

DPD Hungary Kft.  
(hereinafter referred to as DPD)  
1134 Budapest, Váci street 33. 2<sup>nd</sup> floor

GENERAL CONTRACTING TERMS  
AND CONDITIONS OF  
DPD HUNGARY KFT.

FOR DOMESTIC PARCEL DELIVERIES

ENTRY INTO FORCE: 03 NOVEMBER 2024

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## 1. General Terms of DPD Hungary Kft. for Domestic Services

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

## 2. Purpose and scope of the General Contracting Terms and Conditions

The purpose of these General Terms and Conditions is to determine, on the basis of Act CLIX of 2012 on Postal Services, the general terms and conditions of the "postal service not replacing the universal postal service" provided by the Service Provider and other parcel transport not covered by the Postal Act, as well as the rights and obligations related to the collection, processing, forwarding of consignments, delivery and delivery to the addressee.

The scope of these General Terms and Conditions covers domestic services – the delivery of parcels picked up by DPD at a Hungarian address and sent to a Hungarian addressee.

These Terms and Conditions will enter into force on November 03, 2024 and will remain in effect until amended.

## 3. The Service Provider

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

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

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

Phone: +36 1 501 62 00

E-mail: [dpd@dpd.hu](mailto:dpd@dpd.hu)

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

[www.dpd.hu](http://www.dpd.hu)

Opening hours of the Customer Service Centre:

On working days

Monday: between 7:00 and 19:00,

Tuesday-Friday: between 8:00 and 19:00.

Supervisory authority:

National Media and Telecommunications Authority

1015 Budapest, Ostrom u. 23-25

postal address: 1525 P.O. Box 75

phone: (+36 1) 457 7100

fax: (+36 1) 356 5520

e-mail: [info@nmhh.hu](mailto:info@nmhh.hu)

## 4. Definitions

**GTC:** these General Terms and Conditions

**Address:** clearly identifiable place of delivery/collection of the package.

**Consignee:** to whom the sender sends the package.

**Parcel/Consignment:** an item dispatched by the sender and to be delivered to the addressee, within which a postal consignment means an item weighing not more than 40 kg bearing at least an address on the consignment, its packaging or a list thereof, or an item which is classified as postal by law; Such postal items may include items of correspondence, official documents, items containing the writing of the blind, postal parcels and consignments containing books, catalogues and press products, as well as all consignments the content of which is not excluded from postal services according to the Government Decree issued under the authority of Act CLIX of 2012 on Postal Services (hereinafter: Postal Act).

**Carriage of parcels:** postal service that does not replace the universal postal service and other parcel transport not covered by the Postal Act.

**DPD/Service Provider:** legal entity as defined in Section 3 of the GTC.

**DPD network:** means one of the companies involved in DPD's small parcel service activities: Geopost SA, DPDgroup International Services GmbH and one of their subsidiaries, which may also act through agents, independent subcontractors or cooperating partners.

**DPD Parcel Locker / Parcel Locker:** a device operated by DPD or its partners, where parcels can be accepted without human intervention. Cash on delivery parcels can be accepted on site by bank card payment through POS terminals in case of DPD Parcel Lockers, and SimplePay payment at ALZA parcel lockers. The Service Provider ensures the receipt of parcels at the Parcel Lockers until the date specified in the individual information sent to the Addressees to the contact details provided by the Sender.

**DPD Parcelshop/Parcelshop:** a business and service provider access point operated by DPD or its partners, where customers can send parcels or receive parcels.

**Sender:** the person who dispatches the package.

**Time-guaranteed service:** the Service Provider's commitment to attempt to deliver the parcel(s) by a specified date in accordance with the terms of these GTC, with the proviso that if the Customer has an individual contract on the basis of which he/she/it wishes to receive lump sum compensation under the Postal Act and not compensation under these GTC, DPD Classic and DPD Express services do not qualify as time-guaranteed services.

