This annex no. 1 regulates closer terms and conditions of providing of services which are defined below and which are provided by DHL Express (Czech Republic) s.r.o. seated at Nádražní 2967/93, Moravská Ostrava, 702 00 Ostrava, Id.no. 25683446 (“Company”).

This annex no. 1 together with the provisions of DHL Express Terms and Conditions of carriage form one part and shall apply on Services as defined hereinafter.

Services means:

1. domestic transport of Shipment, when place of taking over and place of delivery of the Shipment is in the Czech Republic and the following products are concerned:
   - Same Day - DHL SAMEDAY SPRINTLINE
   - Time Definite - DHL DOMESTIC EXPRESS 9:00
   - Time Definite - DHL DOMESTIC EXPRESS 12:00
   - Time Definite - DHL DOMESTIC EXPRESS EASY

provided that its individual pieces do not exceed 50 kg and it is not pallet Shipment.

2. export transport of Shipment, when place of taking over of the Shipment is in the Czech republic and place of delivery of the Shipment is abroad and the following products are concerned:
   - Same Day - DHL SAMEDAY SPRINTLINE
   - Time Definite - DHL EXPRESS 9:00
   - Time Definite - DHL EXPRESS 12:00
   - Time Definite - DHL EXPRESS EASY
   - Time Definite - DHL EXPRESS ENVELOPE
   - Day Definite - DHL ECONOMY SELECT

provided that individual pieces do not exceed 50 kg and it is not pallet Shipment.


The contract on providing of the services is concluded on the basis of a Shipper’s order and at the time when the Shipment is handed over to the Company.

In case of dispute between the Company and the Shipper, which is not resolved by mutual agreement, it is possible to file a petition for non-judicial resolution of such dispute to Czech Telecommunication Office, Sokolovská 219, Praha 9, web: [https://www.ctu.cz](https://www.ctu.cz)

When concluding the postal contract any deviation from DHL Express Terms and Conditions of carriage and this annex no. 1 cannot be agreed.