FoxPost Kft.

H-1097 Budapest, Könyves Kálmán körút 12-14.

GENERAL TERMS AND CONDITIONS

In relation to postal services not considered a substitute for universal postal services

Effective from: 1 November 2026

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GENERAL TERMS AND CONDITIONS

1. The Service Provider

Name of the Service Provider: FoxPost Kft.

Registered seat of the Service Provider: H-1097 Budapest, Könyves Kálmán körút 12-14.

Postal address of the Service Provider (also serving as a business site): H-1097 Budapest, Könyves Kálmán körút 12-14.

Company registration number of the Service Provider: 01-09-423958 (registered by the Court of Registration of the Budapest-Capital Regional Court)

Tax number of the Service Provider: 32435119-2-43

Websites of the Service Provider: www.foxpost.hu; www.packeta.hu

Address of the Customer Service Office: H-1097 Budapest, Könyves Kálmán körút 12-14. II. em.

Customer Service telephone number: +36-1-999-0369

Customer Service electronic forms for FOXPOST consignments: can be selected from the drop-down menu of the Customer Service menu item on https://foxpost.hu

Customer Service electronic forms for PACKETA consignments:

Contact form: https://www.packeta.hu/kapcsolatfelveteli-urlap

Complaint form: https://www.packeta.hu/reklamacio

Business hours of the Customer Service Office: Thursday between 8 a.m. and 8 p.m.

Business hours of the telephone customer service line: Monday/Tuesday/Wednesday/Friday between 8 a.m. and 6 p.m., Thursday between 8 a.m. and 8 p.m.

These general terms and conditions (hereinafter: **GTC**) are drafted by the Service Provider subject to the provisions of Act V of 2013 on the Civil Code (hereinafter: **Civil Code**), Act CLIX of 2012 on Postal Services (hereinafter: **Postal Services Act**) and Government Decree No. 335/2012 (XII.4.) on the provision of postal services and on the detailed rules of postal services relating to official documents, and on the general contractual terms of postal services and on consignments that are excluded from the postal service or that may only be transported subject to certain conditions (hereinafter: **Decree**). Pursuant to Section 1/A(2) of the Decree, the provisions of the decree on the detailed rules of agreements between consumers and enterprises shall not be applied to postal service if the general terms and conditions published on the website of the postal service provider and also made available at all postal service locations comply with the requirements set out in Section 2 of the Decree and the postal service agreement was concluded on the basis of such general terms and conditions.

The Service Provider's principal activity*:* other postal service not considered a substitute for universal postal services pursuant to Section 8(1)(d) of the Postal Services Act within Hungary, and to the countries specified in the Service Provider's Tariff (Annex 3), as well as courier postal service pursuant to Section 8(1)(a) of the Postal Services Act, and express postal service pursuant to Section 8(1)(b) of the Postal Services Act, within Hungary, exclusively on the basis of an individual written agreement.

On the basis of the Postal Services Act, the Service Provider provides the following special additional services representing significant added value, as detailed in these GTC:

- track & trace service (for all service types)
- cash on delivery service (for specific service types)

- value declaration service (for specific service types)

Courier service (Section 2(15) of the Postal Services Act): a time-guaranteed postal service to be performed within a maximum of 24 hours from the acceptance of the consignment, under which the postal service provider undertakes to ensure that the person accepting the consignment keeps it under his or her continuous personal supervision without interruption until the attempt of delivery, in such a manner that the sender may, at any time during this period, instruct the change of the addressee or the address of the consignment, and, in the event of unsuccessful personal delivery, may take the necessary measures. The Service Provider only provides such services under individual agreements.

Express postal service (Section 2(9) of the Postal Services Act): a time-guaranteed service whereby the postal service provider undertakes to deliver a consignment within Hungary on the business day after its acceptance and, furthermore, provides at least one of the additional services listed below: a) track & trace; b) cash on delivery.
The Service Provider only provides such services under individual agreements.

Track & trace (Section 2(26) of the Postal Services Act)*:* a technology used by the postal service provider, where based on the unique identifier of the consignment, the postal service provider provides information at least on the location and date of consignment collection, the date of delivery, the basis for acceptance authorisation or, in the case of failed delivery, the further handling of the consignment. This information is provided as information that can be retrieved from the Internet or sent as a text message forwarded and documented using an electronic telecommunications network.

Cash on delivery service (Section 2(42) of the Postal Services Act): an additional service available for registered consignments (to be delivered by personal handover), as part of which the postal service provider delivers the consignment by personal handover after collecting the amount specified by the Sender in cash or by other means, and the amount thus collected is sent to the Sender on behalf of the Recipient using a payment service specified in Section 6(1)(54) of Act CCXXXVII of 2013 on Credit Institutions and Financial Enterprises.

Value declaration service (Section 2(8) of the Postal Services Act): an additional postal service classified as an ancillary service, under which the postal service provider bears liability for compensation, up to the amount specified by the sender at the time of dispatch as the value of the contents of the postal consignment, for the proper performance of the service relating to the registered consignment to be delivered by personal handover. The Service Provider only provides such services for specific service types, in accordance with these GTC.

In addition to the above, the Service Provider provides the following services at the Recipient's request:
Label printing: Upon the Sender's request, the Service Provider undertakes to generate (print) the label required for the transportation of the consignment and delivery to the authorised recipient, for an extra fee. The service is only available on electronic platforms where indicated by the Service Provider.

2. Purpose, dissemination and acceptance of the GTC

These GTC shall form an integral part of the Service Provider's service agreements for the provision of postal services (hereinafter: service agreement); its individual agreements concluded with Senders in accordance with the Postal Services Act (a written framework agreement individually negotiated with, or drawn up with the involvement of the sender or the recipient), and its subcontractor agreements concluded with the contributor involved in performing

the service (e.g. carriage agreement). The business terms and conditions of the Client/Sender or its general terms and conditions shall not become part of the agreement; the Service Provider expressly excludes their applicability. The Service Provider publishes these GTC on its own websites and in the Application. These GTC shall become an inseparable part of the agreement when the Client/contracting party declares in a verifiable manner that they have familiarised themselves with the content of the GTC and accept its provisions, which is a prerequisite for using the services provided by the Service Provider.

By accepting the Service Provider's offer, placing an order, or handing over the Consignment for transportation, the Customer acknowledges that they have familiarised themselves with, and accept the provisions of these GTC.

The scope of the provisions of these GTC relating to the Recipient shall also extend to the Recipient, without their expressly declared acceptance.

3. Definitions

Pickup Point: premises operated by a third party that has concluded an agreement with the Service Provider's contributor, where the Service Provider ensures the personal handover of the Consignment to the Recipient during the opening hours specified by the given Pickup Point.

Recipient: the person to whom the Sender dispatches the consignment.

Delivery address: A specific address (country, settlement, street, house number, floor, door, etc.) defined by the Sender as the delivery address, where the Recipient personally receives the consignment.

Parcel Locker: The automated parcel locker terminal installed at various points of the country and operated without staff for the purpose of delivering Consignments to recipients. The Parcel Locker has a specific number of compartments, where the consignments are placed by the Sender for the purpose of transportation, or into which the Service Provider places the Consignment for the Recipient, which they can collect using the unique identification code sent by the Service Provider.

The Service Provider operates several types of Parcel Lockers, which it assigns unique numbers to for differentiation.

a) FOXPOST Parcel Lockers with a touchscreen (FOXPOST A-BOX): Parcel Lockers numbered between hu001 and hu9999; these Parcel Lockers have a touchscreen and a terminal enabling on-site debit card payment
b) FOXPOST Parcel Lockers with a numeric touchpad (FOXPOST Z-BOX): Parcel Lockers numbered between hu10000 and hu150000; these Parcel Lockers do not have a touchscreen, onlya numeric touchpad, and these Parcel Lockers do not have a terminal enabling debit card payment.

Parcel LockerParcel LockerParcel LockerParcel LockerThe available locker sizes for the various Parcel Lockers:

Maximum size	**Size category**	**Locker markings to which the given size category applies**
4.5x36x53 cm	XS	Parcel Lockers No. hu001-hu300
8.5x19x61 cm	XS	Parcel Lockers No. hu301-hu600
5x33x53 cm	XS	Parcel Lockers No. hu601-hu1499, hu3103 and hu5000-hu9999
10.5x14.5x61 cm	XS	Parcel Lockers No. hu1500-hu2000, hu3101 and hu3102
7.3x17x61 cm	XS	Parcel Lockers No. hu10000-hu15000
8x36x61 cm	S	Parcel Lockers No. hu001-hu9999

8x45x61 cm	S	Parcel Lockers No. hu10000-hu15000
17x36x61 cm	M	Parcel Lockers No. hu001-hu9999
17x45x61 cm	M	Parcel Lockers No. hu10000-hu15000
36x36x61 cm	L	Parcel Lockers No. hu001-hu9999
36x45x61 cm	L	Parcel Lockers No. hu10000-hu15000
60x36x61 cm	XL	Parcel Lockers No. hu001-hu9999

Sender: for the purpose of using the services provided by the Service Provider, the natural person, legal entity or other organisation, from whom/which the Service Provider or the Carrier acting as contributor physically collects/picks up the Consignment, or who/which is indicated as Sender by the Client on the order or the Consignment. The Customer's sender status does not exclude them also concurrently being a Client.

Consumer: a natural person acting for purposes outside their independent profession and economic activity.

Carrier: the Service Provider itself, or the contributor (subcontractor) employed by the Service Provider for the purpose of providing the postal service.

Information system: Electronic information systems provided by the Service Provider which, on the one hand, enable the creation of the contractual relationship between the Client/Sender and the Service Provider and the creation of Consignments, and contain information on the status and location of the Consignments, and, on the other hand, ensure the possibility of communication between the Service Provider and the Customer. The Customer is entitled to log in to the Information system following registration. The Service Provider uses a separate information system for the various service types (FOXPOST information system – system accessible via the foxpost.hu website and Application/ PACKETA information system – system accessible via the packeta.hu website).

Authorised recipient: the Recipient and a third party authorised by them, collectively.

Consignment: a postal parcel (registered postal item) complying with the weight and size limits set out in these GTC – addressed on the address label on the packaging, or on the list associated with it (consignment note and other accompanying documents), or by providing data electronically – containing the sender's name and address as well as the recipient's data, thereby containing data allowing for delivery of the Consignment and possible return delivery – the contents of which do not qualify as an item excluded from carriage under these GTC.

a) FOXPOST Consignment: a Consignment created in the FOXPOST information system during postal services provided by the Service Provider in accordance with the service types described in Sections 6.1.1); 6.1.2); 6.1.4) a)-c); 6.1.5) a); and 6.1.6) of these GTC.
b) PACKETA Consignment: a Consignment created in the PACKETA information system during postal services provided by the Service Provider in accordance with the service types described in Sections 6.1.3); 6.1. 5) b); and 6.1.7) of these GTC.

International Consignment: a Consignment the delivery address of which is located outside the territory of Hungary.

Undeliverable consignment: a Consignment that cannot be delivered to the Recipient (or other authorised recipient) for reasons not attributable to the Service Provider (e.g. a Consignment without a label or other information enabling identification, or a Consignment bearing a non-existent/non-identifiable delivery address). The Service Provider shall return undeliverable consignments to the Sender, which, at the Service Provider's discretion, may be subject to the reimbursement of costs by the Sender. If the Sender fails to pay the costs of return delivery or if return delivery is not possible for reasons not attributable to the Service Provider, the Consignment is qualified as undeliverable.

Client: the natural person, legal entity or other organisation, who/which uses the Service Provider's services after providing their data, by way of an order submitted in line with the GTC or under conditions agreed on a case by case basis and mutually accepted (submitted on the website, in the Application or via the Parcel Locker touchscreen), by expressly accepting the provisions of the GTC in a way that can be subsequently verified, where the order is subject to the acceptance of such provisions. The Customer's client status does not exclude for it/them to concurrently also be the Sender or Recipient in the delivery procedure, which circumstance must be clear based on the data provided.

Application/FOXPOST Application: A mobile application provided by the Service Provider, downloadable from the Google Play and App Store application stores, which enables the creation of the contractual relationship between the Client/Sender and the Service Provider and the creation of Consignments for the C2C service modality, and, on the other hand, contains information on the status and location of the Consignments and ensures the possibility of communication between the Service Provider and the Customer. The Customer is entitled to use the Application following registration. To run the Application, Android 5 or later, or iOS 11 or later operation system is required. The use of the Application is optional, as it is a convenience service.

Partner: A business association with a registered seat in Hungary or abroad that has a contractual relationship with the Service Provider and, in the course of its business activity, uses postal services from the Service Provider, within the framework of which, as Sender, it hands over Consignments to the Service Provider for transport and delivery.

Customer: the natural person, legal entity or other organisation, who/which qualifies as Recipient, Sender or Client under the GTC. Regardless of the existence of a contractual relationship, the Service Provider considers the person who opens proceedings or enforces claims against the Service Provider to be a customer.

Business site delivery: in the cases specified herein, the Service Provider may stipulate its own business site instead of the delivery address specified for the Consignment as its place of delivery. This may be the case if the size or weight of the Consignment exceeds the size or weight limit specified in the GTC, if it contains an object excluded from transportation or if its packaging or content is so heavily damaged that its safe delivery cannot be guaranteed even after repackaging. The Service Provider shall always notify the sender or recipient of the Consignment electronically about business site delivery; indicating its actual location, the time frame during which the Consignment can be collected and the charges payable for it, the payment of which is a prerequisite for the Consignment's delivery by the Service Provider.

Unreturnable postal consignments shall be retained by the Service Provider. The provisions of the Civil Code on ownership without legal title shall be applied to such retention with the following deviation. The Service Provider

a) with the exception of cases specified in subsections b) and c), retains the postal consignment for three months from dispatch and is then entitled to destroy the consignment;

b) retains the postal parcel consignment for three months from dispatch and is then entitled to open the consignment;
c) may open the consignment if, due to the assumedly hazardous or perishable nature of the consignment content, the retention thereof for the periods specified in subsections a) and b) cannot be expected.

After the opening of the Consignment, the Service Provider, if the Consignment contains goods holding commercial value, sells the contents or in all other cases destroys the contents of the Consignment. If the contents of the Consignment have no commercial value but can be handed over as a donation to third parties (in particular, civil organisations, people in need) (e.g. used clothing), the Service Provider endeavours, instead of destruction, to hand over the given contents as a donation. The opening, sale and destruction of the Consignment, as well as its handover as a donation, is carried out in the presence of a two-person committee, with a record drawn up. The committee may have employees, members, agents or contributors of the Service Provider as members. The record is retained by the Service Provider for a period of one year after the dispatch of the consignment. The proceeds from such sale are used by the Service Provider to reduce costs arising from retention of unreturnable consignments or retains such amount for such purpose. The individual agreement may deviate from this provision. If the content of the Consignment is such that it cannot be sold or destroyed according to the relevant and applicable statutory regulations (e.g. dangerous goods, hazardous waste), the Service Provider shall, in regard to the content of such consignment, proceed as prescribed by the applicable statutory regulations. In this case, the Service Provider will charge the cost of the procedure (e.g. removal of a product classified as hazardous waste) to the Sender of the consignment.

Online shop: a natural person, legal entity or other organisation who/which mediates online marketplaces (online shop, marketplace, auction portal) and discount offers, and operates and maintains such marketplaces.

4. The service

The Service Provider undertakes to organise the transport of Consignments of a size, weight, content and packaging that comply with the conditions set out in these GTC and in the legislation in force at all times governing the Service Provider's activity, and their delivery to the Recipient or Authorised recipient specified by the Client, to take over the Consignment from the Sender at a specified place (**Place of dispatch**), to forward it and at the place of delivery specified by the Sender (**Place of delivery** may be: Parcel Locker, Pickup Pointor Address) to the Authorised recipient based on the data provided by the Client, against payment of a service fee. The service includes all operations related to the transport of the Consignment and delivery to the Authorised recipient, including in particular taking over and transporting the Consignment, notifying the Recipient about the possibility of collection, and, if necessary, the collection and settlement of cash on delivery.

5. Formation, amendment, term and termination of the service agreement

5.1. Formation of the service agreement

The Client enters into a service agreement with the Service Provider via the electronic platform provided by the Service Provider (a web interface available after registration, or the Application available with registration), or by an individual written agreement, or by placing an order directly via the Parcel Locker (registration on the web interface/Application in itself does not create a service agreement; it qualifies solely as a framework agreement between the Client and the Service Provider, on the basis of which the Client is entitled to place order(s) resulting in

an individual service agreement). During the ordering/registration process, the Client declares that they have familiarised themselves with the full content of these GTC, agree with and accept all provisions thereof; failing this, the order/registration cannot be finalised.

Each order for the transport of a Consignment qualifies as a separate service agreement. Orders via a Parcel Locker may only be placed at FOXPOST A-BOX Parcel Lockers equipped with a touchscreen.

A Client qualifying as an online shop may place orders only after registration, via the integrated information system provided by the Service Provider.

A Client qualifying as an online shop may display the Service Provider's services to its customers on its own platform and may allow a choice between multiple postal service providers; however, in such cases, the given online shop qualifies as the Client (payer of the fee) and the Sender.

The service agreement is concluded upon collection of the Consignment by the Service Provider or its Carrier (by signing the consignment note); in the case of collection via a Parcel Locker, upon placing the Consignment in the Parcel Locker.

In the case of the C2C/C2B service type, a consignment note is not always issued by the Sender; in the case of parcel dispatch via FOXPOST A-BOX, the Parcel Locker prints a receipt of dispatch if requested by the Sender; in all other cases, the acknowledgement of dispatch of the Consignment is transmitted to the Sender electronically.

The Service Provider is obliged to collect the Consignment if the Sender has provided packaging appropriate to the nature, character and quantity of the contents, and the contents cannot be accessed without obvious damage to the packaging or the seal. Collection of the Consignment shall not imply that the packaging is adequate.5.2. Deviation from the provisions of these GTC, amendment of the service agreement

The Parties may deviate from the provisions of these GTC by an individual written agreement, unless such deviation is prohibited by the applicable legal regulations. The contracting parties may not deviate from the rules of the GTC if as a result of such deviation the collection, processing, forwarding or delivery of Consignments would threaten life, health or physical integrity, or if it would violate or jeopardise the rights of the Recipient to the safe receipt of the Consignment.

The Sender is entitled to amend the service agreement only in the following cases:

Amendment of the agreement by the Sender:

The Sender may – in an ex-post instruction and for an extra charge – modify the recipient's telephone number and email address details specified for the Consignment while the status of the Consignment is *Megrendelve (Create)*. Thereafter (in any other status), the Sender may submit their request for amendment exclusively via the telephone customer service line; the Service Provider reviews the request but does not guarantee that it will always be able to fulfil it. If it is able to fulfil the request, it confirms its commitment to the amendment to the Sender (by email message, or immediately during the call). In the absence of confirmation, the amendment request is deemed to be rejected.

The Service Provider stipulates that cash on delivery services cannot be amended after the Consignment has been created.

5.3. Term of the service agreement

The service agreement is concluded for a fixed term, at the latest until payment of the consideration of the service used by the Client, with the proviso that if the delivery date of the Consignment is later than the payment date of the charge, the legal relationship between the Parties continues until the verified receipt of the Consignment by the Recipient (or in the case of collection by way of a Parcel Locker, until removal therefrom), in the case of failed delivery to the Recipient until return delivery to the Sender, or until the end of the period during which the Consignment is kept available to the Sender.

5.4. Provision and refusal of service

The Service Provider shall refuse the conclusion or performance of the service agreement if:

- the performance of the service agreement violates legal regulations or international conventions;
- the content of the Consignment clearly violates or jeopardises life, health, physical integrity or human environment;
- the Consignment fails to comply with the rules and regulations pertaining to conditionally transportable consignments;
- the packaging of the consignment fails to comply with the provisions of the GTC;

  The additional costs arising from such refusal of performance, repackaging of the Consignment or from the storage and return of the Consignment shall be borne by the Sender.

The Service Provider may refusethe conclusion of the individual service agreement if the conditions required for the performance of the service are not available for reasons beyond the scope of its activity.

If the Service Provider duly assumes that it is to refuse the conclusion of the service agreement, it may make the conclusion of the service agreement subject to the Sender proving the unjustified nature of the Service Provider's assumption. If as a result the assumption proves to be unjustified, the Service Provider shall repackage the consignment securely free of charge. In such a case, the Service Provider can no longer refer to the inadequacy of packaging.

5.5. Termination of the service agreement

The service agreement shall terminate if

- the service undertaken therein is fulfilled;
- the Consignment is undeliverable;
- the Parties agree to that effect; or
- the Parties rescind the service agreement.

6. Services

6.1. Service types

The Service Provider undertakes to provide its services for Clients under the following service types:

POSTAL SERVICES PROVIDED TO BUSINESS ENTERPRISES (PARTNERS) (B2C AND B2B SERVICE TYPES)

1) **business to customer service without declared value (B2C) – domestic shipping – FOXPOST Consignments**: a business enterprise (Partner) under contract with the Service Provider uses the services of the Service Provider when dispatching consignments to its customers. The Partner creates the Consignment electronically via the integrated FOXPOST information system provided by the Service Provider, or by providing data via the Service Provider's electronic platforms on foxpost.hu. The addressing of consignments dispatched as part of the service may be aimed at delivery to a Parcel Locker, or to an address, or to a Pickup Point.

   Domestic B2C Consignments may only be ordered under this service type, unless the Service Provider and the Partner agree otherwise in writing.

2) **business to business service without value declaration (B2B)– domestic shipping – FOXPOST Consignments**: a business enterprise (Partner) under contract with the Service Provider uses the services of the Service Provider when dispatching consignments to its non-natural person customers. The Partner creates the Consignment electronically via the integrated FOXPOST information system provided by the Service Provider, or by providing data via the Service Provider's electronic platforms on foxpost.hu. The addressing of consignments dispatched as part of the service may be aimed at delivery to a Parcel Locker, or to an address, or to a Pickup Point.

   Domestic B2B Consignments may only be ordered under this service type, unless the Service Provider and the Partner agree otherwise in writing.

3) **B2C/B2B service with value declaration – international shipping – PACKETA Consignments:** The service referred to in points 1) and 2) above with the value declaration service. The Partner creates the Consignment electronically via the integrated PACKETA information system provided by the Service Provider, or by providing data via the Service Provider's electronic platforms on packeta.hu. The addressing of consignments dispatched as part of the service may be aimed at delivery to a PACKETA Z-BOX Parcel Locker abroad, to an address, or to a Pickup Point. International shipping of B2C/B2B consignments may only be ordered under this service type.

   International B2C/B2B Consignments may only be ordered under this service type.

POSTAL SERVICES PROVIDED TO INDIVIDUAL (NON-BUSINESS) CUSTOMERS (C2C AND C2B SERVICE TYPES)

4) **customer to customer service (C2C)**: the following parcel delivery modes are available as part of the service:

   a) Ad hoc domestic parcel delivery service at a FOXPOST A-BOX Parcel Locker, without value declaration service (FOXPOST Consignments): The Sender, without registration on the Service Provider's online platforms or electronically entering the consignment data, initiates the use of the service and the dispatch of the consignment directly via the interface of a Parcel Locker with a Touchscreen (FOXPOST A-BOX) by providing the required data, simultaneously pays the service fee by debit card, and simultaneously places the Consignment in the selected Parcel Locker. The addressing of Consignments dispatched as part of the service may be aimed at delivery to a FOXPOST A-BOX or FOXPOST Z-BOX Parcel Locker.

   b) Registration-based domestic parcel delivery service without value declaration service (FOXPOST Consignments): Following registration in the electronic information system provided by the Service Provider

(on the foxpost.hu website), the Sender creates the Consignment electronically by entering the consignment data electronically; the Sender pays the service fee electronically (by online payment) oParcel Locker, and thereafter places the Consignment in a Parcel Locker operated by the Service Provider for delivery to the Recipient. The addressing of Consignments dispatched as part of the service may be aimed at delivery to a FOXPOST A-BOX or FOXPOST Z-BOX Parcel Locker, or to an address.

c) **Registration-based domestic parcel delivery service without value declaration service, ordered in the Application (FOXPOST Consignments):** a service type without value declaration service available exclusively via the FOXPOST Application, . Following registration in the Application provided by the Service Provider, the Sender creates the Consignment electronically by entering the Consignment data in the Application, pays the service fee electronically (by online payment), and thereafter hands over the Consignment by inserting it into a FOXPOST A-BOX or a FOXPOST Z-BOX Parcel Locker to the Service Provider for delivery to the Recipient. The addressing of Consignments dispatched as part of the service may be aimed at delivery to a FOXPOST A-BOX or FOXPOST Z-BOX Parcel Locker, or to an address.

5) **customer to business service (C2B):** the Sender of the Consignment is a natural person who dispatches a postal consignment to the Service Provider's contracted business partner. The following parcel delivery modes are available as part of the service:

a) C2B consignments without value declaration created in the FOXPOST information system (FOXPOST Consignments): The Consignment may be dispatched in accordance with the rules applicable to the service detailed in the previous C2C points a)-c) (via the interface of the FOXPOST A-BOX Parcel Locker or) by electronically entering the consignment data (following registration via the electronic platform available via the Service Provider's foxpost.hu website or in the Application). The Sender must pay the fee due electronically (by online payment); this is a prerequisite for using the service. Ad hoc consignment dispatch is available exclusively for FOXPOST A-BOX Parcel Lockers. The addressing of Consignments dispatched as part of the service may be aimed at delivery to a FOXPOST A-BOX or FOXPOST Z-BOX Parcel Locker, or to an address.

b) C2B Consignments dispatched with value declaration service in the PACKETA information system (PACKETA Complaints Assistant service - PACKETA Consignments):a Consignment that is returned to the Sender by the Recipient, provided that the Recipient may initiate this based on the legal relationship between the Sender and the Recipient, and which Consignment is in all cases dispatched with a unique complaint code provided by the Sender to the Recipient, and which unique code the Recipient is obliged to indicate on the Consignment. Such Consignments may only be handed over to the Service Provider at a Pickup Point for shipping purposes.

6) **FOXRETURN service (FOXPOST Consignments):** A special type of C2B service without value declaration service, available exclusively in such a way that, following registration via the electronic platform available via the Service Provider's foxpost.hu website, the Sender creates the Consignment by entering the consignment data electronically in the Parcel Return menu, and thereafter places it in a FOXPOST A-BOX or FOXPOST Z-BOX Parcel Locker operated by the Service Provider for delivery to the Recipient. In the case of the FOXRETURN service, the cash on delivery service is not available.

The following parcel delivery modes are available as part of the FOXRETURN service:

a) the Sender of the Consignment dispatches a postal consignment via a Parcel Locker to the Service Provider's contracted business partner in the exercise of the right of withdrawal set out in Government Decree No. 45/2014 (II. 26.) on the detailed rules on contracts between consumers and businesses.
b) the Sender of the Consignment dispatches a Consignment via a Parcel Locker to the Service Provider's contracted business partner on the basis of a separate agreement concluded with the Service Provider's contracted business partner.

7) **Consignments transported from a foreign dispatch location to a delivery location in Hungary (PACKETA Consignments):** a Client under contract with the Service Provider (or with another postal service provider belonging to the Service Provider's group of companies) uses the Service Provider for the transport in Hungary of consignments transported from a foreign dispatch location to a delivery location in Hungary. If the Client concludes a shipping contract with another postal service provider belonging to the Service Provider's group of companies, the Service Provider shall act as a subcontractor of the other postal service provider belonging to the Service Provider's group of companies during delivery in Hungary.

The Service Provider transports and delivers all Consignments to the designated Parcel Locker, or Pickup Point, or the specified delivery address after registering and recording such Consignments.

6.2. Fragile package handling additional service

The Service Provider undertakes to handle the Consignment with the *fragile* service only upon the relevant order and payment of a separate fee. The *fragile* service is available exclusively for the non--value-declared (FOXPOST) B2C and B2B service types, and only if the Consignment is delivered to an address (i.e. it is not available in the case of delivery to a Parcel Locker or to a Pickup Point); and, in the case of the C2C mode, it may be used exclusively for the service type detailed in point 6.1.4) b) and only in the case of delivery to an address (i.e. it is not available for ad hoc parcel dispatch or for parcel dispatch ordered via the Application). In the case of the C2B and FOXRETURN services, the *fragile* handling additional service is also not available.

6.3. International consignment shipping

International shipping is available exclusively for consignments created in the PACKETA information system, in all cases as B2C Consignments with value declaration (service types under points 6.1. 3).

6.4. Use of the Age Verification service – during receipt of the Consignment

Additional service available only for Consignments created in the PACKETA information system: If the Sender dispatches a Consignment with contents that require the Recipient or the authorised recipient to prove, before handover, that they are over 18 years of age, the Sender indicates the need for the Age Verification service when creating the Consignment. A Consignment created with this service may be delivered only to a Pickup Point; therefore, when creating the Consignment, the Sender may select only a Pickup Point as the place of delivery. Upon handover at the Pickup Point, the Service Provider's subcontractor verifies the Recipient's age by inspecting a photo

ID document proving the Recipient's identity. If, when receiving a Consignment with the Age Verification service, or at the latest by the end of the holding period, the Recipient does not prove that they have reached the age of 18, the Service Provider shall not hand over the Consignment to the Recipient, but shall return-deliver it to the Sender.

6.5. Value declaration

In the case of value declaration, the Service Provider shall be liable for damages, up to the amount specified by the Sender at the time of dispatch as the value of the contents of the postal consignment, for proper performance of the service relating to the Consignment. Consignments created in the PACKETA information system shall in all cases be considered Consignments with value declaration; for Consignments created in the FOXPOST information system (including the Application as well, the value declaration service is not available.
The maximum amount of the value declaration in the case of the B2C/B2B service type (point 6.1.3)) is gross HUF 300,000 if delivery is to a Parcel Locker or to a Pickup Point, and gross HUF 50,000 if delivery is to an address; in the case of the C2B service type (point 6.1. 5) b)) it is HUF 70,000.

6.6. Communication between the Service Provider and the Customer

The Service Provider provides the Client/Sender with unique access to the Service Provider's Information System. In the course of their communication with each other, the Service Provider and the Client/Sender accept as legally effective the email address specified in the user account of the Information System, and messages sent to the user account of the Information System, provided that an email sent to the given address, or a message sent to the user account of the Information System, shall be deemed delivered on the first business day following dispatch.

