postal Act (PA) and, mutatis mutandis, in the regime of a forwarding service pursuant to the Civil Code (CC). To the extent not regulated by these PTC or the GTC, the provision of **PPL PARCEL CZ BUSINESS** service shall be governed by the PA and CC. In the event of a discrepancy between these PTC and the GTC and the PA and CC, the provisions of these PTC shall take priority, followed by the GTC and then by the PA and CC, unless it is a mandatory regulation.

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, max. value of a parcel: CZK 50,000.

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 (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. Delivery to the recipient address;
Possibility to combine with the said auxiliary services

Definition of the service and what are the delivery methods?

- COD collection from the recipient using a payment card, cash or an online payment gateway. The maximum COD amount is CZK 100,000. Payment by credit card and 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
- 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 highest weight of the consignment specified on the consignment during transport shall be decisive for determining the price of transport and related payments, but for the calculation of a toll surcharge, the minimum weight of 0.5 kg has been set for all consignments. 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.

The **PPL PARCEL CZ DOPOLEDNÍ BALÍK** service is provided subject to the Postal Act (PA) and, mutatis mutandis, in the regime of a forwarding service pursuant to the Civil Code (CC). To the extent not regulated by these PTC or the GTC, the provision of **PPL PARCEL CZ DOPOLEDNÍ BALÍK** service shall be governed by the PA and CC. In the event of a discrepancy between these PTC and the GTC and the PA and CC, the provisions of these PTC shall take priority, followed by the GTC and then by the PA and CC, unless it is a mandatory regulation.

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 the actual recipient of a consignment delivered through the PPL Parcel CZ Business service is a natural person who is not engaged in business, PPL is entitled to charge the ordering party prices of delivery applicable for the PPL Parcel CZ Private service.

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 morningdelivery 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 collection from the recipient using a payment card, cash or an online payment gateway. The maximum COD amount is CZK 100,000. Payment by credit card and 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
- 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 PriceList. It consists of transport fee, toll fee, fuel surcharge and VAT. The highest weight of the consignment specified on the consignment during transport shall be decisive for determining the price of transport and related payments, but for the calculation of a toll surcharge, the minimum weight of 0.5 kg has been set for all consignments. 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 subject to the Postal Act (PA) and, mutatis mutandis, in the regime of a forwarding service pursuant to the Civil Code (CC). To the extent not regulated by these PTC or the GTC, the provision of **PPL PARCEL CZ SMART** service shall be governed by the PA and CC. In the event of a discrepancy between these PTC and the GTC and the PA and CC, the provisions of these PTC shall take priority, followed by the GTC and then by the PA and CC, unless it is a mandatory regulation.

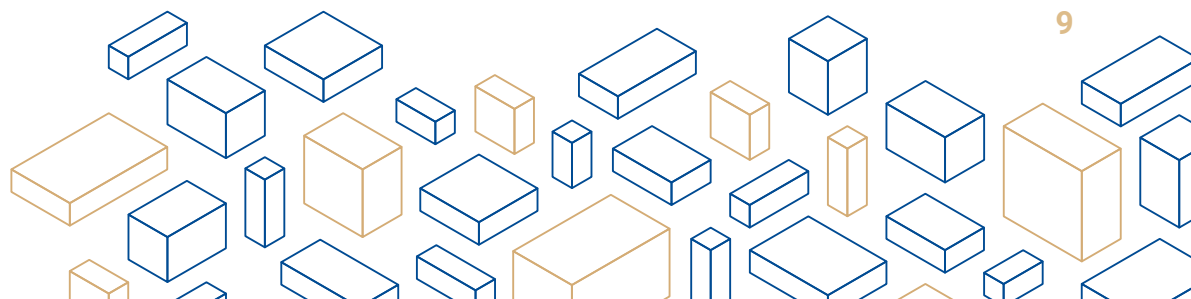
Definition of the service – for whom is it intended?

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 of up to 31.5 kg, maximum dimensions of the consignment are 120x60x60 cm and the sum of the circumference and length of the consignment must not exceed 360 cm, max. value of a parcel: **CZK 20,000.**

Product conditions of PPL CZ s.r.o., version 01_2023, effective as of 01 / 07 / 2023



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/what-are-pickup-points>.)
- Electronic confirmation of delivery.
- Communication with the recipient that includes e-mail and SMS communication
- A consignment shall be available for collection from an automatic consignment dispatch facility for a maximum of 72 hours from the time it is deposited in the facility. When deposited at a PPL Parcelshop, a consignment shall be available for collection for a maximum of 7 calendar days from the day after it was deposited.

