

Terms and Conditions of the service Between Us

(sending packages via the Packeta mobile app)

Valid from 1st April 2023

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1. General Provisions

- 1.1. Commercial entity Packeta Slovakia s. r. o., seat: Kopčianska 3338/82A, 851 01 Bratislava, the Slovak Republic, ID 48 136 999, registered in the Commercial Register of District Court Bratislava I, section Sro, insert no.: 105158/B (hereinafter referred to as “Packeta”) provides its services regarding a specific package or specific packages based on a Consignment agreement, pursuant to § 26 of Act no. 324/2011 Coll. law on postal services, as amended (hereinafter referred to as “Agreement”) and these terms and conditions, which constitute an indelible part thereof.
- 1.2. These terms and conditions of service (hereinafter referred to as “Terms”) regulate the legal relations between the sender of the package (hereinafter referred to as “Consignor”) and the recipient (hereinafter referred to as “Consignee”) for the purpose of shipping a package (hereinafter referred to as “Package”). The Agreement regarding a specific Package or Packages, of which these Terms are an indelible part of, is entered into at the moment of the specific Package or Packages being sent via the mobile app Packeta, whereas by sending a specific Package or Packages, the Consignor agrees to these Terms. These Terms also regulate the legal relations between Packeta and third parties, if these legal relations between Packeta and the Consignor concern them (e.g., the Consignee).
- 1.3. Packeta agrees, pursuant to the Agreement and according to these Terms, to provide the Consignor with transport of goods from the place where the Consignor submitted the package (hereinafter referred to as “Place of Dispatch”) to an agreed-upon location as specified in the address, to which the Package should be delivered (hereinafter referred to as “Place of Delivery”). The Consignor may select the country of the Place of Dispatch and Place of Deliver outside of Slovak Republic, based on the offer listed in the Packeta mobile app. The Place of Delivery and Place of Dispatch, in accordance with these Terms, may be:
 - a) Z-POINT or Z-BOX address,
 - b) Address of Consignee,
- 1.4. The Consignor agrees to, in accordance with the Agreement, remunerate Packeta for these services as per the valid Between us Price list, which is made available directly in the Packeta mobile app or published on the Packeta website www.packeta.sk in the Customer section (hereinafter referred to as “Between Us Price list”).
- 1.5. The Consignor understands that the provision of services by Packeta is, under these Terms, conditioned upon the use of the Packeta mobile app (hereinafter referred to as “Packeta App”). Packeta App logs primarily the contractual relation with individual Consignors, electronic data about Consignors and Packages, which are relevant to the delivery, and records the location and status of Packages. The Consignor and Consignee are permitted

to enter the Packeta App. Further terms regarding the usage of the Packeta App are laid out in art. 3 of these Terms.

- 1.6. The Consignor agrees to, as part of the registration process in the Packeta App, enter his/her e-mail address, phone number, name and surname, bank account number (if utilizing the supplementary service C.O.D., for the purpose of transferring the C.O.D. amount). By completing the additional installation steps in the Packeta App, the Consignor agrees to these Terms and declares that he/she has made himself/herself familiar with their content, consents to them and agrees to be bound by them. The Consignor is obliged to enter electronic data regarding the Package into the Packeta App for the purpose of Package shipping.
- 1.7. The Consignor may only use the services offered by the Packeta App at the time of submission of the Package. The Terms also regulates services, which may not currently be available.
- 1.8. Packages received and distributed via Packeta are always marked solely with the Packeta logo.

2. Definitions

- 2.1. **“Consignor”** is a natural person or commercial entity not acting within its business subject area, who on its own, or through another party, submitted the Package to Packeta for postal transport, whose name is usually clearly defined on the Package and is the owner of the Package until the moment of the Package being handed over to the Consignee.
- 2.2. **“Consignee”** is a natural person or commercial entity labelled as such by the Consignor, for whom the Package is designated. The name and surname or business name of the Consignee are usually listed on the Package.
- 2.3. **“Submitter”** is a person, who hands over the Package to Packeta on behalf of the Consignor for the purpose of its delivery to the Consignee.
- 2.4. **“Z-POINT”** is a handover and submission place, where Packeta facilitates the handover of the Package to the Consignee and collection of the Package from the Consignor via contractual partners, available during opening hours of the contractual partner (information regarding opening hours available at www.packeta.sk).
- 2.5. **“Z-BOX”** is a self-service automated handover and submission place of Packeta, usually available 24/7.
- 2.6. **“SK Depot”** is a Packeta facility, where Packeta receives and/or processes Packages designated for a Place of Delivery. The list of Packeta facilities, where the Consignor may submit Packages is available at www.packeta.sk
- 2.7. **“Delivery Period”** is counted as the number of days starting from submitting the Package at the Place of Dispatch to the delivery of the Package at the Place of Delivery, or to

delivering a notice of package arrival, or its storage (as per the respective terms of the carrier). Delivery Period is displayed as, for example, “D+1”, where “D” is the day of submitting the Package and the number represents the amount of business days. If the Package is submitted at a Place of Dispatch, submission is counted from the exact time of retrieval of the package by a Packeta courier at the Place of Dispatch, who then ensures its handover for further processing and shipping. The information regarding the specific time of Package retrieval by a Packeta courier will be provided by the operator/staff of the specific Place of Dispatch.

- 2.8. **“C.O.D.”** is a supplementary service, where Packeta will, as per Consignor’s instructions, collect the C.O.D. amount prior to handing over the Package to the Consignee.
- 2.9. **“C.O.D. Amount”** is a monetary sum collected from the Consignee prior to handing over the Package with the C.O.D. supplementary service. The C.O.D. Amount is to be paid in cash or via credit/debit card, or online via payment gateway.
- 2.10. **“Insurance”** is a supplementary service, where Package is insured against the loss, theft or damage, to the amount specified during submission. The specified amount can be no higher than the real value of the Package content. Maximum Insurance amount is specified in the Between Us Price List.
- 2.11. **“Age-verification 18+”** is a supplementary service, which the Consignor can utilize if the contents of the Package may only be delivered to a person (Consignee or representative thereof), who has attained the age of majority and is considered a legal adult. During the pickup of Packages utilizing the age-verification 18+ service, the identity of the Consignee or designated person shall be verified via a valid ID card or other means of identification. The age-verification 18+ service may only be utilized in countries, which are listed in Packeta App and with Packages delivered to a Z-POINT. By selecting the age-verification 18+ service, the Consignor (as a controller of Consignee’s personal data) empowers Packeta (as a processor of Consignee’s personal data) to have the staff of the Z-POINT record, into informational system of Packeta (into which the Z-POINT staff logs in using login data), the name, surname and the last 4 digits of the presented ID card of the Consignee or person designated by the Consignee to pick up the Package.. The Consignor is obliged to utilize the age-verification 18+ service, if the contents of the Package consist of goods or products which, according to the valid legislative in the country of the Place of Delivery, are only to be sold to legal adults (including, but not limited to, alcoholic beverages). The Consignor will do so by selecting the age-verification 18+ service in Packeta App.
- 2.12. **“Services Rendered by Packeta”** include all acts and services pertaining to delivering the Package, mainly facilitating the Package collection at the Place of Dispatch and its delivery to the Place of Delivery, informing the Consignee of storing the Package, handing over the

Package to the Consignee, and facilitating the collection of the C.O.D. Amount in accordance with the order and instructions of the Consignor.

- 2.13. **“Return”** is a Package returned back to the Consignor due to an unsuccessful or impossible delivery to the Consignee’s address or due to the Consignee failing to pick it up at a Z-POINT/Z-BOX, or the Consignee has refused it.
- 2.14. **“General Terms and Conditions of Packeta”** are the general terms and conditions, which have been published by Packeta and which regulate the commercial or legal relations between Packeta and the Consignor, who is a commercial entity or a natural person – an entrepreneur, acting within his/her business subject.

