

GENERAL CONTRACTING TERMS AND CONDITIONS OF DPD HUNGÁRIA KFT.

FOR DOMESTIC PARCEL DELIVERIES

ENTRY INTO FORCE: 01.04.2021

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These General Contracting Terms and Conditions comprise the general contracting terms and conditions for the provision of domestic parcel delivery services and related ancillary service by DPD Hungária Kft. (hereinafter: 'DPD' or 'Service Provider'), as service provider.

1. Purpose and scope of the General Contracting Terms and Conditions

The purpose of these General Contracting Terms and Conditions is to define, pursuant to Act CLIX of 2012 on Postal Services (hereinafter: 'Postal Act'), the general contracting terms and conditions of the "postal service not replacing the universal postal service" and other parcel delivery not covered by the Postal Act (hereinafter collectively referred to as: 'parcel delivery') provided by the Service Provider, as well as the rights and obligations relating to the collection, processing and forwarding of consignment and their delivery and handover to the addressee.

These General Contracting Terms and Conditions shall cover domestic services. (Delivery of parcels collected by the Service Provider at a Hungarian address or handed over to the Service Provider in Hungary and sent to a Hungarian addressee.)

These General Contracting Terms and Conditions shall enter into force on 1 April 2021 and shall remain in effect until amended.

2. The Service Provider

DPD is registered by the Metropolitan Court of Budapest, as the Court of Registration, under company registration number 01-09-888141.

Registered office of DPD: 1134 Budapest, Váci út 33, 2nd Floor

Contact details of DPD's customer service centre (hereinafter: 'Customer Service Centre'):

Phone: +36 1501 62 00

E-mail: dpd@dpd.hu

Address: 1134 Budapest, Váci út 33, 2nd Floor

www.dpd.hu

Customer Service Centre opening hours:

Working days

Monday: from 07:00 to 19:00,

Tuesday-Friday: from 08:00 to 16:30.

Supervisory body:

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Monday: from 07:00 to 19:00,

Tuesday-Friday: from 08:00 to 16:30.

Supervisory authority:

National Media and Telecommunications Authority

1015 Budapest, Ostrom u. 23-25

postal address: 1525 P.O. Box 75

phone: (+36 1) 457 7100

fax: (+36 1) 356 5520

e-mail: info@nmhh.hu

3. Definitions

Secure location: a place of delivery specified by the addressee where only the addressee or a person authorised by them has access to the consignment, which must not be exposed to external influences that would result in the loss, damage or destruction of the packaging or contents.

Address: the clearly identifiable place of delivery/collection of the parcel.

Addressee: to whom the sender sends the parcel.

Parcel: a consignment sent by the sender and delivered to the addressee, which meets the conditions specified in Section 8 of these GCTC.

DPD network: means one of the companies involved in the small parcel service of DPD: GeoPost SA, DPDgroup International Services GmbH & Co. KG and any of their subsidiaries, which may, where appropriate, act through an agent, independent subcontractors or cooperating partners.

DPD Parcelshop: a business and service access point operated by DPD or its partners, where customers can send or collect parcels. Automatic parcelshops are also considered parcelshops, where parcels can be sent and/or received without human intervention.

Sender: the sender of the parcel.

Time-guaranteed service: the service provider's commitment to deliver the parcel(s) by a specified time in accordance with the terms and conditions of these GCTC.

Delivery: the delivery of the sent parcels by the Service Provider to the addressee or another authorised recipient, as well as their placement in another device or 'secure' location suitable for the delivery of the consignment.

Point of delivery: the premises or place accessible to the users and specified by the Service Provider for the delivery of the parcel, as well as a device enabling delivery and established by the Service Provider. Generally a parcelshop or an automatic parcelshop.

Trackability: the Service Provider provides the parcel with a unique identifier, based on which the path and current status of the parcel can be tracked electronically.

Customer: Any natural person, legal entity, or business entity or other organisation without legal personality, who/which mandates DPD to provide the services defined in these General Contracting Terms and Conditions, which mandate DPD accepts. In certain cases specified in these GCTC, the Customer may also be the addressee of the consignment (disposition of the consignment, submission of a complaint, enforcement of a claim for damages).

4. The services

By accepting the order, DPD undertakes to collect or receive the Parcels, arrange their forwarding, sorting, delivery to the addressee or delivery to the parcelshop within the territory of Hungary in accordance with these General Contracting Terms and Conditions, ensuring the trackability of the Parcels via the Internet (hereinafter: 'Service').

In order to provide the Services, DPD is also entitled to use subcontractors, but is responsible for their activities as if it had provided the service itself.

	Door-to-door		Parcelshop	
Non-time-guaranteed	DPD Classic - Domestic	Non-time-guaranteed door-to-door delivery service.	DPD Shop	Non-time-guaranteed door to parcelshop or automatic parcelshop, and parcelshop or automatic parcelshop to door delivery service
Time-guaranteed	DPD Classic Express	Door-to-door delivery, with guaranteed next day delivery		
	DPD Classic Express 10	Door-to-door delivery, with guaranteed delivery by 10:00 the next day		
	DPD Business Express 12	Door-to-door delivery, with guaranteed delivery by 12:00 the next day		

Basic services

Service	Description
<i>DPD Classic – domestic</i>	<p>‘Door-to-door’ parcel delivery. In the framework of the ‘DPD Classic – domestic’ service, DPD delivers the consignments to the Addressees usually within 1 working day. Non-time-guaranteed delivery.</p> <p>General characteristics of the ‘DPD Classic – domestic’ service: Quick and economical road transport. In case of unsuccessful first delivery, free second delivery attempt. Free return delivery to sender after second unsuccessful delivery. Advance e-mail notification to the addressee with a 1 hour time frame of expected arrival. The addressee has the opportunity to change the date of delivery of the parcel and the delivery address on 1 occasion free of charge on the customer-friendly online interface provided by DPD. The parcels are insured up to the value of HUF 50,000, but it is possible to insure them for a higher amount, up to EUR 13,000, with the payment of a separate insurance premium. You can track the route of the parcel online. The parcel’s acknowledgement of receipt can be downloaded via the internet.</p>
<i>DPD Express (guaranteed on the next working day)</i>	The DPD Classic service is guaranteed with delivery on the working day following collection.
<i>DPD Express 10 (guaranteed on the next working day by 10:00)</i>	The DPD Classic service is guaranteed with delivery by 10 am on the working day following collection. (Available for specific postcodes.)
<i>DPD Express 12 (guaranteed on the next working day by 12:00)</i>	The DPD Classic service is guaranteed with delivery by 12 noon on the working day following collection. (Available for specific postcodes.)
<i>DPD Shop (delivery to parcelshop)</i>	With the DPD Shop service, it is possible to send parcels from the parcelshop, which DPD delivers to the home of the addressee. It is also possible to collect the parcel at the sender's address and deliver it to the parcelshop. The Addressee has the opportunity to receive the consignment at the Parcelshop within 7 calendar days from the date of delivery to the Parcelshop.