Possibility to combine with the said auxiliary services

- COD collection from the recipient using a payment card, cash or an online payment gateway. 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
- 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.
- The AgeCheck service ensures parcel delivery to a person over a certain age. The ages of 15 or 18 can be selected. With this service, the recipient will be asked to present an identity document (usually their ID card, driver's license or passport). In order to comply with legal obligations, the collection point employee will record in their app the last 4 numbers and type of document submitted. If the recipient is too young for the selected service option or refuses to provide proof of identity, the employee is entitled not to hand over the consignment. Parcels cannot be placed in PPL Parcelboxes with this service.

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 highest weight of the consignment specified on the consignment during transport shall be decisive for determining the price of transport and related payments, but for the calculation of a toll surcharge, the minimum weight of 0.5 kg has been set for all consignments. 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 subject to the Postal Act (PA) and, mutatis mutandis, in the regime of a forwarding service pursuant to the Civil Code (CC). To the extent not regulated by these PTC or the GTC, the provision of the **ATYPICAL PARCEL** service shall be governed by the PA and CC. In the event of a discrepancy between these PTC and the GTC and the PA and CC, the provisions of these PTC shall take priority, followed by the GTC and then by the PA and CC, unless it is a mandatory regulation.

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 consignment submitted to PPL for transport with a point of dispatch and point of delivery in the Czech Republic, if the parameters of the consignment 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 upto 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
- max. value of a parcel: CZK 50,000

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.

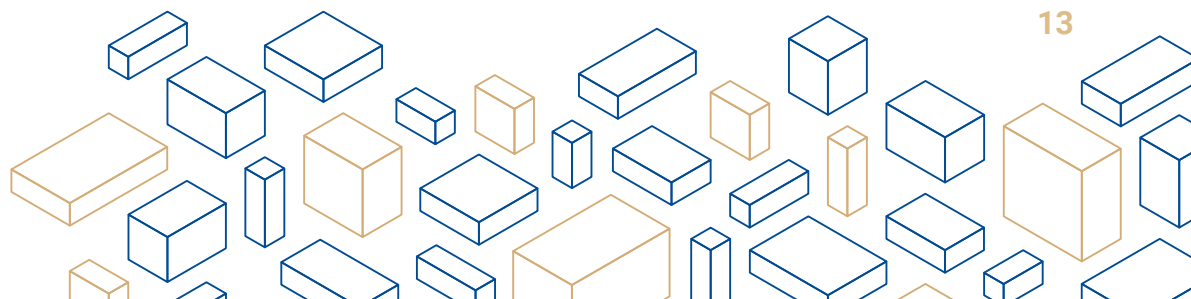
The **ATYPICAL PARCEL** service fee is charged for difficult-to-handle consignments, while the payment of this surcharge does not relieve the customer of the obligation to pack the consignment in a way that protects its contents from damage.

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 collection from the recipient using a payment card, cash or an online payment gateway.



The maximum COD amount is CZK 100,000. Payment by credit card and cash cannot be combined.

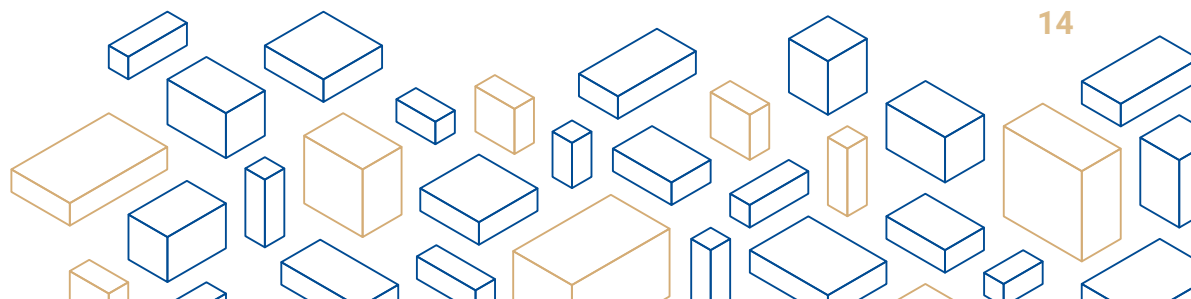
- After delivery of the shipment, the COD amount will become a customer's receivable from PPL, and PPL shall remit it within 7 business days from delivery of the shipment to the account specified by the customer.
- The payment card fee is 1.4% of the total COD amount. The said fee does not substitute 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
- 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 highest weight of the consignment specified on the consignment during transport shall be decisive for determining the price of transport and related payments, but for the calculation of a toll surcharge, the minimum weight of 0.5 kg has been set for all consignments. 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 a consignment submitted to PPL for transport as PPL Parcel CZ Private, PPL Parcel CZ Business or Dopolední balík has 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