The Service Provider sends notifications to the Recipient electronically.

a) In the case of FOXPOST Consignments, and in the case of PACKETA Consignments delivered to a FOXPOST A-BOX or FOXPOST Z-BOX Parcel Locker, the notifications are primarily sent by email, and additionally by text message, or, if the Customer uses the Viber service, by Viber message. If the Recipient is an Application user and the Consignment is delivered to a Pickup Point or to a Parcel Locker, the Service Provider also sends notifications to the Recipient in the Application in relation to the Consignment delivered by it, and if the Recipient reads the in-app message, no separate text message/Viber notification will be sent.
b) In the case of PACKETA Consignments delivered to a Pickup Point, the Service Provider sends notifications to the Recipient primarily by email, and additionally by text messageParcel Locker

6.7. General rules for the FoxPost online parcel delivery programme (hereinafter: Program)

The Programme is only available to registered customers. During registration, the member looking to join shall provide the Service Provider with the data necessary to join the Programme and for the services used in the context of the Programme. A Member may be a natural person (including a sole trader), legal entity or other organisation. Programme membership is for an indefinite term, however, the Service Provider reserves the right to terminate membership at any time without justification. The Service Provider notifies the member about termination via electronic means. Furthermore, the Service Provider reserves the right to only allow users complying with the set of criteria set by it to join the Programme. The Service Provider organises promotions for users that have joined the

Programme, also offers discounted consignment dispatch opportunities, the exact terms and conditions of which are published on its website.

Natural persons as well as business enterprises can both register to the Programme through the Service Provider's online platform. The Customer shall register by providing the required data.

7. General rules regarding the use of the service, dispatch of Consignments

7.1. Rules concerning the content of the Consignment

It is the Sender's responsibility to ensure that the content of the Consignment fully complies with legal regulations and the GTC. The content of the Consignment may not be an item whose transportation is prohibited or excluded by law or by these GTC. Items excluded from transportation are listed in ***Annex No. 2***; if the Consignment contains such an item, the Service Provider may refuse to conclude or perform the contract for the Service**.**

Otherwise, the items to be transported may only be placed in the Consignment together with any tools, energy or resources, etc. required for their operation in such a way that the packaging prevents accidental activation. By dispatching the Consignment, the Sender warrants that none of the products or items comprising the content of the Consignment qualifies as an item excluded from transportation as defined in these GTC, and that transportation to the destination country is not prohibited by the laws in force in that country either. The Service Provider is not obliged and is not entitled to inspect the content of the Consignment upon acceptance for transportation. If, however, at any time while providing the service it finds that the content of the Consignment is excluded from transportation or does not comply with the conditions required for transportation, it shall not deliver the Consignment to the Recipient and shall immediately take measures to return-deliver it to the Sender, and the Sender shall be obliged to pay a contractual penalty, the amount of which is set out in the Service Provider's applicable Schedule of Fees or the Service Provider may, at its own discretion, apply Delivery to Premises, in which case the Sender shall be obliged to pay the applicable additional fee. Furthermore, the Sender is liable for any damage caused by such Consignment to the life, health and physical integrity of persons, as well as to other items, the equipment and assets of the Service Provider or its subcontractor, and other consignments, for all costs, and the Sender shall bear its own loss and reimburse the Service Provider for any costs incurred and any damage suffered, including loss of profit.

If the Customer is not the owner of the items it wishes to dispatch in the Consignment, or of some of them, by dispatching the Consignment the Customer warrants that it is the duly authorised agent of the owner (owners) of the item(s) and accepts the provisions of these GTC. If the Sender dispatches such an item in the Consignment, all related liability shall be borne by the Sender in relation to the Service Provider, the Recipient and third parties.

The Service Provider shall be entitled to withdraw from the contract if more than 2% of the Consignments handed over for transportation by the Sender in a calendar month do not comply with the provisions of these GTC.

The Service Provider reserves the right to introduce additional restrictions in respect of specific Country/Countries of Delivery, in view of the nature of the service provided. In all cases, the Sender shall be obliged to inform itself about what restrictions related to the consignment of goods are in force in the country to which it dispatches a Consignment, and also about which items are prohibited from being shipped to that country. In all cases, the mandatory steps and information related to customs rules and the export of goods are issued and determined in Hungary by the National Tax and Customs Administration. The Service Provider excludes its liability in all cases where the Sender's failure to

comply with the verification obligation set out in this clause has caused damage to the Recipient, the Sender or any third party. In such a case, liability for damages shall be borne exclusively by the Sender.

The Service Provider is neither obliged nor entitled to inspect the internal content of the Consignment upon acceptance for transportation. Any liability and costs arising from non-compliance with the rules set out in this clause shall be borne by the Sender.

The Service Provider shall not be liable for compensation for the damage if the content of the Consignment is excluded from the Service, or if the Sender has not complied with the requirements set out in these GTC.

7.2. Consignment packaging, sealing and addressing

Packaging: The Sender shall ensure that Consignments are addressed in a manner suitable for transportation and are securely packaged, providing appropriate protection in accordance with the nature and weight of the content, and that the Consignment does not endanger the person, life, physical integrity or property of others. Consignments must be provided with external and internal packaging appropriate to the properties, nature, shape and weight of the contents so that the packaging and wrapping of the Consignment, including internal cushioning, protects the internal contents against the physical impacts to which the Consignment is exposed during postal handling and prevents the contents from becoming accessible. Consignments are sorted using industrial machine technology; the packaging must be sufficiently strong to ensure the integrity of the Consignment even against the physical impacts resulting from such mechanical handling (e.g. turning, conveying on roller conveyors, contact with other consignments from any direction, vibration, dropping from up to 80 cm, heavy impact).

Clean, light-coloured packaging material shall be used as cover, which does not interfere with the legibility of the address label or postal handling, which is suitable for the permanent and easy adhesion of the address label and other markings. The inner packaging shall ensure that the Consignment and its content is protected against external impact, and that the contents of the Consignment are held firmly in place, preventing the movement of content. For inner packaging, an approx. 3 cm “crumple zone” is required on each side in order to ensure that, if the Consignment is damaged externally, the internal content is not damaged.

Fragile Consignments (Consignments for which the Sender has requested the additional fragile handling service) can only be dispatched with cushioning inner packaging and filler material of appropriate quality and composition that protects the content, while outer packaging must ensure that the content cannot become damaged or become accessible en route. If a Consignment containing fragile items includes several separate fragile items, or if part of the content is fragile and may come into direct contact with a rigid item placed in the Consignment, the items shall be wrapped separately using appropriate packaging material (corrugated paper, bubble wrap, or multi-layered paper) and separated from one another using dividers of suitable quality (e.g. thick cardboard sheets, polyethylene foam) to ensure that the integrity and condition of the fragile parts are protected during the provision of postal services and the related processes (transportation, warehouse handling), so that no damage occurs to the content. In the case of dispatching fragile objects, the Sender shall use outer packaging of a quality, rigidity and thickness (thick-walled cardboard box, wooden crate, plastic box or crate) ensuring that the Consignment and its content are not damaged when coming in contact with other postal consignments, and are not squashed, thereby protecting Consignment content from any potential damage. During the performance of the postal service agreement, and the transportation and warehouse handling of the Consignment, the Service Provider does not take into account the Sender's markings on the Consignment according to which the Consignment cannot be rotated or that the Consignment can only be

transported placed on a specific side. The Service Provider assumes no liability for damage arising from the above, given the fact that the Service Provider provides no such service, and assumes no liabilities or obligations concerning such unique markings.

If the outer packaging is intact, the Service Provider shall not be liable for damage to the contents. The Sender shall be responsible for preventing leakage within the package by using hermetic seals, and, if necessary, by providing separate inner packaging ensuring appropriate protection for bottles, flasks, plastic cans or vials containing liquids. The Service Provider assumes no liability for damage arising from potential leakage.

The Service Provider may only be held liable to pay damages for Consignments with fragile contents if the external and internal packaging of the Consignment complied in all respects with the conditions set out in these GTC, and if the Sender ordered the *fragile* additional service and paid the service fee.

The manufacturer's packaging or the commercial packaging of the content of the Consignment may only be regarded as adequate packaging if it meets the requirements laid down in this section of the GTC and affords full protection for the content of the Consignment against physical impacts occurring during the postal service. In case the manufacturer's or the commercial packaging does not meet such criteria, the sender of the Consignment shall provide for packaging of adequate quality before dispatching the Consignment.

If the packaging of a Consignment does not comply with the provisions of these GTC and the inadequacy of the packaging causes damage to another consignment handled by the Service Provider, or to its contents (e.g. leaked content soaks other consignments), the sender of the inappropriately packaged Consignment, or of a Consignment containing an item excluded from transportation, shall be fully liable for damage arising therefrom.

If the packaging of the Consignment does not comply with the provisions of these GTC and the packaging of the Consignment (or the packaging of another Consignment damaged by the Consignment) becomes unsuitable for the performance of the postal service agreement and for the forwarding and delivery of the Consignment due to inadequate packaging, the Service Provider shall ensure the appropriate rewrapping or repackaging of the relevant consignment(s) in the manner prescribed by law. For the reimbursement of the costs incurred in the course of rewrapping or repackaging the consignment, the Service Provider shall charge the packaging fee set out in the applicable Schedule of Fees for such consignments, the payment of which by the Sender or the Recipient shall be a condition for the delivery or return of the Consignment, and if despite being repackaged the Consignment is still unsuitable for delivery in accordance with the original order, the Service Provider shall be entitled to apply Delivery to Premises, in which case the Sender shall be obliged to pay the applicable additional fee.

If, for the preparation and handover of the Consignments to the Service Provider, the Sender uses pallets and, upon handover of the Consignments, the pallets come into the possession of the Service Provider together with the Consignments, the Service Provider shall have no obligation to keep records of, account for, or return such pallets. An exception to this is where the Customer and the Service Provider agree otherwise in a separate individual written contract.

Sealing consignments: The cover, and the inner and outer packaging and sealing shall ensure that the content cannot be accessed without the visible and clear damage to the cover. Clean, light-coloured material free of stains

may be used as cover and outer packaging, which shows no signs of past postal or commercial handling (or traces thereof) and whose parts serving to seal the cover (in particular its sealing flaps) can be properly sealed.

Guidance and conditions regarding proper packaging and the sealing of Consignments are set out in Annex 3.

Addressing consignments: The Sender shall ensure identifiable address labelling by electronically specifying the data relating to the Consignment and, as such, the Service Provider assumes no liability for the identifiability of the address. The Service Provider expressly excludes liability for damage arising from address-related deficiencies. The address shall be stated on the Consignment in a clear, accurate and legible manner. The Service Provider does not accept consignments for dispatch whose address has been changed by crossing out, rewriting or in any other fashion. The label (address label) shall clearly distinguish between the address of the Sender and that of the Recipient. Address data shall be indicated in Latin script and Arabic numerals (district, street, house number, building, floor, door data, in Roman numerals where necessary), legibly, on the Consignment, on the cover or on an address label permanently attached to the Consignment, or on the address list or accompanying document attached to the Consignment.

The name and address of the Recipient shall be indicated horizontally on the front side of the Consignment as per the transportation guidelines. In addition, the name and address of the Recipient must always be provided in the official language of the destination country. The Service Provider excludes its liability to pay damages if the Consignment is deemed undeliverable because the address is incorrect (i.e. not provided in the language of the destination country).

In the case of B2C/B2B service types, the Sender shall be obliged to affix a barcode label printed from the Service Provider's information system to each Consignment. The Sender shall be responsible for the print quality of the label and for the readability of the barcode. If the Consignment has not been properly provided with the barcode label, the Sender shall pay, in addition to the shipping fee, a surcharge in accordance with the Service Provider's Schedule of Fees for relabelling the Consignment. It is prohibited, and the Sender shall not be entitled, to affix a duplicate label to the Consignment; the Service Provider excludes liability for any damage arising therefrom. A duplicate label means a label containing an identical consignment identifier that has already been used for another Consignment.
The Sender shall affix the label properly to the Consignment so that it does not fall off and nothing covers the barcode (not even, for example, transparent tape).

A label on a Consignment shall be deemed defective if it cannot be processed in the usual way using an offline or online barcode reader.
In particular, a label may be defective for the following reasons (non-exhaustive list):

- faint printing (low ink/toner in the printer);
- misaligned printing (e.g. part of the barcode is missing, paper slipped in the printer, incorrect format, etc.);
- the label has been affixed to the parcel improperly and/or in inadequate quality (the label has partially peeled off, is torn, is excessively glossy due to transparent adhesive tape, the print has faded due to the adhesive tape, etc.);
- the label on the parcel is missing entirely or in part.

In the case of C2C/C2B/FOXRETURN services, the Sender shall in each case indicate on the Consignment the unique dispatch code used to identify the Consignment; In the case of several Consignments dispatched without

code or with the same dispatch code (duplicate consignment), the Service Provider shall assume no liability for the total or partial loss of the Consignment or for its non-delivery; In the case of a duplicate consignment, if identified, the Consignment shall be returned to the Sender.

In the case of the C2C Ad Hoc service type (Section 6.1.4 (a)), the dispatch Parcel Locker shall serve as the Sender's address; therefore, in this case, it is not necessary to provide the Sender's physical address details.

If the Sender cannot or does not wish to print the label required for shipping, the Service Provider shall assume this task from the Sender, provided that the Sender indicates the need for the relevant Service and pays the applicable fee.

The Service Provider shall perform the postal service (including the delivery of the Consignment and the transfer to the Sender of the amount collected from the Recipient as part of the cash on delivery service) on the basis of the data provided during the creation of the Consignment and, from among the data provided during registration, the data that is currently valid (set) at the time of creating the Consignment. Any modification of the registration data shall apply only to Consignments created and dispatched after the date of modification.

7.3. Weight and size limits

It is the Sender's responsibility to take into account the weight and size limits applicable to Consignments when creating the Consignment, particularly where dispatch and delivery are carried out using different methods (e.g. dispatch takes place at a Pickup Point, while delivery to the Recipient takes place via a Parcel Locker).

7.3.1. Minimum consignment size

The minimum size of the Consignment is 11 x 8 x 1 cm.

7.3.2. Maximum weight of Consignments

a) The weight of domestic Consignments dispatched via and/or delivered to Parcel Lockers may be:
   - for size XS maximum 5 kg
   - for size S maximum 15 kg
   - for sizes M, L and XL maximum 25 kg.

b) For Consignments created in the PACKETA information system and dropped off at/delivered to a Pickup Point and an Address the size limits shall be:.

c)

d) "Standard Consignment":the total dimensions of the three sides of the Consignment may not exceed 120 cm, the longest side of the Consignment may not exceed 70 cm, and the weight of the Consignment may not exceed 5 kg; in the case of delivery to an Address, the maximum weight is 25 kg.

· "Medium-sized Consignment" means a Consignment whose total dimensions of the three sides may not exceed 150 cm, whose longest side may not exceed 70 cm, and whose total weight shall be between 5 and 10 kg; in the case of delivery to an Address, the maximum weight is 25 kg.
· "Large-sized Consignment": a Consignment whose total dimensions of the three sides may not exceed 150 cm, whose longest side may not exceed 70 cm, and whose total weight shall be between 10 and 15 kg; in the case of delivery to an Address, the maximum weight is 25 kg.

7.3.3. Size limits of Consignments

a) Parcel Lockers have compartments sized as follows (the compartment sizes of individual Parcel Lockers may differ; it is the Sender's task and responsibility to select a Parcel Locker into which the consignment can be placed given its size both when dispatched and when delivered).

Maximum size	Size category	Locker markings to which the given size category applies
4.5x36x53 cm	XS	Parcel Lockers No. hu001-hu300
8.5x19x61 cm	XS	Parcel Lockers No. hu301-hu600
5x33x53 cm	XS	Parcel Lockers No. hu601-hu1499, hu3103 and hu5000-hu9999
10.5x14.5x61 cm	XS	Parcel Lockers No. hu1500-hu2000, hu3101 and hu3102
7.3x17x61 cm	XS	Parcel Lockers No. hu10000-hu15000
8x36x61 cm	S	Parcel Lockers No. hu001-hu9999
8x45x61 cm	S	Parcel Lockers No. hu10000-hu15000
17x36x61 cm	M	Parcel Lockers No. hu001-hu9999
17x45x61 cm	M	Parcel Lockers No. hu10000-hu15000
36x36x61 cm	L	Parcel Lockers No. hu001-hu9999
36x45x61 cm	L	Parcel Lockers No. hu10000-hu15000
60x36x61 cm	XL	Parcel Lockers No. hu001-hu9999

The Service Provider discloses the numbers of its Parcel Lockers on its website and also shows them on the lockers themselves.

If the Sender places a Consignment exceeding the above size ranges into a Parcel Locker operated by the Service Provider in such a way that the Sender compresses the Consignment and/or uses disproportionate force to fit it into the compartment for the relevant size category, and, as a result, the Consignment gets stuck in that compartment and cannot be removed in accordance with the normal procedure, the Service Provider shall accept no liability whatsoever in relation to the Consignment (in particular for damage to the contents of the Consignment).

If the dimensions of the Consignment exceed the parameters specified above, or if it does not comply with the requirements set out in these GTC, at the Service Provider's discretion it shall be returned to the Sender and the Sender shall be obliged to pay a contractual penalty, the amount of which is set out in the Schedule of Fees or the Service Provider shall deliver to the Address or to the Premises and in this case the Sender shall be obliged to pay a relevant extra fee. In such a case, the Service Provider shall accept no liability for any damage sustained by the Consignment; the Sender shall be obliged to compensate the Service Provider for any loss incurred by the Service Provider.

In the case of a consignment to be delivered to a Parcel Locker, the Service Provider shall, at its discretion, be entitled to redirect a Consignment exceeding the compartment size of the Parcel Locker to a Pickup Point, if the size of the Consignment allows this; in such a case, the Sender shall be obliged to pay an additional fee as specified in the Schedule of Fees.

In the case of international shipping, different size limits may apply; these shall be specified in the Schedule of Fees.

7.4. Customs regulations

The Customer can find further information on the rules of the customs clearance procedure on the packeta.hu website under the “Custom procedure (Vámeljárás)” menu item.
The Customer shall be responsible for ensuring customs clearance in compliance with the applicable legislation and official requirements in the case of international consignment shipping. The Customer shall be liable for any loss, claim or other demand incurred by the Service Provider because the Customer has failed to comply with the relevant legislation and customs and other official requirements.
The Sender shall provide the Service Provider with any information that may be necessary for conducting the customs procedure or that may otherwise be required by the Service Provider. The Sender shall be obliged to inform itself in advance and verify what information and documents are required by the competent customs authorities for the procedure, and the Sender shall be obliged to obtain, complete and provide to the Service Provider in full all shipping documents required by the applicable legislation and official requirements.
The Sender acknowledges that the Service Provider calculates the amount of customs duties and other taxes in relation to the Consignment on the basis of the information provided by the Sender and made available under this section.

7.5. Cash on delivery service

When placing the order (registering the Consignment), the Sender shall be obliged to indicate in the Information System (Application) and, if any, on the consignment note, if cash on delivery collection is required upon handing over the Consignment to the Recipient in respect of the given Consignment. The cash on delivery amount shall always be collected in the currency of the country of the given Delivery Location.
In the case of a cash on delivery Consignment, the Service Provider shall collect the cash on delivery amount from the Recipient and transfer it to the bank account specified by the Sender.

Cash on delivery amounts collected in Hungary shall be settled/transferred to the Sender’s bank account by the 10th business day following collection; cash on delivery amounts collected outside Hungary shall be settled/transferred to the Sender’s bank account by the 15th business day following collection of the cash on delivery amount.
During settlement, the Service Provider shall be entitled (but not obliged) to deduct from the cash on delivery amount collected by it any due claims it has against the given Sender or the amount of cash on delivery payments demonstrably disbursed in error (set-off). Bank transfers/transactions (for example, payment of the cash on delivery amount to the Sender) necessarily involve costs charged by the bank in accordance with the general banking terms and conditions and the legal regulations on transaction duty. The Sender shall be obliged to reimburse these costs; to compensate for these costs, instead of an itemised settlement of the bank's itemised fees and the transaction duty, the Service Provider charges the flat-rate fee indicated in the Tariff as the “administration fee related to bank settlement”, which equals 0.45% of the amount transferred by the Service Provider by bank transfer, up to a maximum of HUF 20,000, which amount the Service Provider is likewise entitled to settle by way of set-off (by deducting it directly from the cash on delivery amount to be transferred).

In the case of a domestic Consignment, payment of the cash on delivery amount may be made exclusively to a Hungarian bank account. If the cash on delivery amount is collected in a foreign currency (in the case of international B2B/B2C PACKETA Consignments), the Sender may, when creating the Consignment in the Information System, choose whether to request payment of the cash on delivery amount in Hungarian forints or in the currency of the Recipient's country; in such a case, the currency conversion rules set out in Annex 4 shall apply.

7.6. Dispatch of Consignments

7.6.1. Dispatch of FOXPOST B2C/B2B Consignments without value declaration

The Online shop/Sender creates the Consignment details electronically in the IT system available via the Service Provider's foxpost.hu site, or in the IT system integrated into the Sender's system.
Prior to dispatch, the Sender prints the label generated by the IT system containing the barcode, and appropriately attaches it to the Consignment. The Sender shall be liable for ensuring that the data on the printed parcel label are clearly visible and of appropriate quality and that the barcode on the label can be processed with the Service Provider's technological equipment. If the label printed by the Sender or the barcode on the label is of inadequate quality, or the Sender has failed to affix the label to the Consignment, the Service Provider cannot be held liable for any delivery delay or damage arising therefrom.

Means of handing Consignments over to the Service Provider:

a) the Sender transports the Consignment to the Service Provider's business site/warehouse designated for parcel pickup
b) For an additional fee, based on an agreement concluded between the Service Provider and the Partner, the Service Provider collects the Consignments at the Partner's business site and the Consignments are delivered by the Service Provider to the Service Provider's business site.

In such cases, upon acceptance of the Consignment for delivery, the Sender shall print a delivery note, on which the Service Provider/Carrier checks the consignments and acknowledges acceptance thereof. The delivery note shall prove the acceptance. Until proven otherwise, the day of acceptance (package pickup) shall be the day when the Carrier signs the delivery note.

c) The Sender also has the option to dispatch the Consignment via FOXPOST A-BOX and FOXPOST Z-BOX Parcel Lockers. In such cases, the Sender enters the unique identifier provided by the Service Provider on the interface and enters the number of packages to be dispatched. The Service Provider uses IT tools to ensure that the Sender can concurrently place multiple Consignments into the same compartment of the Parcel Locker. For this method of dispatch, the actual collection of the Consignment by the Service Provider takes place after the collection of the Consignments from the Parcel Locker through the IT solution applied by the Service Provider, during which the barcode of the Consignment is scanned, which confirms the fact that the Consignment was placed in the Parcel Locker by the Sender.

7.6.2. Dispatch of PACKETA B2C/B2B Consignments dispatched with the value declaration service

The Online shop/Sender creates the Consignment details electronically in the IT system available to the Service Provider via the packeta.hu site, or integrated into the Sender's system, and prints the list of Consignments prepared

for dispatch, i.e. the Consignment Note. Acceptance of the Consignment for delivery is confirmed by the electronic consignment note.

The Sender shall be obliged to record the value of the Consignment in the Information System.

Prior to dispatch, the Sender prints the label generated by the IT system containing the barcode, and appropriately attaches it to the Consignment. The Sender shall be liable for ensuring that the data on the printed parcel label are clearly visible and of appropriate quality and that the barcode on the label can be processed with the Service Provider's technological equipment. If the label printed by the Sender or the barcode on the label is of inadequate quality, or the Sender has failed to affix the label to the Consignment, the Service Provider cannot be held liable for any delivery delay or damage arising therefrom.

Place of parcel dispatch:

a) The Service Provider's Pickup Points,
b) the Service Provider's business sites/warehouses designated for parcel pickup
c) for an additional fee, the location designated by the Sender (e.g. the Sender's warehouse, shop) as agreed in advance with the Service Provider.

During acceptance, the Service Provider/the Service Provider's intermediary checks the Consignments and acknowledges acceptance thereof. The delivery note shall prove the acceptance. Until proven otherwise, the day of acceptance (consignment pickup) shall be the day on which the Service Provider/the Service Provider's intermediary signed the delivery note/consignment note.

7.6.3. Dispatch of FOXPOST C2C/C2B Consignments without value declaration

7.6.3.1.A. Ad Hoc Dispatch of FOXPOST C2C/C2B Consignment without value declaration – Consignment registration, dispatch and payment of the service fee via FOXPOST A-BOX Parcel Locker

The Sender, without registration on the Service Provider's online platforms or electronically entering the consignment data, initiates the use of the service and the dispatch of the consignment directly via the interface of a Parcel Locker with a Touchscreen (FOXPOST A-BOX) by providing the required data, simultaneously pays the service fee by debit card, and simultaneously places the Consignment in the selected Parcel Locker.

When entering the Consignment data, no email address can be provided; the Service Provider does not send an electronic notification by email about the Consignment to either the Sender or the Recipient of the Consignment. In this case, the Parcel Locker prints the document certifying the dispatch for the Sender of the consignment.

The Sender may only place a single Consignment, of a size corresponding to the locker and with appropriate packaging, into each locker. If the Sender wishes to post multiple Consignments to a single Recipient, or if multiple items cannot be securely fastened together to make a single Consignment, the Consignments must be posted by the Sender one by one, placing a single item into each locker.

After entering the consignment data, the option to select a locker appears on the touchscreen for the Sender, during which the locker sizes available in the given Parcel Locker are displayed, allowing the Sender to choose. It is the Sender's task and responsibility to select the Parcel Locker and the locker so that the Consignment can be placed

inside in terms of its size. Locker dimensions of Parcel Lockers are detailed in Sections 3 and 7.3. The Service Provider discloses the numbers of its Parcel Lockers on its website and also shows them on the lockers themselves. If, during selection, the Sender chooses a locker size that the given Parcel Locker cannot currently accept (due to fullness or technical reasons), but a larger locker than the one selected is currently available in the given Parcel Locker, the Service Provider is entitled to offer this larger locker (with automatic locker opening after payment); in such cases, the Sender pays the fee corresponding to the original locker size selected.
After selecting the locker, payment is made via a POS terminal, in accordance with generally known and accepted procedures for debit card payments.
After payment is completed, the locker of the size selected by the Sender (or, if that is not available, a larger one) will open, and the Sender may place the Consignment in the locker. If, due to its size, the Consignment cannot be placed in the selected locker, the Sender may interrupt the process and change the locker size. In such cases, the Sender shall pay the fee corresponding to the new locker size as described above; the Service Provider immediately and automatically arranges a refund of the fee already paid for the smaller locker.

The Service Provider automatically receives a system message of the Parcel Lockercompartment door closing.
After the Carrier has opened the given locker of the Parcel Locker, the IT system at the Service Provider records the fact and time of the opening of the locker, and this time is considered to be the time of collection of the Consignment, provided the Consignment is suitable for delivery.

7.6.3.1.B. Dispatch of an Ad Hoc FOXPOST C2C/C2B Consignment without Declared Value, **where the Sender wishes to pay the service fee in cash** – under this option, the Cash on Delivery additional service may not be used. The Service Provider shall ensure the option of the service fee payment in cash at the Pickup Point located at 1097 Budapest, Könyves Kálmán körút 12-14 (Lurdy Ház Shopping Centre), as follows:
The Sender may indicate their intention to order the transportation of a Consignment at the Pickup Point located at 1097 Budapest, Könyves Kálmán körút 12-14 (Lurdy Ház Shopping Centre). When placing the order, the Sender shall be required to provide, on a separate form, the data necessary for delivery (mandatory data: size of the Consignment, Sender's name, address, email address and telephone number, Recipient's name, email address and telephone number, and the address of the Parcel Locker designated for delivery (which may be a FOXPOST A-BOX or FOXPOST Z-BOX Parcel Locker)), which data shall be recorded by the Pickup Point in the Service Provider's Information System. After the data are recorded, the Sender and the Pickup Point shall jointly verify the recorded data, then the Sender shall pay the service fee to the Pickup Point in cash. Thereafter, the Pickup Point shall finalise the order in the Service Provider's Information System and provide the Sender with a unique dispatch code (at the same time, the unique dispatch code shall also be automatically sent to the Sender by email from the Service Provider's Information System). The Sender shall be required to indicate the unique dispatch code on the Consignment in a clearly legible manner. In respect of the cash payment, the Service Provider shall send an invoice to the Sender by email on the date on which the Consignment is registered, which shall serve as proof of payment.
Thereafter, the Sender may deposit the Consignment in any Parcel Locker equipped with a touchscreen (FOXPOST A-BOX) of their choice by entering the unique dispatch code on the Parcel Locker interface and following the instructions displayed by the Parcel Locker. The provisions of Section 7.6.3.1.A above shall apply accordingly, with the proviso that, after the dispatch code has been entered, a compartment of the size specified by the Sender when placing the order shall open for the Sender.

Under this option, the Consignment may be handed over to the Service Provider exclusively at a Parcel Locker equipped with a touchscreen (FOXPOST A-BOX). The Consignment may not be handed over for transportation at the Pickup Point located at 1097 Budapest, Könyves Kálmán körút 12-14 (Lurdy Ház Shopping Centre); the Pickup Point shall exclusively provide for the recording of the order and the option of paying the service fee in cash.

7.6.3.2. Dispatch of FOXPOST C2C/C2B Consignments without value declaration subject to registration, and payment of the service fee

The Customer must provide the data required to create the Consignment in the Service Provider's Information System (foxpost.huParcel Locker), where a unique dispatch code is generated for the Customer, and the Sender shall be obliged to indicate this unique dispatch code on the Consignment in a legible manner.

The service fee may be paid only electronically using the online payment solution provided by the Service Provider Parcel Locker. Under this service option no other payment method shall be ensured by the Service Provider. Parcel Locker

The Consignment may only be dispatched via FOXPOST A-BOX and FOXPOST Z-BOX Parcel Lockers by entering the dispatch code on the touchscreen or numerical interface, or, if the Sender is an Application user, in the case of a FOXPOST A-BOX, by scanning the QR code provided by the Service Provider, and in the case of a FOXPOST Z-BOX, by enabling a Bluetooth connection, thereby allowing the Sender to control the dispatch of the parcel directly through the Application. For dispatch, the Customer shall follow the instructions displayed on the interface of the Parcel Locker/in the Application. In the case of dispatch controlled through the Application, finalisation of the parcel dispatch is subject to the condition that, after placing the Consignment in the locker, the Sender confirms in the Application that the Consignment has been deposited and thereafter confirms completion of the parcel dispatch; failing this, dispatch of the Consignment shall not be finalised

The Sender may only place a single Consignment, of a size corresponding to the locker and with appropriate packaging, into each locker. If the Sender wishes to post multiple Consignments to a single Recipient, or if multiple items cannot be securely fastened together to make a single Consignment, the Consignments must be posted by the Sender one by one, placing a single item into each locker.