Ancillary Services:

Service	Description
<i>COD – Domestic cash on delivery</i>	<p>DPD delivers the Consignment to the Addressee only against payment of the value of the goods specified by the Customer. The risks arising from the non- or incorrect entry of the cash on delivery amount are fully borne by the principal, therefore DPD cannot be held liable. The cash on delivery amount can be paid in cash or by bank card. Bank card payment is only possible with couriers who have a bank card reader terminal. In the case of bank card payment, the Addressee agrees that DPD will send the payment receipt electronically to the e-mail address provided by the Addressee. The highest amount of the cash on delivery is HUF 300,000 in the case of cash payments, i.e. three hundred thousand forints/parcel, with no limit applicable to bank card payments.</p> <p>Any complaints or cancellations related to the product are the responsibility of the Customer, DPD cannot be held financially liable for cash on delivery payments made on the bank card terminal.</p> <p>The service fee is charged even if the parcel is not delivered.</p> <p>Cash on delivery is settled and transferred once a week, within 7 banking days of collection. The Sender is not entitled to interest for this period.</p>

COD – Domestic cash on delivery express (instant) transfer	Transfer of the cash on delivery amount on the first banking day following delivery.
Collection Request – Domestic (Domestic parcel collection order)	DPD collects the parcel at the chosen domestic address indicated by the Customer (but not at the business site of the Customer), and delivers it to domestic address specified by the Customer. The collection address and/or the delivery address do not have to coincide with the registered office, business site or branch office of the Customer.
ID-Check (Personal identification check)	Upon delivery, DPD will only hand over the goods if the recipient proves their identity by presenting an official identity card with a photograph in accordance with the sender's requirements.
Return of documents	Upon delivery of the parcels, DPD has the Addressee sign and stamp the invoice or delivery note provided by the Sender, and a copy is returned to the Sender in electronic form.
Parcel exchange	The Consignment collected from the Customer is delivered by DPD to the Addressee only if the Addressee facilitates the collection of the indicated Consignment by the DPD Courier, which is then returned by DPD to the Customer's address. The Addressee shall ensure the prerequisites for collection (delivery) as provided in the GCTC of DPD (e.g.: packaging, product not excluded from transportation).
Overinsurance:	In the case of high-value consignments, additional insurance is required in case of loss or damage of the goods, so that the value of the goods is fully covered in the case of a claim event (in addition to the limitation of liability specified in these GCTC). In the case of overinsurance, compensation is only possible if the contents is not excluded from transportation. For more information, please read our Parcel Insurance Terms and Conditions.
Text Message Notification	With the DPD Text Message Notification service, DPD notifies the Addressee by sending a message to the telephone number provided (indicated) by the Sender on the day of collection and on the day of delivery of the Consignment. The Text Notification will include the Parcel Number of the Consignment, the amount of any COD and the estimated time of delivery. If the delivery date is not convenient for the Addressee, they can use the security code in the message to reschedule the delivery date. The maximum delivery postponing period is 5 banking days. On the day of delivery of the Consignment, we send another Text Message to the Addressee informing them of the one-hour timeframe within which they can expect a DPD courier to arrive. The above notification does not make the service a time-guaranteed service, the notification is for information purposes only, as given the nature of the service, there may be transport and other obstacles. The one-hour period cannot be changed by the Addressee. To use this service, the Sender must provide DPD with the addressee's telephone number.

5. Contractual performance

It is considered contractual performance on the part of DPD, if DPD attempts delivery within the deadline specified in the service type or, in the case of a parcelshop service, delivers the parcel to the parcelshop or places the parcel into an automatic parcelshop. Contractual performance also includes failure to deliver within the agreed deadline for reasons not attributable to DPD (e.g.: the Addressee is not at the address provided; or the address and/or other information provided by the Sender is incorrect or incomplete; or the consignment does not comply with the terms and conditions of the GCTC).

Time-guaranteed services are only available in the geographical areas published on DPD's website. DPD has the right to suspend time-guaranteed services (e.g.: during the peak period before Christmas), of which it is obliged to provide prior notification on its website.

6. Quality of service

DPD operates a quality management system that extends to all aspects of its operation. The system is based on DPD's international standard-setting manual and documentation describing internal processes. Through the regulation of processes, the system assures the regular monitoring and documentation of

quality metrics. DPD makes every effort to ensure that its services fully comply with the law and fulfil its obligations under the GCTC and/or individual contracts.

7. The Parcel – Consignment

The Customer must ensure that the Parcel they are sending complies with the following weight and size limits and conditions:

For door-to-door delivery:

Weight limit: 31.50 kg / parcel;

Maximum circumference: 3.00 m / parcel (2 X height + 2 X width + 1 X length); Maximum length: 1.75 m / parcel.

For parcelshop delivery:

Weight limit: 20.00 kg / parcel;

Maximum circumference: 2.00 m / parcel (2 X height + 2 X width + 1 X length);

Maximum length: 1.00 m / parcel.

DPD verifies the above conditions with certified scales and other measurements at the domestic depots. If the sent parcels do not meet the above conditions and they are still sent, the principal is obliged to pay an additional fee/surcharge in addition to the delivery fee. DPD is entitled to return the consignment to the sender, claiming the delivery fee and surcharge.

The Customer is solely responsible for the correctness of the data contained in the order, for the proper packaging of the Consignment, as well as for proper labelling, and preparation of documents. In all cases, DPD is entitled to indicate the weight and size data determined by the certified devices in its own system and to apply these during transport and settlement. The customer accepts this by handing over the Consignment.

8. Packaging – Labelling

DPD only undertakes the delivery of parcels sent in the appropriate packaging and labelled in accordance with the prescribed content requirements. Compliance with these is always the duty and responsibility of the sender. The most important criteria for proper packaging are:

- The contents cannot be accessed (without a trace of external damage).
- The Consignment has the necessary goods protection to protect its contents: the contents of the parcel must not be damaged or cause injury or damage to the Service Provider's personnel, subcontractors, other Consignments or other property.
- Correspondence with the operation of the service provider (the parcel must withstand the pressure it may be subjected to during automated sorting processes, the drop height from the conveyor belt of 80 cm, and the stacking of parcels due to forwarding in groupage trucks, without damage).
- In addition to the current weather effects, protection of the contents from any form of damage (e.g.: cold, heat, moisture, and it may be rained on during delivery).
- The parcel label is properly secured: it does not fall off the parcel during transport/sorting, is not covered by anything (not even partially, e.g. straps) and is placed on the outside of the parcel (no film or nylon over it)
- Parcel label containing the full name of the Sender and the Addressee, the exact address of the Addressee with all the information required for delivery (postcode, staircase, floor, door number, other), the Addressee's phone number, the barcode and delivery control data; in the case of the Parcelshop service, also the name and exact address of the Parcelshop; the DPD barcode, and complying with the relevant legal and regulatory requirements.
- Clean packaging, completely surrounding the contents.

The Service Provider does not take into account other indications that do not comply with the above (fragile, to be transported standing, etc.). The Customer may not transfer any responsibility to the Service Provider by referring thereto.

DPD makes its label creation program available to its principals for the purpose of creating an appropriate parcel label, but a label prepared in the principal's own system, containing the data specified by DPD, is also acceptable.

Each parcel is a separate Consignment. Multiple parcels may be packaged together in such a way that the new parcel meets all the conditions set out in these GCTC, and the new packaged parcel is considered a parcel that cannot come apart during transport. The responsibility for damage and/or partial loss resulting from such errors shall be borne by the Sender, it may not be transferred to the Service Provider with any reference thereto. DPD reserves the right to refuse the acceptance of improperly packaged consignments.

It is the Customer's responsibility to remove all previous packaging labels, stickers and other information from any reused packaging or to make them unreadable in any other way. The Customer shall be liable for any errors, erroneous and/or late delivery resulting from a failure to do so.

9. Parcels not forwardable on a conveyor belt and excluded from transportation

9.1. Parcels not forwardable on a conveyor belt

Non-system compatible consignments are consignments that, by their nature, are not suitable for handling on an automatic conveyor belt, including, but not limited to:

- narrow rods, tubes, cylinders etc. which can roll,
- amorphous parcels which do not have a flat and even surface on which the package would stand on its own,
- parcels where a large weight is concentrated on a small area (e.g.: kettlebell),
- parcels which do not provide sufficient rigidity (e.g.: bagged bulk consignments).

In case of sending parcels that cannot be forwarded on the Service Provider's sorting systems, the customer is obliged to pay an additional fee/surcharge to cover the manual sorting cost.