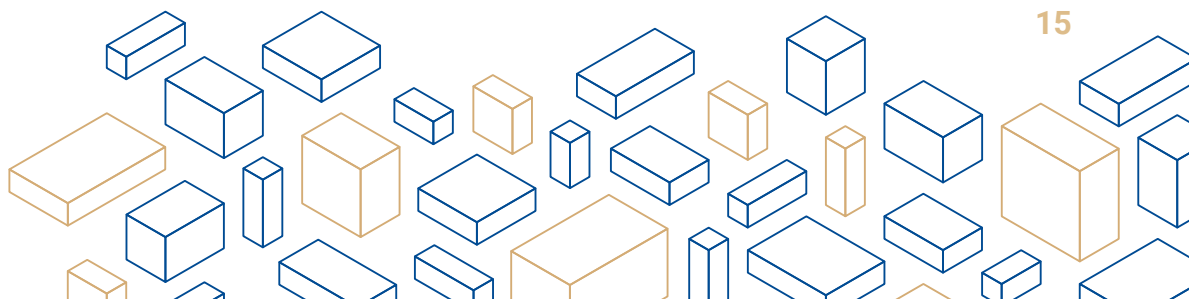
Introductory provisions

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 subject to the Postal Act (PA) and, mutatis mutandis, in the regime of a forwarding service pursuant to the Civil Code (CC). To the extent not regulated by these PTC or the GTC, the provision of **PPL PARCEL CZ RETURN** service shall be governed by the PA and CC. In the event of a discrepancy between these PTC and the GTC and the PA and CC, the provisions of these PTC shall take priority, followed by the GTC and then by the PA and CC, unless it is a mandatory regulation.

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 of up to 31.5 kg, maximum dimensions of the consignment are 120x60x60 cm and the sum of the circumference and length of the consignment must not exceed 360 cm, max. value of a parcel: CZK 50,000.

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.

- Delivery to the recipient address
- Electronic confirmation of deliv

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 highest weight of the consignment specified on the consignment during transport shall be decisive for determining the price of transport and related payments, but for the calculation of a toll surcharge, the minimum weight of 0.5 kg has been set for all consignments. 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 subject to the Postal Act (PA) and, mutatis mutandis, in the regime of a forwarding service pursuant to the Civil Code (CC). To the extent not regulated by these PTC or the GTC, the provision of PPL PARCEL CONNECT service shall be governed by the PA and CC. In the event of a discrepancy between these PTC and the GTC and the PA and CC, the provisions of these PTC shall take priority, followed by the GTC and then by the PA and CC, unless it is a mandatory regulation.

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 of up to 31.5 kg, maximum dimensions of the consignment are 120x60x60 cm and the sum of the circumference and length of the consignment must not exceed 360 cm, minimum dimensions of a parcel: length 11 cm, width 15 cm, height 1 cm, max. value of a parcel: CZK 100,000.