The Service Provider automatically receives a system message of the Parcel Lockercompartment door closing.

Once the Carrier has opened the given locker of the Parcel Locker, the IT system at the Service Provider records the fact and time of the opening of the locker, and this time is considered to be the time of collection of the Consignment, provided the Consignment is suitable for delivery.

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Online payment is made as follows:

When creating the Consignment the Sender shall select the locker compartment with a size appropriate for the Consignment, the Service Provider reserves on the debit card provided by the Sender an amount equal to the fee charged for the selected locker size, and confirms the reservation to the Sender. The reservation remains in place until the Consignment is placed into a Parcel Locker. The Consignment is dispatched at the selected Parcel Locker, which may be a FOXPOST Parcel Locker equipped with a Touchscreen (FOXPOST A-BOX) or a FOXPOST Parcel Locker without a Touchscreen (FOXPOST Z-BOX).

After entering the consignment identification code (in the case of control via the Application, establishing a connection between the Sender's smartphone and the relevant Parcel Locker), the option to select a locker is displayed for the Sender, during which the locker sizes available in the given Parcel Locker are shown, allowing the Sender to choose. It is the Sender's task and responsibility to select the Parcel Locker and the locker so that the Consignment can be placed inside in terms of its size. Locker dimensions of Parcel Lockers are detailed in Sections 3 and 7.3.3. The Service Provider discloses the numbers of its Parcel Lockers on its website and also shows them on the lockers themselves.
If, during selection, the Sender chooses a locker size that the given Parcel Locker cannot currently accept (due to fullness or technical reasons), but a larger locker than the one selected is currently available in the given Parcel Locker, the Service Provider is entitled to offer this larger locker.
Parcel LockerParcel Locker

Parcel LockerParcel LockerParcel LockerParcel LockerParcel LockerParcel LockerParcel LockerParcel LockerIf, due to its size, the Consignment cannot be placed in the selected locker, the Sender may interrupt the process and change the locker size. In such cases, the Sender shall pay the fee corresponding to the new locker size. Following the successful placement of the Consignment in the compartment and the successful closing of the compartment door (in the case of parcel dispatch controlled via the Application, following confirmation of the dispatch of the Consignment in the Application), the amount previously blocked on the bank card shall be charged (if, due to capacity constraints or technical reasons, the Service Provider offers a larger compartment, the fee corresponding to the original compartment size selected by the Sender shall be charged). If the Sender switches to a different compartment size while placing the Consignment in the compartment, the Sender shall be obliged, upon the Service Provider's request, to pay the Service Provider the difference in the fee corresponding to the compartment size in which the Consignment was successfully placed following the change of compartment.

The Sender shall also receive confirmation of successful dispatch by email, and the status of the Consignment shall change in the Application. If the Sender does not receive the confirmation or the status of the Consignment does not change, the Sender shall contact the Service Provider without delay.
If the Consignment is not dispatched within 5 days of its creation, the data of the Consignment shall be automatically deleted and the hold on the blocked amount shall be automatically released after 5 days. There is no option to refund the amount to a different account.

7.6.4. Dispatch of C2C Consignments registered in the Application

After downloading the Application, the Sender must register to use the Application by providing electronically their personal details (surname, first name, telephone number, email address, place of delivery for returns, and, if applicable, a bank account number for payment of the cash on delivery amount). To use the service, you must accept these GTC and the terms of use of the Application by ticking the checkbox, thereby declaring that you have familiarised yourself with their content, agree with them and accept the provisions set out therein.
The Customer is responsible for the accuracy of the bank account number provided in the Application. Following dispatch of the Consignment, it is not possible to change the bank account number.

The Sender may only use the services offered by the Application at the time of dispatch of the Consignment; no option is provided to request an individual offer either for the Sender or for the Recipient.
The Customer accepts that they may not create more than one user account.

When creating the Consignment, the Sender must enter the Recipient's and the Consignment's details accurately in the Application.

In particular, the Sender must provide the following information:

- the Sender's identification details, such as name, address, email address and telephone number;
- the identification details of the Recipient of the Consignment, such as name, address, email address and telephone number;
- in the case of a Consignment delivered with the cash on delivery service, specification of the cash on delivery amount, marking the Consignment as a Consignment delivered with the cash on delivery service, and providing the Sender's bank account number to which the Service Provider must transfer the collected cash on delivery amount;

Parcel Locker

Based on the Consignment details provided, the system determines the service fee, which the Sender must pay. Payment is possible electronically (online) only, the Service Provider does not provide the option to choose any other payment method for this service type. The provisions set out in Section 7.6.3.2 above shall apply accordingly to the online payment process. The Sender can also select the additional services provided by the Service Provider in the Application. (e.g.: cash on delivery), the fee of which the system automatically adds to the amount of the shipping fee. Parcel LockerAfter successful payment (blocking), the Sender receives a unique dispatch codeParcel Locker to be written on the Consignment.

Dispatch of the Consignment is possible only at a FOXPOST A-BOX and FOXPOST Z-BOX Parcel Locker.

Parcel dispatch in Parcel Lockers is possible by entering the dispatch code on the touchscreen or numeric interface, or, if the Sender is an Application user, in the case of FOXPOST A-BOX the use of the QR-code provided by the Service Provider, in the case of a FOXPOST Z-BOX parcel dispatch is possible directly in the Application by enabling the Bluetooth connection Parcel Locker. For dispatch, the Customer shall follow the instructions displayed on the Parcel Locker interface/in the Application. In the case of parcel dispatch controlled via the Application, finalisation of the parcel dispatch is subject to the condition that, after placing the Consignment in the locker, the Sender confirms in the Application that the Consignment has been placed into the locker and thereafter confirms completion of the parcel dispatch; failing this, dispatch of the Consignment shall not be finalised.
The Sender may only place a single Consignment, of a size corresponding to the locker and with appropriate packaging, into each locker. If the Sender wishes to post multiple Consignments to a single Recipient, or if multiple items cannot be securely fastened together to make a single Consignment, the Consignments must be posted by the Sender one by one, placing a single item into each locker.

The Service Provider receives an automatic system message of the locker door closing, When the Carrier opens the relevant compartment of the Parcel Locker, the fact and time of opening the compartment shall be recorded electronically in the Service Provider's system, and this time shall be deemed to be the time of collection of the Consignment, provided that the Consignment is suitable for delivery.

The Sender receives a confirmation of the successful dispatch via e-mail and the status of the Consignment changes in the Application. Should the Sender fail to receive the confirmation or the status of the Consignment remains unchanged, the Sender must contact the Service Provider immediately.

Parcel Locker

If the Sender requests the cash on delivery service, the Sender must indicate this in the Application when creating the Consignment and, no later than that time, provide the number of the bank account to which the Service Provider must subsequently transfer the collected cash on delivery amount.

The Service Provider is not in default if the cash on delivery amount is debited from the Service Provider's bank account in favour of the account specified by the Sender before the expiry of the deadline set out in these GTC.

The Service Provider is entitled to unilaterally set off its due and outstanding claims against the Sender against the cash on delivery amount payable.

Bank transfers/transactions (for example, payment of the cash on delivery amount to the Sender) necessarily involve costs charged by the bank in accordance with the general banking terms and conditions and the legal regulations on transaction duty. The Sender shall be obliged to reimburse these costs; to compensate for these costs, instead of an itemised settlement of the bank's itemised fees and the transaction duty, the Service Provider charges the flat-rate fee indicated in the Tariff as the "administration fee related to bank settlement", which equals 0.45% of the amount transferred by the Service Provider by bank transfer, up to a maximum of HUF 20,000, which amount the Service Provider is entitled to settle by way of set-off (by deducting it directly from the cash on delivery amount to be transferred).

If the Consignment is not dispatched within 5 days of its creation, the data of the Consignment shall be automatically deleted and the hold on the blocked amount shall be automatically released after 5 days. There is no option to refund the amount to a different account.

7.6.5. Dispatch of FOXRETURN Consignments

Following registration via the Service Provider's electronic platforms, on the foxpost.hu website, the Sender creates the Consignment electronically in the Parcel Return menu, where a unique dispatch code is generated for the Sender, which the Sender shall be required to indicate clearly and legibly on the Consignment.

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Parcel LockerThe Consignment may be dispatched only via FOXPOST A-BOX and FOXPOST Z-BOKSZ Parcel Lockers by entering the dispatch code on the touchscreen or numeric interface. For dispatch, the Customer needs to follow the instructions displayed on the interface of the Parcel Locker. Parcel Locker

Based on the agreement between the Service Provider and its business partner, the service fee must be paid either by the Sender or by the Service Provider's business partner; the Service Provider informs the Sender of this during the electronic creation of the Consignment on the platform (the shipping fee payable is displayed when selecting the Recipient; if the shipping fee is paid by the Service Provider's contracted business partner, a fee of HUF 0 is displayed as payable by the Sender).

Should the Sender be obliged to pay the service fee (that the system indicates to the Sender when the Consignment is created), such service fee shall be payable electronically Parcel LockerParcel Lockervia the online payment solution provided by the Service Provider. In the case of this service method no other optional payment method is facilitated by the Service Provider.The provisions set forth in Section 7.6.3.2 shall apply accordingly to online payments and the possible modification of the locker size.

Only one Consignment of a size corresponding to the size of the compartment and with appropriate packaging may be placed in each compartment. If the Sender wishes to dispatch multiple Consignments to one Recipient, or if the multiple parts of a Consignment cannot be securely fastened together so as to constitute a single Consignment, the Sender shall dispatch the Consignments individually in such a manner that only one Consignment is placed in each compartment.

The Service Provider shall receive an automatic system message when the compartment door is closed. When the Carrier opens the relevant compartment of the Parcel Locker, the fact and time of opening the compartment shall be recorded electronically in the Service Provider's system, and this time shall be deemed to be the time of collection of the Consignment.

Parcel Locker

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8. Determination and settlement of the service fees

8.1. Calculation of the fees

The Customer shall pay a fee for the use of the service. The fees for the Services (which may consist of several fee items) are set out in the Service Provider's current Tariff. The Service Provider and the Customer may deviate from the fees set out in the Tariff in an individual written agreement. In the event of a change to the Tariff, the Service Provider shall inform Customers of the new Tariff 15 days prior to the introduction of the fee change on its websites and online platforms, and also by an electronic newsletter sent to the email address provided as the contact email address during registration. Parcel LockerDuring the payment the service fees currently in force (on the given day) must be paid in all cases, regardless of when the Consignment data were created or when the code required for dispatch was ordered. The consideration for the service cannot be paid in cash if the Consignment is created online. In the case of the Ad Hoc Domestic Parcel Delivery Service under Section 6.1.4) (when the Sender dispatches a Consignment without online registration), if the Sender wishes to pay the service fee in cash, such payment may be made at the Pickup Point located at 1097 Budapest, Könyves Kálmán körút 12-14 (Lurdy Ház Shopping Centre), as detailed in Section 7.6.3.1.B. After performance, the Service Provider issues an electronic invoice – for business (B2C, B2B and, in the case of the FOXRETURN service, where the fee is paid by the business customer) customers without separate request, and for private individual (C2C, C2B and, in the case of the FOXRETURN service, where the fee is paid by the private individual Sender) customers upon request for an invoice – and makes it available to the Customer electronically, which the Customer expressly accepts simultaneously with acceptance of these GTC. In the case of payments made at the Parcel Locker by the Customer, the Service Provider is exempted from its obligation to issue an invoice pursuant to Section 167 c) of Act CXXVII of 2007 on Value Added Tax. Payment at a Parcel Locker is only possible when dispatching a parcel at Parcel Lockers equipped with a Touchscreen.

Calculation of service fees

a) in the case of Consignments created in the FOXPOST information system and in the Application without value declaration, based on the Consignment size (aligned with the Parcel Locker locker sizes XS, S, M, L, XL) and the delivery method, and taking into account any additional services requested by the Sender (the fee calculation

relating to the shipping fee and the amount of the Fee payable are displayed to the Sender in the information system/Application before finalising the creation of the Consignment).

b) in the case of Consignments created in the PACKETA information system with value declaration, based on the Consignment size and weight, the delivery method, and taking into account any additional services requested by the Sender (the fee calculation relating to the shipping fee and the amount of the Fee payable are displayed to the Sender in the information system before finalising the creation of the Consignment).

   The following Consignment sizes are used in the PACKETA information system:

   "**Standard Consignment**": the sum of three sides of the Consignment does not exceed 120 cm and the longest side of the Consignment is no longer than 70 cm, and the weight of the Consignment does not exceed 5 kg. Except for Consignments to be delivered to a Parcel Locker, the dimensions of which are set out above.
   "**Medium-sized Consignment**": the sum of three sides of the Consignment does not exceed 150 cm and the longest side of the Consignment is no longer than 70 cm, and the total weight of the Consignment is between 5 and 10 kg. Except for Consignments to be delivered to a Parcel Locker, the dimensions of which are set out above.
   "**Large Consignment**": the sum of three sides of the Consignment does not exceed 150 cm and the longest side of the Consignment is no longer than 70 cm, and the total weight of the Consignment is between 10 and 15 kg. Except for Consignments to be delivered to a Parcel Locker, the dimensions of which are set out above.

c) For any other additional fee item, the Tariff contains the legal basis, amount and method of calculation of the given fee/amount payable.

By recording the Consignment, the Client/Sender accepts that a payment obligation arises towards the Service Provider. The Client/Sender is responsible for the correctness and accuracy of the information provided by them when recording the Consignment. In the case of Fees where the calculation of the Fee depends on information provided by the Client/Sender and it later emerges that the Client/Sender provided inaccurate or false data, the Service Provider is entitled to calculate the service charge on the basis of the actual data and invoice it, or the difference, to the Client/Sender; in such cases, the determination of the fees shall be based exclusively on the parameters established by the Service Provider.

The service fee is charged in all cases where the Service Provider has contractually attempted delivery of the Consignment, even if the Consignment was undeliverable due to reasons beyond the control of the Service Provider. Bank transfers/transactions (for example, payment of the cash on delivery amount to the Sender) necessarily involve costs charged by the bank in accordance with the general banking terms and conditions and the legal regulations on transaction duty. The Sender shall be obliged to reimburse these costs; to compensate for these costs, instead of an itemised settlement of the bank's itemised fees and the transaction duty, the Service Provider charges the flat-rate fee indicated in the Tariff as the "administration fee related to bank settlement", which equals 0.45% of the amount transferred by the Service Provider by bank transfer, up to a maximum of HUF 20,000. If the Customer requests that any payment be settled to an international bank account number, the Service Provider charges the international payment charge specified in the Tariff.

The Service Provider is entitled to indicate these costs in the invoice for either the current or the following settlement period and to deduct them directly from the amount to be transferred.

In the case of Consignments addressed to a third country – countries outside the European Union – in addition to the service fee detailed in the Tariff forming an annex to these GTC, the Sender is also obliged to pay a customs clearance fee. The Sender is also obliged, in the case of Consignments addressed to a third country, to provide in full the necessary and essential data required for delivery of the Consignment (e.g. EORI number).

8.2 Payment of fees

8.2.1. Settlement and payment of the service fees for business clients (*B2C/B2B and FOXRETURN services where the fee is paid by the business client Partner)*

The fees for the services undertaken and provided by the Service Provider are paid by Customers within the framework of a subsequent settlement, by bank transfer. In the absence of a different individual written agreement, subsequent settlement is performed on a weekly basis. The Service Provider prepares the statement and the invoice based on the consignments delivered in the settlement cycle as well as the cash on delivery amounts collected in the settlement cycle, and then such data are sent electronically to the Customer based on the data provided during registration. The Customer shall be responsible and liable for recording the data required for invoicing on the online platform, and the Service Provider issues the invoice on the due date based on the data recorded. The Customer expressly consents to the invoices to be issued and delivered electronically.

In the absence of a different individual written agreement, the invoice payment deadline is 7 days.

In the B2C/B2B service type, settlement of the cash on delivery amount received by the Service Provider is made at the same time as the weekly settlement of the service fees. During settlement, the Service Provider shall be entitled (but not obliged) to deduct from the cash on delivery amount collected by it any due claims it has against the given Sender, and in such cases the Service Provider issues the invoice for the service fees taking such deduction into account.

If the Service Provider has incorrectly invoiced certain items, the Sender is entitled, within 30 days, to notify the Service Provider of this in writing and to request correction of the invoice. In such cases, the Service Provider shall examine the items in question and, if necessary, issue a new invoice. If the Sender does not request a correction within 30 days from the date of issue of the invoice, the issued invoice shall be considered correct.

If the Customer fails to pay the invoice by the deadline and the payment reminder sent by email is unsuccessful, or there are reasonable grounds to believe that the Customer will not fulfil its obligation to pay the service fees, or will do so repeatedly and regularly late, the Service Provider is entitled to suspend the provision of further services and/or require the Sender to pay in advance for any further orders. In the case of suspended service, the service is restored if the Customer pays the full amount of the debt, including payment of default interest and a flat-rate recovery fee, if charged by the Service Provider. The full amount of the debt is considered paid when the aforementioned total amount thereof is credited to the Service Provider’s bank account. Within 5 business days after such crediting, the Service Provider ends the suspension of the service.

If the Customer is unable or prevented from engaging in economic activities, including, but not limited to, the suspension of the Customer's tax number, the initiation of liquidation or forced de-registration proceedings against the Customer, or the ordering of bankruptcy proceedings for the Customer, or if the circumstances indicate that the Customer is unlikely to meet its obligation to pay the service fee in the future, the service will be permanently terminated at the Service Provider's discretion.

In the event of late payment, the Service Provider may, from the first day of the delay, charge default interest at a rate of 0.05% per day, or, if higher, at least at the rate determined pursuant to Section 6:155 of the Civil Code, and a flat-rate recovery fee of EUR 40 as defined in Act IX of 2016. The Service Provider is entitled to be reimbursed for legal and other costs incurred in connection with the collection of the debt.

After the expiry of the payment deadline – if the measures set out above prove unsuccessful or are likely not to lead to a result or if the Customer's performance is unlikely to be forthcoming – the Service Provider shall be entitled to entrust a third-party claims management company with the management of its outstanding claims against the Customer. In this case, the Service Provider shall be entitled to transfer data to a third party claims management company for the purpose of managing its claim against the Customer, only to the extent necessary to achieve this purpose. The details pertaining thereto are set out in the Service Provider's Privacy Policy.

8.2.2. Settlement and payment of the service fees for private individual clients (C2C/C2B and FOXRETURN services where the fee is paid by the private individual sender)

Advance payment of the service fee is a precondition for dispatch of the Consignment in all cases. A detailed description of the payment of the service fee is set out in Section 7.6, which regulates in detail the process for dispatching Consignments.

The Service Provider invoices additional service fees (e.g. return delivery fee, any liquidated damages) after the occurrence of the circumstance giving rise thereto, and sends the invoice to the Sender's email address recorded in the registration system. The invoice payment deadline is 7 days.
If the Sender fails to meet its payment obligation by the deadline specified on the invoice, the Service Provider is entitled to deduct from the cash on delivery amount collected by it any due claims it has against the given Sender, and in such cases the Service Provider issues the invoice/liquidated damages notice for the relevant service fee taking such deduction into account.
In the event of late payment, the Service Provider may, from the first day of the delay, charge default interest pursuant to Section 6:48 of the Civil Code. The Service Provider is entitled to be reimbursed for legal and other costs incurred in connection with the collection of the debt.
After the expiry of the payment deadline – if the measures set out above prove unsuccessful or are likely not to lead to a result or if the Customer's performance is unlikely to be forthcoming – the Service Provider shall be entitled to entrust a third-party claims management company with the management of its outstanding claims against the Customer. In this case, the Service Provider shall be entitled to transfer data to a third-party claims management company for the purpose of managing its claim against the Customer, only to the extent necessary to achieve this purpose. The details pertaining thereto are set out in the Service Provider's Privacy Policy.

8.2.3 Service Provider's lien

The Service Provider shall have a lien over the Consignments for as long as the Consignment is in the possession of the Service Provider or the Service Provider has documents authorising it to dispose of the Consignments, in order to secure its claims arising from all contracts concluded with the Sender. If the Customer fails to pay its debt to the Service Provider within the specified period despite the payment reminder, the Service Provider is entitled, based on the lien, to enforce its outstanding claims from the proceeds of the sale of the Customer's Consignments.

8.3 Online payment solutions provided by the Service Provider

Online payment provided by the Service Provider is available for Consignments created in the FOXPOST information system and Application through the SimplePay systemDuring the payment, the Customer is redirected to the secure payment page of SimplePay, where they can enter the card details required for the transaction. The card details do not reach the Service Provider.

SimplePay service provider details:
Name of service provider: OTP Mobil Szolgáltató Kft.
Registered seat: H-1138 Budapest, Váci út 135-139, B. ép. 5. em.
Company registration number: 01-09-174466
Tax number: 24386106-2-42
Website: https://simplepay.hu
https://simple.hu/aff/

In the case of successful payment, SimplePay notifies the Service Provider of the completion of the transaction. The Service Provider has no access to the online payment data; the Service Provider only receives notification of the successful completion of the payment. The Service Provider assumes no liability if, due to an error by the operator of the online payment page, the fee is not credited or recorded by the Service Provider.
During payment, debit cards of the type specified in the then-current General Terms and Conditions of SimplePay may be used. The SimplePay system holds a PCI DSS certificate, which guarantees the highest level of data security.
During payment, the personal data stored by the Service Provider are transferred to the payment service provider as data processor. The purpose of the data transfer: to provide customer support to users, to confirm transactions, and to provide support in filtering fraud during the operation of the online payment system.

9. Delivery of consignments

9.1. Place of delivery

The Service Provider delivers the Consignments to the Place of Delivery specified by the Sender and indicated on the Consignment or on its accompanying document, unless the Service Provider and the Sender/Recipient subsequently agree otherwise.

The Place of Delivery is the Parcel Locker or Pickup Point, or an address selected by the Customer. .

9.1.1. Recipient's redirection request

Redirection may be requested by the Addressee only in the case of PACKETA Consignments delivered to a Pickup Point.

In the case of PACKETA Consignments delivered to a Pickup point, the Recipient may request redirection until the Consignment's status in the tracking system reaches the following status: "It's almost with you!" "We have processed the parcel and plan to deliver it today". In all cases, redirection may only be to a Pickup Point, and not to a Parcel Locker or to a Delivery Address. The Recipient may indicate the redirection request only via the telephone Customer Service line. The Service Provider reviews the redirection request but does not guarantee that it will always be able to fulfil the redirection. If it is able to fulfil the request, it confirms its commitment to the redirection to the Recipient (by email message, or in the case of telephone Customer Service line, during the call). In the absence of confirmation, the redirection request is deemed to be rejected. The Service Provider expressly draws the Recipient's attention to the fact that the redirection may extend the delivery time of the Consignment by up to 10 working days.
Redirection cannot be requested if the Consignment's status in the tracking system is the following: "It's almost with you!" "We have processed the parcel and plan to deliver it today".

In the case of delivery to a delivery address, redirection is not possible.

9.2. Delivery by way of a Parcel Locker

The Service Provider places the Consignment in the Parcel Locker specified by the Sender.
The Recipient is notified of the placement of the Consignment by the Service Provider in the Parcel Locker and the option of collection through an automated system message, and such notification also contains the code required to open the locker. If the Recipient is an Application user, the Service Provider may also send notifications to the Recipient in the Application, and if the Recipient reads the in-app message, no further separate notification will be sent. The Service Provider makes the Consignment available in the Parcel Locker for 5 days.
The Recipient shall ensure that the code is not disclosed or made accessible to unauthorised third parties. The Service Provider excludes liability in cases where the code is disclosed or made accessible to parties other than the Recipient and as a result damage is incurred.
The Service Provider is not liable for the costs related to the return of the Consignment to the Sender due to the Recipient's failure to collect the Consignment, or for any related damage and costs, if any, incurred.

In the case of Consignments dispatched with the cash on delivery service, payment of the cash on delivery amount specified by the Sender is a prerequisite for collecting the Consignment; the Consignment may be collected after settlement of the cash on delivery amount (in this case, the door of the appropriate locker of the Parcel Locker opens). The cash on delivery amount in case of collection through a Parcel Locker with a Touchscreen (FOXPOST A-BOX) can be settled with a debit card or via the online payment provided by the Service Provider, while in the case of delivery to a Parcel Locker without a Touchscreen (FOXPOST Z-BOX), settlement is only possible via the online payment provided by the Service Provider.

After entering the code required to collect the Consignment from the Parcel Locker on the interface and, if necessary, paying the cash on delivery amount due, the Recipient must remove the Consignment from the locker after the locker door containing the Consignment has been opened. If the Sender is an Application user, they may also control the collection of the parcel directly through the Application by scanning the QR code provided by the Service Provider in

the case of a FOXPOST A-BOX, or by enabling a Bluetooth connection in the case of a FOXPOST Z-BOX; in such cases, the instructions in the Application shall be followed. Once the locker door is opened, the Service Provider assumes no liability for packages and other items (e.g. mobile phone) left in the locker, as the IT system ensuring the operation of the Parcel Lockers detects the package as already collected and the locker as empty in such cases. At the Recipient's request, the Recipient shall, with the exclusion of the Service Provider's liability, take the possible measures to return the item left in the Parcel Locker, provided that the Recipient reimburses the related costs in advance in the manner specified by the Service Provider.

If, due to a technical error, a Consignment to be delivered by Cash on Delivery is delivered without payment of the due Cash on Delivery amount, this shall not release the Recipient from their payment obligation. In such a case, the Service Provider shall notify the Recipient by email of the obligation to pay the due amount, which the Recipient shall be required to fulfil within the specified deadline. Following expiry of the payment deadline, if performance by the Customer is unlikely to be forthcoming, the Service Provider shall be entitled to engage a third-party debt collection company to manage its claim against the Customer. In such a case, for the purpose of managing its claim against the Customer, the Service Provider shall be entitled to transfer to a third-party debt collection company only such data as are necessary to achieve this purpose. The detailed rules relating thereto are set out in the Service Provider's Privacy Notice.

In the Parcel Locker, the Consignment may also be collected using the Application, depending on the Recipient's choice (if the Recipient is an Application user). If necessary, the Recipient may continuously access the collection code/QR code in the Application among the data related to the given Consignment, and may also request the collection code/QR code to be resent to the Recipient at any time via the customer service.

It may occur that the Parcel Locker designated by the Sender is temporarily unusable due to a technical failure, or that the Parcel Locker is full due to the volume of Consignments arriving there and therefore the Consignment cannot be placed in it. In such cases, the Service Provider likewise endeavours to deliver the Consignment as soon as possible and, where possible, places the Consignment for collection in another Parcel Locker located close to the Parcel Locker designated by the Sender. For this purpose, the Service Provider applies the following procedure:
For every Consignment delivered to a Parcel Locker, when the Consignment is recorded in the Information System, the Service Provider sends a notification to the Recipient on how they may give instructions for the case where the Parcel Locker designated by the Sender is temporarily unavailable. The Recipient may choose from the following options:

a) The Recipient refuses delivery (relocation) of the Consignment to any other Parcel Locker – in this case, the Service Provider delivers the Consignment to the original Parcel Locker designated by the Sender; however, delivery may take longer if the Consignment cannot temporarily be placed in the original Parcel Locker because it is full or under repair.
b) The Recipient may designate a specific Parcel Locker (regardless of its location) to which they authorise the relocation of the Consignment; in this case – if relocation becomes necessary – the Service Provider delivers the Consignment to the Parcel Locker specified by the Recipient.
The Recipient may give the above instruction until the Consignment is handled in the warehouse.

If the Recipient does not choose from the above options and, during delivery of the Consignment, the Service Provider determines that relocation of the Consignment is necessary because the original Parcel Locker is full or cannot be used for technical reasons, the Service Provider shall – in order to enable the Recipient to collect the Consignment at the earliest possible time – place the Consignment for collection in another Parcel Locker or at a Pickup Point located near the Parcel Locker designated by the Sender. The Service Provider shall only apply such relocation if the new Parcel Locker/Pickup Point is located within 6 km of the original Parcel Locker. If there is no other available Parcel Locker/Pickup Point within this distance, the Service Provider shall attempt delivery of the Consignment to the original Parcel Locker again on the next business day.

If the Recipient has given an instruction, the Service Provider shall deviate from that instruction only if the Parcel Locker designated by the Sender or the substitute Parcel Locker designated by the Recipient in the instruction has in the meantime been permanently decommissioned (dismantled or relocated). The Service Provider shall likewise only apply such relocation if the new Parcel Locker/Pickup Point is located within 6 km of the original Parcel Locker. If there is no other available Parcel Locker/Pickup Point within this distance, the Service Provider shall contact the Recipient in order to ensure delivery.

The Service Provider shall notify the Recipient of the Consignment electronically of the relocation to another Parcel Locker/Pickup Point. If the new Parcel Locker/Pickup Point is not suitable for the Recipient, the Recipient may notify the Service Provider thereof through its telephone customer service during the holding period of the Consignment, in which case the Service Provider shall arrange for delivery of the Consignment to the Parcel Locker/Pickup Point selected by the Recipient.

In the event of relocation to a Pickup Point, the provisions of Section 9.3 shall apply accordingly to the collection of the Consignment.

9.3. Delivery to a Pickup Point

The Service Provider places the Consignment at the Pickup Point specified by the Sender.

The Recipient is notified of the placement of the Consignment by the Service Provider at the Pickup Point and the option of collection through an automated system message, and such notification also contains the code required to collect the Consignment. In the case of a FOXPOST Consignment, i the Recipient is an Application user, the Service Provider may also send notifications to the Recipient in the Application, and if the Recipient reads the in-app message, no further separate notification will be sent.

The Recipient shall ensure that the code is not disclosed or made accessible to unauthorised third parties. The Service Provider excludes liability in cases where the code is disclosed or made accessible to parties other than the Recipient and as a result damage is incurred.