9.2. Products and parcels excluded from transportation

The following consignments are excluded from the Service (transportation):

- a) any Consignment which does not comply with the requirements set out in Sections 8 and 9, in particular as regards the maximum size and weight limits of the parcel and the conformity of the packaging/labelling;
- b) all goods which can be transported only at a specified, constant temperature or within a temperature range;
- c) dangerous goods covered by the ADR Regulation, with the exception of Limited Quantity goods;
- d) parcels the contents, forwarding or design, external presentation of which are in breach of legal provisions or subject to special permit, such as, but not limited to, tobacco products, excise goods; or any goods the transport or import of which is prohibited by the legislation of the country of destination or subject to a special authorisation (import or export licence);
- e) batteries that contain corrosive acid or alkali and can cause a fire in the event of a short circuit, magnets;
- f) works of art; precious metals (including articles and jewellery made therefrom); precious stones, true pearls; antiques and other similar valuables; documents, property, objects of service, personal papers, valuable letters, antiquities, unique and special ornaments, paintings;
- g) pharmaceutical products;
- h) cash (banknotes and coins), other coins and stamps;
- i) official documents or cards that can be exchanged to cash or products (e.g.: cheques, credit notices; bonds; stocks; foreign currency; lottery tickets, vouchers and entry tickets and gambling tickets); cash-substitute payment instruments (e.g.: bank card, credit card);
- j) human or animal remains, body parts, organs; live or dead animals (including fish and birds), any living organisms (including seeds, trees and seedlings);
- k) tender materials, pre-qualification, inspection, legal due diligence materials related to contracts, copies of inspections;
- l) damaged consignments;
- m) other goods with a value exceeding EUR 13,000, i.e. thirteen thousand euros;
- n) parcels that may cause damage to (the property or health of) persons or goods;
- o) perishable and frozen goods (i.e. all goods with a limited shelf life that perish or degrade quickly – within a few days – and all other goods that may be presumed to be likely to perish as they may be destroyed as a result of excessive heat or cold given their composition)

DPD has no obligation to inspect products excluded from transportation, given that DPD receives sealed, packaged consignments from the Sender. The Customer is fully responsible for compliance with the rules for excluded products and for any damage resulting from any non-compliance, even for damage to other goods, persons and property, subject to the general rules of the Civil Code.

The Service Provider shall not be liable (including damages caused by negligence) for damages incurred during the transportation of products excluded from transportation. If the Customer sends such a consignment despite the exclusions, they do so at their own risk and are fully liable for any damages and fines incurred. DPD may refuse to forward these goods and arrange, at the Customer's expense, for their return via the appropriate transportation method and, where appropriate, for their destruction in order to prevent any risk.

10. Conclusion, amendment and termination of the contract

The contract between DPD and the Customer, pertaining to the provision of the Service in accordance with the General Contracting Terms and Conditions, is concluded by the acceptance of the customer's order and/or upon collection of the Consignment by DPD. By placing the order and/or with the sending of the Consignment, the Customer acknowledges that they understand and accept the provisions of DPD's effective GCTC.

DPD has the right to unilaterally refuse to enter into a service contract, including, but not limited to, cases where the performance of the contract is in violation of law, endangering human life, health, bodily integrity and/or the environment. If, after the conclusion of the contract, DPD becomes aware of a reason or circumstance due to which DPD is obliged and/or entitled to refuse to perform the service (or to continue it), it shall notify the sender and arrange for the consignment to be returned or delivered to a secure location in compliance with the provisions of the GCTC.

The service contract expires when the undertaken service is completed. The service contract is also terminated if the Consignment cannot be delivered for reasons beyond DPD's control and the Service Provider has returned it to the Sender, if

the Consignment cannot be returned to the Sender and/or the Sender cancels the return delivery of the Consignment and its destruction is permitted, or if the Service fee has not been settled.

11. Other provisions

The Customer undertakes the obligation to ensure that the Consignment(s) are prepared in a secure location by reliable employees. The Customer also declares and undertakes the obligation to ensure that the Consignment(s) are protected from unauthorised impacts during preparation and storage and prior to their handing over for transportation or other services.

All Consignments are considered registered consignments, i.e. consignments, the delivery of which is duly documented by DPD with the signature of the Addressee or another authorised recipient or other alternative, even electronic solutions. It shall be deemed to be a credible delivery certificate if the DPD courier delivers to the secure location specified by the customer and confirms the delivery by scanning.

The Customer undertakes the obligation and full responsibility to provide DPD with data in respect of which the use of the data does not infringe the rights and legitimate interests of the Customer or relevant third parties (especially the Addressee), and for the data and use of which they have the necessary authorisation. This provision applies, in particular, to the use of the Addressee's phone number and e-mail address in the manner and to the extent required for performing the service. In view of the above provisions, DPD excludes all liability in connection with the data provided by the Customer and used in the performance of the service, as well as in connection to the data processing.

The Customer is responsible for ensuring that the transport documents are attached appropriately, and free of any errors.

The Customers can find more information on DPD's Services on the www.dpd.hu website.

12. The transportation process

12.1. Collection of Consignments

The Consignment is collected after a pre-order (handed over by 16:00 on the day before sending) with the assistance of DPD couriers at the Customer's business site or, in the case of the Collection Request service, at the place indicated in the order on working days between 8:00 and 17:00. Based on DPD's unilateral decision, it is determined exactly when the goods are collected on the given day. DPD, of course, strives to take customer needs into account in all cases.

A parcel can be sent from a parcelshop during the opening hours of the given parcelshop.

DPD collects/accepts the Consignment for delivery if all the provisions of these GCTC, but specifically for the parcel and packaging, are complied with, otherwise DPD is obliged to refuse the acceptance of the parcel, however, the acceptance of the parcels does not mean that DPD assumes the risk of non-conformity of the packaging, it is always the responsibility of the Sender to ensure proper packaging.

12.2. Forwarding of Consignments

After collection, the Consignment is transported to the nearest depot, where it is scanned, weighed, and registered in the system. The Consignment is forwarded to the Addressee via one or more distribution centre. After the handover of the parcel to DPD and the start of the transportation, the Sender may not cancel the transport or delivery of the consignment to the addressee. This is due to the use of automated systems and processes.

The current status of the parcels is recorded by scanning at each station. These stations and real-time statuses can be tracked in the DPD system depending on the appropriate rights.

12.3. Right of disposal

By handing over the consignment to DPD, the Principal authorises the Addressee to exercise the right of disposal over the Consignment (in particular for the changing of the place and time of delivery on a few occasions). If the Addressee exercises the redirection option offered by DPD, the Customer/Sender consents to the termination of their instruction rights with regard to delivery. In such cases the rights are transferred to the Addressee prior to the first delivery attempt.

DPD considers the parcels collected by it to be the Sender's property until delivered to the addressee or other authorised recipient to collect it, unless proven otherwise. DPD is obliged to accept that the consignment is the property of the addressee if the addressee provides credible proof that they have paid the price of the product to the seller.

12.4. Delivery of Consignments

DPD delivers the Consignment to the Addressee, the person authorised by the Addressee or, in the case of parcelshop delivery, to the parcelshop in accordance with the provisions of the order, taking into account any provisions of the Addressee. When handing over the parcel, DPD does not check (except for the ID check service) whether the person at the specified delivery address is entitled to receive the consignment. If the Addressee is not present at the address, DPD is also entitled to deliver the package to the immediate neighbour (within 50 metres in the case of an adjacent building according to DPD's internal practice) informing the Addressee simultaneously/if the Addressee so provided, also indicating the authorised person. It is also considered such a provision if the Courier calls the Addressee from the location and the Addressee verbally advises that the parcel may be handed over to the neighbour designated by them.

The Principal expressly accepts the Service Provider's right in this regard. It shall be considered authorisation if the Principal provides the PIN code required for delivery to the neighbour or other third party.