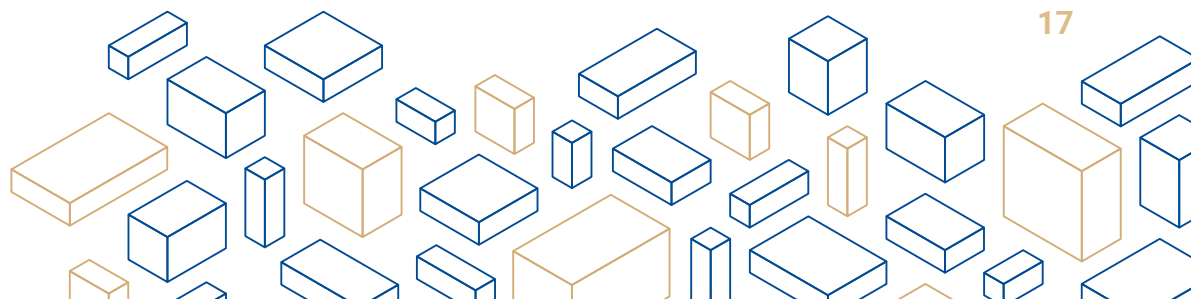
Definition of the service – where delivery may be performed?

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

Product conditions of PPL CZ s.r.o., version 01_2023, effective as of 01 / 07 / 2023



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

For a more detailed description of the delivery method by destination, see <https://www.ppl.cz/en/international-transport>

Possibility to combine with the said auxiliary services

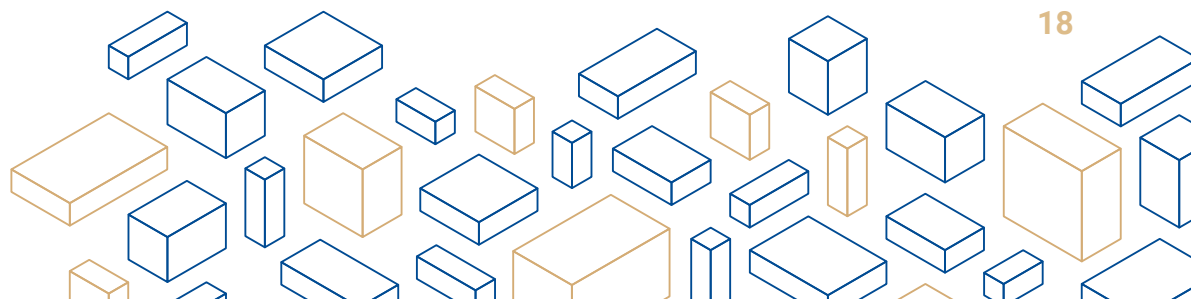
- COD collection in selected countries. Detailed information on www.ppl.cz
- COD shipments can be sent except Czech Republic to the Slovakia, Romania, Hungary and Poland

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, Romania – there is the option to declare in PLN/RON, however you must have an account with a Polish or Romanian bank.

With **Hungary**, there is the option to declare in HUF and transfer these funds to a bank account in the Czech Republic by converting them to CZK, or to an account in HUF with a Hungarian bank.

Upon delivery of the consignment, the COD amount is the customer's claim against PPL, and PPL will remit it no later than 10 business days (15 business days for transfers from HUF to a Czech account in CZK) from delivery of the consignment to the account specified by the customer; see the rules above. The maximum amount of cash on delivery for PL, HU, RO is equivalent to CZK 35,000. 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.

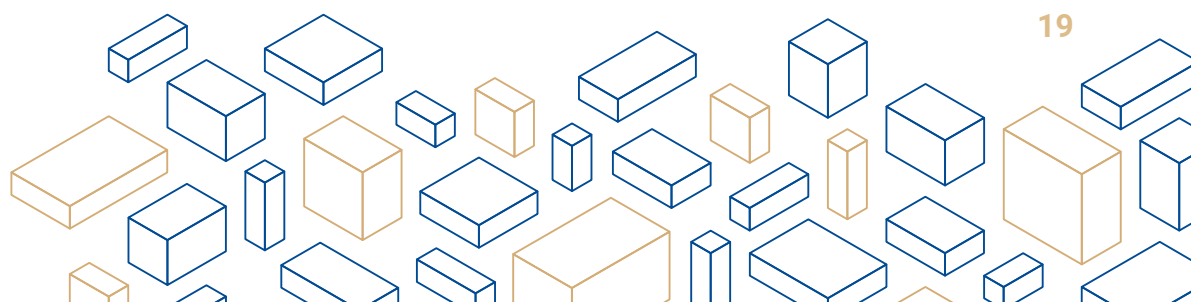
- Increased liability. The maximum value of the shipment with Increased liability is CZK 500,000. Up-to-date price list of Increased liability service is available on www.ppl.cz
- The maximum value of a submitted shipment containing valuables is CZK 150,000.