3. Terms and Conditions of Using the Packeta App

- 3.1. The Packeta App, under the intellectual property act, constitutes intellectual property and any economic rights thereto belong to Zásilkovna s.r.o., with registered seat at Českomoravská 2408/1a, Libeň, 190 00 Prague 9, ID 28408306, registered in the Commercial Register of District Court Prague, entity no.: C 139387 (hereinafter referred to as “Zásilkovna”). Packeta is, under a separate agreement entered into with Zásilkovna, authorized to operate the Packeta App in Slovakia, wherein these terms and conditions thus regulate the legal relations between Packeta and the user of the Packeta App.
- 3.2. The Packeta App is designed for devices with operational systems Android 5 and higher, or iOS 11 and higher, and is available from the AppStore or Google Play, and/or through other means selected by Zásilkovna.
- 3.3. The Packeta App is a software tool – mobile application of Packeta, which allows:
 - a) Sending a Package without having to print a shipping label based on a generated code,
 - b) Quickly and conveniently informs the Consignor and Consignee about the status of the Package,
 - c) Looking up information regarding Z-POINTS and Z-BOXes based on location of the Consignee or Consignor and additional options,
 - d) Payment of the C.O.D. amount for the respective Package directly via a payment gate in the Packeta App,
 - e) Opening Z-BOXes in order to submit or retrieve a Package,
 - f) Prolongation of the Package pickup period,
 - g) Generation of a password for Package pickup,
 - h) Logging of the Package archive,
 - i) Passing on information via notifications.

Under these Terms, the aforementioned functions are also known under the common term “Functionality”, the user of which may be both the Consignor and the Consignee (hereinafter referred to as “User”).

- 3.4. The Consignor, following their consent to the Terms, gains a licence to use the Packeta App (hereinafter referred to as “Licence”), as regulated by the terms and conditions laid out in art. 3.5 of these Terms.
- 3.5. The User of the Packeta App agrees to be bound by the following rights and obligations:
- a) Zásilkovna grants the User a non-exclusive licence to use the Packeta App in the scope and under the terms laid out in the user interface of the Packeta App,
 - b) Zásilkovna has the right to refuse access to the user account of the User after the licence period expires,
 - c) The User does not have the right to create more than one account,
 - d) The User does not have the right to grant access to the Packeta App, via a sub-licensing to a third party,
 - e) Zásilkovna may alter the Packeta App at any time in full (or its part) and may revoke the User’s Licence in case of violations of the terms and conditions or the valid legislative,
 - f) The use of Packeta App may be concluded by the User at any time via a simple uninstall from the device, onto which the application was downloaded. The User may not claim any reimbursement from Zásilkovna in connection with the usage and/or uninstalling of the Packeta App,
 - g) The User has the right to use the Packeta App under these Terms, in its current version available in the AppStore or via Google Play. The user agrees not to interfere with, nor hinder, software updates,
 - h) The User agrees to use the Packeta App in such a way, as to not cause any damages to anyone,
- 3.6. Zásilkovna has the right to amend or alter the terms of using the Packeta App at any time, especially due to changes in the valid legislative, technological changes impacting the functions of the Packeta App or the data processing of Users, also in order to expand or alter the Packeta App or to implement new services.
- 3.7. Zásilkovna has the right to display advertisement text and banners within the Packeta App to the Users. It does not process any personal data of Users in connection with advertisement text and banners, nor does it track any User activity in connection thereto, including profiling. The display of advertisement text and banners is not based on, nor influenced by, preferences or the individual User activity within the Packeta App.

4. Package Parameters

- 4.1. The Package must comply with the following conditions:

Package Parameters	Packages to Pickup locations (Z-POINTS)		Packages delivered to Z-BOXes	Packages to an address	
	Standard	Oversized		Standard	Oversized
Max. Package weight	5 kg	10 kg	5 kg	5 kg	10 kg
Min. Package dimensions	10 x 7 x 1 cm	10 x 7 x 1 cm	10 x 7 x 1 cm	10 x 7 x 1 cm	10 x 7 x 1 cm
Max. length of the longest side	50 cm	120 cm	Based on the locker size: S (45 x 8 x 61 cm) M (45 x 17 x 61 cm) L (45 x 36 x 61 cm)	50 cm	120 cm
Max. sum of all 3 sides	120 cm	150 cm		120 cm	150 cm
Max. C.O.D. amount	200 EUR 5 000 CZK / 70 000 HUF / 1 000 RON	200 EUR 5 000 CZK / 70 000 HUF / 1 000 RON	200 EUR 5 000 CZK / 70 000 HUF / 1 000 RON	200 EUR 5 000 CZK / 70 000 HUF / 1 000 RON	200 EUR 5 000 CZK / 70 000 HUF / 1 000 RON

The Consignor is responsible for the Package adhering to all parameters in accordance with this point of the Terms. The final decision of whether or not the Package adheres to the parameters specified in this point of the Terms is solely reserved for Packeta after weighing/measuring the Package by Packeta at the SK Depot. If Packeta finds out after weighing and measuring the Package, that the Package exceeds the parameters specified in this point of the Terms, Packeta shall document this via photographs and note the real parameters of the Package within the Information System. By logging these real parameters of the Package (which exceed parameters specified in this point of the Terms) in the Information System, the Package shall constitute a Return. Packeta shall return the Package exceeding parameters specified in this point of the Terms to a Z-POINT, which was the Place of Dispatch. In case the Place of Dispatch was a Z-BOX, Packeta shall return the Package to the Z-POINT which is the nearest to this Z-BOX and is available at the time of the return. The Consignor is notified of the Package being returned due to exceeding the parameters specified within this point of the Terms within the Packeta Application (the notification of exceeding Package parameters contains a link with the photographic documentation procured by Packeta). In case the Package is returned in accordance with this point of the Terms, the Consignor shall not be refunded for the remuneration paid for transport and services connected thereto.

- 4.2. The following Packages are excluded from delivery and the Consignor may not submit them to delivery:
- a) Packages containing goods with a value higher than laid out in 4.1 of these Terms. If the value of goods contained within the Package is higher than the value listed in 4.1 of these Terms, the Consignor is aware that Packeta is liable for damages only up to the value laid out in 4.1 of these Terms. The maximum amount of damages is also applicable to an equivalent value of a Package listed in foreign currencies,

- b) Packages containing items liable to cause damage to life and property (mainly explosives, weapons, narcotic and psychotropic substances, flammables with a low ignition point etc.),
- c) Packages containing content regulated by Act No. 67/2010 fol. law on introducing chemicals, chemical substances and chemical compounds onto the market, as amended by other laws (law on chemicals), furthermore precursors, nuclear materials, high-risk chemical and high-risk biological agents and toxins or other similarly dangerous items or substances, poisons and venoms, acids, radioactive substances, gases and liquids in pressurised containers,
- d) Packages containing substances such as lacquers, paints, adhesives and other liquids easily damaged during transport, or which can damage or devalue other Packages, potentially even premises, property and equipment of Packeta,
- e) Packages containing live animals, human or animal remains, biological waste, body parts or organs, medical material (blood samples and derivatives), medical waste,
- f) Packages containing items or substances vulnerable to changes in temperature, or quickly perishable goods such as groceries, live plants or items and substances bearing such properties,
- g) Packages containing perishable, easily damaged or fragile goods, or goods containing liquids, furthermore goods needing to be specially protected or handled,
- h) Packages containing items and substances requiring special conditions during storage or transport due to their nature pursuant to the relevant regulations or specific circumstances,
- i) Packages, the nature, contents, appearance, properties, means of delivery or possession of which is in violation of the laws of the Slovak Republic, thus being illegal or prohibited, mainly in regard to the safety of persons, public order and rights of third parties,
- j) Packages exceeding the maximum parameters specified in these Terms; in case of Packeta agreeing to transport such in writing prior, the Consignor agrees to pay the applicable fees listed in the Between Us Price List applicable to Packages not in accordance with the Terms,
- k) Packages bearing shape other than that of a homogenous cube or block, potentially an envelope. Excluded are also multiple Packages or boxes tied or connected together and presented as a single Package,
- l) Packages containing originals of personal documents (e.g. birth certificate, ID), originals of vehicle documents (e.g. technical ID), originals of documents containing confidential or sensitive information (e.g. medical documentation, accounting papers),