However, parcels may not be delivered to direct neighbours if they are damaged.

If delivery fails due to the Addressee's absence, DPD leaves a notice and/or notifies the Addressee by e-mail of the failed delivery.

Following the failed delivery DPD acts according to the specifications of the type of service. (see in the services descriptions – Section 4 of these GCTC)

DPD may, for a legitimate reason, decide that delivery is not possible at a particular address, including, but not limited to, cases where this is justified by law, for the protection of human life and safety or the protection of property.

The courier or parcelshop clerk shall certify the delivery of the consignments to the Addressee with a signature or the entering of the PIN code on the DPD technical device or shall document delivery in another alternative way. According to the provisions of the order, the possible placement in a secure location or at a parcelshop may also be considered certified delivery.

Upon receipt of the Consignment, the recipient is obliged to inspect the Consignment in the presence of the courier and indicate any detected or recognisable damage on the outer packaging of the Consignment to the courier. In this case, the consignment is delivered as a damaged consignment. The claimant is obliged to submit the actual claim to DPD immediately, but no later than within 3 days, in accordance with the process described in these GCTC. The recipient is obliged to take all reasonable steps to mitigate the damage.

DPD shall not be liable for unsuccessful delivery if the reason therefor does not fall within its scope of activities, but any of the conditions for delivery are not met due to the sender, addressee or other external reasons.

12.5. Return delivery of Consignments

If the Consignment cannot be delivered to the addressee, DPD is obliged to return it to the sender. The costs of return delivery are borne by the sender. If return delivery is impossible for any reason beyond DPD's control, the consignment is considered non-returnable.

12.6. Opening of Consignments

DPD may only become aware of the contents of the forwarded Consignment in justified cases and only to the extent necessary for the performance of the Service. DPD may only study unsealed Consignments detected during the transportation process for the purpose of determining the data required for processing, forwarding or delivery, and only to the appropriate extent.

DPD may open the closed Consignment, if

- the packaging of the Consignment is damaged such an extent that its opening is justified in order to protect its contents, and re-packaging without opening would not ensure the protection of the contents of the Consignment;
- there is a risk that the contents of the consignment may endanger other property or persons;
- due to the probable hazardous or perishable nature of its contents, the storage of the consignment for the period specified above cannot be expected of the service provider;
- the consignment is declared undeliverable and non-returnable;
- if the Customer, in spite of a written or verbal request, fails to provide DPD with the necessary requested information within 14 days in the case of consignments to be cleared through customs, or within 7 days in the case of any other consignments.

The Customer consents to the security check of the parcels transported by DPD, and for the parcels to be opened, and their contents checked, for this purpose during transportation.

In addition, the parcel may be damaged to such an extent that there is a risk of access to the content, so DPD opens the parcel for security reasons, determines its contents and then reseal it properly. In all cases, DPD is obliged to record the opening and the examination of the content in a report. If DPD only repairs and/or reinforces the damaged packaging, but no content is determined, no report is created. DPD uses a regular adhesive tape with the DPD logo to seal the parcels, both for resealing after opening and for the reinforcement of the packaging.

12.7. Sale of the contents of the Consignment, destruction of the Consignment

DPD is obliged to keep the non-returnable consignment for three months, after which it can be opened, destroyed or sold. The service provider is obliged to keep appropriate documentation of this. DPD spends the proceeds from sales on the reduction of the costs usually arising from the storage of non-returnable consignments or keeps the amount available for such a purpose.

13. Fee payment, invoicing

In the case of an individual order, the current service fee must be paid in advance. In the case of a written individual agreement, the conditions set out therein shall apply.

The amount of the fee depends on the weight and size of the Consignment, in the event of a data discrepancy (a difference between the Customer's and DPD's measurement), the data established by DPD shall prevail. In all cases, DPD uses a certified automatic device to determine weight and volume.

DPD notifies the contracted Customers of any change in the fee for the Services by sending a letter informing the customer of the change, publishing it on the website and/or sending an e-mail to the e-mail address provided by the Customer at least fifteen (15) days before the change takes effect.

In the event of late payment, the principal shall bear the default interest at the rate of 15% per annum, a flat-rate collection cost and all legal and other costs incurred in collecting the debt. In the case of late payment, DPD reserves the right to retrospectively withdraw any discounts granted previously under the terms of the special written agreement. Late payment is a breach of contract and may result in immediate interruption or suspension of the Service.

DPD is entitled to suspend the services if it becomes aware of negative events related to the economic, financial and lawful operation of the Customer, in particular: bankruptcy, liquidation, dissolution, statutory supervisory proceedings, NAV and other enforcement, tax number suspension.

DPD is entitled to offset its overdue claims against any similar claims of the Customer, and is entitled to enforce its rights of retention and lien in accordance with the effective statutory provisions. DPD is also entitled to enforce a lien if its legitimate and overdue claims arise not from the delivery of the given parcels but from previous deliveries.

The Customer shall not be entitled to offset any of its claims against DPD or its overdue receivables against its debts, and the Customer may not exercise any withholding rights. This provision does not apply to claims for which a final court decision has been issued, or which have been separately agreed between the Customer and DPD, or the justification of which has been acknowledged by DPD.

DPD's service fees do not include the costs related to the transfer in the case of cash on delivery (e.g.: transaction fee), they are borne by the Customer.

DPD issues an electronic invoice for the service fees and sends the invoice issued in this way to the e-mail address provided by the Customer. The sending of an electronic invoice to the e-mail address provided by the Customer is accepted by the Customer as valid and they are obliged to ensure that the invoice is downloaded and paid by the payment deadline of the invoice.

14. DPD's liability, compensation rules

14.1. General Provisions

DPD shall be liable for any damage resulting from the destruction, total or partial loss of, or damage to, the consignment from the time the consignment is collected until it is delivered or returned to the sender, unless the damage is related to any of the following:

- unavoidable reasons beyond DPD's control;
- the packaging or labelling does not comply with the specifications of Section 8;
- the damage occurred in connection with parcels excluded from the Service;
- the damage was caused by the internal nature of the consignment or by the nature or defects of the packaging which are undetectable from the outside;
- the damage was caused by the sender or by their action or omission, in particular with regard to inadequate or incomplete information.

DPD shall prove the defect in the packaging and that the damage was caused by an unavoidable reason beyond DPD's control or – in spite of DPD's contractual behaviour – by the consignment of a third party other than the damaged party.

The sender shall prove that the damage is not a consequence of the inner attributes of the consignment and that it has not arisen from a deficiency in the packaging. DPD will not be liable for damages if only the external packaging of the Consignment is damaged.

In the case of a destroyed or completely lost consignment no claims for damages may be enforced by virtue of delay, not even for time-guaranteed services.

DPD is not liable for consequential damages or lost income. It shall not be obliged to pay restitution or damages for breach of privacy, nor shall it be subject to any sanctions independent of attributability for the violation of privacy.

The Customer shall be fully liable for any damage caused by the non-conformity of its own consignment, which occurs in the property or means of transport of DPD or its subcontractor, or in the other consignments handed over to DPD, as well as for all related personal injuries and their costs.

14.2. Extent of the liability for damages

Subject to Section 51 (7) of Act CLIX of 2012 on Postal Services, and pursuant to the authorisation contained in Section 44 (2), DPD applies the rules of the Civil Code (Act V of 2013) on liability for damage caused by breach of contract instead of the provisions of Section 44 (1) paragraphs (3)–(8) and Sections 45–51 of the Postal Act.

In view of the above, if the consignment is destroyed, completely or partially lost, or damaged by DPD's liability and fault, DPD is obliged to compensate the actual and proven property damage, however, the maximum amount of compensation may not exceed **HUF 50,000** per consignment. The sender and the addressee are obliged to fulfil their obligation to prevent and mitigate the damage, and DPD is not liable for the damage resulting from their failure to do so.