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 highest weight of the consignment specified on the consignment during transport shall be decisive for determining the price of transport and related payments, but for the calculation of a toll surcharge, the minimum weight of 0.5 kg has been set for all consignments. 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.

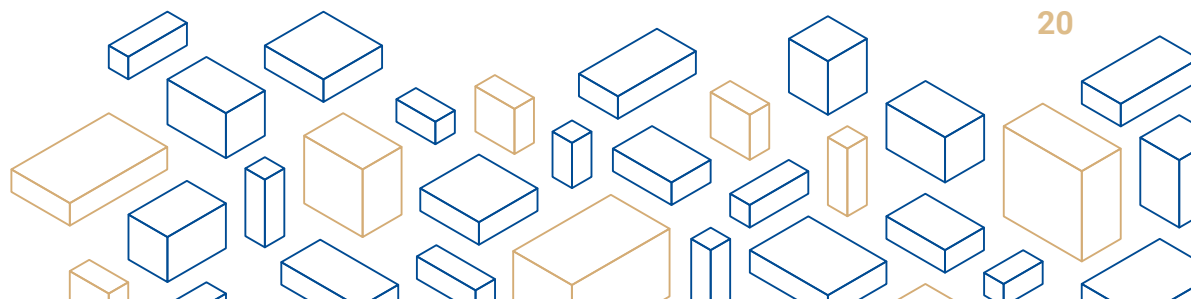
PPL PARCEL RETURN CONNECT service is provided subject to the Postal Act (PA) and, mutatis mutandis, in the regime of a forwarding service pursuant to the Civil Code (CC). To the extent not regulated by these PTC or the GTC, the provision of **PPL PARCEL CZ RETURN CONNECT** service shall be governed by the PA and CC. In the event of a discrepancy between these PTC and the GTC and the PA and CC, the provisions of these PTC shall take priority, followed by the GTC and then by the PA and CC, unless it is a mandatory regulation.

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 of up to 31.5 kg, maximum dimensions of the consignment are 120x60x60 cm and the sum of the circumference and length of the consignment must not exceed 360 cm; limits may differ based on the point where a consignment is posted and on the method of sale; max. value of a parcel CZK 100,000. For details, see 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 highest weight of the consignment specified on the consignment during transport shall be decisive for determining the price of transport and related payments, but for the calculation of a toll surcharge, the minimum weight of 0.5 kg has been set for all consignments. 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 any time.

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

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 subject to the Postal Act (PA) and, mutatis mutandis, in the regime of a forwarding service pursuant to the Civil Code (CC). To the extent not regulated by these PTC or the GTC, the provision of PPL PARCEL SMART EUROPE service shall be governed by the PA and CC. In the event of a discrepancy between these PTC and the GTC and the PA and CC, the provisions of these PTC shall take priority, followed by the GTC and then by the PA and CC, unless it is a mandatory regulation.

Definition of the service – for whom is it intended?

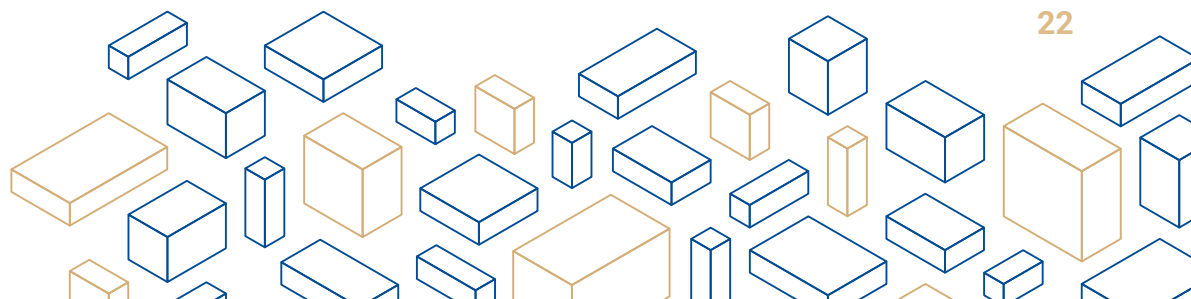
The service is only intended for natural persons engaged in business and for legal entities

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

For the designation **Slovakia**, the maximum weight of a parcel is 20 kg, maximum dimensions of the consignment are 80 cm, and the sum of the circumference and length of the consignment must not exceed 200 cm, max. value of a parcel: CZK 100,000.