The Service Provider is not liable for the costs related to the return of the Consignment to the Sender due to the Recipient’s failure to collect the Consignment, or for any related damage and costs, if any, incurred.

In the case of Consignments dispatched with the cash on delivery service, payment of the cash on delivery amount specified by the Sender is a prerequisite for collecting the Consignment; the Consignment may be collected after settlement of the cash on delivery amount.

The cash on delivery amount may be settled via the online payment provided by the Service Provider and by on-site payment by debit card or cash at the Pickup Point. During on-site payment, Pickup Points make payment by debit

card or cash available in accordance with their own rules; the service provider displays the payment methods available at a given Pickup Point on its websites in the data relating to that Pickup Point and also informs the Recipient in the notification about the option of collection.

If the Recipient is an Application user, the Recipient may continuously access the collection code in the Application among the data related to the given Consignment, and may also request the collection code to be resent to the Recipient at any time via the customer service. In addition, at the request of the Recipient/Authorised Recipient, the administrator acting at the Pickup Point may also request the collection code to be resent to the Recipient at any time.

In the case of collection of a consignment at a Pickup Point, if the Recipient is unable to provide the code received during collection, they may also identify themselves by presenting their personal identity card in card format; in such case, the Pickup Point records the personal identity card number in the Service Provider's registration system, and the Service Provider retains it for 5 years.
In the case of collection at a Pickup Point, the Authorised Recipient confirms collection with their signature; if the recipient refuses to sign, the Consignment may not be handed over to them; in such case, the Service Provider keeps the Consignment available for collection by the Recipient during the holding period, after which it returns it to the Sender as an undeliverable consignment.

Outside the peak season (between 21 January and 30 September), the Service Provider keeps the Consignment available at the Pickup Point for 7 days; in the peak season (between 1 October and 20 January), for 5 days.

If the Recipient foresees that they will not be able to collect the Consignment during this period, they may request an extension of the holding period solely by notifying the telephone customer service, for up to a maximum of 21 calendar days (7+14 calendar days) outside the peak season (between 1 October and 20 January) and for up to a maximum of 7 calendar days (5+1+1 calendar days) in the peak season (between 1 October and 20 January).

In the event that the Pickup Point designated by the Sender is temporarily closed, has ceased to exist, or is full, the Service Provider – in order to ensure that the Recipient can collect the Consignment at the earliest possible time – places the Consignment for collection at another Pickup Point located close to the Pickup Point designated by the Sender.
The Service Provider shall notify the Recipient electronically of the transfer of the Consignment to another Pickup Point or the intention to transfer.
In the case of FOXPOST Consignments, through the electronic notification regarding the transfer of the Consignment, the Recipient may specify whether they consent to, or refuse, the placement of the Consignment at a substitute Pickup Point. The Recipient may make such a declaration until the Consignment is handled in the warehouse. If, despite the temporary closure or fullness of the Pickup Point, the Recipient instructs via the electronic notification that delivery be made through the original Pickup Point, the expected delivery time may increase.
In the case of PACKETA Consignments, the Recipient may choose from the indicated delivery locations via the electronic notification regarding the transfer of the Consignment -.
If the Recipient does not choose from the delivery locations indicated in the notification, the Service Provider is entitled to transfer the Consignment to a Pickup Point selected by the Service Provider.

If the Courier handling the delivery determines that the Pickup Point designated by the Sender is completely full when attempting to hand over the Consignment at that Pickup Point, and as a result the Consignment cannot be placed at the relevant Pickup Point, the Service Provider shall, in order to enable the Recipient to collect the Consignment at the earliest possible time, place the Consignment for collection at another Pickup Point located near the Pickup Point designated by the Sender.

The Service Provider shall only apply such relocation if the new Pickup Point is located within 5 km of the original Pickup Point. If there is no other available Pickup Point within this distance, the Service Provider shall attempt delivery of the Consignment to the original Pickup Point again on the next business day.

The Service Provider shall notify the Recipient of the Consignment electronically of the relocation to another Pickup Point. If the new Pickup Point is not suitable for the Recipient, the Recipient may notify the Service Provider thereof through its telephone customer service during the holding period of the Consignment, in which case the Service Provider shall arrange for delivery of the Consignment to the Pickup Point selected by the Recipient.

If, due to a technical/human error, a Consignment to be delivered by Cash on Delivery is delivered without payment of the Cash on Delivery amount, this shall not release the Recipient from the obligation to pay the Cash on Delivery amount. In such a case, the Service Provider shall notify the Recipient by email of the obligation to pay the Cash on Delivery amount, which the Recipient shall be required to fulfil within the specified deadline. Following expiry of the payment deadline, if performance by the Customer is unlikely to be forthcoming, the Service Provider shall be entitled to engage a third-party debt collection company to manage its claim against the Customer. In such a case, for the purpose of managing its claim against the Customer, the Service Provider shall be entitled to transfer to a third-party debt collection company only such data as are necessary to achieve this purpose. The detailed rules relating thereto are set out in the Service Provider’s Privacy Notice.

9.4. Delivery to an address specified on the consignment

The Carrier attempts to deliver the Consignment to the Authorised Recipient who has the right to collect it and whose identity has been verified, at the address specified by the Sender.

The Recipient is notified of the time of delivery of the Consignment by the Service Provider’s subcontractor through an automated system message from the Service Provider’s subcontractor. If the delivery of the Consignment is prevented, the Service Provider’s subcontractor records the reason for failed delivery on the Consignment, of which the Service Provider’s subcontractor notifies the Recipient electronically. If the Consignment cannot be delivered to the Authorised Recipient, the Service Provider – after the expiry of the 5-day holding period – returns it to the Sender after all fees and charges, if any, due and payable are settled. Incorrectly marked address does not exempt the Service Provider from its obligation to commence the performance of contractual undertakings, however, in the case of undeliverability due to an incorrect address, the Service Provider is exempted from its indemnification obligation and is entitled to claim reimbursement for costs.

In the case of delivery to an address, the Service Provider’s subcontractor has the Authorised Recipient acknowledge delivery in writing on a delivery document or via an electronic device. The Consignment shall be handed over to the Authorised Recipient only after the Service Provider’s subcontractor has recorded the recipient’s signature and, if the Consignment was not collected by the Recipient, has also indicated the name of the recipient and their capacity as recipient. A condition for delivery of the Consignment by the Service Provider’s subcontractor is that the recipient of the Consignment proves their authorisation to receive and their identity; the Service Provider’s subcontractor

indicates or records on the delivery document or its electronic substitute the name, letter code and number of the identity document, or the ID code provided by the recipient at the time of receipt, unless otherwise provided by government decree. If the holder of the document objects to this, the Service Provider's subcontractor records this on the delivery document as a circumstance preventing delivery and returns the Consignment to the Sender, indicating the reason.

If, due to a technical/human error, a Consignment to be delivered by Cash on Delivery is delivered without payment of the Cash on Delivery amount, this shall not release the Recipient from the obligation to pay the Cash on Delivery amount. In such a case, the Service Provider shall notify the Recipient by email of the obligation to pay the Cash on Delivery amount, which the Recipient shall be required to fulfil within the specified deadline. Following expiry of the payment deadline, if performance by the Customer is unlikely to be forthcoming, the Service Provider shall be entitled to engage a third-party debt collection company to manage its claim against the Customer. In such a case, for the purpose of managing its claim against the Customer, the Service Provider shall be entitled to transfer to a third-party debt collection company only such data as are necessary to achieve this purpose. The detailed rules relating thereto are set out in the Service Provider's Privacy Notice.

9.5. Place of delivery in the case of orders from an online shop (B2C/B2B service type and Consignments arriving from abroad):

As a general rule, in the case of orders from an online shop (B2C/B2B service type and Consignments arriving from abroad), the Consignment is delivered in the manner and to the location specified by the purchaser (generally the Recipient) during the ordering process. Please note, however, that the given online shop may, during shipping via the Service Provider, make only limited delivery methods and delivery options available to its customers; furthermore, it may also happen that, in such cases, the given online shop itself decides which delivery method and place of delivery to use (even if several delivery methods and delivery options would otherwise be available), and/or the given online shop does not allow the purchaser to select the postal service provider or the delivery method and the specific place of delivery themselves.

Based on the above, in the case of orders from an online shop, the general terms and conditions and shipping terms of the given online shop shall apply to the purchaser; thus, the Service Provider can only provide shipping in accordance with the rules of the given online shop, therefore please note that, in such cases, the services under these GTC are available only on the basis of the general terms and conditions of the given online shop and may be limited. Such limitations or deviations – which the third-party online shop applies as general terms and conditions and which the purchaser accepts during the purchase – generally apply in the case of online shops outside the EU and also in cases where the shipping fee is paid by the given online shop to the Service Provider and/or where it provides shipping as a free-of-charge service to its customer. In such cases, the Service Provider provides the Service only within the limits defined by the relevant online shop.

9.6. Delivery time

The Service Provider shall take all reasonable measures to ensure that shipping and delivery to the Recipient take place within the indicative delivery times for each country specified on the website. However, the Customer acknowledges that the Service Provider does not provide any time guarantee; the delivery times provided are indicative and not guaranteed, and the Service Provider shall not be liable for any damage or loss of profit if such indicative deadlines are not met.

In the case of delivery to a Parcel Locker, the delivery time of the Consignment shall mean the time when the Service Provider or the Service Provider's subcontractor places the Consignment in the locker of the Parcel Locker and closes the locker door. Such time, as well as the time when the Customer removes the consignment from the compartment, are automatically recorded.

The delivery time in the case of delivery to a Pickup Point shall mean the time when the Service Provider or the Service Provider's subcontractor places the Consignment at the Pickup Point. Such time, as well as the time when the Customer collects the Consignment at the Pickup Point, are recorded.

The delivery time to an address shall mean the time when the Consignment is accepted from the Service Provider's subcontractor by the Authorised Recipient with its signature to this effect. The Service Provider registers and records such time.

9.7. Receipt of the consignment by an Authorised Recipient

In the case of delivery to an address, if the Recipient is a natural person, the Service Provider's subcontractor primarily attempts to deliver the Consignment to the Recipient of the Consignment. If the Recipient is not at the address at the time of the attempted delivery, the Consignment shall primarily be delivered by the Service Provider's subcontractor to the Recipient's authorised representative present there.

If at the time of the attempted delivery neither the Recipient nor the authorised representative are at the address, the Service Provider's subcontractor delivers the Consignment to the substitute recipient present there.

The substitute recipient may be a relative of the recipient as specified in the Civil Code and over the age of 14, or the landlord of the property at the given address or the accommodation provider of the recipient, provided they are a natural person. If the Consignment cannot be delivered to the above specified persons entitled to collect it at the address, the Service Provider's subcontractor may also deliver the Consignment to the direct neighbour as per the address (in the capacity of a temporary recipient), if the Recipient has expressly instructed so, designating the temporary recipient. The Service Provider notifies the Recipient of the delivery to the direct neighbour. A consignment in damaged condition cannot be delivered to the direct neighbour.

A Consignment sent to the address of a legal entity, business association or other organisation is delivered by the Service Provider's subcontractor with in-person delivery if a representative is continuously available at the property used by the given organisation (registered seat, business site, branch office, other place of administration) within a reasonable time. The Service Provider's subcontractor considers the representative of the organisation to be a person authorised to accept Consignments sent to the organisation.

The head of the organisation as well as the service agent, the liquidator and the administrator, even without a power of attorney, are considered to be representatives. Senior officers, company managers, executive employees as well as all other persons authorised to sign for the company or organisation are considered heads of the organisation.

In respect of accepting Consignments, the following shall also be considered representatives of the organisation even without an authorisation:

a) in the case of delivery to a store or other premises of the organisation open to the public, an employee employed by the organisation or a member thereof,

b) if the organisation operates a post room or reception, the natural person employed there.

An employee of the organisation who does not classify as a representative as per the above is classified by the Service Provider's subcontractor as a person authorised to accept Consignments in a capacity of temporary recipient.
The Service Provider's subcontractor shall also consider it a Consignment to be delivered to the Recipient organisation if the address of the Consignment addressed to the organisation also indicates the name of a natural person in addition to the organisation's name, or where the Consignment contains the name of a natural person and the address (mailing address) of the organisation without stating the organisation's name.

A Consignment addressed to a Recipient who is illiterate, is not familiar with the Latin alphabet, is blind, or is otherwise prevented from writing due to a change in their physical condition shall be delivered in the presence of an adult witness who is literate. The witness, indicating this capacity, shall sign their own name on the delivery document upon handover of the Consignment. The witness and the Recipient shall be obliged to prove their identity to the courier.
A Consignment addressed to a minor or a person under guardianship excluding legal capacity shall be delivered by the Service Provider to the legal representative or the guardian instead of the Recipient. The legal representative or guardian may verify this capacity by a final administrative decision, an official identity document or an official certificate.

9.8. Return, Refusal of acceptance, return to sender

The Service Provider shall accept the return of misdelivered consignments and the contents thereof even if opened, by simultaneously recording the fact of misdelivery, and it shall refund the fee erroneously collected upon misdelivery, seal the consignment and, after marking the fact of misdelivery thereon, ensure its delivery to the correct address. It is not considered misdelivery if, based on data provided by the Sender, the Service Provider attempted to deliver the Consignment in accordance with such data; however, the Sender provided inaccurate or incorrect data when dispatching the Consignment.
The Service Provider shall not accept the return of a properly delivered cash on delivery Consignment if it has already forwarded the document relating to the settlement of the cash on delivery amount.
In the case of delivery to the Recipient's address, if during delivery the Recipient or their authorised representative makes a written declaration that they refuse to accept the Consignment, the Service Provider shall return the Consignment to the Sender, disregarding the acceptance time limits and indicating the reason. The Service Provider shall indicate this fact as a reason for non-delivery on the delivery document or other technical device recording the fact of delivery, as well as on the Consignment or the accompanying document. If the consignment cannot be delivered for reasons not attributable to the Service Provider, the Service Provider returns the consignment to the Sender with such reasons indicated thereon.
In the event of the death of the natural person Recipient or the dissolution of the legal entity or business association without legal personality or other organisation Recipient, the Consignment sent to them shall be immediately returned by the Service Provider to the Sender after becoming aware of such facts.
If, for any reason, the Consignment is returned to the Sender, the place of return of the Consignment is, in the case of FOXPOST Consignments, the Parcel Locker where the Sender dispatched the Consignment; in the case of PACKETA Consignments, the Pickup Point where the Sender dispatched the Consignment;; no other Pickup Point

may be selected. The Service Provider shall notify the Sender of the return by email andif the Sender is an Application user, also via the Application.

A Consignment may be collected from a Parcel Locker for 5 calendar days and from a Pickup Point for 30 calendar days, and the Service Provider shall send multiple notifications to the Sender about this. If the deadline for collecting the Consignment expires and the returned Consignment is not collected by the Sender, the Consignment shall be transported to the Service Provider's warehouse as an undeliverable returned Consignment.

10. Liability for the performance of services

Liability for damage

a) shall be borne by the Sender until the Consignment is accepted for delivery by the Service Provider (while the Consignment is in the Sender's warehouse or other place of collection and has not yet been accepted for delivery by the Carrier, and the consignment note has not been signed; FOXPOST A-BOX and FOXPOST Z-BOX in the case of dispatch via a Parcel Locker, until the Consignment is placed in the dispatch Parcel Locker and the compartment door is closed; (in the case of dispatch controlled using the Application until the confirmation is received in the Application that the dispatch is completed); in the case of dispatch at a Pickup Point, until acceptance by the Pickup Point).
b) shall be borne by the Service Provider: from the verified acceptance of the Consignment from the Sender, after placement of the Consignment in the compartment of the delivery Parcel Locker, until the compartment door is opened by the authorised recipient; or, in the case of delivery at a Pickup Point or to an address, until delivery of the Consignment to the authorised recipient.
c) shall be borne by the Recipient (receiver): from the opening of the delivery Parcel Locker compartment door or, in the case of delivery at a Pickup Point or to an address, from the written acknowledgement of receipt of the Consignment.

The Service Provider cannot be held liable if the packaging of the Consignment is undamaged, but the content is different to what the Customer ordered from the given online shop.

In the event of the non-contractual provision of services, including damage to the Consignment, missing contents, or the loss and destruction thereof, the Service Provider shall be liable in accordance with the Postal Services Act and these GTC. Burden of proof pertaining to the above damage shall be borne by the following persons:

- the Service Provider: if packaging is incomplete and the address is inadequate, as well as if the damage was caused by an unavoidable external reason outside the scope of operation, or by a person other than the injured party during contractual performance;
- the Sender or Recipient: if damage was not caused by incomplete packaging or inadequate address, and if damage cannot be traced back to the content or internal properties of the consignment.

If the Sender places in the Consignment dispatched by them an item excluded from carriage as set out in ***Annex 2*** to these GTC, and the Service Provider detects this fact, the Service Provider shall proceed with the Consignment in accordance with the nature of the excluded item and the extent of the risk to the Service Provider's operation. If the item placed in the Consignment is, in part or in full, perishable, infectious, altered in condition, fire or explosion hazardous, corrosive, likely to cause damage to the Service Provider's equipment, or poses a health or accident risk

to the Service Provider's employees or agents, the Service Provider shall, with notification to the Sender, destroy the contents of the Consignment with immediate effect or after the deadline specified by the Service Provider.

11. Indemnification

11.1. General rules of indemnification, reporting claims for damages

The Sender is entitled to enforce claims for damages.
The Recipient is only entitled to enforce claims for damages if

a) the Consignment was delivered to them or another authorised recipient, or

b) the right to enforce claims for damages was assigned to the Recipient by the Sender in writing, or

c) the Consignment shall be considered the property of the Recipient. In this respect, the Service Provider shall, as proof, be obliged to accept if the Recipient provides the confirmation of the distance contract issued to them by the business pursuant to legal regulations as a consumer, which also includes the full amount paid as consideration in connection with the sale and purchase of the product, and no additional fee payable by the Recipient upon delivery is attached to the Consignment.

Third parties other than the Sender and the Recipient may only enforce claims for damages if the related claim has been assigned to them in writing by the person entitled to indemnification. Neither the Recipient nor any third parties may enforce claims for damages in excess to the amount of the indemnification due to the Sender.

The partial loss of or damage to the consignment, if detectable, shall be immediately indicated on the delivery document upon the delivery of the consignment or the return of the consignment. Failure to do so shall result in the forfeiture of the rights. In the absence of a delivery document or if partial loss or damage is not immediately detectable upon delivery (return), such missing documents, loss or damage shall be reported to the Service Provider in writing within a three-business day limitation period from delivery or recorded in a written protocol at the Service Provider. Claims for damages may also be submitted at the same time as the report is filed.

It is the Sender's obligation and responsibility to inform the authorised recipient that, upon delivery of the Consignment, they should check the packaging and, if they notice any obvious damage, request that a protocol be drawn up.

The Service Provider shall not be liable for compensation if only the outer packaging of the Consignment is damaged but its internal contents remain intact. If the Consignment has been accepted by the authorised recipient and showed no external signs of damage, but the contents are damaged, the Customer shall be obliged to report their compensation claim to the Service Provider in writing within 3 business days from the day of receipt of the Consignment. Failure to meet the deadline shall result in the forfeiture of rights. In the event of such damage, the Service Provider shall examine the claim; however, the Service Provider shall not be liable if the damage to the contents already existed at the time of dispatch of the Consignment, or if the damage was caused by the internal properties of the Consignment or by a deficiency in the packaging that is not externally detectable. A compensation claim regarding partial loss of or damage to the contents of the Consignment shall not be considered justified if the person submitting the compensation claim is unable to prove damage to the packaging of the Consignment.

In the event of the loss, or partial or full destruction of the Consignment, the Customer shall file their claims for damages within a 6-month limitation period starting from the fifteenth day from the dispatch of the Consignment with the following exception.
If the Service Provider becomes aware of the loss, destruction or damage of the consignment within the framework of complaints management, and at the time of the receipt of the Service Provider's response to the complaint establishing the fact of loss or destruction, there are less than 30 days remaining until the date above open for claims enforcement, the such date shall be extended with an additional thirty days after receipt of the response.
In the event of destruction, loss, or damage to the Consignment, the claim for damages shall be submitted in writing or entered into a protocol at the Service Provider. The Service Provider expressly draws Customers' attention to the fact that the easiest way to submit a claim for damages is via the online Complaint Form accessible from the Customer Service menu item on the Service Provider's website; if it is completed in full and, where necessary, the documentation indicated by the Service Provider is provided, assessment of the claim for damages can commence immediately.

If the Service Provider cannot retrieve and properly deliver Consignments misdelivered (to a person other than the authorised recipient) within 30 days from recognising the misdelivery, it considers the Consignment to be lost.

The Service Provider shall not be liable for any damage arising from breach of the provisions relating to the internal contents, from the inherent properties of the Consignment, from deficiencies in the packaging, from the inadequate quality of the address label affixed to the Consignment, or from insufficient addressing; furthermore, if, in the case of a Consignment requiring fragile handling, the Sender/Client did not dispatch the Consignment with the *Fragile* service, or if the inner and outer packaging of the Consignment did not correspond to the nature of the Consignment and did not ensure that the contents were protected while en route. In addition to the above, the Service Provider shall not be liable for indirect damage, lost profit, sanctions arising from Delay, penalties for breach of contract, third-party compensation claims, or the Sender's obligations vis-à-vis third parties, arising from the full or partial loss of, damage to, or late delivery of the Consignment.

The Service Provider is not obliged to take out insurance for the delivery of the Consignment or for the activity carried out by it, unless this obligation is prescribed by a separate individual written agreement between the Service Provider and the Client.

The Service Provider shall not be liable for damages arising from the seizure by any competent authority (in particular the Police, the Tax Authority) of the Consignment or of the cash on delivery amount handed over by the Recipient but not yet forwarded to the Sender, or from the authority instructing the Service Provider to suspend payment of the cash on delivery amount. In such cases, the Service Provider notifies the Sender; otherwise, the Service Provider may act solely in accordance with the authority's decision/order, may release the seized Consignment/cash on delivery amount only to the person designated by the authority, and is not obliged to seek any legal remedy against the authority's decision/order.

The Service Provider shall be exempt from liability if the Consignment was destroyed, lost or damaged and the handling, loading, placing or unloading of the Consignment was carried out by the Sender or the Recipient, or by persons acting on behalf of the Sender or the Recipient. In such case, the Service Provider bears the burden of proof that the destruction, loss or damage occurred for this reason.

The Service Provider shall not be liable for failed delivery of a Consignment to be delivered by personal handover if the reason is that the Recipient did not ensure that the Service Provider could safely access the address.

If the contents of the Consignment include a used item, the sale and purchase of which the Sender and the Recipient, or a third party acting on their behalf, agreed on on a website, online portal or advertising platform, the Service Provider shall accept a damages claim relating to damage to the contents of the Consignment only if the claimant can prove, with photographs, the condition of the contents of the Consignment at the time of dispatch.

The Service Provider shall not accept liability for any damage incurred as a result of the Sender, the Recipient, or the person acting on their behalf not receiving electronic notifications sent by the Service Provider in connection with the Consignments due to an error on the part of the provider supplying them with electronic communications services, provided that the Service Provider can prove transmission of the electronic notification.

The Service Provider shall not be liable for damage if it was caused by the Sender (or the carrier in a legal relationship with them) or the Recipient or any other owner of the package or any other third party outside the Service Provider.

In the case of indirect delivery *(Government Decree No. 335/2012 (XII. 4.) on the provision of postal services and on the detailed rules of postal services relating to official documents, and on the general contractual terms of postal service providers and on consignments that are excluded from the postal service or that may be transported subject to certain conditions)* the Service Provider's liability shall pass to the recipient upon handover of the Consignment, and the authorised recipient shall be liable to the Recipient in accordance with the general rules of civil law.

11.2. Assessment and payment of claims for damages

In order to enforce the compensation claim – at the same time as submitting the report – the Sender shall submit the following documents/information to the Service Provider:

a) Description of the loss event, damage,
b) the purchase invoice proving the purchase value of the contents of the Consignment,
c) the service expert opinion of the service provider that performed the repair, if the Consignment was repaired after the loss event,
d) the documents accompanying the Consignment (accounting document, Consignment note),
e) Photographs of the packaging and of the damage to the contents.
f) Parcel number,
g) the record on the damage drawn up by the courier or at the Pickup Point. In the event of external signs of damage, drawing up the protocol and sending it to the Service Provider is mandatory; in the absence of this, the compensation claim cannot be assessed on its merits and will be rejected.

The Service Provider shall respond to the report or compensation claim submitted by the Customer in writing within 30 days. In its response, the Service Provider shall

a) inform the Customer of the additional conditions and procedure needed to substantiate the claim,
b) determine the substantiated nature of the report or the claim for damages, and in this latter case informs the Customer about the expected time of the payment of the claim, or

c) - if it challenges the legal basis or the rate of the claims for damages, inform the enforcer of the claim about the rules of indemnification and claims enforcement as set out in legal regulations or agreements, and pursuant to Section 2 of Act CLV of 1997 on Consumer Protection (hereinafter the Consumer Protection Act) calls the attention of the enforcer of claims qualifying as consumer that they may open consumer legal dispute proceedings before an arbitration board as per the Consumer Protection Act.

If, notwithstanding the Service Provider's information, the claimant fails to provide the Service Provider, no later than within 5 days from such information, with all documents and evidence necessary to establish the legal basis of liability and the extent of damage, the Service Provider shall assess the claim based on the documents and evidence provided up to that time or otherwise available to it.

Any claims arising shall be barred by the statute of limitations after 6 months.

If the indication, report or claim as specified in Section 11.1 is submitted by the Customer to the Service Provider within the limitation period specified therein, and the compensation claim is contested by the Service Provider or the Service Provider fails to pay it within 60 days from receipt of the notification establishing that it is substantiated, the Customer may enforce their compensation claim before a court within a one-year limitation period from the dispatch of the Consignment. The duration of the arbitration board proceedings opened on the basis of the consumer legal dispute shall not be included in the period open for enforcing claims.
If, during the examination of the complaint and the compensation claim, the Service Provider finds that the Consignment has been destroyed or lost, or has in fact been delivered with full or partial absence of content, it shall inform the Customer thereof in writing.
The Service Provider shall arrange for the payment of the damages that it considers justified within 8 calendar days from the date of assessment. In the event of the full or partial rejection of the legitimacy of the claim, the Service Provider shall communicate the reasons for the rejection to the Customer.

11.3. Rate of indemnification

The Service Provider shall be obliged to compensate the actual damage caused to the Customer's assets. The Service Provider cannot be obliged to pay compensation for non-pecuniary damage, lost pecuniary advantage, or damage arising from the infringement of personality rights; nor may the sanctions for infringement of personality rights that apply irrespective of fault be enforced.

Actual damage means the amount by which the value of the package has decreased.

11.3.1. Rate of indemnification for Consignments without value declaration

In the event of destruction, loss or damage to the contents of Consignments without value declaration, the Service Provider shall pay a flat rate indemnity as follows:
If the Consignment is destroyed, fully or partially lost or damaged, the Service Provider shall pay a flat rate indemnity.
The Consignment

a) is destroyed or lost in full, the flat rate indemnity payable is fifteen times the amount of the charge payable for the service,

b) is lost or damaged in part, the flat rate indemnity payable relates to the full amount of the flat rate indemnity specified in subsection*a)* as the damage suffered relates to the full value of the Consignment.

In the above cases, the Service Provider shall also refund the charges paid for the service.

If, based on the Customer's declaration, the extent of the damage arising from loss, destruction or damage is higher than the flat rate indemnity, they may submit a claim for damages in writing within the limitation period, up to the rate of liability for damages specified in this section. All documents, receipts, and invoices that may be used to prove the damage suffered shall be attached to the claim. In the case of the B2B, B2C and FOXRETURN service types, as proof of the extent of the damage suffered, the Service Provider accepts the purchase invoice relating to the contents of the Consignment and the net amount stated thereon for the product in question, unless the Customer proves to the Service Provider that they were not entitled to deduct VAT at the time of purchase, in which case the Service Provider accepts the gross amount as the proven extent of the damage. In the case of the C2C and C2B service types, if the Customer does not have a purchase invoice for the contents of the Consignment, the Customer must submit with the compensation claim all documents, bank transfer slips, or, in the case of sales via online trading platforms, an extract of the electronic correspondence or message exchange containing the amount of the sale in a clearly identifiable manner.

The Service Provider is liable for the dispatched Consignments as follows:

a) In the case of the B2C, B2B and FOXRETURN service types set out in Section 6.1(1), (2) and (6) of the GTC, the liability for dispatched Consignments shall be limited to HUF 300,000 for delivery via a Parcel Locker/Pickup Point and to HUF 50,000 for Delivery to an address.
b) In the case of the C2C and C2B service types set out in Sections 6.1(4) a) and c) and (5) a) and 6 of the GTC, the liability for dispatched Consignments shall be limited to HUF 70,000 for both delivery via a Parcel Locker and for Delivery to an address.

If the amount of the flat rate indemnity specified above is higher than the above amounts, the flat rate amount prevails when determining liability for damages.

In the case of the cash on delivery service, the liability of the Service Provider shall be limited to the cash on delivery amount if it delivered the Consignment without collecting the cash on delivery amount or if it collected a lower amount when delivering the Consignment.

11.3.2. Rate of indemnification for Consignments dispatched with the value declaration service

The declared value, and thus the maximum amount of compensation, in the case of the B2C/B2B service type dispatched with the value declaration service, during delivery via a Parcel Locker/Pickup Point **is gross HUF 300,000,**and in the case of Delivery to an address is a maximum of **HUF 50,000.**

In the event of destruction, loss or damage to the contents of Consignments dispatched with the value declaration service, the Service Provider shall pay compensation as follows:

a) if the Consignment is destroyed or lost in full, the flat rate indemnity payable is the value indicated in the declared value (**up to a maximum of gross HUF 300,000,**or, in the case of Delivery to an address, **HUF 50,000**)
b) If the Consignment is lost or damaged in part, the flat rate indemnity payable relates to the value indicated in the declared value as the damage suffered relates to the full value of the Consignment.

In the case of the B2C/B2B service type, the compensation shall be calculated based on the value that the goods contained in the Consignment had at the place and time of acceptance, i.e. the net purchase price of the Consignment's contents as evidenced by an invoice shall prevail.