In all cases, the injured party must prove the extent of the damage in a credible manner and support it with appropriate documents. Failing this, the claim cannot be properly investigated and DPD will not be liable.

If the consignment is not delivered – or attempted to be delivered – in domestic traffic within fifteen days of sending, the consignment shall be deemed lost and the rules applicable to the loss of consignments shall apply to the compensation. If a consignment is located at a later stage, the consignment must be delivered. The amount of compensation not yet paid shall not be paid, but the amount of compensation already paid shall be returned to DPD upon delivery.

In the case of consignments with a value higher than HUF 50,000, the Sender may take out overinsurance, but the regulations concerning high-value consignments excluded from transportation must be taken into account.

In general, DPD strives to deliver parcels on the next working day, unless some special or unexpected circumstance occurs during the transportation process. DPD is not liable for any damages due to delays of non-time guaranteed services.

In the case of time-guaranteed services, the amount of compensation is twice the separate fee/surcharge related to the time-guaranteed service. DPD shall not be liable for delays in the delivery of consignments with a time-guarantee if:

- a) the delay was caused by a reason outside its operation that could not be prevented,
- b) the consignment was not delivered on time because the addressee or other authorised recipient was not available at the location indicated in the address,
- c) the Addressee refuses to accept the parcel or fails to pay the possible cash on delivery amount
- d) the principal did not provide, or incompletely or incorrectly provided the data required to attempt delivery
- e) the packaging or labelling did not comply with the provisions of these GCTC

14.3. Filing of complaints, enforcement of claims for damages

A complaint is any complaint in which the complainant claims that the service provided by DPD does not comply in whole or in part with the provisions of the law or these General Contracting Terms and Conditions.

Complaints may be submitted verbally, at the time referred to above by telephone, in person through the DPD Customer Service, in writing at DPD's central e-mail address or by filling in the form on DPD's website.

A complaint regarding a Consignment may be lodged within a limitation period of 6 months following the day of sending or, in the case of any detrimental activity or behaviour, within 30 days after becoming aware of it but not later than within 6 months following the realisation of such activity or behaviour.

In the case of domestic services, the service provider has thirty days from the date of receipt of the complaint to conduct the investigation. The investigation procedure for domestic services may be extended once by thirty days, with simultaneous notification to the complainant.

If the complainant does not accept the response to the complaint or DPD fails to respond to the complaint by the given date then the complainant may appeal to the Authority for the investigation of the handling of the complaint within 30 days following the receipt of the response or, failing a response, following the expiration of the date of responding.

DPD may dispense with the investigation of a repeated complaint made by the same complainant with the same content as the content of the previous complaint, as well as consumer complaints made by an unidentifiable person.

The sender is primarily entitled to enforce the claim for damages.

The Addressee is only entitled to enforce a claim for damages if

- a) the consignment has been delivered to them or to another authorised recipient
- b) the sender has assigned the right to claim compensation to the addressee in writing
- c) the addressee provides credible evidence that they have paid the price of the product and other delivery charges to the seller.

The partial loss of or damage to the consignment must be reported to the courier immediately upon delivery of the consignment, if identifiable. If the partial loss or damage cannot be detected immediately upon delivery, it must be reported in writing via DPD's website as soon as possible, but no later than within three working days of delivery. Failure to meet these deadlines will result in the forfeiture of rights. If the addressee does not notify the courier of the fact of the damage and or does not submit the actual claim within the deadline, the consignment shall be deemed to have been delivered in good condition and DPD shall not be liable for any lack of or damage to its inner contents.

In the case of a time-guaranteed service, a claim for compensation for late delivery of the consignment must be notified in writing within three working days of receipt of the consignment.

The claimant may notify the service provider in writing of their claim for compensation for the loss or destruction of the consignment within 6 months from the fifteenth day following the sending of the consignment.

Claims for damages can and must be reported on the DPD website, together with the provision of the mandatory data required therein. Claims made through the other contact details of DPD, specifically by telephone, do not constitute official claims.

If the person filing the claim does not fully provide DPD with the documents and evidence necessary to determine the legal ground of the compensation or the amount of the damage within the time specified by DPD, but no later than within 30 days from the submission of the claim, then the claim is assessed on the basis of the documents and evidence available to it.

If DPD deems the claim to be well-founded, DPD sends the forms regularly used by it to the Customer for compensation payment and the Customer shall properly complete and sign them, and return them to DPD. Adequate completion and

signature, and the sending of these forms to DPD are pre-requisites of the payment of any certified claim, accepted by DPD. Failure to do so will preclude DPD's breach of contract.

DPD endeavours to respond to a duly reported claim for damages in writing as soon as possible, taking into account the reasonable time required for the investigation. If the claimant does not agree with the DPD's decision, they have the opportunity to turn to the Arbitration Board competent according to their home address or place of residence. Contact details of the Arbitration Boards: www.bekeltetes.hu

DPD investigates the reported claims individually in accordance with the applicable legal and internal regulations. In matters not regulated herein, the provisions of the Consumer Protection Act shall apply in the event of a complaint and/or claim for damages.

15. Insurance – overinsurance

If the value of the Consignment exceeds HUF 50,000, it is possible for the Customer to overinsure the sent Consignment – up to a HUF amount equivalent to maximum EUR 13,000 per Consignment – for an appropriate fee. If the amount of coverage is lower than the value of the insured interest (underinsurance), DPD shall be liable to cover the loss in such a manner that the amount of insurance is proportionate to the value of the property at the time of damage. Insurance is only possible before the Consignment is accepted for forwarding. Consignments covered by other insurance shall be excluded from DPD's insurance.

16. Compliance with legislation / anti-bribery rules / export control

The Sender declares, warrants and agrees that they have complied with and will continue to comply with all possible applicable legislation relating to the ensuring of anti-corruption and the prevention of bribery; with particular regard to the above, the Sender declares, warrants and agrees not to give, offer, promise or authorise to any third party any gift, money or anything of value (hereinafter: 'bribe') in order to gain or maintain a business relationship or to do business with anyone, or gain an undue advantage in violation of applicable law.

The Sender hereby declares and warrants to all members of the DPD Network that they complies with any applicable national and international legislation. In particular, the Sender declares and warrants that they will comply with:

- a) national legislation on dual-use items (civil and military);
- b) restrictive measures or embargoes imposed under the United Nations or any national or international program;
- c) any national or international law relating to terrorism and/or money laundering etc.

The Sender declares and warrants that they are not one of the natural persons or organisations named in the list compiled in relation to Implementation Regulation No. 13224 of the United States for the identification of presumed terrorists (most recent list: <https://www.treasury.gov/resource-center/sanctions/SDN-List/Pages/default.aspx>), or any replacement website or published list (Specially Designated Nationals, abbreviated as: 'SDN').

In connection with the above, the Sender is informed by the Service Provider, and the Sender agrees, that in connection with the provision of the service, the data of the Sender's employees, own customers (natural and legal persons), customer of their customers (end customers) and Addressees are uploaded (provided) to the SDN monitoring system of the members of the DPD Network to verify that the employees, customers, and end customers are not named on the SDN list. The Sender is obliged to inform their employees, customers and end customers about this data processing performed by the member of the DPD network.

The Sender undertakes to notify the member of the DPD Network if they suspect or become aware that their employee, customer or end customer has violated any of the applicable laws listed above or has been identified on the SDN list.

Alternatively, the Service Provider may consider that the Sender has violated the provisions of this Section, and the member of the DPD Network has the discretion to: (i) stop or suspend the service; (ii) provide the requested information to the competent authorities and/or (iii) request the appropriate procedure of the competent authority (including the destruction of the consignment at the expense of the Sender). Prior to using the service, the Sender is obliged to inform their employees, customers and final customers about the rights of the DPD Network member as defined above, and to obtain their consent. The member of the DPD Network shall not be liable in any way for the suspension or interruption of the service, the transfer of the data of the Sender's employees, customers and end customers to the authority, the destruction of the consignment or any other necessary measures in connection with the provisions of this Section.

