

Conditions for Home Box Delivery services PRIVATE BOXES

Home Box Delivery services allow for delivery of Parcel Delivery To Hand, Balíkovna Home Delivery, and Balíkovna Plus parcels to the home box located at the addressee's address.

These services are not available for the following consignments:

- a) An amount is to be collected (such as Cash on Delivery);
- b) Large size (L or XL);
- c) Cumbersome;
- d) Weight over 31.5 kg;
- e) Declared value over CZK 50,000;
- f) Qualified by the sender as Multiple Piece Consignment, Restricted Delivery, Delivery to the Addressee Only, Guaranteed Delivery Time, or Insured Consignment;
- g) For which the addressee signed either of the following contracts with Czech Post: Mail Pickup At Post Office Contract/Contract for Delivery to a Lockable Post Office Box or to a Delivery Box;
- h) To which any of the following one-off dispositions applies: Deposit Directly at Post Office, Standard Delivery, Deliver Only to Myself, or Deposit at Balíkovna;
- i) With the addressee's name and surname not matching the name and surname of the box user or owner;
- j) With the address on the consignment not matching the address where the private box is located;
- k) For which no contact details (email address or phone number) of the box user or owner who has set up the Private Box Delivery disposition match those provided when setting up the Private Box Delivery disposition.

By signing the application form for Home Box Delivery, the addressee

- a) Agrees that, unless proven otherwise, the consignments delivered in the manner requested are deemed to have been impeccably delivered at the time of their placement in the home box; further expressly confirms that he/she is aware that ČP cannot dispose of the consignment in any way after delivery to the home box;
- b) Agrees that ČP is entitled to deliver consignments addressed to him/her in the same way as if Home Box Delivery had not been agreed, even without giving any reason;
- c) Agrees that there is no legal entitlement to Home Box Delivery services and that the disposition may be suspended or cancelled by the service provider at any time, even without giving any reason;
- d) Declares that in all cases where he/she will be a consumer in relation to the sender of the consignment, consignments delivered in the requested manner may be regarded as consignments delivered to the person designated by the consumer within the meaning of section 2159 of the Act No. 89/2012 Coll., the Civil Code;
- e) Agrees to keep the PIN for opening the home box confidential and not to disclose it to third parties;
- f) Acknowledges and agrees that the home box must be located on private property so that it is freely accessible to the parcel carrier.