In the event of damage to the Consignment, however, the amount of compensation shall not exceed:

- if, as a result of the damage, the entire Consignment has lost its value, the amount that would have to be paid in the event of total loss;
- if, as a result of the damage, only part of the Consignment has lost its value, the amount that would have to be paid in the event of loss of the part that has lost its value.

If the Sender stated an amount in the declared value that is higher than the actual cost/purchase price, the actual commercial value of the contents of the Consignment shall be taken as the basis instead of the amount stated in the declared value; if the amount stated in the declared value is lower than the actual cost/purchase price, the amount stated in the declared value shall be taken as the basis when calculating the flat rate indemnity.
If, in the document submitted for compensation, the amount serving as the basis for compensation is specified in a foreign currency, the amount shall be converted based on the applicable official middle exchange rate of the Hungarian National Bank (MNB) for the day on which the Service Provider took over the Consignment from the Sender.
If, during the investigation, it is established that the enforcement of the compensation claim is unjustified, the Service Provider shall be entitled to reimbursement from the person submitting the compensation claim for the costs incurred in connection with the investigation of the unjustified claim.

11.4. Damage or deficiency detected by the Service Provider

If, in any phase of the Consignment handling, the Service Provider detects damage to or a deficiency of the Consignment, it draws up a report of the fact and extent thereof, and in justified cases opens the Consignment and ensures appropriate repackaging. When delivering a damaged or incomplete Consignment, the Service Provider shall either enclose the report with the Consignment or forward it electronically to the Sender/Recipient. If justified by the extent of the damage to the Consignment, the Service Provider returns the Consignment to the Sender without attempting the delivery to the Recipient.
In such cases, the Consignment is accepted (retrieved) by the Recipient or their authorised recipient (in certain cases the Sender), with the amount of the claims for damages indicated on the report (potentially with the declaration concerning the contents of such report) as confirmed by their signature. If the damaged or incomplete Consignment is delivered or returned by way of a Parcel Locker, the claim for damages may be enforced after acceptance based on the claim reporting document made available by the Service Provider.

11.5. Inspection of damage by the Service Provider

The Sender or the Recipient shall be obliged – if necessary – to enable the Service Provider to inspect the damage to the Consignment and to satisfy itself in person as to the extent of the damage suffered. For this reason, the Sender/Recipient shall be obliged to ensure that the delivered damaged Consignment is not altered in any way and

that the Service Provider may inspect it in the condition in which the Consignment was delivered. For the same reason, the Consignment may neither be destroyed nor transported to another location without the consent of the Service Provider.

If involvement of an insurer is also required for the investigation, in the case of a damaged Consignment the Sender, the Recipient or the Service Provider shall be obliged to ensure that the representative designated by the Service Provider, the contracted carrier or the Sender's insurer is able to carry out the inspection.

Any further actions or interventions relating to the damaged parcel shall be carried out solely on the basis of the Service Provider's instructions.

11.6. Obligation of the Service Provider to refund charges

Any charges erroneously determined at Consignment collection, any differences in charges or the charges for non-completed services shall be refunded by the Service Provider to the Sender (in the case of the FOXRETURN service, to the party paying the charges) once such mistake or difference is established.

The Service Provider shall also refund the service charge in full if:

- as a result of conduct attributable to the Service Provider, the Consignment is returned to the place of dispatch without reaching its place of delivery,
- The Service Provider has not performed the service agreement; the Consignment dispatched with the fragile special service was damaged.

The Service Provider shall refund part of the charges paid in the following cases subject to the following terms and conditions (partial refund of charges):

- the amount of overpayment, if the Sender or the Recipient paid more for the Consignment than what was due as per the tariffs, and such overpayment can be established based on the handling documents or records of the Service Provider or the Consignment;
- the difference between the fee charged and the new fee if the Sender changes the Consignment address or the requested special or additional service at the Service Provider prior to forwarding, and based on the new destination or the amended additional service a charge lower than what was actually paid is due.

The Service Provider is not obliged to refund fees, and the Sender is not released from the obligation to pay the fee if, after accepting the Consignment, the Service Provider cannot perform the service agreement because the Consignment/cash on delivery amount is seized by the acting authority (in particular the Police, the Tax Authority), and upon the lifting of the seizure the Consignment is not to be delivered to the contractual Recipient, or the cash on delivery amount is not to be released to the contractual Sender.

The Service Provider shall refund the service charge paid by online debit card payment by notifying the bank issuing the debit card concerned (the Customer's bank) of the refund, and the Customer's bank shall arrange the crediting in accordance with its own procedural rules (generally within a maximum of 30 days).

11.7. Liability for the late delivery of consignments

The Service Provider does not provide a time-guaranteed service and does not provide any time guarantee for delivery. The delivery times published on the website are for information purposes only.

If, in domestic traffic, the Consignment is not delivered – or delivery is not attempted – within fifteen days from dispatch, the Sender shall be obliged to lodge a complaint with the Service Provider. The Service Provider shall investigate the complaint within the deadline prescribed for this purpose and if the whereabouts of the Consignment cannot be established from the data available; until proven otherwise, the Consignment shall be considered lost, and the rules relating to lost Consignments shall apply to indemnification. If a Consignment considered to be lost is found, the Service Provider shall deliver the Consignment to the Recipient and shall notify the Recipient in advance. The compensation not yet paid and the service charge not yet refunded do not have to be paid; however, the compensation already paid and the service charge already refunded do not have to be repaid to the Service Provider either in the case of delivery. If delivery to the Recipient is unsuccessful and the Recipient does not respond to the Service Provider's notification within 8 days, the Service Provider shall consider this as a waiver of the recovered Consignment or part of its contents.

11.8. Force Majeure

The Service Provider shall not be liable for any damage arising due to an unavoidable cause beyond the Service Provider's control, in particular in the case of force majeure (e.g. acts of war, sabotage, rebellion, bomb attack or other emergency, natural disaster, rain, snow, ice, fog, flood, fire, strike, bomb threat, epidemic, etc., as well as measures taken by bodies authorised pursuant to the National Defence Act), which prevent or limit the road transportation of the Consignment, or power outage, operational impediment, error or other malfunction arising at the operator of the area (office building, shopping centre, etc.) where the Parcel Locker/pickup point is located, which restricts or prevents the operation of or access to the Parcel Locker/pickup point.

11.9. Customer's indemnification liability

Customers are liable for using the Parcel Locker, the interface and compartments thereof with due care. The Service Provider shall define on its website and on the Parcel Locker the size of Consignments that can be securely deposited in the various lockers to ensure that the Consignment does not damage the Parcel Locker. The Customer shall be liable for depositing Consignments in the Parcel Locker lockers in accordance with, and taking into account, this information; it is prohibited to deposit a Consignment larger than the specified dimensions in the Parcel Locker lockers, as this may cause deterioration or malfunction in the Parcel Locker. If the Customer disregards the Service Provider's applicable instructions and guidelines, and deliberately deposits a consignment larger than the size limits specified, irrespective of the consequences, the Service Provider is entitled to request the Customer to pay compensation for any possible damage arising therefrom.

If a Consignment is lost after it has been deposited in the Parcel Locker but before it is collected from the Parcel Locker by the Service Provider/Carrier, and the complaint investigation establishes that the Parcel Locker concerned was operating properly at the time of dispatching the Consignment, there is no damage to the Parcel Locker or any sign indicating unauthorised opening of the Parcel Locker by a third party, and a similar case has occurred previously with the Sender, then the Service Provider can provide the Sender concerned exclusively with the option of collecting the Consignment in person at the Service Provider's business site/warehouse designated for parcel acceptance. The Service Provider shall inform the Sender of this separately in its complaint response and shall electronically set up a prohibition on dispatch via the Parcel Locker for the Sender concerned.

The Customer shall furthermore indemnify the Service Provider for any loss, costs or expenses (including, without limitation, direct and indirect, consequential losses, loss of profit, losses arising from damage to goodwill, penalties and fines, legal proceedings costs and other reasonable professional costs) incurred in connection with the Customer's failure to comply with its obligations under these GTC or any conduct constituting breach of contract. Such loss includes, in particular but not exclusively,

- any fine resulting from a false or incorrect customs declaration, and any customs duty or tax payable by any Recipient if the Recipient fails to fulfil its payment obligation;
- any type of loss resulting from the consignment of dangerous goods or goods which the Service Provider has classified as an excluded product/item from consignment. The Service Provider shall be entitled, without compensation, to unload, destroy or render harmless such dangerous goods whose dangerous nature it was unaware of at any time and at any place; the Sender shall be liable for all costs and damage incurred by the Service Provider or a third party as a result of dispatching or transporting such Consignments,
- any claim or demand submitted by a third party arising from the Customer not having been entitled to conclude the Contract,
- any damage arising from the absence, insufficiency or irregularity of documents and information required for the transportability of the contents,
- any damage which – whether it involves goods excluded from consignment or permitted for consignment – causes damage to the contents of other consignment(s) or results in other damage to them (e.g. they become unusable, get wet, discolour, become contaminated, etc.).

12. Provision of information, lodging complaints

12.1. Provision of information

The Service Provider undertakes to provide its Customers with information on all material changes to its terms and conditions of service. On its website, it shall publish for Customers: the GTC, the Tariffs containing the charges applied, the telephone number of Customer Service, its other contact details, as well as all other information of public interest.

The Service Provider shall publish the GTC, the tariffs, as well as any amendment thereof on its website at least 15 days prior to the effective date thereof. The Service Provider shall allow for the GTC and the tariffs to be viewed at its in-person customer service office.

12.2. Reports, complaints

Pursuant to applicable legal regulations, the Service Provider shall ensure that its Customers can file reports relating to the services (hereinafter: "**complaint**") free of charge. Customers may submit their complaints by telephone, conventional mail, using the forms available on the Service Provider's website, or in person.

It is not possible to lodge a complaint at a pickup point, given that the pickup point serves exclusively as a location for collecting the Consignment/delivering it to the authorised recipient.

A complaint is a notification in which the Customer claims that

a) the Service Provider has breached the performance of the postal service agreement concluded in respect of the postal item,

b) the Service Provider's other activities falling outside the performance of the agreement referred to in Subsection (a), or

c) the conduct of the Service Provider's employee, member, agent, or contributor

does not comply, in part or in full, with the provisions set out in legal regulations or in the service provider's General Terms and Conditions.

The Service Provider shall record all indications and reports relating to the partial loss or damage to the Consignment as well as of the enforcement of compensation claim as complaints.

The Service Provider keeps records of all complaints lodged. The Service Provider shall investigate the complaints received within the framework of a free, simple, transparent and non-discriminatory procedure. Complaints arising during the performance of the services provided by the Service Provider in respect of the Consignment may be lodged within a six-month limitation period from the date of dispatch; or in the case of activity or conduct objected to, within 30 days after becoming aware of such activity or conduct, but within six months therefrom at the latest. The Service Provider shall retain the minutes recording the complaint as well as a copy of its response for a period of five years, and it shall present them to investigating authorities upon request.

In the case of observations filed verbally, not including reports made over the phone, the Service Provider shall, to the extent practical, take immediate on-site measures to deal with the problem or provides the clarification necessary. The Service Provider shall investigate the complaint and respond to the Customer in the shortest possible time after the complaint was filed, but within 30 calendar days at the latest. If justified by the content or nature of the complaint, the Service Provider may, on a single occasion, extend the duration of complaints handling by a maximum of 30 days, with a simultaneous notice thereof delivered to the person that submitted the complaint.

Complaints lodged in person – if the consumer does not agree with the handling of the complaint, or the complaint cannot be investigated immediately – shall be recorded in a document which shall state the name and address of the person submitting the complaint; the place, method and time of lodging the complaint; the detailed description of the complaint, the list of documents and other evidence presented; in the case of immediate investigation, the Service Provider's declaration on the complaint; the signatures of the person drawing up the document and the person submitting the complaint; as well as the time and place of taking the minutes. In the case of complaints submitted over the phone or via email, if the consumer does not agree with the handling of the complaint, or the complaint cannot be investigated immediately, a protocol must likewise be drawn up, and in addition to the above, the protocol shall also state the unique identifier of the given complaint. In the case of complaints lodged over the phone, however, the minutes shall only be drawn up at the specific request of the person lodging the compliant. If the person submitting the complaint provides the Service Provider with all the information required for the assessment of the complaint and for responding to it, the parties shall consider the audio recording as documentation to be sufficient.

The time limit for handling the complaint shall, in the case of complaints submitted verbally or over the phone, start on the day following the date of submitting the complaint, while in the case of complaints submitted in writing, by letter or by other means, it shall start on the day following the date the complaint is received. The Service Provider shall immediately inform the person submitting the complaint in writing about the findings of the investigation conducted with respect to the complaint.

If the person lodging the complaint does not accept the response to their complaint or the Service Provider fails to respond to the complaint by the date set, the person lodging the complaint may turn to the National Media and Infocommunications Authority within 30 days of the expiry of the response date.

The Service Provider operates a customer service office which is open for in person administration every Thursday (provided that such day is not a bank holiday) between 8 a.m. and 8 p.m. Should this day fall on a bank holiday, the in-person customer service day for the given week is published by the Service Provider on its website. The Service Provider operates a customer service hotline on every business day between 8 a.m. and 6 p.m., and on Thursdays between 8 a.m. and 8 p.m.

The Service Provider is entitled, in relation to Consignments that have been dispatched and already accepted by it for shipping, if necessary, **to request additional information relating to the Consignment after acceptance of the Consignment, provided that** the information is required for investigating a complaint or for satisfying any claim relating to the Consignment.

12.3. Rights of the Customer in relation to complaints management

12.3.1. The Customer may lodge a complaint with the National Media and Infocommunications Authority (NMHH)

If the Customer does not accept the response to the complaint, or the Service Provider fails to respond to the complaint by the deadline, the Customer may contact the NMHH within 30 days of receiving the response, or, in the absence of a response, within 30 days of the expiry of the response deadline, for the purpose of investigating the complaint or the complaints handling. The NMHH's contact details are available in Section 18 of these GTC.

12.3.2. Initiation of proceedings before the Conciliation Board

If a complaint is rejected, the Customer who qualifies as a consumer is also entitled to contact the Conciliation Board competent according to their place of residence or place of stay with their complaint. A condition for initiating proceedings before the Conciliation Board is that the Customer attempt to settle the dispute directly with the Service Provider. If direct settlement is unsuccessful, an application may be submitted to the Conciliation Board.

For the purposes of applying the rules on the Conciliation Board, a civil organisation, ecclesiastical legal person, condominium association or housing cooperative as defined in a separate act, acting for purposes outside the scope of its independent profession and economic activity, shall be deemed a consumer if it buys, orders, receives, uses, or makes use of goods, or is the recipient of commercial communication or an offer relating to goods furthermore, a micro, small or medium-sized enterprise shall also be deemed a consumer if it uses a public service or, within the framework of retail activities as defined in the Act on Trade, purchases, uses or makes use of a product, or is the recipient of commercial communication or an offer relating to the product.

The Conciliation Board has competence for the out-of-court settlement of consumer disputes. The task of the Conciliation Board is to attempt to reach an agreement between the Service Provider and the User in order to settle the consumer dispute. If unsuccessful, it shall adopt a decision in the matter in order to ensure the simple, swift, effective and cost-efficient enforcement of consumer rights.

Proceedings before the Conciliation Board shall be initiated upon the Customer's request. The request shall be submitted in writing to the President of the Conciliation Board.

The Service Provider is subject to an obligation to cooperate during proceedings before the Conciliation Board. In the course of the proceedings, it shall be obliged to send its written response to the Conciliation Board and to ensure the participation at the hearing of a person authorised to reach a settlement. If the Service Provider's registered seat or business site is not registered in the county of the chamber operating the territorially competent Conciliation Board,

the undertaking's obligation to cooperate shall extend to offering the possibility of entering into a written settlement in accordance with the consumer's request.

The Conciliation Board shall hold the hearing online using electronic means that enable simultaneous audio and video transmission without personal attendance (hereinafter: online hearing). If the consumer so requests, the Conciliation Board shall hold an in-person hearing.

Contact details of Conciliation Boards: https://bekeltetes.hu/index.php?id=testuletek, in detail in Annex 7.

12.3.3. Initiation of court proceedings

The Service Provider and the Customer shall primarily seek to settle their disputes amicably. If there is a dispute between the Service Provider and the Customer that cannot be settled by mutual agreement of both parties, the Customer is entitled to enforce their claim arising from the dispute before a court in civil proceedings in accordance with the provisions of Act V of 2013 on the Civil Code and Act CXXX of 2016 on the Code of Civil Procedure.

Proceedings shall be initiated by a statement of claim, and the document, or a copy thereof, on the content of which the party relies as evidence shall be attached.

12.3.4. Consumer protection procedure

If the Customer who qualifies as a consumer (a **natural person** acting for purposes outside their independent occupation and economic activity, in connection with these GTC the **private individual recipient**) detects an infringement of their consumer rights, they are entitled to lodge a complaint with the consumer protection authority competent according to their place of residence. Following the assessment of the complaint, the authority shall decide whether to conduct a consumer protection procedure. Consumer protection first-instance authority tasks are performed by the capital city and county government offices competent according to the consumer's place of residence; their list is available here: https://fogyasztovedelem.kormany.hu/#/fogyasztovedelmi_hatosag

13. Data processing, protection of personal data, confidentiality

13.1. Data provision

Data required for the use of the services, for allowing access and for performing official tasks shall be made available to the authorities by the Service Provider, even if they are considered to be trade secrets. The Service Provider shall also publish the data specified in the legal regulation so that they are publicly available. When reporting data, the person reporting such data shall be liable for the timeliness, authenticity, accuracy and verifiability of data content.

13.2. Protection of personal data, confidentiality

The Service Provider handles, processes and transfers data relating to the postal service agreement or obtained during the performance of such agreement as data controller.

As controller, the Service Provider applies in particular the following legal provisions in the course of its processing operations and procedures:

- Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (hereinafter: "**GDPR**");
- Act CXII of 2011 on Informational Self-Determination and Freedom of Information (hereinafter: "**Infotv.**";

- the Postal Services Act.

The Service Provider shall make a separate Privacy Notice available on its website regarding the details of data processing.

The Service Provider shall not make the performance of the postal service conditional upon the provision of personal or other data or upon consent to the processing of data that are not necessary for performance as requested by the Sender.

Data relating to the performance of the postal service, and obtained during such performance may only be transferred by the Service Provider to a controller or processor in a third country for the purpose of performing the postal service agreement, verifying performance, as well as the settlement and subsequent monitoring thereof.

The Service Provider may control, process and transfer all data relating to the provision of its services as well as data obtained during the performance of the services with due consideration of the law.

The Service Provider may only be aware of the content of the forwarded consignments to the extent necessary for performing the service.

The Service Provider:

a) may not open any sealed consignments, except for the cases mentioned in this Section;
b) may not disclose to third parties any data obtained during the performance of the service, except for the Sender, the Recipient (or other authorised recipients) and contributor(s);
c) shall not deliver the consignment for the purpose of examining its contents to anyone other than the Sender, the Recipient (or other authorised recipients) and the contributor(s);
d) shall not disclose any information about the performance of the service to persons other than the Sender, the Recipient (or other authorised recipients) and the contributor(s).

The person who presents the document verifying Consignment dispatch, or who communicates the Consignment's unique identification data (e.g. code, consignment ID) or, if required, communicates the name of the Sender and the Recipient and the address of the Consignment to the Service Provider via electronic means (telecommunications equipment, internet) shall be considered to be a person in possession of an authorisation equal to that of the Sender.

<u>The Service Provider may open the sealed consignment if</u>

- the packaging of the consignment is damaged to such extent that the opening of the Consignment is justified by the need to protect its contents, and the contents of the Consignment cannot be protected by repackaging without opening the Consignment;
- such is necessary for the elimination of a hazard caused by the contents of the Consignment;
- the 3-month retention period of the Consignment has expired.

Furthermore, the Service Provider is entitled to open the Consignment upon request by the courts or authorities to this effect, however, it shall no obligation to reimburse the costs incurred in this respect.

The Consignment is opened by a two-person committee, and the fact of the opening of the Consignment and the measures to be taken are set out in a record. Members of the committee are selected by the Service Provider from

among its employees, members, agents and collaborators. The fact that the Consignment has been opened shall be indicated on the Consignment, and, where possible, the Sender shall be notified accordingly.

The Service Provider as well as the person (organisation) contributing to the services shall ensure, through appropriate organisational and technical measures, the confidentiality of the Consignments forwarded with the help of the Service Provider. The Service Provider, as well as the person (organisation) contributing to the services, shall subject to compliance with the statutory conditions and upon a request to this effect, hand over or present all Consignments, textual messages or communication to the organisations authorised by a separate statutory instrument to examine the contents thereof, and shall also make the monitoring and storing thereof possible, as well as any other kind of intervention in respect of the Consignment or textual message.

15. Lead times

The Service Provider organises and operates its activity to ensure that the duration of the forwarding of dispatched Consignments from end-point to end-point is as follows:

The Service Provider agrees to ensure that in line with effective and future agreements as well as the delivery deadlines agreed on in individual agreements, Consignments are delivered in full compliance with the instructions of the Senders and the contents of the delivery notes, or that an attempt is made at such delivery.

16. Cooperation in the interest of covert investigations

The Service Provider complies with its obligations set out in Section 38 of the Postal Services Act.

17. Copyright, criminal law

The Client and the Sender are liable for the content of the Consignment. The Service Provider may not and, as such, has no obligation to inspect the content of the Consignment, beyond the above, in particular to inspect lawfulness or the violation of third party rights. Even if the Service Provider examines such circumstances, the Service Provider is not liable for the findings established in the course of such examination or the decisions made and, furthermore, this shall not exempt the Client or the Sender from their obligations to third parties, authorities, courts or the Service Provider.

The Client or the Sender warrant that the copyrights, trademarks or other rights of third parties are not infringed by the due and proper performance of the order. The Client or the Sender is liable for any and all consequences of the potential violation of such rights. By submitting the order, the Client or the Sender warrants that the content of the Consignment does not violate the applicable provisions of Act C of 2012 on the Criminal Code. If the Service Provider becomes aware of conduct, facts or circumstances contrary thereto, it may immediately report the matter to the competent law enforcement body.

The Client or the Sender shall immediately indemnify the Service Provider for costs and damage arising from the unlawfulness of the facts, data, information and Consignment content provided by them, or from the same being declared unlawful by third parties, authorities or a court, and from a challenge submitted against the legitimacy thereof. The indemnification obligation shall in particular apply to the lost profit of the Service Provider.

18. Supervisory body

National Media and Infocommunications Authority (abbreviated as: **NMHH**)
Registered seat: H-1015 Budapest Ostrom utca 23-25
Mailing address: H-1525 Budapest Pf. 75

Address of the Central Customer Service office: H-1133 Budapest, Visegrádi utca 106
Mailing address: H-1376 Budapest, Pf. 997
Customer Service phone number: (+36 1) 468 05 00
Email: info@nmhh.hu
Website: www.nmhh.hu

19. Service Provider logos

For Consignments without value declaration



For Consignments dispatched with the value declaration service



20. Miscellaneous provisions

If there is a discrepancy between these GTC and the individual agreement, the provisions of the individual agreement shall prevail, provided such discrepancy is allowed by the law and the GTC.
These GTC shall enter into force on 1 November 2026.

The Service Provider provides notifications about any and all amendments of the GTC and about such amendments entering into force, by publishing announcements on its website at least 15 days prior to the effective date of such amendments.

Annexes:

Annex 1 – Tariffs

Annex 2 – List of products and goods excluded from the service

Annex 3 – Packaging Instructions

Annex 4 – Currency exchange rules

Annex 5 – Forms and parcel labels applied

Annex 6 – Voucher rules

Annex 7 – Contact details of the Conciliation Boards

Annex 8 - Consignment tracking process

Annex 1 - SERVICE PROVIDER'S TARIFFS

In the case of B2C/B2B Consignments without declared value created in the FOXPOST information system

ATTENTION: Prices are indicated net, excluding VAT!

Parcel size category	Delivery to a Parcel Locker	Delivery to address	FoxReturn service fee net (HUF/parcel)	Maximum cash on delivery amount
	Net delivery fee (HUF/parcel)	Net delivery fee (HUF/parcel)		
XS	899	1890	899	HUF 300,000
S	899	1890	899	
M	899	2590	899	
L	1299	3690	1299	
XL	1299	3690	1299	

Cash on delivery amount (HUF/parcel)	Cash on delivery handling fee (HUF/parcel)
Up to HUF 15,000	300
In the case of an amount exceeding HUF 15,000, 2% of the base fee	

Administration fee related to bank settlement (for payments made by bank transfer): 0.45% of the amount to be transferred, up to a maximum of HUF 20,000.

Fuel surcharge (HUF/parcel)	E-toll fee amount (HUF/parcel)
0	0

ATTENTION: Prices are indicated net, excluding VAT!

Name of other services	Other service fee (HUF/parcel)
Return delivery to the sender of a Consignment not collected by the recipient	599
Oversized and overweight parcel/Redirection (in the case of redirection to an address, the fee for that will be charged)	2499
Oversized and overweight parcel/Return transport	599
Parcel label – label creation, replacement	400
Handling of damaged parcel/packaging fee	849
Fragile	550
Collection fee (min. 20 parcels) Budapest Rural area	 60 120

In the case of B2C/B2B Consignments with declared value created in the PACKETA information system

ATTENTION: Prices are indicated net, excluding VAT!

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Net service fee for the return parcel/complaints assistant service (HUF/parcel)	Maximum cash on delivery amount	Maximum declared value amount
Standard parcels up to 0–5 kg	990	990	HUF 300,000	HUF 300,000
Medium-sized parcels 5–10 kg	1500	990		
Large-sized parcels up to 10–15 kg	2200	990		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, , Zalaegerszeg, Győr

ATTENTION! **If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.**

**Service Provider's pickup points

Cash on delivery amount (HUF/parcel)	Cash on delivery handling fee (HUF/parcel)	Declared value amount (HUF/parcel)	Declared value fee (HUF/parcel)
Up to HUF 300,000	300	Up to HUF 300,000	0

Payment of cash on delivery by debit card	**Fee is 1.2% of the cash on delivery amount.**

Administration fee related to bank settlement (for payments made by bank transfer): 0.45% of the amount to be transferred, up to a maximum of HUF 20,000.

Fuel surcharge and toll charge	https://www.packeta.hu/arlista-felar-vam

ATTENTION: Prices are indicated net, excluding VAT!

Name of other services	**Other service fee (HUF/parcel)**
Return goods storage	150 / day
Handling of returned goods	50% of the shipping fee
Relabelling	180
Parcel outside the system	1000
Parcels excluded under the GTC or the handling, safekeeping and delivery at the Service Provider's premises of parcels that do not meet the requirements for transportation	10,000
Parcel dispatched based on an outdated pickup point list	10,000
Age verification	300
Oversized parcel	15,000
Administration fee in the event of correction of the parcel size and/or weight	250

In the case of C2C/C2B Consignments without declared value created in the FOXPOST information system and Application

AD HOC PARCEL DISPATCH SERVICE

ATTENTION: Prices are indicated gross, including VAT!

Parcel size category	Delivery to a Parcel Locker	Return charge for consignments not accepted by the recipient	Maximum cash on delivery amount
	Gross shipping fee (HUF/parcel)	Gross shipping fee (HUF/parcel)	
XS	2199	1699	HUF 0
S	2199	1699	
M	2399	1699	
L	3499	1699	
XL	4099	1699	

PARCEL DISPATCH SERVICE REQUIRING REGISTRATION (on the website foxpost.hu and via the Application)

ATTENTION: Prices are indicated gross, including VAT!

Parcel size category	Delivery to a Parcel Locker	Delivery to address	Return charge for consignments not accepted by the recipient	Maximum cash on delivery amount
	Gross shipping fee (HUF/parcel)	Gross shipping fee (HUF/parcel)	Gross shipping fee (HUF/parcel)	
XS	1699	2599	1699	HUF 150,000
S	1699	2599	1699	
M	1799	3399	1699	
L	2499	4799	1699	
XL	3699	5899	1699	

Cash on delivery amount (HUF/parcel)	Cash on delivery handling fee (HUF/parcel)
Up to HUF 10,000	290
HUF 10,001–30,000	340
HUF 30,001–50,000	450
HUF 50,001–100,000	690
HUF 100,001–150,000	990

Administration fee related to bank settlement (for payments made by bank transfer): 0.45% of the amount to be transferred, up to a maximum of HUF 20,000.

ATTENTION: Prices are indicated gross, including VAT!

FOXRETURN service	Delivery fee (HUF/parcel)
XS–XL	999

ATTENTION: Prices are indicated gross, including VAT!

Name of other services		Other service fee (HUF/parcel)
In the case of home delivery and delivery to a parcel locker		

Replacement of the outer packaging due to inadequate inner or outer packaging of the Consignment, use of inner packaging that provides adequate protection for the contents of the Consignment (use of space-filling material, individual packaging of content items), repackaging in packaging material suitable for the performance of the postal service contract	1500
Collecting the consignment at the service provider's business site (if the consignment cannot, for any reason whatsoever, be delivered to the address specified by the sender or if the sender or recipient of the consignment does not wish to collect the consignment at the address shown on the consignment)	3900
Handling and safekeeping of overweight or oversized consignment or its delivery at the service provider's business site (in the case of consignments of size and/or weight exceeding the maximum size and/or weight limit specified in the GTC)	16,600
Handling and safekeeping of object excluded from transportation or consignments not meeting the requirements of transportation under the General Terms and Conditions and its delivery at the service provider's business site	16,600
Handling and safekeeping of damaged postal consignment (that cannot be forwarded owing to the extent and nature of the damage) and its delivery at the service provider's business site	5400
Only for home delivery	
Handling of fragile goods	990
I request label printing	199
Only in the case of delivery to a parcel locker	

In the case of Export Consignments with declared value created in the PACKETA information system

SLOVAKIA

Packeta Slovakia pickup points*

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	1749	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	3190		
Large-sized parcels up to 10–15 kg	3500		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, , Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	400	Up to EUR 700	0

Payment of cash on delivery by debit card	**Fee is 1.2% of the cash on delivery amount.**

Fuel surcharge and toll charge	https://www.packeta.hu/arlista-felar-vam

CZECH REPUBLIC

Zasilkovna.cz pickup points*

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	1865	CZK 20,000	CZK 20,000
Medium-sized parcels 5–10 kg	3465		
Large-sized parcels up to 10–15 kg	4000		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to CZK 20,000	400	Up to CZK 20,000	0

Payment of cash on delivery by debit card	**Fee is 1.2% of the cash on delivery amount.**

Fuel surcharge and toll charge	https://www.packeta.hu/arlista-felar-vam

ROMANIA

ATTENTION! For parcels sent to Romania, it is mandatory in all cases to specify the county!