17. Data processing, data protection

DPD shall process and store the customers data it has obtained in the framework of the service in conformity with the currently effective rules of data protection, and may disclose such data to the Authorities/third parties in accordance with and pursuant to the relevant legal provisions and conditions.

DPD's data protection rules relating to Customers are included in the Privacy Policy, the current text of which is available on the DPD-website.

18. Prevailing law

With respect to matters not regulated herein, the provisions of the Postal Act and the implementing regulations thereof as well as those of the Civil Code and other relevant statutory provisions, effective at the time of the performance of the service, shall prevail.

19. Legal disputes

In the event of a dispute, the parties shall endeavour to reach an amicable settlement. If these attempts fail, their legal dispute may also be settled by the court with jurisdiction pursuant to the place of conclusion of the contract and, depending on competence, either the Budapest District IV and XV Court or the Metropolitan Court shall have exclusive jurisdiction.

20. Miscellaneous provisions

The Parties may depart from the provisions of these General Contracting Terms and Conditions in a separate – written – agreement concluded for individual instances.

The invalidity or inapplicability of any provision of these General Contracting Terms and Conditions shall not affect the validity or applicability of its other provisions.

Budapest, 14.03.2021

DPD Hungária Kft.

DPD Domestic GCTC

DPD Domestic Tariffs

Basic services

1. DPD Classic – Domestic

Parcel weight	Delivery fee/parcel (HUF)
0.01 – 3.00 kg	1.721
3.01 – 5.00 kg	2.036
5.01 – 10.00 kg	2.193
10.01 – 15.00 kg	2.351
15.01 – 20.00 kg	2.508
20.01 – 25.00 kg	3.990
25.01 – 30.00 kg	4.990

2. Fees of the DPD Express service:

DPD Express 10

DPD Classic delivery fee + HUF 1,200/parcel

DPD Express 12

DPD Classic delivery fee + HUF 600/parcel

DPD Express

DPD Classic delivery fee + HUF 300/parcel

3. Acceptance of consignments at a parcelshop:

Fee: By individual agreement.

Our prices are per parcel, in HUF and do not include VAT, a fuel surcharge, toll or PEAK surcharge, and in case of cash on delivery, the costs related to the transfer (e.g.: transaction fee), which are borne by the Customer.

Tariffs of DPD's value-added domestic ancillary services:

In addition to the basic fees for Consignments, DPD is entitled to the following fees for special service orders. Prices are net prices and do not include current VAT!

1. COD – Domestic cash on delivery:

Cash on delivery amount	Cash on delivery fee (HUF)
from HUF 1 – 10,000	499
from HUF 10,001 – 50,000	699
from HUF 50,001 – 100,000	899
from HUF 100,001 – 300,000	1,799
*over HUF 300,000	1,999

*payment by card only

DPD's service fees do not include the costs related to the transfer in the case of cash on delivery (e.g. transaction fee), they are borne by the Customer.

2. COD Express

Fee: COD cash on delivery fee + 50% of the cash on delivery fee

3. Collection Request – Domestic (Domestic parcel collection order):

Fee: In the case of successful parcel collection: DPD Classic domestic delivery fee + HUF 699

4. ID-Check – (Personal identification check) *

Fee: DPD Classic domestic delivery fee + HUF 354/parcel

*Separate agreement required

5. Return of documents*

Fee: HUF 1,000 / delivery note

*Separate agreement required

6. Parcel exchange service:

Fee: DPD Classic delivery fee + DPD Classic delivery fee * 125%

7. Overinsurance:

If the value of a consignment sent with value insurance exceeds HUF 50,000, with DPD, you have the option to insure your parcel for the higher value.

Consignment value (EUR)	Fee (HUF)
144 - 286	1,040.00
287 - 520	1,200.00
521 - 1,000	1,500.00
1,001 - 1,500	2,400.00
1,501 - 2,000	3,000.00
2,001 - 2,500	4,000.00
2,501 - 3,000	5,000.00
3,001 - 3,500	6,000.00
3,501 - 4,000	7,000.00
4,001 - 4,500	8,000.00
4,501 - 5,000	9,000.00
5,001 - 5,500	10,000.00
5,501 - 6,000	11,000.00
6,001 - 6,500	12,000.00

Consignment value (EUR)	Fee (HUF)
6,501 - 7,000	13,000.00
7,001 - 7,500	14,000.00
7,501 - 8,000	15,000.00
8,001 - 8,500	16,000.00
8,501 - 9,000	17,000.00
9,001 - 9,500	18,000.00
9,501 - 10,000	19,000.00
10,001 - 10,500	20,000.00
10,501 - 11,000	21,000.00
11,001 - 11,500	22,000.00
11,501 - 12,000	23,000.00
12,001 - 12,500	24,000.00
12,501 - 13,000	27,000.00

Our overinsurance service is only available to our contracted customers with the Weblabel label printing program for DPD Classic domestic and international services. For more information, please read our Parcel Insurance Terms and Conditions.

8. Text message notification - Predict domestic

Fee: HUF 49 / consignment

Surcharges and other fees

1. Toll:

Consignment type:	Toll amount (As a percentage of the consignment service fee):
Postal and other consignments (small parcel) (0.01- 31.50 kg)	4%

2. Fuel surcharge

(With the DPD Classic domestic service)

The amount of the fuel surcharge depends directly on the average price of diesel indicated by the National Tax and Customs Authority (Hungarian abbreviation: 'NAV') on <http://www.nav.gov.hu>:

The fuel surcharge is adjusted on the first working day of each month, in such a way that its rate is calculated on the basis of the average price of diesel published by NAV in the given month preceding the current month in which the deliveries took place.

Domestic delivery	
Fuel price ranges (HUF/litre):	Fuel surcharge amount:
HUF 0-400/litre	10%
401-420	11%
421-440	12%
441-460	13%
461-480	14%
481-500	15%

If the price of fuels rises above the limit of HUF 501/litre, the fuel surcharge will increase by 1% for every HUF 20.

3. Bank card payment

Fee: 1% of the successfully collected cash on delivery amount

4. Non-system compatible parcel

Overweight and oversize (longer than 1.75 m) HUF 15,000 + DPD Classic domestic delivery fee

Not forwardable on a conveyor belt

HUF 1,499 + DPD Classic domestic delivery fee

5. Modification of the COD – Domestic cash on delivery amount:

Fee: HUF 1,290/modification

6. 'PEAK' surcharge

For parcels sent between 1 November and 31 December each year, a 'PEAK' surcharge is charged per parcel. The surcharge per parcel is HUF 130. DPD is entitled to enter into an individual agreement with the Customer regarding the 'PEAK' surcharge.

Special tariffs applicable to parcelshops (domestic)

**Gross fees of the DPD Classic – domestic – service
When sending from parcelshops and depots:**

Sending a consignment from a parcelshop:

In case of sending a parcel from a parcelshop, individual sending can be initiated from the Parcelshop according to the following tariffs:

Parcel weight	Delivery fee/parcel (HUF)
0.01 -3.00 kg	1,950
3.01-5.00 kg	2,500
5.01-10.00 kg	2,700
10.01-20.00 kg	3,250

***parcels above 20 kg may only be sent from our depots!!!**

The above fees are per parcel and include 27% VAT as well as a fuel surcharge and toll.

Other provisions

Issues not regulated in this Annex shall be governed by the provisions of the DPD GCTC.

Budapest, 14.03.2021

DPD Hungária Kft.



