

Current regime of DPD parcels collection and delivery relating to the duration of the risk of spreading of the COVID-19 disease

Valid as of: 16 March 2020

Update: 2 August 2021

We would ask especially all parcel Consignees, as well as Senders, to follow all the recommended preventive measures, in particular hygienic measures, and to minimise contact with our couriers to the time necessary while respecting requirements of transparency and safety relating to parcel collection and delivery.

Just a few general recommendations to begin with:

1. For the duration of the Government Resolution and the threat of coronavirus, minimise cash on delivery parcels, pay in advance. If you are ill or in quarantine, do not order goods as COD parcels at all.
2. Keep safe distance from the courier during delivery. When receiving the parcel, you must always wear a face mask or respirator!
3. Before receiving the parcel, wash or disinfect your hands and do the same after receiving/unpacking the parcel.
4. All DPD couriers are provided with protective equipment and disinfection and they keep safe distance when delivering the parcel. If the courier and the Consignee/ Sender act responsibly, the risk of transmitting the virus during delivery is, under the current regime and the adopted measures, absolutely minimal.

More specifically:

- A. You are a Consignee, in good health and not in quarantine – you are expecting the parcel at home or at work

The parcel will be delivered to the address of delivery. Please, minimise contact with our couriers only to the time necessary and keep mutual distance.

If you are expecting a COD parcel, please see also point C of this document.

We believe you understand and respect this measure. Its aim is to minimise mutual contact between the courier and Sender while keeping the necessary safety in the process of parcel delivery.



B. You are a Consignee in quarantine – you are expecting the parcel at home or at work

The parcel will be delivered to the requested address if transport limitations or other restrictions do not make it impossible. However, if possible, have your parcels delivered/redirected during quarantine or for the duration of treatment to an address of a person who is not in quarantine or is not ill and can consequently hand the parcel over to you safely – your responsible actions will also protect other people.

If you receive the parcel in person, you are obliged to inform the courier about the quarantine so that the courier is able to proceed with caution.

You will receive the parcel in a contactless way only – the courier delivers it by leaving it in an agreed spot. **Keep at least 2-metre distance from the courier.**

If delivery is not possible while respecting these instructions, the parcel cannot be handed over and it will be returned to the Sender. This does not apply to parcels that are delivered with the PIN code message.

C. You are a Consignee and you are expecting a cash on delivery parcel

Until further notice, please pay the cash on delivery only in a cashless way, via payment card.

D. You are a Consignee and you have a parcel sent for a personal pickup at Pickup Parcelshop

The vast majority of our Pickup Parcelshops are not limited to operation, however, in connection with the Government Resolution on Crisis Measures of the Czech Republic, or the operators of Pickup Parcelshops themselves, this situation may change. Follow the information relating to opened Pickup Parcelshops on the DPD website, www.dpd.cz



E. You are a Sender and you are in quarantine

Unfortunately, we cannot carry out parcel collections from persons in quarantine. Please, take maximal responsibility, do not conceal the fact that you are in quarantine. If we have any information that a person in quarantine has violated the quarantine regime, DPD will inform the relevant Hygiene Station.

F. You are a Sender and you are not in quarantine

Collections are carried out according to our terms and conditions and it is necessary to follow the increased hygiene measures. If there are doubts as regards the safety of collecting the parcel, e.g. health condition of the person handing over the parcels, we reserve the right to refuse the collection and not to carry it out.

G. You are a Sender and you send parcels abroad with DPD

On its website, DPD informs about the current restrictions taken in the international transport. Generally speaking, most of the applicable international transport restrictions take into account the necessity of ensuring movement of goods between individual states, therefore, international transport is still enabled under stricter conditions.

Should the delivery of parcels to certain destinations be delayed or prevented by restrictions in the country of delivery itself, we will inform you on our website www.dpd.cz.

H. I would like to know what measures the DPD company is taking in its workplaces to minimise the risk of COVID-19 infection

On the [DPD](http://www.dpd.cz) website, you can find the statement of the company management as regards the current situation and the measures taken in our workplaces.

