



Amendment of General Terms and Conditions

in relation to the State of Emergency declaration on the territory of the
Czech Republic from 12 March 2020

Valid as of March 16, 2020

General Terms and Conditions

Domestic Transportation



Dear clients,

On 12 March 2020, the Government of the Czech Republic declared a State of Emergency for the duration of 30 days.

In response to the Government Resolution and due to the exceptionally serious interest in the health protection of the Direct Parcel Distribution CZ Ltd. company employees and of the employees of our contractual partners, we are forced to make **the following changes to parameters of our services that amend our General Terms and Conditions (hereinafter referred to as "GTC") with immediate effect for the duration of the State of Emergency.**

Any GTC provisions which would be in conflict with the above mentioned are not effective for the duration of this GTC amendment. The Service Provider reserves the right to extend the effectiveness of this exceptional GTC amendment even after the termination of State of Emergency declared on the territory of the Czech Republic on 12 March 2020.

Acceptance of a parcel to provide its transportation

The Service Provider is entitled to refuse the provision of transport services / the acceptance of the parcel for transportation, if transportation limitations or other restrictions relating to the address where the parcel should be accepted for transportation do not allow to do so, eventually also to refuse accepting the parcel without giving any reason.

As of 16 March 2020, the Service Provider does not allow the Customer to send parcels for transportation from the depots of the Service Provider, except for cases with a prior written consent given by the Service Provider, whereas such a consent shall be excluded for parcels with freight payment in cash.

Parcel delivery

For the duration of the State of Emergency, or of quarantine measures taken in relation to the Consignee or another person staying at the delivery address, the Service Provider is not obliged to request the signature of a person acting in the name of Consignee as a confirmation of parcel delivery. When handing over the parcel, the Service Provider takes a copy of the last 3 digits of the Identity Card of the person accepting the parcel. If the acceptance cannot be confirmed this way, the parcel shall be returned to the Customer.

The Service Provider is entitled to refuse the parcel delivery or not to carry it out if transportation limitations or other restrictions at the delivery address do not allow him to do so, or if there is a justified concern as regards the health of persons taking part in the transportation. In such cases, the parcel is returned to the Sender.

The additional service Delivery to the Department is suspended. The Service Provider is entitled to grant the Customer an exception from suspension of this service after giving a prior consent in cases of parcel delivery to persons with reduced mobility or persons in social care facilities.

Due to restrictions applicable in relation with the State of Emergency declared on the territory of the Czech Republic and the subsequent Czech Republic Government resolutions on crisis measures, or other limiting measures taken by the public administration and local administration bodies, delivery to some destinations might be delayed or made impossible. The Service Provider is not responsible for any such delays caused by these restrictions. If the parcel cannot be delivered to the Consignee due to such a limitation, it is immediately returned to the Sender, whereas the Sender is not entitled to claim the freight payment back.

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Cash on delivery parcels

Conditions of delivering COD parcels are amended as follows: the Service Provider allows **only cashless payment** of the COD amounts by a payment card.

In case of paying the COD amount by a payment card, the Service Provider is entitled to bill a surcharge pursuant to its currently valid price list even if the Customer has not expressly ordered such service.

Parcels delivered at Pickup Parcelshops

The availability of Delivery to a Pickup Parcelshop is limited.

Due to limitations of the opening hours of the Pickup Parcelshops or their complete closure during the State of Emergency, or due to other exceptional measures taken by the Government of the Czech Republic, the Service Provider extends the storage time of parcels that cannot be picked up by the Consignee in Pickup Parcelshops by the time of duration of such restrictions.

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International transportation, complaints



International shipments

Due to restrictions in international transportation and in countries of delivery, the parcel delivery into some destinations might be delayed or made impossible by the restrictions in the transit/delivery countries. The Service Provider is not responsible for any such delays caused by these restrictions. If the parcel cannot be delivered to the Consignee due to such a limitation in the country of destination, it is immediately returned to the Sender, whereas the Sender is not entitled to claim the freight payment back.

Complaints

In case of a visible loss of a part of the parcel or its damage, it is necessary to inform the Service Provider on the day of delivery at the latest, by filling a Damage Report on the website of the Service Provider.

Valid as of March 16, 2020

Direct Parcel Distribution CZ Ltd. company

Registration Number (IČ): 61329266

Modletice 135

25101 Říčany u Prahy

registered in the Register of Companies maintained by Prague City's court, Section C, register inlay number 52346