

Summary of changes in PPL legal documents

Effective of 1.7.2025

IN PRODUCT TERMS OF PPL, we have:

- Clarified the description and definition of atypical shipments (Article 12). both in domestic and international transport (Article 12).
- For simplification and streamlining of our portfolio, we have discontinued the PPL PARCEL CZ Morning Parcel (Dopolední balík) product as of July 1, 2025. Customers who use this product are recommended to use the PPL PARCEL CZ BUSINESS product, which offers comparable delivery quality.
- Added a fee for payment by business credit card (item 12).
- Updated the PPL PARCEL RETURN CONNECT product description, where shipments cannot be handed over for transport.
- Added specifications for sending multi-piece shipments in domestic products PPL PARCEL CZ PRIVATE, PPL PARCEL CZ SMART, PPL PARCEL CZ BUSINESS.
- Added specifications for sending multi-piece shipments in the PPL PARCEL CONNECT PLUS product.
- For the PPL PARCEL CONNECT PLUS product, detailed descriptions of sending shipments to destinations not covered by the DHL Connect Plus network were added in the Special Conditions section. Specific conditions apply to shipments to destinations: France, Switzerland, Norway, and the United Kingdom and are governed by the DHL Express Economy Select conditions.
- Clarified delivery conditions in the "When and how we deliver" section in all product terms.
- Updated international shipping conditions (PPL PARCEL CONNECT PLUS and PPL PARCEL RETURN CONNECT) - specifically the method of shipment submission at the collection point.
 - For the PPL PARCEL RETURN CONNECT product, we added a table specifying maximum weight and dimensions depending on the destination and method of shipment.
 - For the PPL PARCEL CONNECT product, we updated the weight, dimensions, and storage time conditions.
- Clarified item 11 "Maximum and minimum dimensions and weight of shipments."

IN GENERAL TERMS AND CONDITIONS OF PPL, we have:

- Made changes to item 8 of the GTC - the first paragraph of Liability. The definition of liability now includes multi-piece shipments.

IN THE PRICE LIST, we optimize the SMART product:

For the PPL PARCEL CZ SMART product, we optimize the ratio between the prices of individual weight categories. For the most popular and fastest-growing category of shipments up to 2 kg, we make the conditions more attractive and reduce the shipping cost to support your growth in this price-sensitive category. In higher weight categories, we better reflect the actual costs associated with their transportation.

All current documents in their full wording are available in the [Document Archive](#) on our website.