- valuables (cash, scratch tickets, lottery tickets, stocks, duty or fee stamps, precious metals),
- m) Packages containing collectibles or art, the price or acquisition of which cannot be proven reliably,
 - n) Packages submitted without a label and non-system Packages (i.e., Packages submitted without having entered their data into the Information System prior),
 - o) Packages, the content or form of which may endanger health or life, damage the environment or destroy or damage other Packages or means of transport,
 - p) Packages, the visible content or form of which may be offensive or derogatory,
 - q) Packages containing valid and invalid banknotes and coins, duty and postal stamps and other valuables, jewellery, gemstones, precious metals, valuable papers with a labelled nominal value in other than insured Packages,
 - r) Packages containing endangered species specimens and specimens of freely living animals and freely growing plants, if valid related regulations do not stipulate otherwise,
 - s) Packages containing items or goods, the circulation of which is limited or prohibited,
 - t) Packages excluded under the valid legislation and regulations.
- 4.3. Packeta is not obliged to accept a Package, which does not comply with the parameters under 4.1. of these Terms, or a Package excluded from delivery pursuant to these Terms, under 4.2 of these Terms. The Consignor is responsible for the contents of the Package. The Package may be opened and its contents inspected by Packeta only under the circumstances specified in 7.5. of these Terms. The Consignor understands that if Packeta or Z-Point (as a Place of Dispatch) accepts a Package that does not meet the criteria defined within these Terms, any damages to the Package itself, which occur in the time between the Package collection and the Package delivery to the Consignee or its return to the Consignor, are the sole liability of the Consignor.
- 4.4. Packeta is authorized to demand the payment of a contractual fine from the Consignor for every Package he/she submits for transport, and which is not compliant with these Terms, or is excluded from transport as per these Terms. The amount owed in this way is specified in the Between Us Price List.
- 4.5. Packeta is authorized to terminate the contract with the Consignor in case the Consignor submits Packages, which:
- a) Do not comply with the parameters specified in these Terms, and/or
 - b) Are excluded from transport under these Terms.
- 4.6. If the Consignor submits a Package not compliant with parameters defined in art. 4.1. of or excluded under art. 4.2. of these Terms to Packeta, Packeta has the right to withdraw from the Agreement. In such an instance, the remuneration for the transport and relevant

services shall not be returned to the Consignor. If the Consignor submits a Package not compliant with, or excluded under, these Terms to Packeta, Packeta shall bear no responsibility for any damage incurred in connection with the Package. The Consignor is obliged to cover any and all expenses incurred in connection with the Package to Packeta (mainly storage expenses until it is picked up by the Consignor).

- 4.7. The content and form of the Package are the exclusive responsibility of the Consignor. The Consignor shall pack the Package into a firm and appropriate packaging and pad the inside of the Package in such a way as to prevent damage to its content during transport, storage and handling. Packaging material (boxes, envelopes etc.) shall be sealed by the Consignor to prevent opening (e.g., using adhesive tape). Further information regarding appropriate packaging of the Packages is available in “The Ten Commandments of Safe Package Transport”, available at www.packeta.sk.

5. Package Submission

- 5.1. The Consignor may submit the Package for delivery in a Place of Dispatch, which could be either Z-POINT or Z-BOX. The Consignor will enter the electronic Package data into the Packeta App and pay the remuneration to Packeta under art. 10 of these Terms. The Packeta App shall automatically generate a 6-digit code, which consists of numbers and characters (hereinafter referred to as “Code”) and will serve to create the transportation label. The Consignor is obliged to place the generated Code in a visible and legible manner on the Package packaging.
- 5.2. The Consignor is obliged to enter correct, comprehensive and clear data in the Packeta App, identifying mainly:
- a) The Consignor of the Package,
 - b) The Consignee of the Package (name and surname of the Consignee or business name of the Consignee; if the Consignee is within a company, it is possible to list the company name along with the name and surname), including a phone number and e-mail address,
 - c) Insurance amount, i.e. the value of the Package (if the insurance amount is not set, the amount listed in the basic price of the Package according to the valid Price List of the Between Us service is used),
 - d) C.O.D. Amount and bank account number of the Consignor, onto which the collected C.O.D. Amount is to be transferred in case the Package utilizes the C.O.D. service,
 - e) Place of Submission (Z-POINT or Z-BOX),
 - f) Place of delivery of the Package (address of the destination Z-POINT, Z-BOX or address of the Consignee). Under address of the Consignee is understood a home address, residency address, place of business or other Consignee’s delivery address,

which is specified with a street name (if street names are available within a town or municipality; if the municipality or town does not have street names designated, it is necessary to add the name of the town or city district or part of town; it is not allowed to add the company name, shopping centre, medical facility, etc. into the street name), street number of the building, name and valid ZIP code of the town or municipality (a template for correctly filled out address is available at www.packeta.sk); when delivering a Package onto the address of a Consignee within Slovakia, the Information System shall automatically verify whether the address of the Consignee is valid, based on map data available (which are contained within the Information System), i.e. whether the Consignee's address really exists; the results of the automatic verification of the Consignee's address are decisive when it comes to determining the validity of the Consignee's address and subsequent delivery of the Package to the Consignee. It is not possible to deliver Packages to P. O. Boxes (postal lockers).

- g) Any additional requested services as per the offer listed in Packeta App (e. g. age-verification 18+ service). The Consignor requests any of these additional services by selecting them in the Packeta App.
- 5.3. When delivering a Package to the Consignee's address within Slovakia, the Packeta Application, after the electronic submission of the Package, shall transfer the Package Data to the Packeta Information System, which shall automatically verify the correctness of the Consignee's address. This means that the system shall verify, whether the address listed by the Consignor as the Place of Delivery for the Package actually exists. When verifying the Consignee's address, the Information System may determine that the Consignee's address does not exist, i.e. is not contained in Packeta's mapping data. When this happens, the Information System shall automatically send a notification of the incorrect Consignee's address to the Consignee's email (provided by the Consignor pursuant to clause 5.2 b) of these Terms), along with instructions for correcting the Consignee's address by the Consignor. Within this notification, Packeta shall also warn the Consignee that in case the Consignee's address is not corrected, the Package cannot be delivered to the Consignee. Packeta shall not be held liable for any loss or damage suffered by the Consignor (nor the Consignee) as a result of the failure to deliver the Package due to the incorrect address of the Consignee.
- 5.4. For Package submission at Z-POINTS, the following apply:
- 5.4.1 The Consignor shall submit the Package packed in accordance with the terms defined in art. 4.7 at any Z-POINT labelled as "Place of Submission" (information regarding currently available Places of Submission is available in the Packeta App) and shall provide the Code upon submission. The Z-POINT staff shall take the Package and shall label it with a transport label printed via the input Code. The handover of

the Package to Packeta is confirmed via notification in the Packeta App and through handover confirmation delivered to the Consignor via e-mail. If the handover of the Package to Packeta is not confirmed via notification in the Packeta App in accordance with the previous sentence of these Terms, it is not possible to thereafter file a claim regarding the submission of the Package at the Z-POINT. Packeta is liable for damage to the Package only after accepting the Package at the Z-POINT under this article. (i.e. the staff of the Z-POINT accepting the Package at the Z-POINT and receiving the confirmation of the staff accepting the Package through the Packeta App).