Packeta Romania pickup points*

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	2409	RON 3,500	RON 3,500
Medium-sized parcels 5–10 kg	3190		
Large-sized parcels up to 10–15 kg	3500		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to RON 3,500	400	Up to RON 3,500	0

Payment of cash on delivery by debit card	**Fee is 1.2% of the cash on delivery amount.**

Fuel surcharge and toll charge	https://www.packeta.hu/arlista-felar-vam

Delivery to address – Home Delivery

ATTENTION: Prices are indicated net, excluding VAT!

SLOVAKIA

SK Packeta domov HD* (ID: 131)

The Packeta domov HD service is Packeta Slovakia's own home delivery service, which has replaced SK Home Delivery.

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the

	depot*)
Standard parcel between 0–5 kg	3190
Medium-sized parcel between 5–10 kg	4180
Large-sized parcel between 10–15 kg	5500

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	350	Up to EUR 700	0

ATTENTION! For parcels sent with the SK Packeta domov HD service, the bank charges a handling fee when cash on delivery is paid by debit card, which we will pass on.

Fee for paying cash on delivery by debit card	**1.2% of the cash on delivery amount**

CZECH REPUBLIC

CZ Zásilkovna domů HD* (ID: 106)

The Zásilkovna domů HD service is Zásilkovna's own home delivery service, which replaces CZ Home Delivery.

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)
Standard parcel between 0–5 kg	3300
Medium-sized parcel between 5–10 kg	4400
Large-sized parcel between 10–15 kg	6000

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to CZK 20,000	350	Up to CZK 20,000	0

ATTENTION! For parcels sent with the CZ Zásilkovna domů HD service, the bank charges a handling fee when cash on delivery is paid by debit card, which we will pass on.

Fee for paying cash on delivery by debit card	**1.2% of the cash on delivery amount**

ROMANIA

ATTENTION! For parcels sent to Romania, it is mandatory in all cases to specify the county!

RO Home delivery HD* (ID: 4161)

During the service below, the system automatically selects the most advantageous shipping partner for you.

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)
Standard parcel between 0–5 kg	3163
Medium-sized parcel between 5–10 kg	4819
Large-sized parcel between 10–15 kg	6600

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to RON 3,500	400	Up to RON 35	0
		Up to RON 3,500	1.4% of the parcel value

RO FAN Courier HD* (Partner ID: 762)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)
Standard parcel between 0–5 kg	3740
Medium-sized parcel between 5–10 kg	6050
Large-sized parcel between 10–15 kg	7150

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to RON 3,500	400	Up to RON 35	0
		Up to RON 3,500	1.4% of the parcel value

RO Sameday HD* (Partner ID:7397)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)
Standard parcel between 0–5 kg	3520
Medium-sized parcel between 5–10 kg	5280
Large-sized parcel between 10–15 kg	6600

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to RON 3,500	400	Up to RON 35	0
		Up to RON 3,500	1.4% of the parcel value

RO Cargus HD* (Partner ID: 590)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)
Standard parcel between 0–5 kg	3520
Medium-sized parcel between 5–10 kg	5280
Large-sized parcel between 10–15 kg	6600

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to RON 3,500	400	Up to RON 35	0
		Up to RON 3,500	1.4% of the parcel value

RO Romanian Post HD* (Partner ID: 39233)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)
Standard parcel between 0–5 kg	3520
Medium-sized parcel between 5–10 kg	5280
Large-sized parcel between 10–15 kg	6600

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to RON 3,500	400	Up to RON 35	0
		Up to RON 3,500	1.4% of the parcel value

POLAND

PL Home delivery HD* (Partner ID: 4162)

Under Home delivery HD, we select the most favourable shipping partner's service for home delivery. The selection is made based on the quality and capacity of the shipping partner's service.

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)
Standard parcel between 0–5 kg	3520
Medium-sized parcel between 5–10 kg	5390
Large-sized parcel between 10–15 kg	6600

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

PL Polish Post HD* (Partner ID: 272)

Under Home delivery HD, we select the most favourable shipping partner's service for home delivery. The selection is made based on the quality and capacity of the shipping partner's service.

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)
Standard parcel between 0–5 kg	3 520
Medium-sized parcel between 5–10 kg	5 390
Large-sized parcel between 10–15 kg	6 600
Medium-sized parcel between 15-30 kg	15 000

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

PL DPD HD* (Partner ID:)

Under Home delivery HD, we select the most favourable shipping partner's service for home delivery. The selection is made based on the quality and capacity of the shipping partner's service.

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)
Standard parcel between 0–5 kg	3 520
Medium-sized parcel between 5–10 kg	5 390
Large-sized parcel between 10–15 kg	6 600
Medium-sized parcel between 15-30 kg	15 000

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

PL InPost HD* (Partner ID:)

Under Home delivery HD, we select the most favourable shipping partner's service for home delivery. The selection is made based on the quality and capacity of the shipping partner's service.

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the

	depot*)
Standard parcel between 0–5 kg	3 520
Medium-sized parcel between 5–10 kg	5 390
Large-sized parcel between 10–15 kg	6 600
Medium-sized parcel between 15-30 kg	15 000

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! **If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.**

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to PLN 3,000	500	Up to PLN 1,000	0
		Up to PLN 8,000	500

ATTENTION! **For parcels sent with the PL Home delivery HD service, the bank charges a handling fee when cash on delivery is paid by debit card, which we will pass on.**

Fee for paying cash on delivery by debit card	**1.2% of the cash on delivery amount**

UNITED STATES OF AMERICA

USA FedEx Economy HD* (Partner ID:19326)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Parcels up to 1.5 kg	16,500	-	USD 800
Parcels up to 4 kg	22,000		
Parcels up to 8 kg	27,500		
Parcels up to 10 kg	33,000		
Parcels up to 15 kg	66,000		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! **If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.**

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Parcel weight	Air transport surcharge (HUF/parcel)
Parcels up to 3 kg	550
Parcels up to 4 kg	700
Parcels up to 5 kg	850
Parcels up to 6 kg	1050
Parcels up to 7 kg	1200
Parcels up to 8 kg	1400
Parcels up to 9 kg	1550
Parcels up to 15 kg	1750

Insurance amount	Insurance fee (HUF/parcel)
Up to USD 100	800
Up to USD 200	1600
Up to USD 400	3200
Up to USD 600	5000
Up to USD 800	7500

ATTENTION: Cash on delivery parcel dispatch is not available with FEDEX

ATTENTION! For parcels sent to the USA, the weight category is determined by calculating the volumetric weight. The formula required to calculate the parcels' volumetric weight is as follows: (width x length x height) / 5000. The width, length and height refer to the external dimensions of the parcel, calculated in cm.According to the shipping partner's rules, the weight with the higher value is always billed. The shipping fee determined by volumetric weight can be found in the quote on our website.
Attention! During shipping, other fees may arise as a result of customs clearance. Please enquire with your contact person!

USA FedEx Priority HD* (Partner ID:19325)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Parcels up to 3 kg	22,000	-	USD 800
Parcels up to 5 kg	27,500		
Parcels up to 7 kg	33,000		
Parcels up to 9 kg	38,500		
Parcels up to 10 kg	44,000		
Parcels up to 15 kg	66,000		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Parcel weight	Air transport surcharge (HUF/parcel)
Parcels up to 3 kg	550
Parcels up to 4 kg	700
Parcels up to 5 kg	850
Parcels up to 6 kg	1050
Parcels up to 7 kg	1200
Parcels up to 8 kg	1400
Parcels up to 9 kg	1550
Parcels up to 15 kg	1750

Insurance amount	Insurance fee (HUF/parcel)
Up to USD 100	800
Up to USD 200	1600
Up to USD 400	3200
Up to USD 600	5000
Up to USD 800	7500

ATTENTION: Cash on delivery parcel dispatch is not available with FEDEX.
Attention! During shipping, other fees may arise as a result of customs clearance. Please enquire with your contact person!

AUSTRIA

AT Austrian Post HD* (Partner ID: 80)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcel between 0–5 kg	4950	EUR 500	EUR 700
Medium-sized parcel between 5–10 kg	6188		
Large-sized parcel between 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 500	2200	Up to EUR 500	0
		Up to EUR 700	3200

ATTENTION! For parcels sent with Austrian Post, you must comply with the conditions set by the partner. The parcel must be cuboid in shape; it cannot be cylindrical, triangular or spherical. Max. size: 60×60×100 cm. For details, please refer to Austrian Post's General Terms and Conditions. If the above requirements are not met, the Service Provider has the right to reject the parcel or charge a surcharge (EUR 5.6), in accordance with our shipping partner's price list.

From 1 December 2020, **Austrian Post charges a surcharge of EUR 10** for the sender interrupting delivery of the parcel.

AT DPD HD* (Partner ID: 6830)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum insurance amount
Standard parcel between 0–5 kg	4400	EUR 700
Medium-sized parcel between 5–10 kg	6050	
Large-sized parcel between 10–15 kg	8800	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 500	0
Up to EUR 700	3200

ATTENTION! From 1 December 2020, the **Austrian DPD** carrier charges a surcharge for non-standard parcels as follows:

- Parcels larger than the maximum permitted size (**60×60×100 cm)**- **EUR 17.9**
- Parcels that are not packed in a sturdy, cuboid box - **EUR 2.5**

BELGIUM

BE Belgian Post HD* (Partner ID: 7909)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcel between 0–5 kg	6050	Up to EUR 700
Medium-sized parcel between 5–10 kg	8250	
Large-sized parcel between 10–15 kg	11,000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 500	0
Up to EUR 700	5000

ATTENTION: Cash on delivery parcel dispatch is not available with Belgian Post.
parcel may be max.

BE Dutch Post HD* (Partner ID: 4832)

Parcel weight	Delivery fee (HUF/parcel)	Insurance amount

	(parcel dispatch at depot*)	maximum amount
Standard parcel between 0–5 kg	7150	EUR 700
Medium-sized parcel between 5–10 kg	11,000	
Large-sized parcel between 10–15 kg	16,000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	0
Up to EUR 200	2000
Up to EUR 400	4000
Up to EUR 700	6000

ATTENTION: Cash on delivery parcel dispatch is not available with Dutch Post

BULGARIA

BG Speedy HD* (Partner ID: 4015)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcel between 0–5 kg	4950	EUR 700	EUR 700
Medium-sized parcel between 5–10 kg	6500		
Large-sized parcel between 10–15 kg	9000		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 50	400	Up to EUR 7	0
Up to EUR 100	800	Up to EUR 700	1% of the parcel value
Up to EUR 200	1600		
Up to EUR 400	3200		
Up to EUR 700	4000		

Supplementary service	Service fee (HUF/parcel)
Open	300
Test	500

Open: a supplementary service that allows the recipient to open the parcel in the presence of the courier and check the contents before accepting the parcel.
Test: a supplementary service that allows the recipient to open and check the contents of the parcel in the presence of the courier before accepting the parcel. Under "Test", the recipient receives the contents of the consignment for testing for up to 10 minutes in the presence of the courier.

Attention! Costs payable by the recipient may arise!
If the parcel is cash on delivery, the recipient does not have to pay any additional costs for the service.
If the parcel is not cash on delivery, the recipient must pay a fee of BGN 1.2 to the courier.
If the product is refused by the recipient, in both cases the recipient must pay the following return fee to the courier:

Parcel weight	Return fee
1	EUR 1.87
3	EUR 1.87
6	EUR 2.62

10	EUR 3.23
20	EUR 5.77

ATTENTION! For parcels sent with BG Speedy, the weight category is determined by calculating the volumetric weight. The weight of consignments over 7 kg must be recalculated using the formula: **(width x length x height in metres) * 200 = volumetric weight (kg)**. The width, length and height refer to the external dimensions of the parcel, calculated in m. According to the shipping partner's rules, the higher consignment weight is always billed. The shipping fee determined by volumetric weight can be found in the quote on our website.

BG ECONT HD* (Partner ID: 19469)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcel between 0–5 kg	4400	EUR 700	EUR 700
Medium-sized parcel between 5–10 kg	6600		
Large-sized parcel between 10–15 kg	9000		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 50	500	Up to EUR 25	0
Up to EUR 100	1000	Up to EUR 700	1.4% of the parcel value
Up to EUR 200	2500		
Up to EUR 400	4000		
Up to EUR 700	7000		

BG Home Delivery HD* (Partner ID: 23603)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcel between 0–5 kg	4400	EUR 700	EUR 700
Medium-sized parcel between 5–10 kg	6600		
Large-sized parcel between 10–15 kg	9000		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 50	500	Up to EUR 25	0
Up to EUR 100	1000	Up to EUR 700	1.4% of the parcel value
Up to EUR 200	2500		
Up to EUR 400	4000		
Up to EUR 700	7000		

BG Sameday HD* (Partner ID: 26066)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcel between 0–5 kg	3080	EUR 700	EUR 700

Medium-sized parcel between 5–10 kg	3800		
Large-sized parcel between 10–15 kg	15,000		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 50	400	Up to EUR 25	0
Up to EUR 100	800	Up to EUR 700	1.4% of the parcel value
Up to EUR 200	1600		
Up to EUR 400	3200		
Up to EUR 700	4000		

DENMARK

DK Post Nord HD* (Partner ID: 4993)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	6050	DKK 5,200
Medium-sized parcels 5–10 kg	8800	
Large-sized parcels up to 10–15 kg	10,000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to DKK 700	0
Up to DKK 3,700	2500
Up to DKK 5,200	5000

ATTENTION: Cash on delivery parcel dispatch is not available with Post Nord in Denmark.
The Post Nord shipping partner uses volumetric weight calculation. The weight of each parcel is calculated using the formula below, in metres: (W x L x H) x 280 = volumetric weight. According to the shipping partner's rules, the weight with the higher value is always billed.

UNITED ARAB EMIRATES

UAE Aramex HD* (Partner ID: 10693)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Parcels up to 0.5 kg	11,000	-	AED 5,600
Parcels up to 1 kg	16,500		
Parcels up to 1.5 kg	22,000		
Parcels up to 2 kg	27,500		
Parcels up to 2.5 kg	33,000		
Parcels up to 3 kg	38,500		
Parcels up to 4 kg	44,000		
Parcels up to 5 kg	55,000		
Parcels up to 6 kg	66,000		
Parcels up to 7 kg	77,000		
Parcels up to 8 kg	99,000		

Parcels up to 9 kg	132,000
Parcels up to 10 kg	176,000
Parcels up to 15 kg	220,000

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Insurance amount	Insurance fee (HUF/parcel)
Up to AED 400	800
Up to AED 800	1600
Up to AED 1,600	3200
Up to AED 2,400	6000
Up to AED 3,200	6000
Up to AED 4,000	6000
Up to AED 4,800	10,000
Up to AED 5,600	10,000

ATTENTION: Cash on delivery parcel dispatch is not available with Aramex.
ATTENTION! For parcels sent to the United Arab Emirates, the weight category is determined by calculating the volumetric weight. The formula required to calculate the parcels' volumetric weight is as follows: (width x length x height) / 5000. The width, length and height refer to the external dimensions of the parcel, calculated in cm.According to the shipping partner's rules, the weight with the higher value is always billed. The shipping fee determined by volumetric weight can be found in the quote on our website.
Attention! During shipping, other fees may arise as a result of customs clearance. Please enquire with your contact person!

UNITED KINGDOM

The customs and tax payment threshold is GBP 135.
Above 135 GPB, the customs and tax amount will be billed to the sender.

GB Royal Mail 24 HD* (Partner ID: 4856)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	9350	GBP 600
Medium-sized parcels 5–10 kg	18,700	
Large-sized parcels up to 10–15 kg	27,500	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Insurance amount	Insurance fee (HUF/parcel)
Up to GBP 100	0
Up to GBP 200	1400
Up to GBP 400	2800
Up to GBP 600	4000

ATTENTION: Cash on delivery parcel dispatch is not available with Royal Mail 24.

GB Royal Mail 48 HD* (Partner ID: 4857)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	8250	Up to GBP 600
Medium-sized parcels 5–10 kg	16,500	
Large-sized parcels up to 10–15 kg	22,000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Insurance amount	Insurance fee (HUF/parcel)
Up to GBP 100	0
Up to GBP 200	1400
Up to GBP 400	2800
Up to GBP 600	4000

ATTENTION: Cash on delivery parcel dispatch is not available with Royal Mail 48.
Attention! During shipping, other fees may arise as a result of customs clearance. Please enquire with your contact person!

GB FedEx Connect Plus HD* (Partner ID: 24808)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	8250	Up to GBP 600
Medium-sized parcels 5–10 kg	16,500	
Large-sized parcels up to 10–15 kg	22,000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Insurance amount	Insurance fee (HUF/parcel)
Up to GBP 100	800
Up to GBP 200	1400
Up to GBP 400	2800
Up to GBP 600	4000

ATTENTION: Cash on delivery parcel dispatch is not available in Great Britain.

GB FedEx Priority HD* (Partner ID: 24809)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	9350	Up to GBP 600
Medium-sized parcels 5–10 kg	18,700	
Large-sized parcels up to 10–15 kg	27,500	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Insurance amount	Insurance fee (HUF/parcel)
Up to GBP 100	800
Up to GBP 200	1400
Up to GBP 400	2800
Up to GBP 600	4000

ATTENTION: Cash on delivery parcel dispatch is not available in Great Britain.

ESTONIA

EE Omniva HD* (Partner ID: 5060)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4400	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	6600		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	850	Up to EUR 100	650
Up to EUR 200	1750	Up to EUR 200	1200
Up to EUR 400	3500	Up to EUR 400	2500
Up to EUR 700	6000	Up to EUR 700	4500

EE Lithuanian Post HD* (Partner ID: 18805)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum insurance amount
Standard parcels up to 0–5 kg	4400	EUR 700
Medium-sized parcels 5–10 kg	7150	
Large-sized parcels up to 10–15 kg	8800	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 500	0
Up to EUR 700	2800

EE Venipak HD* (Partner ID: 25980)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4400	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	7150		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	850	Up to EUR 320	0
Up to EUR 200	1750		
Up to EUR 400	3500	Up to EUR 700	2800
Up to EUR 700	6000		

FINLAND

FI Post Nord HD* (Partner ID: 4830)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	11,000	EUR 700
Medium-sized parcels 5–10 kg	14,300	
Large-sized parcels up to 10–15 kg	16,500	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	0
Up to EUR 500	500
Up to EUR 700	4000

ATTENTION: Cash on delivery parcel dispatch is not available with Post Nord in Finland.
The Post Nord shipping partner uses volumetric weight calculation. The weight of each parcel is calculated using the formula below, in metres: Width (w) x Length (l) x Height (h) x 280 = volumetric weight. According to the shipping partner's rules, the weight with the higher value is always billed.

FI Matkahuolto HD* (Partner ID: 26985)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum insurance amount
Standard parcels up to 0–5 kg	11,000	EUR 700
Medium-sized parcels 5–10 kg	14,300	
Large-sized parcels up to 10–15 kg	16,500	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 320	0
Up to EUR 700	4000

FRANCE

FR Colissimo HD* (Partner ID: 4309)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Liability**
Standard parcels up to 0–5 kg	5500	HUF 0
Medium-sized parcels 5–10 kg	8800	
Large-sized parcels up to 10–15 kg	10,000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm
**Liability on the part of Colissimo is included in the shipping fee, in the amount of EUR 23/kg. In addition, it is possible to take out supplementary insurance, which also includes parcel pickup with signature; you can find out about its prices ***below.

***Supplementary insurance amount	Insurance fee (HUF/parcel)

Up to EUR 150	400
Up to EUR 300	1250
Up to EUR 450	2500
Up to EUR 700	4000

Digital sending of the signature on receipt	HUF 500

ATTENTION: Cash on delivery parcel dispatch is not available with Colissimo. Within France, parcels can only be sent to mainland areas.

FR Colis Privé HD* (Partner ID: 16080)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	4840	EUR 700
Medium-sized parcels 5–10 kg	6600	
Large-sized parcels up to 10–15 kg	8800	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	0
Up to EUR 200	1250
Up to EUR 400	2500
Up to EUR 700	4000

ATTENTION: Cash on delivery parcel dispatch is not available with Colis Privé. Within France, parcels can only be sent to mainland areas.

Digital sending of the signature on receipt	HUF 500

GREECE

GR ACS HD* (Partner ID: 17465)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	3740	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	6600		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	800	Up to EUR 200	0
		Up to EUR 600	2200
		Up to EUR 700	4000

GR Elta HD* (Partner ID: 27954)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5	3520	EUR 700	EUR 700

kg			
Medium-sized parcels 5–10 kg	5500		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	600	Up to EUR 100	0
		Up to EUR 200	1300
		Up to EUR 400	1800
		Up to EUR 700	2500

THE NETHERLANDS

NL Dutch Post HD* (Partner ID: 4329)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	6500	EUR 700
Medium-sized parcels 5–10 kg	10,000	
Large-sized parcels up to 10–15 kg	12,000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	0
Up to EUR 200	2000
Up to EUR 400	4000
Up to EUR 700	6000

ATTENTION: Cash on delivery parcel dispatch is not available with Dutch Post.

NL DHL HD* (Partner ID: 8000)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	5500	EUR 700
Medium-sized parcels 5–10 kg	7700	
Large-sized parcels up to 10–15 kg	8800	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	0
Up to EUR 200	1600
Up to EUR 400	3200
Up to EUR 700	4000

ATTENTION: Cash on delivery parcel dispatch is not available with Dutch DHL.

CROATIA

HR Overseas Express HD* (Partner ID: 10618)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	3300	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	4950		
Large-sized parcels up to 10–15 kg	6500		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	500	Up to EUR 700	0

HR Croatian Post HD* (Partner ID: 4634)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	3300	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	4950		
Large-sized parcels up to 10–15 kg	5500		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	500	Up to EUR 200	0
		Up to EUR 400	800
		Up to EUR 600	1200
		Up to EUR 700	1500

IRELAND

IE An Post HD* (Partner ID: 9990)

(Prior to the name change, the shipping method was listed under the name IE Fastway Couriers HD.)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	7150	Up to EUR 700
Medium-sized parcels 5–10 kg	13,500	
Large-sized parcels up to 10–15 kg	17,000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 350	0
Up to EUR 500	2800
Up to EUR 700	4000

IE FedEx Connect Plus HD* (Partner ID: 24810)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	8500	Up to EUR 700
Medium-sized parcels 5–10 kg	11,000	
Large-sized parcels up to 10–15 kg	15,000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	500
Up to EUR 200	1000
Up to EUR 400	2000
Up to EUR 700	4000

ATTENTION: Cash on delivery parcel dispatch is not available in Ireland.

IE FedEx Priority HD* (Partner ID: 24811)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	9500	Up to EUR 700
Medium-sized parcels 5–10 kg	13,500	
Large-sized parcels up to 10–15 kg	27,000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	500
Up to EUR 200	1000
Up to EUR 400	2000
Up to EUR 700	4000

ATTENTION: Cash on delivery parcel dispatch is not available in Ireland.

LATVIA

LV Omniva HD* (Partner ID: 5063)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4620	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	7150		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	1000	Up to EUR 100	800
Up to EUR 200	2000	Up to EUR 200	1600
Up to EUR 400	4000	Up to EUR 400	3200
Up to EUR 700	7000	Up to EUR 700	4000

Attention! For cash on delivery, only card payment is available.

LV Lithuanian Post HD* (Partner ID: 18807)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4070	EUR 500	EUR 700
Medium-sized parcels 5–10 kg	5170		
Large-sized parcels up to 10–15 kg	6600		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 500	800	Up to EUR 500	0
		Up to EUR 700	2800

LV Venipak HD* (Partner ID: 25981)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4620	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	7150		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	1000	Up to EUR 320	0

Up to EUR 200	2000		
Up to EUR 400	4000	Up to EUR 700	3200
Up to EUR 700	6000		

LITHUANIA

LT Omniva HD* (Partner ID: 5065)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4620	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	6600		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	1000	Up to EUR 100	800
Up to EUR 200	2000	Up to EUR 200	1600
Up to EUR 400	4000	Up to EUR 400	3200
Up to EUR 700	6000	Up to EUR 700	4000

Attention! For cash on delivery, only card payment is available.

LT Lithuanian Post HD* (Partner ID: 18808)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4400	EUR 500	EUR 700
Medium-sized parcels 5–10 kg	5500		
Large-sized parcels up to 10–15 kg	16,500		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 500	800	Up to EUR 500	0
		Up to EUR 700	2800

LT Venipak HD* (Partner ID: 25982)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4620	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	6600		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	1000	Up to EUR 320	0
Up to EUR 200	2000		
Up to EUR 400	4000	Up to EUR 700	3200
Up to EUR 700	6000		

LUXEMBOURG

LU DPD HD* (Partner ID: 4834)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	9900	EUR 700
Medium-sized parcels 5–10 kg	14,300	
Large-sized parcels up to 10–15 kg	16,500	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	0
Up to EUR 200	2000
Up to EUR 400	4000
Up to EUR 700	6000

ATTENTION: Cash on delivery parcel dispatch is not available with DPD in Luxembourg

LU Luxembourg Post HD* (Partner ID: 8125)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	8250	EUR 700
Medium-sized parcels 5–10 kg	9900	
Large-sized parcels up to 10–15 kg	12,500	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	0
Up to EUR 200	1600
Up to EUR 400	3200
Up to EUR 700	4000

ATTENTION: Cash on delivery parcel dispatch is not available with Luxembourg Post.

GERMANY

DE Home delivery HD* (Partner ID: 13613)

During the service below, the system automatically selects the most advantageous shipping partner for you.

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the	Maximum cash on delivery amount	Maximum insurance amount

	depot*)		
Standard parcels up to 0–5 kg	6050	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	7700		
Large-sized parcels up to 10–15 kg	9500		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	4000	Up to EUR 25	0
		Up to EUR 100	560
		Up to EUR 200	850
		Up to EUR 400	1800
		Up to EUR 700	3000

ATTENTION! For parcels sent to Germany, you must comply with the conditions set by the partners. The parcel must be cuboid in shape; it cannot be cylindrical, triangular or spherical. Minimum possible parcel size: 1×11×15 cm, max. possible parcel size: 60×60×120 cm. Please see the details on our website. The parcel cannot consist of multiple boxes glued together; it must be sturdy and homogeneous. The use of black film as the parcel's outer wrapping is not permitted. If the requirements are not met, the Service Provider has the right to reject the parcel or charge a surcharge (EUR 27.5), in accordance with our shipping partners' price lists.

ATTENTION! From 16 September 2021, for parcels dispatched with the **DE Home delivery HD** service**, we are obliged to charge a surcharge of EUR 27.5** for interruption of parcel delivery by the sender and for manual address correction, in accordance with our shipping partners' price lists. The address must always be corrected manually if it has been provided incorrectly or inaccurately.
ATTENTION! From 16 September 2021, for parcels dispatched with the **DE Home delivery HD** service**, we are obliged to charge a surcharge of EUR 7.5** for parcel shipping to the German islands, in accordance with our shipping partners' price lists.

The surcharge applies to the following islands:18565 Hiddensee, 25849 Pellworm, 25859 Hooge, 25863 Langeneß, 25869 Oland, 25938 Föhr, 25946 Amrum, 25980 Sylt, 25992 Sylt, 25996 Sylt, 25997 Sylt, 25999 Sylt, 26465 Langeoog, 26474 Spiekeroog, 26486 Wangeroog, 26548 Norderney, 26571 Juist, 26579 Baltrum, 26757 Borkum, 27498 Helgoland, 27499 Neuwerk.

DE Hermes HD* (Partner ID: 6373)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	5500	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	6875		
Large-sized parcels up to 10–15 kg	9500		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
max. EUR 700	3200	Up to EUR 25	0
		Up to EUR 100	560
		Up to EUR 200	850
		Up to EUR 400	1800
		Up to EUR 700	2800

ATTENTION! For parcels sent to Germany, you must comply with the conditions set by the partners. The parcel must be cuboid in shape; it cannot be cylindrical, triangular or spherical. Minimum

possible parcel size: 1×11×15 cm, max. possible parcel size: 60×60×120 cm. Please see the details on our website. The parcel cannot consist of multiple boxes glued together; it must be sturdy and homogeneous. The use of black film as the parcel's outer wrapping is not permitted. If the requirements are not met, the Service Provider has the right to reject the parcel or charge a surcharge (EUR 27.5), in accordance with our shipping partners' price lists.

ATTENTION! From 16 September 2021, for parcels dispatched with the **DE Hermes HD** service, **we are obliged to charge a surcharge of EUR 27.5** for interruption of parcel delivery by the sender and for manual address correction, in accordance with our shipping partners' price lists. The address must always be corrected manually if it has been provided incorrectly or inaccurately.
ATTENTION! From 16 September 2021, for parcels dispatched with the **DE Hermes HD** service**, we are obliged to charge a surcharge of EUR 7.5** for parcel shipping to the German islands, in accordance with our shipping partners' price lists.

The surcharge applies to the following islands:18565 Hiddensee, 25849 Pellworm, 25859 Hooge, 25863 Langeneß, 25869 Oland, 25938 Föhr, 25946 Amrum, 25980 Sylt, 25992 Sylt, 25996 Sylt, 25997 Sylt, 25999 Sylt, 26465 Langeoog, 26474 Spiekeroog, 26486 Wangeroog, 26548 Norderney, 26571 Juist, 26579 Baltrum, 26757 Borkum, 27498 Helgoland, 27499 Neuwerk.

ITALY

IT Italian Post HD* (Partner ID: 29192)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	5500	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	8800		
Large-sized parcels up to 10–15 kg	10,000		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! **If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.**

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	800	Up to EUR 100	350
		Up to EUR 200	600
		Up to EUR 400	1200
		Up to EUR 700	2000

ATTENTION: The Italian carrier Italian Post applies volumetric weight calculation for parcels weighing more than 10 kg. The weight of these parcels is converted using the formula below: (L x W x H) in m x 250 = volumetric weight.
According to the shipping partner's rules, the weight with the higher value is always billed.