For the designation **Poland**, the maximum weight of a parcel is 25 kg, maximum dimensions of the consignment are 80 cm, and the sum of the circumference and length of the consignment must not exceed 320 cm (80x60x60cm), max. value of a parcel: CZK 100,000.

For the designation **Germany**, the maximum weight of a parcel is 31.5 kg, maximum dimensions of the consignment are 120 cm, and the sum of the circumference and length of the consignment must not exceed 360 cm, max. value of a parcel: CZK 100,000.



Definition of the service – where delivery may be performed?

Direct delivery to Service Points in Poland, Slovakia and Germany, where the recipient is accompany 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
- 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.

Product conditions of PPL CZ s.r.o., version 01_2023, effective as of 01 / 07 / 2023



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. The maximum value of the shipment with Increased liability, which includes permitted valuables, is CZK 150,000.

Price of the service

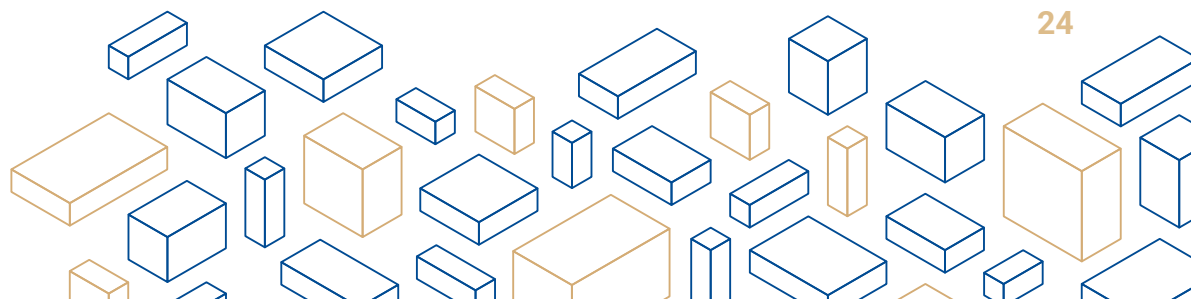
The price of transport for **PPL PARCEL SMART EUROPE** service is based on the applicable Price List. It consists of transport fee, toll fee, fuel surcharge and VAT. The highest weight of the consignment specified on the consignment during transport shall be decisive for determining the price of transport and related payments, but for the calculation of a toll surcharge, the minimum weight of 0.5 kg has been set for all consignments. 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 subject to the Postal Act (PA) and, mutatis mutandis, in the regime of a forwarding service pursuant to the Civil Code (CC). To the extent not regulated by these PTC or the GTC, the provision of **PPL PARCEL CONNECT PLUS** service shall be governed by the PA and CC. In the event of a discrepancy between these PTC and the GTC and the PA and CC, the provisions of these PTC shall take priority, followed by the GTC and then by the PA and CC, unless it is a mandatory regulation.

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 of up to an actual weight of 31.5 kg, volume weight of up to 70 kg (calculation: length x width x height (cm)/5,000 = volume weight (kg)), maximum dimensions of the consignment are 120x60x60 cm and the sum of the circumference and length of the consignment must not exceed 360 cm, minimum dimensions of a parcel: length 11 cm, width 15 cm, height 1 cm, max. value of a parcel CZK 100,000.

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. 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 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;

For a more detailed description of the delivery method by destination, see <https://www.ppl.cz/en/international-transport>

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. The maximum value of the shipment with Increased liability, which includes permitted valuables, is CZK 150,000.
- 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. The highest weight of the consignment specified on the consignment during transport shall be decisive for determining the price of transport and related payments, but for the calculation of a toll surcharge, the minimum weight of 0.5 kg has been set for all consignments. 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).

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 subject to the Postal Act (PA) and, mutatis mutandis, in the regime of a forwarding service pursuant to the Civil Code (CC). To the extent not regulated by these PTC or the GTC, the provision of PPL PARCEL FORYOU CZ service shall be governed by the PA and CC. In the event of a discrepancy between these PTC and the GTC and the PA and CC, the provisions of these PTC shall take priority, followed by the GTC and then by the PA and CC, unless it is a mandatory regulation.