5.4.2 If the Place of Delivery of the Package is an address of the Consignee within Slovakia, Packeta shall perform an additional verification of the correctness of the Consignee's address input by the Consignor. The additional verification of the Consignee's address shall be performed automatically, via the Information System after submitting the barcode on the Package by the SK Depot staff. If the Information System determines after an additional verification that the Consignee's address is incorrect, i.e. it is not within the mapping data of Packeta, the Information System shall automatically send an email to the Consignee (to the email address listed by the Consignor under point 5.2. b) of these Terms) a second notification of an incorrect Consignee's address input by the Consignor, in addition to the instructions for its correction. The Consignee has the option to perform such correction of their address within the period specified in the notification to the Consignee. If the Consignee does not perform such correction of the Consignee's address within the period specified in the notification, the Package shall become a Return, which Packeta shall then return back to the Consignor; in case the Package is returned under this point of these Terms, the Consignor shall not be refunded the remuneration for providing transport and services connected thereto. Packeta shall not be held liable for any damage caused to the Consignor (nor Consignee) by not delivering the Package as a result of an incorrect address of the Consignee.

5.4.3 The Consignor is responsible for the correctness of the Package transportation label, which the Z-POINT staff performed under 5.4.1 of these Terms; i.e.:

- a) The Consignor is present at the Z-POINT when the Code is input into the Packeta Information System and when the Package is labelled with the transportation label,
- b) After the Package is labelled with the transportation label by the Z-POINT staff, the Consignor shall verify the correctness of the transportation label.

- 5.4.4 If the Consignor submits multiple Packages at the same time, they are obligated to place the transport labels on the Packages themselves, the Z-POINT staff shall only print the transport labels. The Consignor is also obligated to check, whether each Package is marked with the correct transport label. If the Consignor is submitting Packages via third parties, the obligation to check the correctness is transferred to the party submitting the Packages on behalf of the Consignor to the Z-POINT staff.
- 5.5. For Package submission at Z-BOX, the following applies:
- 5.5.1. The Consignor selects a Z-BOX in Packeta App, through which he/she would like to submit his/her Package and creates a locker reservation (hereinafter referred to as "Reservation"). When selecting a locker, the Package dimensions should be taken into consideration. Packeta App will, at any given moment, offer only those Z-BOXes, which are currently available for Package submission,
- 5.5.2. Reservation is valid for a time period of 30 minutes from its initial creation. Once this time period lapses, the Reservation will be automatically cancelled, and it is necessary to create a new Reservation. If submitting multiple Packages, it is necessary to create a separate Reservation for each Package, i.e., it is not possible to place more than one Package into one locker,
- 5.5.3. The Consignor places the Package, packed as per art. 4.7. and labelled by the Code as per art. 5.1. of these Terms (without transportation label), into the Z-BOX. Labelling the Package with the transportation label will be done by Packeta,
- 5.5.4. Using the Packeta App, the Consignor will automatically via Bluetooth connection open the door of his/her selected and reserved locker, into which the Consignor deposits the Package clearly labelled with the Code. Subsequently, the Consignor confirms the deposition of the Package into the Z-BOX within the Packeta App. Detailed guidelines and instructions on how to open a selected locker and how to confirm Package deposition into a Z-BOX, are available directly in Packeta App.
- 5.5.5. The Consignor is responsible for ensuring that the locker door, after the Package has been deposited, is safely and securely closed to prevent access by third parties.
- 5.5.6. If the Place of Delivery of the Package is an address of the Consignee within Slovakia, Packeta shall perform an additional verification of the correctness of the Consignee's address input by the Consignor. The additional verification of the Consignee's address shall be performed automatically, via the Information System after submitting the barcode on the Package by the SK Depot staff. If the Information System determines after an additional verification that the Consignee's address is incorrect, i.e. it is not within the mapping data of Packeta, the Information System shall automatically send an email to the Consignee (to the email address listed by the Consignor under point 5.2. b) of these Terms) a second notification of an incorrect

Consignee's address input by the Consignor, in addition to the instructions for its correction. The Consignee has the option to perform such correction of their address within the period specified in the notification to the Consignee. If the Consignee does not perform such correction of the Consignee's address within the period specified in the notification, the Package shall become a Return, which Packeta shall then return back to the Consignor; in case the Package is returned under this point of these Terms, the Consignor shall not be refunded the remuneration for providing transport and services connected thereto. Packeta shall not be held liable for any damage caused to the Consignor (nor Consignee) by not delivering the Package as a result of an incorrect address of the Consignee.

- 5.6. The Consignor may cancel the transport of the Package prior to its handover at a Z-POINT via a request performed through the Customer Service of Packeta. The order of Package transport is also automatically cancelled under the following circumstances:
 - a) the Package is not handed over at a Z-POINT within five (5) calendar days from the day when the Consignor input the Package data into the Packeta App,
 - b) the Package is not deposited into a selected Z-BOX within 30 minutes from creating the locker Reservation. Reservation is created by entering electronic Package data into Packeta App.
- 5.7. In such a case, the remuneration owed to Packeta paid in accordance with art. 10 of these Terms shall be returned to the Consignor onto the bank account, from which the payment had been made.

6. Package Delivery

- 6.1. The Place of Delivery and reception of a Package by the Consignee can be:
 - a) Z-POINT or Z-BOX address,
 - b) Consignee's address.
- 6.2. For the purposes of Package pickup at a Z-POINT, the following applies:
 - 6.2.1 The Consignee of the Package shall be notified via e-mail, text message or via the Packeta App, of the Package being available at a Z-POINT. A password identifying the Consignee for the purposes of picking up the package at a Z-POINT is also part of this notification. The Consignee shall be assigned and sent a password by Packeta solely for the purpose of picking up the Package and the Consignee is obliged to protect such password against abuse,
 - 6.2.2 The Consignee may pick the Package up within the opening hours of a Z-POINT, typically within 7 calendar days from first having been notified of its storage, otherwise, the Package shall be returned to the Consignor. For the avoidance of doubt, the first calendar day is considered to be the day of the Package being stored

within the Z-POINT. The Consignee may extend this period up to 21 calendar days directly within the Packeta App or via the webpage www.packeta.sk in the “Package Tracking” tab. Packeta may, unilaterally, shorten the Package pickup period at a Z-POINT between the 1st of October and 31st of January, to no shorter than 5 calendar days, during which the Z-POINT is open, the possibility to extend the Package pickup period by the maximum of additional 2 (two) days. Packeta shall publish the information regarding such a shortening of the Package pickup period on its webpage, www.packeta.sk in the “Blog” section.

6.2.3 The Package may be picked up at a Z-POINT by the Consignee or his/her representative after fulfilling the following conditions:

- a) the representative identifies himself by knowing the password or by presenting an ID card (if, for any reason, he/she does not have the password). Presenting a valid ID card is mandatory if the Consignor utilized the age-verification 18+ service (under the condition that the representative of the Consignee has also provided the password),
- b) if the Package is a C.O.D. Package, the representative or Consignee shall also pay the full amount in one of the ways stipulated in these Terms (e.g., cash, online via payment gate, credit/debit card),
- c) upon request, the Consignee shall be issued a Confirmation of picking up the Package by Packeta.

6.2.4 Packeta may, at its own discretion, redirect the Package to an address of a different Z-POINT or Z-BOX, if the Consignor-selected Z-POINT is closed at the time of Package delivery (e.g., due to technical reasons, holidays) or does not have Package vacancies for storing additional Packages at the time of the Package delivery (e.g., during the periods between 1st of October and 31st of January). An alternative Z-POINT/Z-BOX shall be selected by Packeta, as near as possible to the original Z-POINT, in the general area, while taking into account the occupancy of the surrounding Z-POINTS/Z-BOXES. The address of the new Z-POINT/Z-BOX shall be sent to the Consignee via notification sent by e-mail, text message and the Packeta App.

6.3. For the purposes of picking up a Package delivered to a Z-BOX address, the following applies:

6.3.1 The Consignee is informed via e-mail, text message and the Packeta App about the Package being placed in the Z-BOX,

6.3.2 The Package may be picked up from the Z-BOX using:

- a) Packeta App, which will, upon approaching the Z-BOX, pair with the Consignee's phone automatically via Bluetooth, whereas further instructions on opening the specific box are available directly in the Packeta App, or
- b) The password sent via text message (only selected Z-BOXes with a screen, where one may enter the text password to open the locker containing the Package). The password shall be assigned to the Consignee and sent by Packeta only for the purposes of picking up the Package and the Consignee shall protect it against abuse.