IT Bartolini HD* (Partner ID: 9103)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	5500	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	8800		
Large-sized parcels up to 10–15 kg	10,000		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! **If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.**

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	800	Up to EUR 100	350
		Up to EUR 200	600
		Up to EUR 400	1200
		Up to EUR 700	2000

ATTENTION: The Italian carrier Bartolini applies volumetric weight calculation for parcels weighing more than 3 kg. The weight of these parcels is converted using the formula below (in cm): (W x L x H) / 5000 = volumetric weight.
According to the shipping partner's rules, the weight with the higher value is always billed.

IT HR Parcel HD* (Partner ID: 12154)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4400	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	7700		
Large-sized parcels up to 10–15 kg	10,000		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 500	800	Up to EUR 100	800
		Up to EUR 200	1600
Up to EUR 700	1200	Up to EUR 400	3200
		Up to EUR 700	4000

ATTENTION: The Italian carrier Bartolini applies volumetric weight calculation for parcels weighing more than 3 kg. The weight of these parcels is converted using the formula below (in cm): (W x L x H) / 5000 = volumetric weight.
According to the shipping partner's rules, the weight with the higher value is always billed.

PORTUGAL

PT MRW HD* (Partner ID: 4655)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4620	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	7700		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	800	Up to EUR 100	0
		Up to EUR 200	1600
		Up to EUR 400	3200
		Up to EUR 700	4000

ATTENTION! In Portugal, parcels can only be sent to mainland areas.

SPAIN

ES Correos HD* (Partner ID: 4638)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4400	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	5500		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 50	400	Up to EUR 50	450
Up to EUR 100	600	Up to EUR 100	850
Up to EUR 200	1200	Up to EUR 200	1800
Up to EUR 400	2250	Up to EUR 400	3600
Up to EUR 700	4500	Up to EUR 700	6000

ATTENTION: Our Spanish shipping partner Correos Express uses volumetric weight to determine the weight of parcels, based on the following formula, in metres: **(width x length x height) x 167 = volumetric weight**. The parcel shipping fee is billed according to the weight calculated using this method. **Within Spain, parcels can only be sent to mainland areas.**

ES MRW HD* (Partner ID: 4653)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	3850	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	4620		
Large-sized parcels up to 10–15 kg	6050		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	1000	Up to EUR 100	850
		Up to EUR 200	1800
		Up to EUR 400	3600
		Up to EUR 700	6000

ATTENTION: Within Spain, parcels can only be sent to mainland areas.

SWITZERLAND and LIECHTENSTEIN

CH LI Swiss Post Economy HD* (Partner ID: 3294)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	9350	CHF 800
Medium-sized parcels 5–10 kg	13,750	
Large-sized parcels up to 10–15 kg	16,500	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Insurance amount	Insurance fee (HUF/parcel)
Up to CHF 65	300
Up to CHF 500	800
Up to CHF 800	4500

ATTENTION: Cash on delivery parcel dispatch is not available with Swiss Post.
ATTENTION! For parcels larger than the maximum permitted size of 100x60x60 cm, the carrier charges a surcharge of **EUR 19.**
ATTENTION! CH LI Swiss Post (Priority/Economy) **charges a surcharge of EUR 4** for the sender interrupting delivery of the parcel.

Attention! During shipping, other fees may arise as a result of customs clearance. Please enquire with your contact person!

CH LI Swiss Post Priority HD* (Partner ID: 3870)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	10,450	CHF 800
Medium-sized parcels 5–10 kg	14,850	
Large-sized parcels up to 10–15 kg	16,500	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to CHF 65	300
Up to CHF 500	800
Up to CHF 800	4500

ATTENTION: Cash on delivery parcel dispatch is not available with Swiss Post.

ATTENTION! For parcels larger than the maximum permitted size of 100x60x60 cm, the carrier charges a surcharge of **EUR 22.**

ATTENTION! CH LI Swiss Post (Priority/Economy) **charges a surcharge of EUR 4** for the sender interrupting delivery of the parcel.
Attention! During shipping, other fees may arise as a result of customs clearance. Please enquire with your contact person!

CH Swiss Post HD * (Partner ID: 29738)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	9350	CHF 800
Medium-sized parcels 5–10 kg	13,750	
Large-sized parcels up to 10–15 kg	16,500	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to CHF 65	0
Up to CHF 500	1000
Up to CHF 800	4500

ATTENTION: Cash on delivery parcel dispatch is not available with Swiss Post.

ATTENTION! For parcels larger than the maximum permitted size of 100x60x60 cm, the carrier charges a surcharge of **EUR 22.**

ATTENTION! CH Swiss Post HD **charges a surcharge of EUR 4** for the sender interrupting delivery of the parcel.
Attention! During shipping, other fees may arise as a result of customs clearance. Please enquire with your contact person!

CH Swiss Post Priority HD * (Partner ID: 30383)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	10,450	CHF 800
Medium-sized parcels 5–10 kg	14,850	

Large-sized parcels up to 10–15 kg	16,500	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to CHF 65	0
Up to CHF 500	1000
Up to CHF 800	4500

ATTENTION: Cash on delivery parcel dispatch is not available with Swiss Post.

ATTENTION! For parcels larger than the maximum permitted size of 100x60x60 cm, the carrier charges a surcharge of **EUR 22.**

ATTENTION! CH Swiss Post Priority HD **charges a surcharge of EUR 4** for the sender interrupting delivery of the parcel.
Attention! During shipping, other fees may arise as a result of customs clearance. Please enquire with your contact person!

SWEDEN

SE Post Nord HD* (Partner ID: 4827)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	8800	SEK 7,500
Medium-sized parcels 5–10 kg	11,000	
Large-sized parcels up to 10–15 kg	12,000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to SEK 1,000	0
Up to SEK 5,000	500
Up to SEK 7,500	5000

ATTENTION: Cash on delivery parcel dispatch is not available with Post Nord.
The Post Nord shipping partner uses volumetric weight calculation. The weight of each parcel is calculated using the formula below, in metres: (W x L x H) x 280 = volumetric weight. According to the shipping partner's rules, the weight with the higher value is always billed.

SLOVENIA

SI Express One HD* (Partner ID: 25004)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	3300	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	4950		
Large-sized parcels up to 10–15 kg	5500		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	400	Up to EUR 700	200

SI Slovenian Post HD* (Partner ID: 19515)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	3300	EUR 700	EUR 700
Large-sized parcels 5–15 kg	4950		
Large-sized parcels 5–15 kg	5500		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	500	Up to EUR 400	0
		Up to EUR 700	5000

TURKEY

TR FedEx Economy HD* (Partner ID: 19327)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	16,500	-	USD 700
Medium-sized parcels 5–10 kg	19,250		
Large-sized parcels up to 10–15 kg	27,500		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Parcel weight	Air transport surcharge (HUF/parcel)
Parcels up to 3 kg	550
Parcels up to 4 kg	700
Parcels up to 5 kg	850
Parcels up to 6 kg	1050
Parcels up to 7 kg	1200
Parcels up to 8 kg	1400
Parcels up to 9 kg	1550
Parcels up to 15 kg	1750

Insurance amount	Insurance fee (HUF/parcel)
Up to USD 100	800
Up to USD 200	1600
Up to USD 400	3200
Up to USD 700	5000

ATTENTION: Cash on delivery parcel dispatch is not available with FedEx
ATTENTION! For parcels sent with FedEx, the weight category is determined by calculating the volumetric weight. The formula required to calculate the parcels' volumetric weight is as follows: (**width x length x height) / 5000**. The width, length and height refer to the external dimensions of the parcel, calculated in cm.According to the shipping partner's rules, the weight with the higher value is always billed. The shipping fee determined by volumetric weight can be found in the quote on our website.
Attention! During shipping, other fees may arise as a result of customs clearance. Please enquire with your contact person!

TR FedEx Priority HD* (Partner ID: 19328)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Parcels up to 0–3 kg	16,500	-	USD 700
Parcels 3–5 kg	22,000		
Parcels 5–8 kg	27,500		
Parcels 9–10 kg	33,000		
Parcels 10–15 kg	55,000		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 70 cm, the sum of the three sides may be a max. of 120 cm

Parcel weight	Air transport surcharge (HUF/parcel)
Parcels up to 3 kg	550
Parcels up to 4 kg	700
Parcels up to 5 kg	850
Parcels up to 6 kg	1050
Parcels up to 7 kg	1200
Parcels up to 8 kg	1400
Parcels up to 9 kg	1550
Parcels up to 15 kg	1750

Insurance amount	Insurance fee (HUF/parcel)
Up to USD 100	800
Up to USD 200	1600
Up to USD 400	3200
Up to USD 700	5000

ATTENTION: Cash on delivery parcel dispatch is not available with FedEx
ATTENTION! For parcels sent with FedEx, the weight category is determined by calculating the volumetric weight. The formula required to calculate the parcels' volumetric weight is as follows: (**width x length x height) / 5000**. The width, length and height refer to the external dimensions of the parcel, calculated in cm.According to the shipping partner's rules, the weight with the higher value is always billed. The shipping fee determined by volumetric weight can be found in the quote on our website.
Attention! During shipping, other fees may arise as a result of customs clearance. Please enquire with your contact person!

UKRAINE

UA Meest POSHTA HD* (Partner ID: 1160)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	8250	Up to UAH 20,000	Up to UAH 20,000
Medium-sized parcels 5–10 kg	13,200		
Large-sized parcels up to 10–15 kg	16,500		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The longest side of the parcel may be max. 60 cm, the sum of the three sides: max. 90 cm

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to UAH 2,000	2500	Up to UAH 5,000	0
Up to UAH 5,000	5000		

Up to UAH 10,000	7500	Up to UAH 20,000	2500
Up to UAH 15,000	12,000		
Up to UAH 20,000	15,000		

Attention! During shipping, other fees may arise as a result of customs clearance. Please enquire with your contact person!

Delivery to our partners' pickup points

The parameters listed below apply to delivery to our partners' pickup points; however, in some cases they may differ. For parcel lockers, our shipping partner has defined pre-set sizes depending on the dimensions of the parcel locker terminal. If the permitted parcel parameters differ for any of our partners, we always specify them under the relevant country and the relevant carrier.

***ATTENTION: Prices are indicated net, excluding VAT!**

Rate

BELGIUM

BE Belgian Post PP* (Partner ID: 7910)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	6050	EUR 700
Medium-sized parcels 5–10 kg	8250	
Large-sized parcels up to 10–15 kg	11,000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 500	0
Up to EUR 700	5000

ATTENTION! Cash on delivery parcel dispatch is not available with Belgian Post.
ATTENTION! For parcels sent to Belgian Post pickup points, the longest side can be max. 70 cm, the sum of the three sides: max. 120 cm

BULGARIA

BG Speedy PP* (Partner ID: 4017)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–10 kg	4400	EUR 700	EUR 700
Large-sized parcels up to 10–15 kg	6600		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance fee (HUF/parcel)	
Up to EUR 50	400	Up to EUR 7	0
Up to EUR 100	800	Up to EUR 700	1.4% of the parcel value
Up to EUR 200	1600		
Up to EUR 400	3200		
Up to EUR 700	4000		

ATTENTION! For parcels sent with BG Speedy, the weight category is determined by calculating the volumetric weight. The weight of consignments over 7 kg must be recalculated using the formula: **(width x length x height in metres) * 200 = volumetric weight (kg)**. The width, length and height refer to the external

dimensions of the parcel, calculated in m. According to the shipping partner's rules, the higher consignment weight is always billed. The shipping fee determined by volumetric weight can be found in the quote on our website.

BG Econt PP and Box (Econtomat)* (Partner ID: 19471 and 19470)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	3080	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	4620		
Large-sized parcels up to 10–15 kg	6600		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 50	400	Up to EUR 25	0
Up to EUR 100	800	Up to EUR 700	1.6% of the parcel value
Up to EUR 200	1600		
Up to EUR 400	3200		
Up to EUR 700	4000		

ATTENTION! For parcels sent to Econt pickup points, the longest side can be max. 70 cm, the sum of the three sides: max. 120 cm

BG Sameday Box* (Partner ID: 26067)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg (max 47x44x39 cm)	3080	EUR 700	EUR 700
Medium-sized parcels 5–10 kg (max 47x44x39 cm)	4400		
Large-sized parcels up to 10–15 kg (max 47x44x39 cm)	6600		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 50	400	Up to EUR 25	0
Up to EUR 100	800	Up to EUR 700	1.4% of the parcel value
Up to EUR 200	1600		
Up to EUR 400	3200		
Up to EUR 700	4000		

BG Box Now Box* (Partner ID: 33777)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–10 kg	3080	EUR 700	EUR 700
Medium-sized parcels 10–15 kg	6600		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	1.25% of the cash on delivery amount	Up to EUR 700	1.4% of the parcel value

CYPRUS

CY BoxNow Box (Partner ID: 35369)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Maximum cash on delivery amount	Insurance amount maximum amount
Standard parcels up to 0–5 kg	3300	EUR 400	EUR 700
Medium-sized parcels 5–7 kg	3300		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

Maximum dimensions: 61x45x36 cm up to 5 kg, 62x45x36 cm up to 7 kg.

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
EUR 400	500	EUR 700	0

ATTENTION: With BoxNow shipping to Cyprus, **the maximum parcel weight is 7 kg.**

DENMARK

DK Post Nord PP* (Partner ID: 4994)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	6050	DKK 5,200
Medium-sized parcels 5–10 kg	8800	
Large-sized parcels up to 10–15 kg	10,000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to DKK 700	0
Up to DKK 3,700	2500
Up to DKK 5,200	5000

ATTENTION: Cash on delivery parcel dispatch is not available with Post Nord in Denmark.

The Post Nord shipping partner uses volumetric weight calculation. The weight of each parcel is calculated using the formula below, in metres: (W x L x H) x 280 = volumetric weight. According to the shipping partner's rules, the weight with the higher value is always billed.

ESTONIA

EE Omniva Box* (Partner ID: 5062)

Attention! Maximum parcel size: 39x38x64 cm

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Parcels up to 5 kg (max 39x38x64 cm)	3300	EUR 700	EUR 700

Parcels up to 10 kg (max 39x38x64 cm)	5500		
Parcels up to 15 kg (max 39x38x64 cm)	6600		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	850	Up to EUR 100	650
Up to EUR 200	1750	Up to EUR 200	1200
Up to EUR 400	3500	Up to EUR 400	2500
Up to EUR 700	6000	Up to EUR 700	4500

EE Omniva PP* (Partner ID: 5061)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4400	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	6600		
Large-sized parcels up to 10–15 kg	8000		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	850	Up to EUR 100	650
Up to EUR 200	1750	Up to EUR 200	1200
Up to EUR 400	3500	Up to EUR 400	2500
Up to EUR 700	6000	Up to EUR 700	4500

EE Venipak PP* (Partner ID: 25985)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum insurance amount
Standard parcels up to 0–5 kg	4400	EUR 700
Medium-sized parcels 5–10 kg	6600	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! For parcels sent to Venipak pickup points, the longest side can be max. 70 cm, the sum of the three sides: max. 120 cm

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 320	0
Up to EUR 700	2800

EE Venipak Box* (Partner ID: 25989)
Attention! Maximum parcel size: 61x41x39 cm

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4400	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	6600		
Large-sized parcels up to 10–15 kg	8250		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	850	Up to EUR 320	0
Up to EUR 200	1750		
Up to EUR 400	3500	Up to EUR 700	2800
Up to EUR 700	6000		

FINLAND

FI Post Nord PP* (Partner ID: 4828)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	7700	EUR 700
Medium-sized parcels 5–10 kg	10,450	
Large-sized parcels up to 10–15 kg	13,500	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	0
Up to EUR 500	560
Up to EUR 700	4000

ATTENTION: Cash on delivery parcel dispatch is not available with Post Nord in Finland.
The Post Nord shipping partner uses volumetric weight calculation. The weight of each parcel is calculated using the formula below, in metres: Width (w) x Length (l) x Height (h) x 280 = volumetric weight. According to the shipping partner's rules, the weight with the higher value is always billed.

FI Matkahuolto PP* / FI Matkahuolto Box (Partner ID: 26986 / 26987)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	11,000	EUR 700
Medium-sized parcels 5–10 kg	14,300	
Large-sized parcels up to 10–15 kg	16,500	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 320	0
Up to EUR 700	4000

ATTENTION: Cash on delivery parcel dispatch is not available with Matkahuolto.

FRANCE

FR Mondial Relay PP* (Partner ID: 12889)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	4840	EUR 700
Medium-sized parcels 5–10 kg	7150	
Large-sized parcels up to 10–15 kg	9000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	0
Up to EUR 200	1250
Up to EUR 400	2500
Up to EUR 700	4000

ATTENTION: Cash on delivery parcel dispatch is not available with French Mondial Relay. Within France, parcels can only be sent to mainland areas.
ATTENTION! For parcels sent to Mondial Relay pickup points, the longest side can be max. 70 cm, the sum of the three sides: max. 120 cm

FR Colissimo PP* (Partner ID: 4307)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	5500	EUR 700
Medium-sized parcels 5–10 kg	8800	
Large-sized parcels up to 10–15 kg	10,000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 150	0
Up to EUR 300	1250
Up to EUR 450	2500
Up to EUR 700	4000

ATTENTION: Cash on delivery parcel dispatch is not available with French Colissimo. Within France, parcels can only be sent to mainland areas.
ATTENTION! For parcels sent to Colissimo pickup points, the longest side can be max. 70 cm, the sum of the three sides: max. 120 cm

GREECE

GR ACS PP* (Partner ID: 17467)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	3740	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	6600		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	800	Up to EUR 200	0
		Up to EUR 600	2200
		Up to EUR 700	4000

ATTENTION! For parcels sent to ACS pickup points, the longest side can be max. 70 cm, the sum of the three sides: max. 120 cm

GR BoxNow BOX* (Partner ID: 20409)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Parcels 0–15 kg Max. size: 62x45x36 cm	3300	EUR 400	EUR 700

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 400	500	Up to EUR 200	0
		Up to EUR 700	500

GR Elta PP* (Partner ID: 27955)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	3520	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	5500		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	600	Up to EUR 100	1100
		Up to EUR 200	1300
		Up to EUR 400	1800
		Up to EUR 700	2500

THE NETHERLANDS

NL DHL PP* (Partner ID: 8001)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	5500	EUR 700
Medium-sized parcels 5–10 kg	7700	
Large-sized parcels up to 10–15 kg	10,000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	0
Up to EUR 200	1600
Up to EUR 400	3200
Up to EUR 700	4000

ATTENTION: Cash on delivery parcel dispatch is not available with Dutch DHL, and for parcels sent to DHL pickup points, the longest side can be max. 70 cm, the sum of the three sides: max. 120 cm

CROATIA

HR Overseas Express PP* (Partner ID: 10619)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	3080	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	4180		
Large-sized parcels up to 10–15 kg	5500		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

ATTENTION! The maximum parcel size for parcels sent to Overseas pickup points is 50x40x30 cm

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	500	Up to EUR 700	0

HR Croatian Post PP* (Partner ID: 4635)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	3300	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	4950		
Large-sized parcels up to 10–15 kg	6000		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	500	Up to EUR 200	0
		Up to EUR 400	800
		Up to EUR 600	1200
		Up to EUR 700	1500

HR BoxNow Box (Partner ID: 35319)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	3080	EUR 400	EUR 700
Medium-sized parcels 5–10 kg	4180		
Large-sized parcels up to 10–15 kg	5500		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Maximum dimensions: 61x45x36 cm up to 5 kg, 62x45x36 cm up to 15 kg. Max. weight 15 kg.

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 400	1.25% of the cash on delivery amount	Up to EUR 400	0
		Up to EUR 700	4000

POLAND

PL InPost Parcel Locker* (Partner ID: 3060)

Attention! Maximum parcel size: 41x38x64 cm

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	3850	Up to PLN 3,000	Up to PLN 3,000
Medium-sized parcels 5–10 kg	6050		
Large-sized parcels up to 10–15 kg	6200		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Attention! Not all parcel locker terminals allow parcels to be dispatched with cash on delivery, which our system indicates at dispatch.

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to PLN 3,000	500	Up to PLN 3,000	500

PL Polish Post PP* (Partner ID: 14052)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum insurance amount
Standard parcels up to 0–10 kg Maximum size: 42x40x65 cm	5390	Up to PLN 3,000

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Attention! It is not possible to dispatch cash on delivery parcels to parcel locker terminals.

Insurance amount	Insurance fee (HUF/parcel)
Up to PLN 1,000	0
Up to PLN 3,000	1000

LATVIA

LV Omniva Box* (Partner ID: 5064)

Attention! Maximum parcel size: 39x38x64 cm

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4400	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	7150		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	1000	Up to EUR 100	800
Up to EUR 200	2000	Up to EUR 200	1600
Up to EUR 400	4000	Up to EUR 400	3200
Up to EUR 700	7000	Up to EUR 700	4000

LV Venipak PP* (Partner ID: 25987)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum insurance amount
Standard parcels up to 0–5 kg	4400	EUR 700
Medium-sized parcels 5–10 kg	7150	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! For parcels sent to Venipak pickup points, the longest side can be max. 70 cm, the sum of the three sides: max. 120 cm
ATTENTION! If the parcel is dispatched outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 320	0
Up to EUR 700	3200

LV Venipak Box* (Partner ID: 25990)
Attention! Maximum parcel size: 61x41x39 cm

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4400	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	7150		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	1000	Up to EUR 320	0
Up to EUR 200	2000		
Up to EUR 400	4000	Up to EUR 700	3200
Up to EUR 700	6000		

LITHUANIA

LT Lithuanian Post BOX* (Partner ID: 18809)
Attention! Maximum parcel size: 36×35×61 cm

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Parcels 0–15 kg	3300	EUR 500	EUR 700

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 500	0	Up to EUR 500	0
		Up to EUR 700	2500

Payment of cash on delivery by debit card	**Fee is 2% of the cash on delivery amount.**

LT Venipak PP* (Partner ID: 25988)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum insurance amount
Standard parcels up to 0–5 kg	3300	EUR 700
Medium-sized parcels 5–10 kg	4400	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! For parcels sent to Venipak pickup points, the longest side can be max. 70 cm, the sum of the three sides: max. 120 cm
ATTENTION! If the parcel is dispatched outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 320	0
Up to EUR 700	3200

LT Venipak Box* (Partner ID: 25992)
Attention! Maximum parcel size: 61x41x39 cm

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	3300	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	4400		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	1000	Up to EUR 320	0
Up to EUR 200	2000		
Up to EUR 400	4000	Up to EUR 700	3200
Up to EUR 700	6000		

GERMANY

DE Hermes PP* (Partner ID: 6828)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the	Maximum insurance amount

	depot*)	
Standard parcels up to 0–5 kg	4180	EUR 700
Medium-sized parcels 5–10 kg	4950	
Large-sized parcels up to 10–15 kg	7000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 25	0
Up to EUR 100	600
Up to EUR 200	1200
Up to EUR 400	2400
Up to EUR 700	4000

ATTENTION! For parcels sent to Hermes pickup points, you must comply with the conditions set by the partner. The parcel must be cuboid in shape; it cannot be cylindrical, triangular or spherical. Max. size: 60×60×120 cm. Please see the details on our website. The parcel cannot consist of multiple boxes glued together; it must be sturdy and homogeneous. The use of black film as the parcel's outer wrapping is not permitted. If the requirements are not met, the Service Provider has the right to reject the parcel or charge a surcharge (EUR 27.5), in accordance with our shipping partner's price list.

ATTENTION! From 16 September 2021, for parcels sent to **DE Hermes** pickup points, **we are obliged to charge a surcharge of EUR 27.5** for interruption of parcel delivery by the sender and for manual address correction, in accordance with our shipping partner's price list. The address must always be corrected manually if it has been provided incorrectly or inaccurately.

ATTENTION! From 16 September 2021, for parcels sent to **DE Hermes** pickup points, **we are obliged to charge a surcharge of EUR 7.5** for parcel shipping to the islands.
The surcharge applies to the following islands:18565 Hiddensee, 25849 Pellworm, 25859 Hooge, 25863 Langeneß, 25869 Oland, 25938 Föhr, 25946 Amrum, 25980 Sylt, 25992 Sylt, 25996 Sylt, 25997 Sylt, 25999 Sylt, 26465 Langeoog, 26474 Spiekeroog, 26486 Wangeroog, 26548 Norderney, 26571 Juist, 26579 Baltrum, 26757 Borkum, 27498 Helgoland, 27499 Neuwerk

ATTENTION! Cash on delivery parcels cannot be sent to **DE Hermes** carrier pickup points (**PP**).

ATTENTION! For parcels sent to Hermes pickup points, the longest side can be max. 70 cm, the sum of the three sides: max. 120 cm

ITALY

IT Italian Post Punto Poste PP (Partner ID: 32528)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4950	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	6600		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	800	Up to EUR 100	350
		Up to EUR 200	600
		Up to EUR 400	1200
		Up to EUR 700	2000

ATTENTION: Cash on delivery parcel dispatch is not available for IT Italian Post Punto Poste PP. Maximum parcel size: 36x37x56 cm
The Italian carrier Italian Post applies volumetric weight calculation for parcels weighing more than 10 kg. The weight of these parcels is converted using the formula below: (L x W x H) in m x 250 = volumetric weight.
According to the shipping partner's rules, the weight with the higher value is always billed.

IT Bartolini PP*/Box (Partner ID: 9104 / 29678)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum insurance amount
Standard parcels up to 0–5 kg	4950	EUR 700
Medium-sized parcels 5–10 kg	6600	
Large-sized parcels up to 10–15 kg	8800	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 100	350
Up to EUR 200	700
Up to EUR 400	1200
Up to EUR 700	2000

ATTENTION: The Italian carrier Bartolini applies volumetric weight calculation for parcels weighing more than 3 kg. The weight of these parcels is converted using the formula below (in cm): (W x L x H) / 5000 = volumetric weight.
According to the shipping partner's rules, the weight with the higher value is always billed.

PORTUGAL

PT MRW PP* (Partner ID: 4656)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	4400	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	7150		
Large-sized parcels up to 10–15 kg	8800		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	800	Up to EUR 100	0
		Up to EUR 200	1600
		Up to EUR 400	3200
		Up to EUR 700	4000

ATTENTION: Within Portugal, parcels can only be sent to mainland areas

ROMANIA

ATTENTION! For parcels sent to Romania, it is mandatory in all cases to specify the county!
RO Sameday Box* (Partner ID: 7455)
Attention! Maximum parcel size: 47x44x39 cm

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	2640	RON 3,500	RON 3,500
Medium-sized parcels 5–10 kg	4400		

Large-sized parcels up to 10–15 kg	5000		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount (up to RON)	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
250	300	Up to RON 35	0
500	500	Up to RON 3,500	1.4% of the parcel value
1000	700		
2000	1300		
3500	2300		

RO FAN Box* (Partner ID: 32428)
Attention! Maximum parcel size: 40x44x45 cm

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	2640	RON 3,500	RON 3,500
Medium-sized parcels 5–10 kg	4400		
Large-sized parcels up to 10–15 kg	5000		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to RON 3,500	400	Up to RON 35	0
		Up to RON 3,500	1.4% of the parcel value

Payment of cash on delivery by debit card	**Fee is 1.2% of the cash on delivery amount.**

RO Romanian Post PP* (Partner ID: 39234)
Attention! Maximum parcel size: 40x44x45 cm

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	2640	RON 3,500	RON 3,500
Medium-sized parcels 5–10 kg	4400		
Large-sized parcels up to 10–15 kg	5000		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to RON 3,500	400	Up to RON 35	0
		Up to RON 3,500	1.4% of the parcel value

SPAIN

ES MRW PP* (Partner ID: 4654)

Parcel weight	Delivery fee (HUF/parcel)	Maximum cash on delivery	Maximum insurance amount

	(parcel dispatch at the depot*)	amount	
Standard parcels up to 0–5 kg	3850	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	4620		
Large-sized parcels up to 10–15 kg	6050		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	2250	Up to EUR 100	850
		Up to EUR 200	1800
		Up to EUR 400	3600
		Up to EUR 700	6000

ATTENTION: Within Spain, parcels can only be sent to mainland areas.

SWEDEN

SE Post Nord PP* (Partner ID: 4826)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at depot*)	Insurance amount maximum amount
Standard parcels up to 0–5 kg	6600	SEK 7,500
Medium-sized parcels 5–10 kg	8800	
Large-sized parcels up to 10–15 kg	11,000	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to SEK 1,000	0
Up to SEK 5,000	500
Up to SEK 7,500	5000

ATTENTION: Cash on delivery parcel dispatch is not available with Post Nord in Sweden.
The Post Nord shipping partner uses volumetric weight calculation. The weight of each parcel is calculated using the formula below, in metres: (W x L x H) x 280 = volumetric weight. According to the shipping partner's rules, the weight with the higher value is always billed.

SLOVENIA

SI Slovenian Post PP/Box* (Partner ID: 19516 and 19517)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	3300	EUR 700	EUR 700
Medium-sized parcels 5–10 kg	4620		
Large-sized parcels up to 10–15 kg	5500		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	Cash on delivery handling fee (HUF/parcel)	Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	500	Up to EUR 400	0
		Up to EUR 700	5000

ATTENTION! For parcels sent to Slovenian Post pickup points, the longest side can be max. 70 cm, the sum of the three sides: max. 120 cm

SI Express One PP* (Partner ID: 25005)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum insurance amount
Standard parcels up to 0–5 kg	3300	EUR 700
Medium-sized parcels 5–10 kg	4950	
Large-sized parcels up to 10–15 kg	5500	

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Insurance amount	Insurance fee (HUF/parcel)
Up to EUR 700	200

UKRAINE

UA Nova Poshta PP* (Partner ID: 3616)

Parcel weight	Delivery fee (HUF/parcel) (parcel dispatch at the depot*)	Maximum cash on delivery amount	Maximum insurance amount
Standard parcels up to 0–5 kg	6600	Up to UAH 20,000	Up to UAH 20,000
Medium-sized parcels 5–10 kg	12,100		
Large-sized parcels up to 10–15 kg	16,500		

*Parcel dispatch at the Service Provider's depots – Fót, Maglód, Debrecen, Miskolc, Szeged, Székesfehérvár, Pécs, Zalaegerszeg, Győr

ATTENTION! If the parcel is dispatched at a pickup point outside the depot, a surcharge of HUF 120 will be charged per parcel.