Packaging instructions

Useful tips for professional and
secure packaging



An improperly packaged product is fragile and may compromise the safety of other products.

Consignments must be packaged in such a way that they can withstand the external physical impact affecting the parcel during the transport and movement of the goods.

The collection of the parcel does not guarantee that the packaging is appropriate.

Outer and inner packaging

The contents of the consignment is protected inside the box by the appropriate inner and durable outer packaging, which provides security.

Therefore, during the packaging of the consignment, the parameters of the goods you wish to send (such as the type, nature, weight of the goods) must be taken into account.

Fragile goods

Fragile goods are delivered only on the basis of a separate contract and under individual terms and conditions, as defined in the GTC.

Transportation and sorting

The consignment requires internal and external packaging that adequately protects it during road transport and from the pressure caused by automatic sorting equipment and mechanical baggage handling, and can withstands a drop height of at least 80 cm. The consignment must be packaged in such a way that the internal contents cannot be accessed without leaving a trace.

Purpose of packaging

The purpose of packaging the goods/objects/products to be dispatched is to prevent their damage, injury or breakage during the delivery process.

Adequate internal protection of the goods prevents the goods/objects/products from coming into direct contact with the wall of the box or with each other.

In addition, the use of space fillers also serves to reinforce cardboard boxes.

It is advisable to package the goods/objects/products several times.

Packaging multiple products together

If multiple products are to be packaged in a single box, a padding material must be placed between them which separates them properly, thus reducing the risk of damage and injury.

Bulk goods

Smaller bulk goods/objects/products should be placed into a labelled plastic bag/packet made of a strong material and only then can it be placed into the box.

Padding material

It is recommended to use the padding material not only between the goods/objects/products, but also on the inside of the box, on top of and below the consignment.

The product intended to be sent is the most secure if this material completely fills the interior.



Inner packaging | Protection of goods

Why it is important

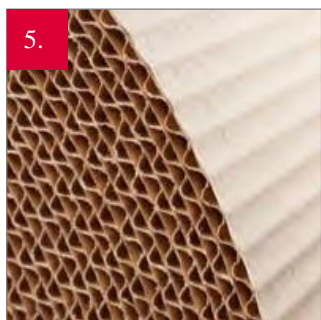
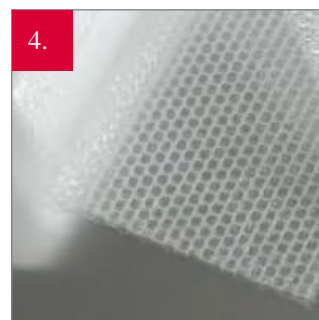
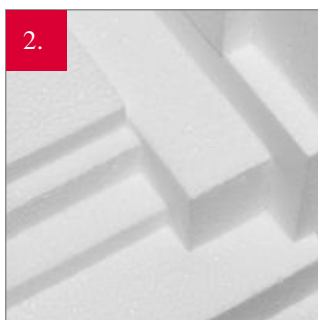
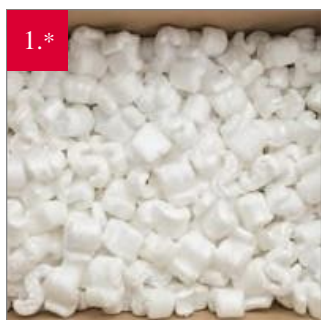
For the inner packaging/protection of goods, the use of any padding or space filler material which prevents the movement of the goods inside the box, i.e. provides adequate protection to ensure that the goods remain stable inside the box, is permitted.

It is recommended to use a space filler that corresponds to the parameters of the goods/objects/products (characteristic properties, nature, shape, form, weight).

The use of edge protectors is also recommended.

The following table provides a guide on what can be used for the inner protection of goods:

Material	Use	Lighter goods	Heavier goods
1. Polystyrene shavings	Hollow filler*	■	
2. (Hard) foam	Hollow filler	■	■
3. Foam film	Covering, packaging, detachable or intermediate layer, moisture protection	■	
4. Bubble wrap/air cushion	Hollow filler, packaging, separating or intermediate layer, moisture protection	■	
5. Corrugated paper	Hollow filler, dividing walls, filling of bottles and jugs	■	■
6. Paper	Hollow filler, filling gaps with newspapers	■	
7. Mouldable foam	Hollow filler	■	■
8. Corner and edge protection	Help in the stabilisation of consignments, protect the parcel from injury	■	■



*Not suitable for packaging electronic items.

Outer packaging

Packaging offering adequate protection:

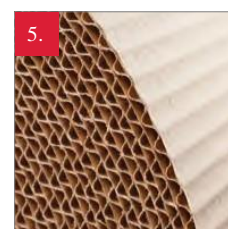
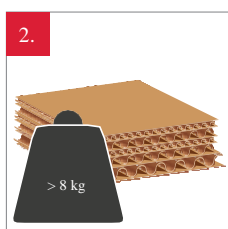
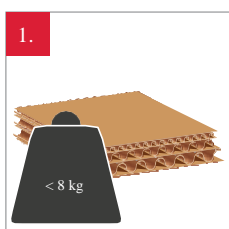
- good quality;
- waterproof;
- consisting of a cardboard box which has a minimum of 3 layers (it is recommended to use a cardboard box with 4 or preferably 5 layers);
- fitted with edge protectors;
- with reinforced corners.

Packaging material to avoid:

- damaged or crumpled material (e.g.: worn out, fraying, unable to perform its function);
- damp/wet packaging material (During the delivery process of the consignment, the parcel box is more easily exposed to the risk of injury).

The following table serves as a guide to what outer packaging should be used for lighter and heavier consignments:

Outer packaging	Use	Lighter goods	Heavier goods
1. Three ply cardboard box	The top and bottom of the cardboard box must be sealed with adhesive tape.	■	
2. Five ply cardboard box	The top and bottom of the cardboard box must be sealed with adhesive tape.		■
3. Double-walled box	The top and bottom of the cardboard box must be sealed with adhesive tape.		■
4. Packets	Recommended for the packaging of smaller parts.	■	
5. Cardboard	The sheets of paper placed on the top, bottom and sides of the consignment provide protection for the goods.	■	■
6. Edge protection	Vertical edge protectors not only reduce damage to the edge of the box, but also help stabilise the shipment. Both horizontal and vertical edge protection are recommended.	■	■



Taping and sealing of consignments

The boxes must be sealed with adhesive tape in order to ensure that:

- no one can access the contents of the box;
- it cannot open during the handling and sorting process either.

Consignments that are considered larger and/or heavier parcels, should be provided with stronger double taping, and it is also advisable to use a strapping material to make handling easier.