6.3.3 The Consignee shall pick up the Package within 2 days from the day of it being placed into the Z-BOX (if the day of the Package being deposited into a Z-BOX is Monday through Thursday) or within 3 days (if the Package is deposited into a Z-BOX on Friday), otherwise the Package shall be returned to the Consignor. For the avoidance of doubt, the first calendar day is considered to be the day of placing the Package into the Z-BOX. The Consignee usually has the option to extend this period directly in the Packeta App by the maximum of 1 (one) day. Packeta may, at its own discretion, shorten the period for Package pickup at Z-BOX (e.g., during the period between 1st October and 31st of January) to no less than 1 (one) day with the possibility of extension by the maximum of 1 (one) additional day.

6.3.4 The C.O.D. Amount may be paid only via payment gate directly in the Packeta App prior to opening the box with the Package (card payment or cash payment directly at the Z-BOX is not possible).

6.3.5 The Consignee or a representative of the Consignee may pick up the Package at the Z-BOX after meeting the conditions laid out in 6.3.2 - 6.3.4 of these Terms.

6.3.6 Packeta reserves the right to unilaterally redirect the Package to an address of a different Z-BOX or Z-POINT, in case the Z-BOX selected by the Consignor is for objective reasons unable to expend the Packages (e.g., due to technical reasons) or if the Z-BOX has no vacancies left for storing of additional Packages (e.g., during the period between 1st of October and 31st of January). The alternative Z-BOX or Z-POINT shall be selected by Packeta and will be as close as possible to the original Z-BOX in the given area, taking into account the availability of surrounding the Z-BOXes and Z-POINTS. The address of the alternative Z-BOX or Z-POINT shall be sent to the Consignee via a notification by e-mail, text message and the Packeta App. The Consignee has the right to divert the Package to an address of a different Z-POINT, in case that it was not possible to deliver the Package to the Z-BOX selected by the Consignor, always as per the information provided via e-mail or in the Packeta App.

- 6.4. For the purposes of picking up the Package delivered onto the address via a Packeta courier or contracted carrier, the terms of the specific carrier chosen for the delivery of the specific Package apply. Mainly, the following applies:
- 6.4.1. Package delivery is announced, as per the terms of the specific carrier, either via phone call or text message or e-mail notification or via the mobile application.
 - 6.4.2. The Package is picked up from a Packeta courier or other contracted carrier.
 - 6.4.3. If the Consignee is unavailable at the address, the Package is returned to the Consignor after the first or repeated unsuccessful delivery attempt. Alternatively, it shall be stored at a pickup place of the carrier, with respect to the specific carrier terms.
 - 6.4.4. The Package may be picked up from the Packeta courier or contracted carrier by the Consignee or his/her representative after successfully fulfilling the terms of the carrier.
 - 6.4.5. Packages utilizing the C.O.D. service shall be handed over to the Consignee only after paying the C.O.D. amount, to be paid in cash or via credit/debit card, as specified by the respective carrier.
 - 6.4.6. Confirmation of picking up the Package by the Consignee may also be performed electronically.
- 6.5. The Packages are delivered within the Delivery Period specified in the Between Us Price List. The Delivery Period is not guaranteed, i.e. Packeta does not guarantee the day or the time of Package delivery. Any information regarding the Package Delivery Period (i.e. pertaining to the day and time of delivery) are considered only estimates, serving solely information purposes and are not binding for Packeta. Information regarding the movement and result of delivery of the Package is available within the Packeta App or at www.packeta.sk in the "Package Tracking" tab.

7. Package Return

- 7.1. If, under these Terms, it is impossible to deliver the Package to the Consignee's address or the Package is not picked up by the Consignee at a Z-POINT or Z-BOX within the allotted or extended period, or is refused by the Consignee, it is returned to the Consignor as a Return, always at a Z-POINT where it was submitted. The Consignor is obliged to pick up the Return within 7 days from having been notified of its delivery to a Z-POINT or, potentially, within the by-them-extended 21-day period in accordance with these Terms. If the Z-POINT is temporarily closed (e.g. due to holiday), the Return shall not be redirected to a different Z-POINT. It is instead necessary to utilize the extension of the Package pickup period and to pick up the Return once the Z-POINT re-opens.

- 7.2. If the Return cannot be successfully returned to the Consignor under these Terms, Packeta shall ensure its storage at the Consignor's expense, but for no longer than 21 calendar days. The storage is charged as per the valid Between Us Price List. Packeta may, at its sole discretion, make another attempt (potentially also multiple attempts) to return the Return to the Consignor during the storage period. The time period for the storage of the Return is in no way paused or interrupted thereby.
- 7.3. If the Consignor does not pick up the Package in the storage period under art. 7.2., Packeta will store it for a deposit period. The deposit period is 6 months and starts on the day following the day, on which the storage period expired under art. 7.2. of these Terms. If the Consignor or Consignee requests the stored package to be handed over via e-mail sent during the deposit period to the Client Service e-mail address, Packeta will hand over the Package at any time, provided the reason for its depositing had passed. In the request, the Consignor or Consignee shall provide a detailed description of the Package, primarily:
- a) Consignor identification,
 - b) Consignee identification,
 - c) Date of submission and Place of Submission,
 - d) Package number - if known.
- 7.4. Packeta shall send the deposited Package to the Consignor or Consignee to a Z-POINT address specified by the Consignor or Consignee.
- 7.5. Packeta is authorized to open the Package, if:
- a) It is not possible to hand it over to the Consignee and, at the same time, it is not possible to return it to the Consignor,
 - b) There is a reasonable suspicion, that it contains an item considered dangerous under these Terms, the transport or submission of which is not allowed, or an item excluded from transport under these Terms,
 - c) It has been damaged,
 - d) There is a reasonable concern, that damage has been or could be caused until the delivery to the Consignee,
 - e) It is necessary to uphold an obligation bestowed upon Packeta by a special legal regulation.
- 7.6. Packeta is obliged to notify the Consignee at the moment of delivery, or, potentially, the Consignor, of having opened the Package.
- The Contents of the Package may be inspected only to the extent necessary for the purpose of the inspection. If opened, protection of facts, which are protected under a special legal regulation must be ensured, as well as postal and letter confidentiality. Packeta does not have the right to open a Package, which is obviously, as per an international contract also reflected in the laws of the Slovak Republic, regarded as untouchable.

- 7.7. After the deposit period expires, Packeta shall ensure the disposal of the Return, without any possibility to claim damages or costs for the Consignor. Packeta is authorized to ensure the disposal of the Package or its part even prior to the expiration of periods laid out in these Terms, if it is deemed necessary to prevent damage to health and life.
- 8. C.O.D.**
- 8.1. Packages intended to be sent with the C.O.D. service selected by the Consignor, the Consignor shall list the C.O.D. Amount and bank account number, onto which the C.O.D. Amount shall be sent, in the Packeta App. Packeta shall collect the selected C.O.D. Amount from the Consignee and transfer it to the bank account selected by the Consignor.
- 8.2. The Consignee may pay the C.O.D. Amount:
- a) In cash at Z-POINTS at contracted carrier couriers (as per the terms of individual carriers); Packeta shall provide, at the Consignee's request, Proof of collecting the C.O.D. Amount,
 - b) Via an accepted credit/debit card at selected Z-POINTS or with selected contracted carrier couriers (as per the terms of individual carriers); the surcharge for paying the C.O.D. Amount via credit/debit card shall be paid by the Consignor in accordance with the valid Between Us Price List; further terms and conditions regarding the payment of the C.O.D. Amount via credit/debit card are regulated by the Conditions for Paying the C.O.D. Amount via Card, available at www.packeta.sk,
 - c) Online via payment gate within the Packeta App or via a link received via text message or e-mail – regarding Packages delivered to Z-POINTS and Z-BOXes.
- 8.3. The C.O.D. Amount collected from the Consignee is collected in the currency of the country, where the Place of Delivery is located and is transferred to the bank account of the Consignor in the currency of the country, from which it was sent. Such a transfer of C.O.D. Amount may therefore happen with or without conversion, in accordance with art. 9 of these Terms (conversion is the currency exchange rate regarding the collection and transfer of the C.O.D. Amount).
- 8.4. The C.O.D. Amount collected in the Slovak Republic and in the Czech Republic shall be transferred to the Consignor within ten (10) workdays from the day of its collection from the Consignee, if the C.O.D. Amount is transferred to a bank account of the Consignor within the country it was collected in. If the C.O.D. Amount is transferred to a bank account of the Consignor in a country different than in which it was collected, this period may be extended to fifteen (15) workdays. Banking fees for potential international transactions are borne by the Consignor. Packeta is not considered delayed, if the C.O.D. Amount is subtracted from the bank account of Packeta and credited towards an account specified by the Consignor within the agreed period.