**Service Provider's pickup points

Cash on delivery amount	**Cash on delivery handling fee (HUF/parcel)**	**Insurance amount**	**Insurance fee (HUF/parcel)**
Up to UAH 2,000	2500	Up to UAH 5,000	0
Up to UAH 5,000	5000		
Up to UAH 10,000	7500	Up to UAH 20,000	2500
Up to UAH 15,000	12,000		
Up to UAH 20,000	15,000		

ATTENTION! For parcels sent to Nova Postha pickup points, the longest side can be max. 60 cm, the sum of the three sides: max. 90 cm

Attention! During shipping, other fees may arise as a result of customs clearance. Please enquire with your contact person!

Return parcel - complaints assistant service

If the recipient does not collect the parcel and/or delivery is unsuccessful and the Service Provider has to return the parcel to the sender, the sender shall pay a return fee to the Service Provider for the return consignment of the parcel. The return fee can be found in the table below.

ATTENTION: the customer cannot send the parcel with cash on delivery. In this case, we are unable to accept the parcel!

Rate

Complaints assistant	Price (HUF/parcel)	Return address

From Czechia	HUF 1,100 + VAT	You can return the product you wish to make a complaint about if you take the parcel, with the ID identifier provided by the online shop, to one of the Zásilkovňa pickup points.
From Slovakia	HUF 1,000 + VAT	You can return the product you wish to make a complaint about if you take the parcel, with the ID identifier provided by the online shop, to one of the Packeta Slovakia pickup points.
From Romania	HUF 1,000 + VAT	**Packeta Romania s.r.l.** **ID identifier for returning the parcel** **Strada Virginia Nr. 4** **077096, Dragomirești-Deal, Ilfov, CTPark A1 Km13** **Return parcels can be sent to the Romanian return address with the help of several carriers. In the case of Romanian Post, parcels can only be sent with their Prioripost service**
From Austria	HUF 2,500 + VAT	Return code Packeta eCommerce GmbH Paketfach Packeta eCommerce 1 1005 Wien **At this address, only parcels sent with Austrian Post** **can be returned.**
From Germany	HUF 3,000 + VAT	Packeta.de ID identifier for returning the parcel Schloßplatz 2 086 48 Bad Brambach
From Poland	HUF 2,000 + VAT	Panattoni Park Bielsko-Biała I ID code for returns Księdza Józefa Londzina 106 43-382 Bielsko-Biała
From Bulgaria	HUF 2,400 + VAT	ECONT/PACKETA (COLETARIA.RO) ID identifier for returning the parcel Office ECONT RUSE DRUZHBA

		RUSE 7000, bul. Vasil Levski 4 ECONT/PACKETA (COLETARIA.RO) ID online shop Office ECONT RUSE DRUZHBA RUSE 7000, bul.Vasil Levski 4
From Slovenia	HUF 2,400 + VAT	ILIRIJA d.o.o. (Packeta) Code for returns Tržaška cesta 40 1000 Ljubljana
From France	HUF 3,200 + VAT	Packeta International – 967337 (tracking number of the received parcel) ID identifier for returning the parcel c/o Asendia Germany Rue Ettore, BUGATTI PFC ERSTEIN ZI Ouest – BP 110 67119 ERSTEIN **At this address, only parcels sent with Colissimo can be returned.**
From Ireland	HUF 5,000 + VAT	Packeta International – Huxloe Logistics Ltd ID identifier for returning the parcel Unit 3 Henson Way, Telford Way Ind Est. Kettering, NN16 8PX
From Latvia	HUF 3,300 + VAT	Omniva LV (sorting center) – Packeta International ID identifier for returning the parcel Dzirnieku iela 24 Mārupe, Mārupes novads, LV-2167 Latvia **At this address, only parcels sent with Omniva can be returned.**
From Lithuania	HUF 3,300 + VAT	OMNIVA LT (sorting center) – Packeta International ID identifier for returning the parcel Aviacijos g. 6 Karmėlava LT-54462, Kaunas Lithuania

		At this address, only parcels sent with Omniva can be returned.
From Estonia	HUF 3,300 + VAT	OMNIVA EE (sorting center) – Packeta International ID identifier for returning the parcel Rukki tee 7 Lehmja, 75306 Harju maakond, Estonia **At this address, only parcels sent with Omniva can be returned.**
From Spain	HUF 3,500 + VAT	Packeta International – Correos Express ID identifier for returning the parcel C/ Banús s/n, nave 5, CIM VALLES 08130 Santa Perpetua de Mogoda BARCELONA (SPAIN)
From Portugal	HUF 3,500 + VAT	Packeta International – Correos Express ID identifier for returning the parcel C/ Banús s/n, nave 5, CIM VALLES 08130 Santa Perpetua de Mogoda BARCELONA (SPAIN)
From Greece	HUF 2,800 + VAT	**ELTA HUB / PACKETA ROMANIA SRL.** ID identifier for returning the parcel **HUB Oraiokastro/ Thessaloniki** **57013** **Oraiokastro** **At this address, only parcels sent with the courier Elta can be returned.**
From Croatia	HUF 2,800 + VAT	Packeta International s.r.o – HR post ID identifier for returning the parcel Stancija Kaligari 3 Žbandaj, 52440 Poreč **At this address, only parcels sent with Croatian Post can be returned.**

From Italy	HUF 3,500 + VAT	Packeta International c/o BRT Spa ID identifier for returning the parcel Via Marinoni 1 33057 Palmanova (UD)
From Belgium	HUF 4,400 + VAT	Expandeco – Packeta – ID identifier for returning the parcel Nieuwe Weerd 22 3650 Dilsen - Stokkem BE
From the Netherlands	HUF 4,400 + VAT	Packeta/mySendle Crossdock ID identifier for returning the parcel Graafstroomstraat 2 3044AR Rotterdam The Netherlands

Annex 2 – LIST OF PRODUCTS / GOODS EXCLUDED FROM THE SERVICE

The following cannot be transported within the scope of the service:

- stabbing and cutting weapons, sidearms and firearms, and parts thereof;
- ammunition, explosives, and parts thereof;
- radioactive, flammable, toxic, corrosive materials, materials that are fire and explosion hazards, and goods, devices, equipment, accessories containing such materials;
- products that may explode or change their condition as a result of physical and environmental effects occurring during the performance of the postal services agreement;
- living plants and animals, dead or stuffed animals, animal skins and furs;
- irreplaceable items, in particular semi-precious stones/precious stones, jewellery – including costume jewellery –, valuable metals, precious metals; works of art, antiques, collections, unique handcrafted products, furs, carpets, watches;
- human remains;
- perishable, infectious, revolting goods, the human body and its remains and derivatives;
- neodymium and ferrite-based magnets;
- products whose usability, state, consistence can change or deteriorate during the provision and under the circumstances of postal service (taking into account the storage period applicable to the given consignment);
- goods that require heating or refrigeration (ice, dry ice, frozen products etc.);
- objects that violate decency or dignity, human ashes, human or animal embryos;
- commercial quantities of alcohol, tobacco products;
- narcotics, other hallucinogens or substances specified in the Criminal Code;
- any content that violates the provisions of the laws of the countries involved in the transportation; or that requires a special permit from the Sender or the Service Provider; or that is subject to sanctions or whose transportation requires a permit (import or export permit);
- inadequately packaged goods;
- consignments addressed to post office boxes;
- unregistered consignments;
- commodities listed in the ADR Convention (Regarding the International Transport of Hazardous Goods on Public Roads) as hazardous goods;
- goods obtained through criminal acts;
- money (cash, coins, banknotes, transferable securities, shares, bonds or any other goods equivalent to money), bank cards, SIM cards, top-up cards, motorway vignettes, lottery tickets, telephone cards, postage stamps, coins, admission tickets, vouchers;
- drugs, narcotics, psychoactive substances;
- life-saving preparations and medicines;
- other goods and products subject to official authorisation;
- hazardous waste, particularly, but not limited to, used syringes, medical waste, blood, pathological objects and materials carrying biological risk;
- products that are – given the locations and circumstances in which Parcel Lockers are installed and the weather conditions and temperatures they are exposed to (temperature range of -20 ºC – +40 ºC) – liable to

deteriorate or whose texture or consistency can change and which may become unsuitable for their proper intended use, during the time they are stored in the lockers

- consignments that do not reach the size and weight limits set out in the GTC, or that exceed such size/weight limits, as well as items whose value exceeds the compensation value limit.
- Fragile and liquid products/items are excluded from transport as a Consignment dispatched with a value declaration service.

SIZE OF PACKETA CONSIGNMENTS (except for Consignments delivered to Parcel Lockers), AND CONSIGNMENTS DELIVERED TO PICKUP POINTS AND ADDRESSES

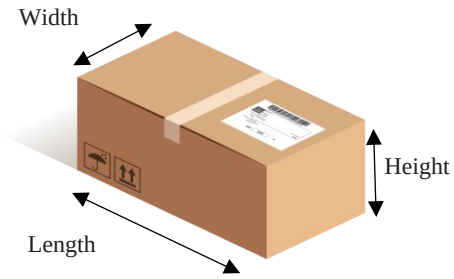
"**Standard Consignment**": the sum of three sides of the Consignment does not exceed 120 cm and the longest side of the Consignment is no longer than 70 cm, and the weight of the Consignment does not exceed 5 kg. Except for Consignments to be delivered to a Parcel Locker, the dimensions of which are set out below.

"**Medium-sized Consignment**": the sum of three sides of the Consignment does not exceed 150 cm and the longest side of the Consignment is no longer than 70 cm, and the total weight of the Consignment is between 5 and 10 kg. Except for Consignments to be delivered to a Parcel Locker, the dimensions of which are set out below.

"**Large Consignment**": the sum of three sides of the Consignment does not exceed 150 cm and the longest side of the Consignment is no longer than 70 cm, and the total weight of the Consignment is between 10 and 15 kg. Except for Consignments to be delivered to a Parcel Locker, the dimensions of which are set out below.

SIZE OF FOXPOST AND OTHER CONSIGNMENTS DELIVERED TO A PARCEL LOCKER

Consignments weighing up to **25 kg** may be dispatched, with a **minimum parcel size of 11 cm x 8 cm x 1 cm and maximum size** of **60 cm x 36 cm x 61 cm.**



MAXIMUM PARCEL SIZE	Maximum weight	
4.5×36×53 cm (Parcel Lockers No. hu001-hu300) 8.5×19×61 cm (Parcel Lockers No. hu301-hu600) 5×33×53 cm (Parcel Lockers No. hu601-hu1499, hu3103 and hu5000-hu9999) 10.5×14.5×61 cm (Parcel Lockers No. hu1500-hu2000, hu3101 and hu3102) 7.3×17×61 cm (Parcel Lockers No. hu10000-hu15000)	XS	5 kg
8×36×61 cm (Parcel Lockers No. hu001-hu9999) 8×45×61 cm (Parcel Lockers No. hu10000-hu15000)	S	15 kg
17×36×61 cm (Parcel Lockers No. hu001-hu9999) 17×45×61 cm (Parcel Lockers No. hu10000-hu15000)	M	25 kg
36×36×61 cm (Parcel Lockers No. hu001-hu9999) 36×45×61 cm (Parcel Lockers No. hu10000-hu15000)	L	25 kg
60×36×61cm (Parcel Lockers No. hu001-hu9999)	XL	25 kg

PACKAGING



Consignments must be provided with packaging that can withstand external physical impacts affecting the parcel during shipping and handling of the goods (including a drop from up to 80 cm). Acceptance of the parcel does not constitute a guarantee that the packaging is adequate.

Outer and inner packaging

The Consignments shall be packaged in such a manner as to withstand external physical impacts to which the package may be subjected during transportation and handling of the goods (including a fall from a height of up to 80 cm). Acceptance of the package does not constitute a guarantee that the packaging is adequate.

Purpose of packaging

The purpose of packaging the goods/items/products you intend to dispatch is to prevent them from being damaged, harmed or broken during the shipping process. Proper inner protection of the goods ensures that the goods/items/products cannot come into direct contact with the walls of the box or with each other. In addition, the use of void fillers also serves to reinforce cardboard boxes, so it is important to fill the entire parcel. It is advisable to wrap the goods/items/products several times.

PLACEMENT OF THE PRODUCT INSIDE THE PARCEL

Safe placement inside the parcelFilling the empty space



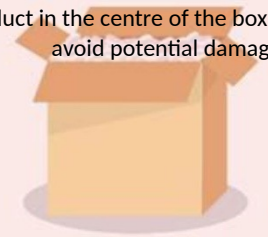
Use void filling material to prevent the goods from moving or sliding inside the parcel, e.g. polystyrene foam, bubble wrap, or even ordinary newspaper is suitable.

The crumple zone



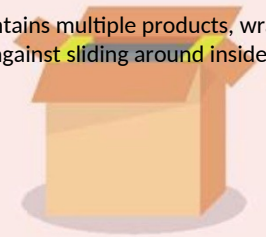
Leave an approx. 3 cm “crumple zone” on all sides so that, in the event of external damage to the parcel, the contents are not damaged.

Place the product in the centre of the box wherever possible to avoid potential damage.



A parcel containing multiple products

If the parcel contains multiple products, wrap them individually to protect them against sliding around inside the box and damage.



Packaging providing adequate protection:

- Good quality
- Waterproof
- Consists of at least a cardboard box that is at least 3-ply
  (it is recommended to use a 4- or preferably 5-ply cardboard box)
- Fitted with edge protectors;
- Has reinforced corners

Packaging material to avoid:

- Damaged or creased material
  (e.g. worn, frayed, unable to fulfil its function); Avoid reusing old boxes, as they may lose some of their rigidity.
- Soaked/wet packaging material
  (during the shipping process, the parcel box is more easily exposed to the risk of damage).

- it cannot open during the handling and sorting process either.

For consignments that are larger and/or count as heavier parcels, they must be secured with stronger, double taping; it is also advisable to use strapping material to make handling easier.

Adhesive tape

Thick, self-adhesive tape – at least 45 mm wide – must be

Outer packaging Usage	Lighter goods <5 kg	Heavier goods >5 kg
3-ply cardboard box The cardboard box must be sealed at the bottom and top with adhesive tape.	✓	
5-ply with adhesive tape.		
Thick double-walled box The cardboard box must be sealed at the bottom and top with adhesive tape.	✓	
Pouches Recommended for the packaging of small components.	✓	
Cardboard Sheets of paper		

Parcel sending experien

Environmental awareness

's a day

cardboard boxes, the use of strapping tape is also recommended for easier handling.

Packaging providing adequate protection:

Boxes and paper pouches must be sealed with adhesive tape in order to ensure that:

- no one can access the contents of the consignment;

Seal the parcel properlyPay attention to vulnerable areas



Parcel label





MaterialUsage

Light

e

Products must be placed in the box so that they are not damaged if the box is creased by 1–2 cm.

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Air-filled packaging

Covering, wrapping, separating or intermediate layer, moisture protection

Air-filled packaging, wrapping, separating or intermediate layer, moisture protection

Air-filled packaging, dividers, filling bottles and canisters

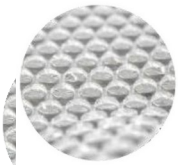
Air-filled packaging, filling gaps with newspapers

Air-filled packaging

GOODS PROTECTION BY INNER PACKAGING

Why it is important

For inner packaging / goods protection, the use of any cushioning and void fill material is permitted as long as it prevents the goods from moving inside the box, i.e. provides adequate protection to ensure the goods remain stable inside the box. Please do not leave empty space in the parcel!











It is advisable to use void filling material that is suitable for the parameters of the goods / item / product (key characteristics, nature, shape, form, weight). Please pack sensitive and fragile items with special care. The use of edge protectors is also recommended. Void filling chips alone are not sufficient, because during the shaking and vibration that occurs during shipping, the filling material becomes compacted and will not protect the goods from damage! When selecting void filling material, always make sure it is sufficient for the weight of the consignment, as some materials may sink or deflate due to the weight of the contents.

Parcel sending experience

24 hours a day

Parcel sending experience

24 hours a day

Environmental awareness

Parcel label

The parcel label must be affixed to the largest surface of the box in such a way that it does not fall off the parcel during shipping / sorting, nothing covers it (not even partially, e.g. strapping), and it is placed on the outer surface of the packaging (there must be no film or nylon over it either). You can find our guidance on correct labelling **here**.

Legible, correct barcode

We would like to draw our Customers' attention to the fact that the Service Provider shall not be liable for damage occurring to the Consignment between its acceptance and delivery if the damage was caused by the following:

- the unsuitability of the parcel label or other handling marks for accurate identification, or the misleading nature of additional markings,
- marking the Consignment with multiple identifier labels,
- incomplete, inaccurate or misleading information provided by the customer regarding the contents, value or nature of the Consignment.

Warning markings

The use of warning markings is only a sign to take care, but it does not protect the contents of the parcel. We draw the sender's attention to the fact that, by accepting the GTC, they acknowledge that we cannot take into account inscriptions placed on the outer packaging of the consignment (e.g. "Top / Bottom", "Fragile"); therefore, liability for any damage caused cannot be transferred to the service provider on this basis – unless the sender ordered the "Fragile" handling additional service for the Consignment *Fragile* handling.

Parcel sending experience 24

Packaging of electronic and IT equipment

- Items with a battery / accumulator may only be placed in the parcel in such a way that accidental activation is prevented.
- It is very important that, en route, devices fitted with a battery / accumulator must be inactive.
- If a battery is being shipped, all terminals must be protected in order to avoid short circuits.
- These terminals must be packed so that they are covered with insulating material, or the batteries must be placed separately in individual plastic bags.
- Metal parts must be kept separate from each other to prevent short circuits and avoid the associated risk.
- For this type of device, the original manufacturer's packaging is accepted, provided it meets the packaging requirements, i.e. it is packed in a multi-layer cardboard box and the inner packaging fills the entire interior space, ensuring that the device cannot move inside the box.

PACKAGING INSTRUCTIONS

Proper packaging of consignments

- **Different-sized boxes:** please dispatch boxes of different sizes separately. Do not tape or strap them together, as the combined parcel unit may fall apart.
- **Same-sized boxes:** two boxes of the same size, tightly wrapped in film, can be shipped safely; therefore, if necessary, create a single unit from 2 boxes of the same size, observing the weight and size limits. Avoid strapping, as it can easily come loose during shipping and the unit may fall apart. Ensure proper securing.
- **Liquids (may only be dispatched as a FOXPOST Consignment):** make sure that the liquids are in leak-proof containers and are protected by strong internal cushioning (e.g. polystyrene). Seal in a plastic bag before placing it in a sturdy double-walled box. During shipping, the box may also be turned on its side, so always check the cap.
- **Retail or gift packaging:** on its own is not suitable for industrial parcel handling and shipping, as roller conveyors may leave marks on it or the outer carton may get dirty. Please place the original box in a good-quality, rigid cardboard box that fits its size.
- **Bagged goods:** bag packaging is not rigid, so it may get stuck. Please pack it in a cardboard box, or use sturdy cardboard sheets and shrink wrap to create solid, rectangular packaging.
- **Elongated products:** for paper rolls, documents and elongated products, please use a rectangular box, as cylindrical boxes can easily get stuck.
- **Unpackaged goods:** Unpackaged goods are prone to damage, pose an accident hazard, endanger the safety of workers and other goods, and cannot be sorted on roller conveyors either. Please pack every product in a cardboard box so that it can be transported and the goods are protected inside the box as well.

Annex 4 – CURRENCY EXCHANGE RULES

Introductory provisions

1.1. If the place of dispatch is in a different country from the place of delivery, then when registering the Consignment in the Consignment Information System, the sender is entitled to choose whether they request the cash on delivery amount in the currency of the sender's country or the recipient's country.

1.2. The sender can choose between settlement "Without conversion" or "With conversion". Both options can be set after logging into the Information System, under the My account menu.

Settlement without conversion

2.1. When registering the Consignment in the Consignment Information System, the sender must specify the cash on delivery amount in the currency of the country of the place of delivery.

2.2. The collected cash on delivery amount will be paid to the sender in the currency of the country of the place of delivery.

2.3. This option is only available to the sender if they have a bank account in the country of the Delivery Address, held in the local currency (i.e. a foreign-currency account held with any bank in the country of the place of dispatch cannot be accepted).

2.4. In "Without conversion" mode, cash on delivery amounts collected in EUR can be transferred to an EUR account held in the Czech Republic.

Settlement with conversion

3.1. The sender is entitled to specify the cash on delivery amount in the currency of the country of the place of dispatch or in the currency of the

country of the place of delivery.

3.2. After registering the Consignment in the Consignment Information System, the sender will immediately receive a notification of the cash on delivery amount to be paid into their bank account.

3.3. The conversion is carried out at the exchange rate valid on the day preceding the registration in the Consignment Information System. The exchange rate is determined in accordance with point 4.

3.4. The sender must inform the recipient which party bears the costs of the conversion.

The exchange rate and its determination

The abbreviations used have the following meanings:

- "**ČSOB**" means Československá obchodní banka, a.s., Company ID number: 00001350, registered seat: Prague 5, Radlická 333/150, postcode: 15057, registered with the Municipal Court in Prague under file number BXXXVI 46, a business company established and existing under the laws of the Czech Republic;
- **"Exchange rate":** the exchange rate published by the relevant bank on the calendar day preceding the registration in the Consignment Information System;
- "**ECB**" means the European Central Bank, http://www.ecb.europa.eu
- "**MNB**" means the Hungarian National Bank, http://www.mnb.hu/
- "**BNR**" means the National Bank of Romania, http://www.bnro.ro
- "**NBP**" means the Polish National Bank, http://www.nbp.pl/

Conversion of foreign currencies into CZK

4.1.1. For conversion from the EUR, RON, PLN and HUF currencies into CZK, the current ČSOB foreign exchange buying rate reduced by 2 percentage points shall apply.

Conversion of foreign currencies into EUR

4.1.2. For conversion from CZK into EUR, the current ČSOB foreign exchange selling rate reduced by 2 percentage points shall apply.

4.1.3. For conversion from other currencies into EUR, the current ECB exchange rate reduced by 5 percentage points shall apply.

Conversion of foreign currencies into HUF

4.1.4. For conversion from other currencies into HUF, the current MNB exchange rate reduced by 5 percentage points shall apply.

Conversion of foreign currencies into RON

4.1.5. For conversion from other currencies into RON, the current BNR exchange rate reduced by 5 percentage points shall apply.

Conversion of foreign currencies into PLN

4.1.6. For conversion from other currencies into PLN, the current NBP exchange rate reduced by 5 percentage points shall apply.

Final provisions

The sender shall bear the bank charges for cross-border transactions.

The Service Provider is entitled to unilaterally amend the determination of the exchange rate at any time. By registering the parcel in the Consignment Information System, the sender accepts the new exchange rate.

Annex 5 – FORMS AND PARCEL LABELS APPLIED

For FOXPOST consignments:

a. For dispatching to a Parcel Locker



b. Parcel label used for delivery to a pickup point/address



For PACKETA consignments:



Annex 6 – VOUCHER RULES

The Service Provider may from time to time announce various special offers in the form of vouchers. A voucher is a physical voucher (in paper form or in the form of a storable .pdf image or file) or an electronic voucher code that provides a fee discount or an additional service, conditional upon purchasing the service.

The details of a given special offer and the terms and conditions for participation in the special offer (rate of discount, duration of the special offer, voucher validity, usability, etc.) will be announced at the same time as the special offer is published. Special offers may be published on various platforms, and the use of certain discounts may require registration and/or use of the Application.

Some vouchers can be used without restriction (during the validity period), whereas for other vouchers it may be that they only allow a discount to be used once.

The following rules apply to all vouchers:

a) the voucher may be used during the term of the special offer when ordering the service displayed in the given special offer, and redemption must be indicated during the order process
b) the voucher cannot be exchanged for cash and no cash change is given
c) one voucher may be used per order; it may only be combined with another discount if this is expressly stated in the special offer description
d) the voucher may be used during the announced validity period; once the validity period or the term of the special offer has expired, no discount or refund may be claimed in any form
e) a voucher not used when finalising the order cannot be redeemed retrospectively
f) in the event of an irregularity or other excluding reason, voucher redemption may be refused

Unless otherwise specified in the special offer details, it is prohibited to duplicate, reproduce, copy or forge a physical voucher; a voucher issued in the form of an electronic voucher code may be freely transferred to a third party and used an unlimited number of times.

Vouchers are defined and published in all cases in accordance with applicable laws; however, the Service Provider excludes all liability in relation to acceptance of the voucher, the service that can be used with the voucher, and unauthorised use of the voucher, and is furthermore entitled, in justified cases, to unilaterally amend the details, terms and conditions and validity of any announced special offer, while informing Customers at the same time.

Unless otherwise specified in the special offer details, the voucher may only be used for orders placed via an online platform and for orders placed in the Application.

The voucher is used during the order process, before the order is finalised, by entering the voucher code in the appropriate field on the ordering platform. Specifically, after compiling the order, but before the payment platform, a full description of the order and the total amount payable are displayed, and next to/below it is the option to enter the voucher code; this is where the customer can enter the voucher code in order to redeem it. If the customer finalises their order without entering the voucher code, the voucher cannot be redeemed retrospectively.

If the voucher has already been used or is invalid/expired, the “expired/invalid voucher” notice will be displayed to the customer on the ordering platform.

Customers using a voucher are generally expected to be familiar with, and to follow, the usual processes when making purchases online/in the Application.

The Service Provider excludes its liability for errors occurring in the distribution of electronic/online messages, and also excludes its liability for any claims for damages or indemnification during the special offer, and for any costs, damages or losses arising from or related to any errors, shortcomings or malfunctioning of the special offer. The Service Provider does not issue any voucher entitling the customer to a discount of more than 50%; therefore, if information to the contrary is shown, this is clearly the result of a typographical error or technical fault, in which case the Service Provider will offer the customer the actual discounted price.

Annex 7 – CONTACT DETAILS OF THE CONCILIATION BOARDS

More information about the Conciliation Boards is available here: https://www.bekeltetes.hu

Contact details of the individual territorially competent Conciliation Boards:

Budapest Conciliation Board
Registered seat: Budapest
Jurisdictional area: Budapest
Contact details:
Address: H-1016 Budapest, Krisztina krt. 99. I. em. 111.
Mailing address: H-1253 Budapest, Pf.:10.
Telephone number: +36-1-488-2131
Email: bekelteto.testulet@bkik.hu
Website: bekeltet.bkik.hu

Baranya County Conciliation Board
Registered seat: Pécs
Jurisdictional area: Baranya County, Somogy County, Tolna County
Contact details:
Address: H-7625 Pécs, Majorossy I. u. 36.
Telephone number: +36-72-507-154
Email: info@baranyabekeltetes.hu
Website: baranyabekeltetes.hu

Borsod-Abaúj-Zemplén County Conciliation Board
Registered seat: Miskolc
Jurisdictional area: Borsod-Abaúj-Zemplén County, Heves County, Nógrád County
Contact details:
Address: H-3525 Miskolc, Szentpáli u. 1.
Telephone number: +36-46-501-090 (cases initiated from 01/01/2024)
+46/501-871 (cases ongoing on 01/01/2024)
Email: bekeltetes@bokik.hu
Website: bekeltetes.borsodmegye.hu

Csongrád-Csanád County Conciliation Board
Registered seat: Szeged
Jurisdictional area: Békés County, Bács-Kiskun County, Csongrád-Csanád County
Contact details:
Address: H-6721 Szeged, Párizsi krt. 8-12.
Telephone number: +36-62-554-250/118
Email: bekelteto.testulet@cskik.hu
Website: bekeltetes-csongrad.hu

Fejér County Conciliation Board
Registered seat: Székesfehérvár
Jurisdictional area: Fejér County, Komárom-Esztergom County, Veszprém County
Contact details:
Address: H-8000 Székesfehérvár, Hosszúsétatér 4-6.
Telephone number: +36-22-510-310
Email: bekeltetes@fmkik.hu
Website: www.bekeltetesfejer.hu

Győr-Moson-Sopron County Conciliation Board
Registered seat: Győr
Jurisdictional area: Győr-Moson-Sopron County, Vas County, Zala County
Contact details:
Address: H-9021 Győr, Szent István út 10/a.
Telephone number: +36-96-520-217
Email: bekeltetotestulet@gymsmkik.hu
Website: bekeltetesgyor.hu

Hajdú-Bihar County Conciliation Board
Registered seat: Debrecen
Jurisdictional area: Jász-Nagykun-Szolnok County, Hajdú-Bihar County, Szabolcs-Szatmár-Bereg County
Contact details:
Address: H-4025 Debrecen, Vörösmarty u. 13-15.
Telephone number: +36-52-500-710
Email: bekelteto@hbkik.hu
Website: hbmbekeltetes.hu

Pest County Conciliation Board
Registered seat: Budapest
Jurisdictional area: Pest County
Contact details:
Address: H-1055 Budapest, Balassi Bálint u. 25. IV/2.
Telephone number: +36-1-792-7881
Email: pmbekelteto@pmkik.hu
Website: panaszrendezes.hu

8. Annex No. - CONSIGNMENT TRACKING PROCESS

We have an appropriately designed internal process in place for cases where a consignment is suspected to be lost:

- if, in relation to a consignment, no handling takes place for 2 consecutive working days, an internal check is carried out to determine the current status of the consignment and to continue the delivery process
- in addition, the recipient or the sender may also notify us if the status or location of the consignment in the tracking system does not change for an extended period. If you notice that the consignment does not move in the tracking system for several business days, please contact us via the contact form available on the packeta.hu website under the Customer Service menu, through the contact form by selecting the Track a parcel function, or via the Contact form available under the Customer Service menu on the foxpost.hu website.
- In the event of such a notification, Customer Service immediately opens a so-called ticket (task to be performed) in the registry system in order to search for the consignment.
- The practical conduct of the search is carried out as follows: based on the data of the last consignment handling, the presumed location of the consignment is localised (in a depot, with a courier, at a pickup point, etc.), and, on this basis, the search is conducted at the given location by means of a manual check.
- If the search set out in the previous point is unsuccessful, a check is carried out among consignments without a label (during transport it may happen that a label is damaged or falls off; in such cases the consignment is placed among consignments without a label, which are stored in the central warehouse). To search among these consignments, the sender's/recipient's provision of data on the contents of the consignment is required, therefore we will contact the sender/recipient for this purpose – providing the contents is not mandatory, but it greatly assists the search; in the absence of data provision regarding the contents, searching among consignments without a label is not possible.
- If this check is also unsuccessful, and there is no further information regarding the possible location of the consignment, the consignment is declared lost, and the affected party is informed about the possibility and conditions of compensation. If further information is required to determine compensation, we indicate this separately.