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?

Parcels of up to 31.5 kg, maximum dimensions of a consignment: 100x50x50 cm, max. value of a parcel: CZK 5,000.

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 <https://www.ppl.cz/en/what-are-pickup-points>).
- Communication with the recipient

Possibility to combine with the said auxiliary services

- Shipment pick up by courier
- COD collection from the recipient using a payment card, cash or an online payment gateway in the Czech republic. The maximum COD amount is **CZK 5,000**. 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

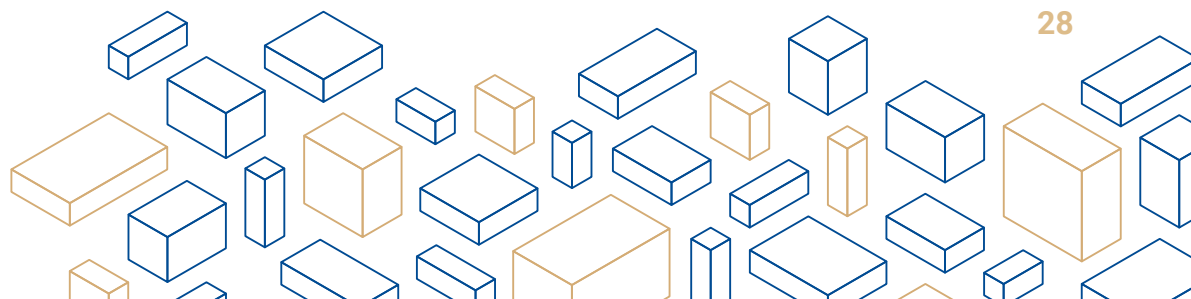
The price of transport for PPL PARCEL FORYOU CZ service is quoted in the applicable Price List. It is comprised of the transport fee, toll fee, fuel surcharge, and VAT, but for the calculation of a toll surcharge, the minimum weight of 0.5 kg has been set for all consignments. The up-to-date Price List 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 subject to the Postal Act (PA) and, mutatis mutandis, in the regime of a forwarding service pursuant to the Civil Code (CC). To the extent not regulated by these PTC or the GTC, the provision of PPL PARCEL FORYOU INTERNATIONAL service shall be governed by the PA and CC. In the event of a discrepancy between these PTC and the GTC and the PA and CC, the provisions of these PTC shall take priority, followed by the GTC and then by the PA and CC, unless it is a mandatory regulation.

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 5 000

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

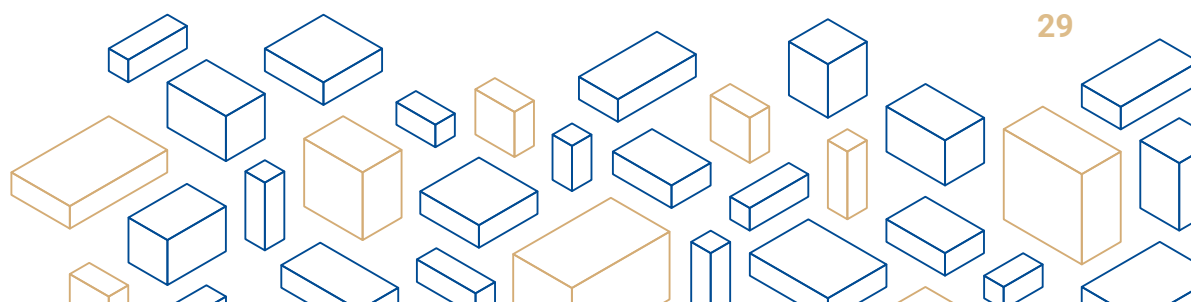
Delivery within Europe, except for islands Ceuta, Mellila and Canary Islands and Greek islands, where the recipient is a natural person, a natural person engaged in business, or a legal entity

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 consignee's address or delivery to service points
- For a detailed description of the delivery method by designation, see <https://www.ppl.cz/en/parcel-for-you>

Price of the service

The price of transport for **PPL PARCEL FORYOU INTERNATIONAL** service is quoted in the applicable PriceList. It is comprised of the transport fee, toll fee, fuel surcharge, and VAT, but for the calculation of a toll surcharge, the minimum weight of 0.5 kg has been set for all consignments. 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>