- 8.5. All costs and fees incurred (if incurred) in relation to the bank transactions and C.O.D. Amount transfers are to be paid by the Consignor.

9. Currency Conversion

- 9.1. If the Place of Delivery and Place of Dispatch of the Package are within the same country, the **C.O.D. Amount is credited without currency conversion**. The C.O.D. Amount is credited to the Consignor's bank account opened in the currency of the country from which the Package was sent.

Example: a Package submitted and delivered within Slovakia, if the Consignor entered a bank account in EUR currency, opened at a bank in Slovakia.

- 9.2. If the Place of Delivery and Place of Dispatch of the Package are in different countries, the **C.O.D. Amount is credited with currency conversion**. The C.O.D. Amount is credited to the Consignor's bank account opened in the currency of the country from which the Package was sent.

Example: a Package submitted in Slovakia and delivered in Czechia, if the Consignor entered a bank account in EUR opened at a bank in Slovakia.

- 9.3. The C.O.D. Amount after currency conversion calculation is displayed in the Packeta App after being entered.

- 9.4. For calculating the C.O.D. Amount undergoing conversion, the following applies:
- For **EUR to CZK**: valid exchange rate of ČSOB* lowered by 1%, valid on the day when the Package was submitted,
 - For **CZK to EUR**: valid exchange rate of ČSOB* lowered by 1%, valid on the day when the Package was submitted,
 - For **HUF to EUR**: valid exchange rate of ECB** lowered by 4%, valid on the day when the Package was submitted,
 - For **RON to EUR**: valid exchange rate of ECB** lowered by 4%, valid on the day when the Package was submitted.

*ČSOB stands for [Československá obchodní banka](https://www.csob.cz/portal/lide/kurzovni-listek), a.s., CID: 00001350, seat: Praha 5, Radlická 333/150, Postal Code 15057, registered at the Commercial Register of District Court in Prague, Insert No.: BXXXVI 46, <https://www.csob.cz/portal/lide/kurzovni-listek>

**ECB stands for the European Central Bank, <https://www.nbs.sk/sk/statisticke-udaje/kurzovy-listok/denny-kurzovy-listok-ecb>

10. Remuneration of Packeta

- 10.1. The Consignor agrees to pay Packeta for:
 - a) Providing and/or carrying out transport of the Package;
 - b) All other services and actions related to the transport of the Package listed in these Terms.
- 10.2. The amount due is regulated by the Between Us Price List valid on the day of entering the Package data into the Packeta App. The Between Us Price List is available directly within the Packeta App and at www.packeta.sk.
- 10.3. A deciding criterion for the amount due for providing or facilitating transport are mainly:
 - a) Package parameters,
 - b) Type of service (delivery to Z-POINT, Z-BOX or to a Consignee address),
 - c) Promotional code (discount codes issued by Packeta)
 - d) Country of delivery.
- 10.4. Packeta is entitled to remuneration under these Terms from the moment of the Package being submitted at the Place of Dispatch.
- 10.5. The Consignor is obliged to pay Packeta remuneration before handing over the Package at a Z-POINT/Z-BOX via payment gate within the Packeta App upon entering the Package data into the Packeta App. The transfer is encrypted and safe.

The Consignor may decide to save his/her credit/debit card number within the user settings in the Packeta App for subsequent payments. In order to pay online, the credit/debit card must have been issued within the EU.
- 10.6. Remuneration payment shall be confirmed for the Consignor within the Packeta App and via e-mail.
- 10.7. If a Package transport is cancelled under art. 5.6. of these Terms, the remuneration paid to Packeta shall be returned to the Consignor onto the bank account, from which the payment was made.
- 10.8. In the case of a Return, the remuneration due for transfer and related services and is not returned to the Consignor.
- 10.9. Packeta reserves the right to, at its discretion, change the prices of transport within the Between Us Price List. Packeta shall inform the Consignor of any price change at the latest on the day of the new Between Us Price List entering into force. The Consignor shall be informed via the Packeta App and also at www.packeta.sk.

11. Liability for Damage

- 11.1. Packeta is liable to the Consignor for damage caused to the Consignor as a result of:
- a) Damage caused to the Package (where damage means a change of state, i.e. change in quality, size, structure, durability, composition of an item contained within the Package, which can be resolved by repair, or such change, which might not be resolvable by repair, but the items remain usable for their original purpose nonetheless),
 - b) Decrease in content of the Package,
 - c) Loss of the Package,
 - d) Destruction of the Package (where destruction is such a change of state of an item contained within the Package, which is not resolvable by repair and, as a result of such, the items are no longer usable for their original purpose),
 - e) not delivering the Package with the exception of not delivering the Package due to the following reasons: (I) the Consignor inputs an incorrect address of the Consignee as Place of Delivery and (ii) the Consignee's address is not corrected in accordance with 5.3 and 5.4.2 of these Terms by the Consignee.
 - f) Theft of the Package.
- 11.2. Packeta is only liable to the Consignor for the damage under 11.1 a) to f) under the condition, that the damage occurred during provision or facilitation of transport services of the Package, from the moment of accepting the Package from the Consignor under art. 5.4. and 5.5 of these Terms at the Place of Dispatch up to the moment of delivering the Package to the Consignee or returning the Package to the Consignor, under the condition that the damage was proven and claimed within 6 (six) months from the day following the day of collection of the Package, otherwise such a right is null and void.
- 11.3. Packeta is liable to the Consignor only for the damage up to the maximum amount listed in art. 4.1. of these Terms. In case of a Package, which was insured via the supplementary service Insurance, Packeta is liable to the Consignor only for the damage up to the amount of the Insurance, even in case the Consignor proves that the value of the Package contents is higher than the sum for which it has been Insured.
- 11.4. Packeta is liable to the Consignor only for real damage to the Package within the timeframe of facilitating transport, which is the period starting with the collection of the Package from the Consignor under art. 5.4. and 5.5. of these Terms at the Place of Dispatch and concluding with the delivery of the Package to the Consignee or its return to the Consignor. Real damage is represented in the amount, by which the Package value has decreased. The value of the Package is determined by the purchase/manufacturing price of the item contained in the Package.
- 11.5. Packeta is not liable for:

- a) Any other damage to the Package, lost profit of the Consignor, delay fees, contractual fines, penalties, third-party claims or Consignor's obligations towards third parties and other subsequent damages,
 - b) Damage to the Package during transport facilitation by Packeta, from the moment it was accepted from the Consignor or Submitter and until the moment it was delivered to the Consignee, if such damage was caused by:
 - The Consignor, Consignee or Submitter,
 - Fault contained within the Package, its own nature or other usual deterioration,
 - damaged packaging of the Package, caused by an inappropriate method of packaging,
 - The Consignor submitting a Package containing goods excluded from transport under these Terms
 - The Consignor submitting a Package with parameters not compliant with art. 4.1. of these Terms,
 - Insufficient, incorrect or misleading information from the Consignor regarding the contents and nature of the Package.
 - c) Failure to meet the Delivery Period, any subsequent damage caused by failure to meet the Delivery Period.
- 11.6. If damage was caused to the Package during facilitating transport via third party – contracted carrier, i.e. from the moment of submission of the Package to the contracted carrier until the moment of delivery of the Package by the contracted carrier to the Place of Delivery, damages shall be handled by Packeta in cooperation with the contracted carrier.
- 11.7. The Consignor is liable for damage caused by the Package or its content, if the Consignor submitted the Package for delivery in violation with these Terms. The Consignor is liable also for damage caused to third parties by doing so.
- 11.8. Packeta is not obliged to have the Package insured through an insurance agreement. The Consignor may ask to have the Package insured within the Packeta App.
- 11.9. If the Consignor or Consignee is delayed with the pickup of the Package, the Consignor or Consignee becomes liable for damage at the moment, when such a delay begins.
- 11.10. If the Consignor submits the Package to Packeta via third parties, damage liability is transferred to Packeta only upon the Package being submitted at the Place of Dispatch.
- 11.11. Claiming and paying damages is regulated by the Return Policy available at www.packeta.sk.

12. Damages

- 12.1. If damage occurs to the Consignor, which, under these Terms, is considered to be the responsibility of Packeta, the Consignor is eligible for damages. Such a claim can be made

by the Consignor or Consignee by submitting it in accordance with the Return Policy available at www.packeta.sk

- 12.2. In case of **damage to the Package**, appropriate funds for repairs necessary for restoring the Package contents to their default state, including costs for disassembly and assembly of items, shall be provided by Packeta to the Consignor. The price of redeemable and salvageable remains of replaced parts is deducted from these costs. If the damaged Package is not repaired, but remains usable for its original purpose even with the damage, the Consignor is eligible for damages as the difference between the price of the contents of the Package before and after the damage occurred. The value of the damaged content of the Package is assessed in an expert evaluation, potentially also represents the Net Taking from the sale of the damaged Package, if the Consignor consents to such a sale. In case damage occurs to an already used or second-hand (older) item contained within the Package, the real value thereof shall be determined based on the age of the damaged item, its wear and tear and depreciation on the day of its reception in a Place of Dispatch. Packeta is not liable for damage in excess of the value assessed in such a way.
- 12.3. In case of **loss or destruction of the Package**, Packeta shall provide to the Consignor damages representing the real value of the Package, though no higher than the value specified by these Terms. The real value of the Package is the purchase price of the item contained within the Package, i.e., the price, which the Consignee paid for the contents of the Package or the purchase/manufacturing price, in case the Consignor is also at the same time the manufacturer of the goods, which are contained in the Package. The amount of damage is then verified through presented documentation in accordance with the Return Policy.
- 12.4. In case of **decrease in content or destruction of part of the content of the Package**, Packeta provides the Consignor damages representing the real value of the content part of the Package representing the decrease, or which was destroyed. Real value is the purchase price of the item representing the decrease or which was destroyed, i.e., the difference between the purchase of the Packages contents (e.g., the price paid by the Consignee or the purchase/manufacturing price, in case the Consignor is also the manufacturer of the goods contained in the Package) and the price value of the Package, after a decrease of its contents or a partial destruction. The amount of damage is then verified through presented documentation in accordance with the Return Policy.
- 12.5. In case of **damage to the Package or part of its content, which is not readily apparent at the time of the Consignee picking up the Package**, Packeta shall provide the Consignor damages in the amount in accordance with art. 11.2. and art. 11.3. of these Terms. The right of the Consignee to damages also applies, if it is proven that the damage to the Package or part of its content have occurred during the facilitation or provision of

Package transport, i.e. after Packeta accepted the Package from the Consignor at the Place of Dispatch until the moment of the Package being delivered to the Consignee, whereas the claim from the Consignee's side shall be, in accordance with the Return Policy, lodged at the latest on the next workday following the Package pickup by the Consignee and hand over the damaged Package along with its packaging. If the Consignee exercises their right under this point of the Terms, the Consignee is eligible for damages in the amount in accordance with this point of the Terms lowered by the damages paid out for the same Package to the Consignor. If, between lodging a damages claim by the Consignee and before the claim being processed under the Return Policy, the Consignor claims damages, the damages shall be paid to the Consignor, while notifying the Consignee of having done so. If the Consignor claims damages after damages under these Terms were paid to the Consignee, Packeta shall notify the Consignor of this and the Consignor is eligible for damages lowered by the amount of damages paid to the Consignee.

- 12.6. For damage, loss or destruction of a Package containing documents, Packeta shall provide the Consignor damages in the amount of the price for the submitted Package.
- 12.7. In case the collected C.O.D. Amount is not credited onto the Consignor's account under these Terms, Packeta shall reimburse damage to the Consignor in the amount of the C.O.D. Amount listed at the time of Package submission.
- 12.8. If Packeta recognizes the damages under these Terms, the Consignor is also returned the amount paid for submitting the Package.
- 12.9. The Consignor shall allow Packeta to personally and physically inspect the extent of the damage. Due to this, the Consignor is obliged to prevent any further handling of the Package and to ensure that the packaging, in which the Package was delivered, is kept. For the same reasons, the Package must not be disposed of or transported to a different location without the express permission of Packeta.
- 12.10. If the Consignor violates his/her obligations defined in art. 11 and art. 12 of these Terms, it is understood, that no damage, for which Packeta would be liable, has occurred to the Package.

13. Personal Data Processing

- 13.1. Packeta is the Controller under art. 4, clause 7. Of the Directive of the European Parliament and of the Council (EU) 2016/679 from April 27 2016 on the protection of natural persons with regard to the processing of personal data and rules relating to the free movement of personal data, by means of which policy 95/46/ES is cancelled (general directive on data protection) (hereinafter referred to as "GDPR Directive") and art. no. 5 letter o) of act no. 18/2018 Coll. Law on personal data protection (hereinafter referred to as "Law").

- 13.2. For the purposes of performing the agreement entered into between Packeta and the Consignor, Packeta processes personal data of the Consignor and/or Consignee in case the Consignor and/or Consignee are natural persons.
- 13.3. Packeta shall provide the Consignor with access to the Packeta App, in which the database intended for personal data collection for the purposes of providing Services is located. Access shall be granted to the Consignor only to the extent necessary for Packeta to provide Services.
- 13.4. Personal data under art. 13.2 of these Terms are provided by Packeta to Z-POINTS operating as Processors under art. 4 clause 8. Of the GDPR Directive and art. no. 5 letter p) of the Law, i.e., Z-POINTS process personal data on behalf of Packeta.
- 13.5. A separate personal data processing agreement exists between Packeta and each Z-POINT (hereinafter referred to as “Personal Data Processing Agreement”).
- 13.6. A Z-POINT may empower another Processor to process personal data (hereinafter referred to as “Sub-processor”), where the Z-POINT shall notify Packeta of having empowered such a Sub-processor in writing prior to doing so.
- 13.7. Packeta is entitled to object to a Sub-processor within 5 (five) workdays from the day of having received written notification under art. 13.6. of these Terms. If Packeta does not voice its objections against a Sub-processor within the assigned period, Z-POINT may empower the Sub-processor to process personal data. If Packeta voices its objections against a Sub-processor being appointed by a Z-POINT, the Z-POINT shall not appoint that Sub-processor.
- 13.8. If a Z-POINT involves a Sub-processor in order to process personal data, the Z-POINT must bind the Sub-processor with the same obligations for protecting personal data in an agreement, as are stipulated in the Personal Data Processing Agreement and in the GDPR Directive and the Law. If the Sub-processor fails to fulfil his/her obligation of protecting personal data, the Z-POINT which appointed the Sub-processor is liable to Packeta for the Sub-processor fulfilling his/her duties.
- 13.9. Other personal data may be processed by Packeta in the Packeta App in regards to its use. Further information about personal data processing is available at www.packeta.sk:
 - a) Personal data processing information,
 - b) Cookie policy.
- 13.10. In case the Consignor utilizes the age-verification 18+ service in accordance with art. 2.11. of these Terms, the Consignor becomes the Controller and Packeta the Processor of personal data in connection to processing of personal data of the Consignee. By selecting this service, the Consignor as Controller and Packeta as Processor of personal data, enter into a personal data processing agreement, in accordance with art. 28. of the GDPR Directive and he/she does so under the following conditions:

- a) Subject matter of the personal data processing agreement is to outline and regulate the bilateral rights and obligations of the Consignor, in connection with appointing Packeta to process Consignee's personal data on Consignor's behalf,
- b) The subject matter of personal data processing is to carry-out age-validation service 18+,
- c) Packeta processes personal data solely for the purposes outlined by the Consignor – delivery of the Package and age-verification of the Consignee,
- d) Packeta processes personal data solely on the Consignor's legal basis, which constitutes a legitimate interest of the Consignor in accordance with art. 6 par. 1 letter f) of GDPR Directive. Legitimate interest of the Consignor lies in the delivery of the Package to persons over the age of 18 years,
- e) For these purposes, Packeta processes name, surname and the last 4 digits of the submitted ID card or other form of identification,
- f) Packeta processes personal data for the period need to submit the collected personal data to the Consignor, or for as per Consignor's instructions,
- g) Packeta processes personal data either automatically or manually, whereby no automated decision-making and profiling is conducted,
- h) The Consignor is permitted to request from Packeta a proof of fulfilment of all obligations, including all prescribed security measures for personal data protection,
- i) The Consignor is permitted to conduct a personal data protection audit at Packeta and Packeta is obliged, in such a case, to offer the necessary cooperation during the personal data protection audit and inspection to the Consignor or to an authorized auditor acting on behalf of the Consignor,
- j) Packeta processes personal data solely and exclusively upon a written instruction of the Consignor, whereby while processing personal data, Packeta proceeds in such a way as to not cause any violations of the GDPR Directive or other regulations regulating personal data protection,
- k) Packeta processed personal data based on written instruction of the Consignor. Packeta informs the Consignor, without any undue delay, if the nature of the outlined instructions is inadvisable, under the understanding that Packeta using all of its expert knowledge and care, was able to discern such an inadvisable nature of the instruction. As inadvisable instruction is generally understood, any instruction that would be in violation with the GDPR Directive,
- l) Packeta is allowed to transfer personal data to third countries or to international organizations,
- m) Packeta is obliged to take precautions in accordance with art. 32 of the GDPR Directive, i.e., taking into account the state of the art, the costs of implementation and the nature,

scope, context and purposes of processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, Packeta shall implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk,

- n) Packeta is permitted to authorize an additional Sub-processor with processing personal data and Packeta can do so without a pre-existing written consent of the Consignor. If Packeta elects to authorize an additional Sub-processor to process personal data on behalf of the Consignor, this Sub-processor shall be either contractually or by a different legal act bound by the same obligations concerning personal data protection that are outlined by this article, especially providing sufficient guarantees to deploy appropriate technical and organisational measures to ensure that the personal data processing fulfils the requirements determined by the GDPR Directive. Packeta is liable towards the Consignor in case that the Sub-processor fails to fulfil his/her obligations pertaining to personal data protection,
- o) Packeta is obliged to, taking into consideration the nature of personal data processing, offer cooperation to the greatest possible extend to the Consignor, esp. by the means of appropriate technical and organisational measures, when fulfilling his/her duties to deploy measures based on the Consignee's request,
- p) Packeta is obliged to offer cooperation to the Consignor in securing the fulfilment of obligations in accordance with art. 32 through art. 36 of GDPR Directive, always taking into consideration the nature of personal data processing and information that are available to Packeta,
- q) Packeta is obliged to either erase or return personal data to the Consignor upon completion of service provision concerning personal data processing as per decision of the Consignor and to erase all existing copies, which contain personal data, unless a specific regulation or international agreement, by which the Slovak Republic is bound, requires this data to be stored
- r) Packeta is obliged to provide the Consignor with all information necessary to prove the fulfilment of obligations and offer cooperation in case of personal data protection audit and inspection to the Consignor or to an authorized auditor acting on behalf of the Consignor,
- s) Packeta is obliged to keep personal data collected for various differing purposes separately and safeguard this data against possible theft, loss, damage, destruction, unlawful access, changes and decrypting, for this purpose Packeta shall implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk and to the nature of personal data processing,
- t) Packeta is bound by confidentiality in connection to processing personal data,

- u) Consignor hereby declares that he/she has verified all technical, organizational and security measures at Packeta and that these measures are appropriate for personal data processing on behalf of the Consignor.

14. Out-of-court Settlement of Consumer Disputes

- 14.1. If a dispute arises between Packeta and the Consignor or Consignee, who is a consumer to the occurrence of the dispute, which is not solved through a mutual agreement of both parties, the Consignee or Consignor, who is a consumer, may submit a proposal for an alternative dispute settlement to a subject for alternative dispute resolution (hereinafter referred to as “ADS”) under Act no. 391/2015 fol. law. on alternative dispute resolution, as amended. In case of disputes regarding postal services provided by Packeta, the ADS subject is the Regulatory Authority for Electronic Communications and Postal Services.

15. Final Provisions

- 15.1. For the avoidance of doubt, these Terms do not regulate legal relations between Packeta and the Consignor, who is a business subject operating within his/her business subject matter (hereinafter referred to as “Entrepreneur”). For legal relations between Packeta and an Entrepreneur, the General Terms and Conditions of Packeta apply. If the Entrepreneur is interested in utilizing the services provided by Packeta, it is recommended to register via the webpage www.packeta.sk in section “For Entrepreneurs”.
- 15.2. If an agreement with an international element is entered into, the contractual parties have expressly agreed, that the legal relationships between them shall be governed by the valid legislative of the Slovak Republic.
- 15.3. The contractual parties have expressly agreed on the right to deliver documents via electronic means – e-mail, without the necessity of sending a physical copy via regular mail at the same time. The contractual party – Consignor shall send any documents sent electronically onto all e-mail addresses listed as “contact” in the Packeta App, along with the request of notification of the delivery to the addressee, where for the purposes of delivery, the date listed in the notification is deciding.
- 15.4. Notifications and requests directed towards a termination of the Agreement or claiming obligation rights shall be sent via electronic means – e-mail by the contractual parties. The attachment to such an e-mail (in form of a .pdf file) shall consist of the specific document with identifying information of the sending and receiving party, with the sending contractual party’s written signature on each page of the document. The contractual party – sender shall send all documentation via electronic means along with a request for notification of the delivery to the addressee, where for the purposes of delivery, the date listed in the notification is deciding.

- 15.5. Contractual parties shall notify each other of any changes in the contact information listed in the Packeta App immediately and without delay.
- 15.6. If any provision of these Terms or any part thereof is deemed, for any reason whatsoever, invalid, it shall be deemed deleted for that purpose. This does not affect the validity of the remaining parts of these Terms.
- 15.7. These Terms are available to the Consignor in the Packeta App and also at www.packeta.sk. Packeta reserves the right to amend and change these Terms, where it shall notify the Consignor of this within the Packeta App and at www.packeta.sk in a reasonable timeframe prior to such a change entering into force, no later than on the day of it entering into force.
- 15.8. These Terms constitute an indelible part of every Agreement entered into by Packeta under these Terms. The Terms have all the requirements of postal terms under Act no. 324/2011 fol. law on postal services, as amended.
- 15.9. Legal relationships not regulated by these Terms are governed by Act no. 324/2011 fol. law, as amended, Act no. 40/1964 Coll. law of the Civil Code, as amended, and Act no. 250/2007 fol. law on consumer protection, as amended by the Slovak National Council Act no. 372/1990 Coll. law on misdemeanours and offences, as amended.