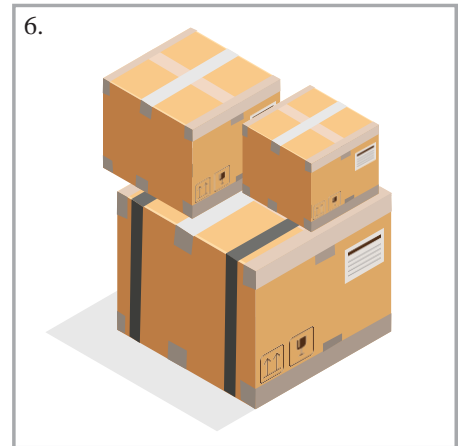
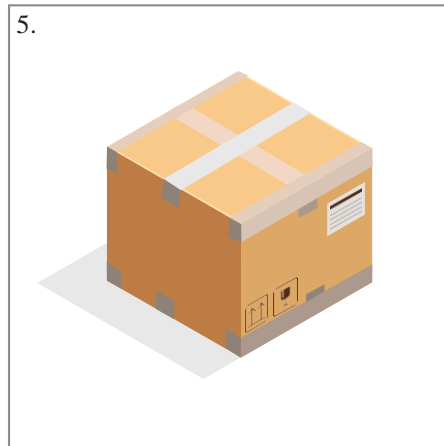
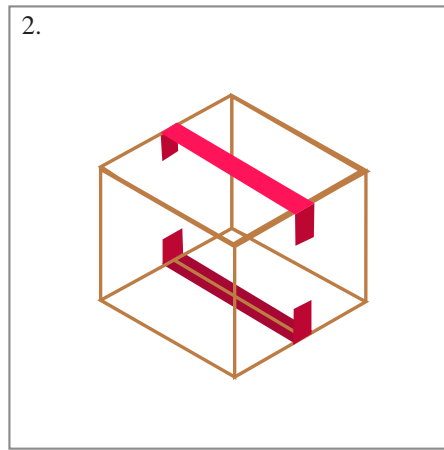
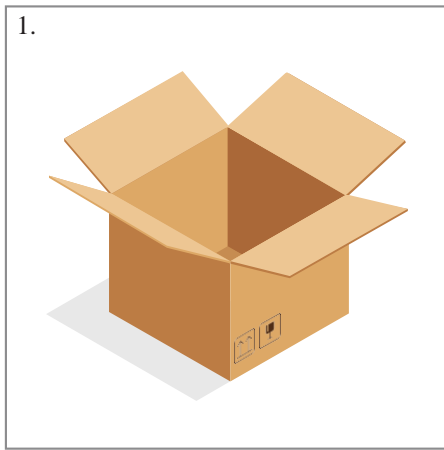
The box must be sealed in such a way that the goods/objects/products are not damaged or injured, or fall out, and it cannot cause damage to any other parcel.

Adhesive tape

Thick, self-adhesive - minimum 45 mm wide

– adhesive tape should be used to seal the consignment, therefore the use of narrow adhesive tape is not recommended.





The packaging must always be complete

Care must be taken to ensure that all edges and opening points are taped in such a way that the contents cannot be accessed without damaging the wrapping (i.e. the contents can only be accessed by leaving visible traces thereof).

For larger and/or heavier cardboard boxes, the use of a strapping tape is also recommended for easier handling.

Caution markings

The use of the sticker only advises caution, but does not protect the contents of the parcel.

We would like to draw the Sender's attention to the fact that by accepting the GCTC, they acknowledge that the inscriptions on the outer packaging of the consignment (e.g.: 'Fragile' or 'Top/Bottom') cannot be taken into account, therefore liability for any damage caused cannot be transferred to the service provider in reference thereto.

Attention!

Multiple parcels can only be packaged together if and in such a way that the new parcel meets all the conditions specified in the GCTC, and the new packaged parcel actually qualifies as one parcel, without breaking into its parts during transport.





Labelling

The parcel label must be stuck to the largest surface of the box in such a way that it does not fall off the parcel during transport/sorting.

The old address, barcode or sticker from the previous shipment must be removed before sending so that the parcel can be clearly and correctly identified.

Readable, appropriate barcode



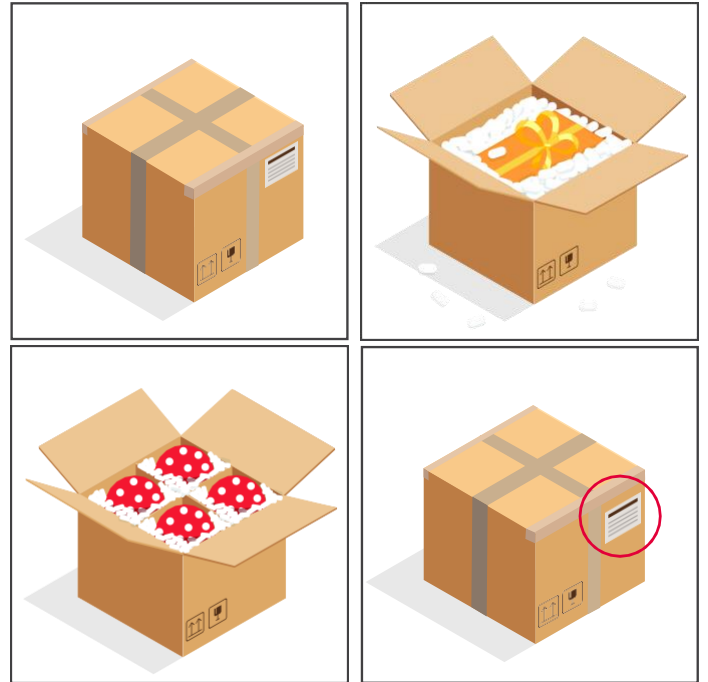
We would like to draw the attention of our Customers to the fact that DPD is not liable for any damage caused in the consignment between its collection and delivery if the damage was caused by:

- the inability to accurately identify the parcel label or other handling marks, or the misleading nature of the additional markings,
- the placement of a single identification label on a combined Consignment consisting of several parcels,
- the marking of the Consignment with several identification labels,
- the incomplete, inaccurate or misleading information provided by the Customer regarding the content, value or nature of the Consignment.

Illustration of packaging

Criteria for proper packaging:

- strong and homogeneous surface;
- clean and light in colour;
- should not have a shiny, translucent and glossy surface (to make it easier to find the parcel label and to more easily identify the information on the parcel label);
- easily stuck on, placed and readable label;
- properly protected contents, filled interior.



Criteria for improper packaging:

- the use of cardboard boxes that are worn out from repeated re-use and are unable to perform their function;
- damaged or wrinkled packaging material;
- packaging material with a glossy and shiny surface;
- label difficult to stick on and place, illegible label;
- inadequately protect contents, not filling the space.



Consignments that can be transported in special packaging



Packaging of fragile objects and the conditions for their transport (conditionally transportable packages)

- These objects (glass, porcelain, ceramic or other similar products), which are considered fragile goods due to their material properties, can only be transported if they meet the terms and conditions defined in the GCTC.
- In addition to the marking 'fragile', the goods/objects/products to be sent must be packaged in a box that protects its contents from external influences.
- The inside of the box must be lined (at the bottom, top, sides, and also between the objects inside) in such a way that prevents all friction, turning, knocking together, bumps and movement between the objects or between the objects and the walls of the box.
- The fragile marking only advises caution, the integrity of the contents of the parcel is ensured by proper and correctly applied inner packaging for the protection of goods.



Packaging of electronic and IT devices

- Objects with a battery/accumulator must be placed in the parcel in such a way as to prevent their accidental operation.
- It is very important that devices with a battery/accumulator are inactive during transport.
- If a battery is transported, all its terminals must be protected to prevent short circuits.
- These terminals shall be packaged in such a way that they are covered with insulating material, or the batteries shall be placed in separate plastic packets.
- The parts made of metal must be separated from the batteries in order to prevent short circuits and to avoid the risk of short circuits.
- For this type of equipment, the original factory packaging is accepted if it meets the packaging terms and conditions, i.e. the equipment is packaged in a multi-ply cardboard box, and the inner packaging fills the entire interior space, ensuring that the equipment cannot move inside the box.





Parcel parameters

The sender of the consignment must ensure that their parcel complies with the following:

Weight limit: 31.50 kg / consignment
 Size limits: Circumference: max. 3 m
(2 X height + 2 X width + 1 X length, max.: 300 cm);
 length: max. 1.75 m

If the sent parcel does not meet these conditions, a surcharge must be paid (see GCTC) in addition to the delivery fee.



Definition of delivery fees

The delivery fee is determined based on the actual weight or bulk density of the consignment.

In each case, the higher value is considered.

$L \times W \times H \div$ Bulk density

5,000

L = length in cm
 W = width in cm
 H = height in cm

Attention!

The maximum weight of the consignments that can be sent and collected from the parcelshops is 20 kg, with a

Circumference of maximum 2.0 m, and a maximum length of 1 metre.