**Delivery point:** a room or place designated by the Service Provider for the purpose of parcel delivery, accessible to users, as well as a means of delivery established by the Service Provider (DPD Parcelshop or DPD Parcel Locker).

**Traceability:** the technology used by the Service Provider, by which the postal service provider provides information on at least the place and date of pick-up of the consignment, the date of delivery, the basis of the right to receive the consignment or, in case of an unsuccessful delivery attempt, the consignment further treatment.

**Postal Act:** Act CLIX of 2012 on postal services.

**Service:** Picking up parcels from the addressee or at a Parcelshop, arranging its forwarding, sorting and delivering it to the recipient to DPD Parcelshop.

**Customer:** a natural person, legal person, business association or other organization without legal personality who commissions DPD to perform Services on the basis of these GTC and DPD accepts it. In certain cases specified in these GTC, the Customer may also be the addressee of the Consignment (disposition of the consignment, submission of a complaint, enforcement of a claim).

## 5. Services

By accepting the order, DPD undertakes to provide the Service within the territory of Hungary as defined in these GTC, ensuring the traceability of the Parcels via the Internet.

DPD is also entitled to use subcontractors (postal operators) in order to perform the Services, but it is liable for their activities as if it had provided the given service itself. The content of each type of Service is defined below.

BASIC DOMESTIC SERVICES	
Door-to-door	
Name of the service	Description
<b>DPD Express</b> <i>(time guaranteed)</i>	Parcel delivery "door-to-door". The DPD Express service is a time-guaranteed <sup>1</sup> service <sup>2</sup> , in which DPD will attempt to deliver the Consignment on the working day following collection. General characteristics of the DPD Express service: Fast and economical road transport. In case of unsuccessful first delivery, with the exceptions specified in the GTC, a second delivery attempt. Advance e-mail notification to the recipient of the expected arrival by specifying a 1-hour time window. The addressee has the opportunity to change the date of delivery of the parcel and the delivery address a total of 1 time free of charge on the customer-friendly online interface provided by DPD. The packages are insured up to HUF 50,000, but it is possible to insure a higher amount up to EUR 13,000, paying a separate insurance premium. It is possible to track the life course of the package online. The receipt of the package can be downloaded online.
DPD Parcelshop	
Name of the service	Description
<b>DPD Direct2 Shop</b> <i>(parcel delivery to parcel shop or parcel locker)</i>	At DPD Direct2Shop, the Customer can select the domestic Parcelshop or Parcel Locker to which the consignment is requested from the options offered on the website and in the sender's application. The Addressee has the opportunity to receive the Consignment at the Parcelshop within 5 calendar days from the date of delivery to the Parcelshop, or within 2 calendar days in the case of a Parcel Locker <sup>3</sup> .
<b>DPD Shop</b>	With the DPD Shop service, it is possible for individuals to send parcels from the parcelshop, which DPD delivers to the home of the addressee.
<b>DPD Shop Return</b> <i>(return orders placement at parcel points – PUDO-s)</i>	The Shop Return service allows you to drop off your return parcels at the parcel shop. When a return is recorded, the original consignee of the parcel receives a parcel label by email, prints it and places it on the parcel - with the original parcel label scraped or removed - and then drops the parcel off at a Parcel Point of their choice. The service is charged to the original Sender of the parcel, provided that the original Sender provides the service to its consignee. The fee for Shop Return is the same as the fee for delivery to the Parcel Point of the contracted partners.

<sup>1</sup> The delivery of Consignments of a size (larger), weight (larger) or packaging (non-compliant) other than those specified in Section 7 of these GTC and/or in the packaging instructions of the GTC in force at any time does not qualify as a time-guaranteed service or DPD does not deliver within the framework of a time-guaranteed service.

<sup>2</sup> If the Customer has an individual contract on the basis of which he is entitled to receive lump sum compensation under the Postal Act and not compensation under these GTC, the DPD Express service does not qualify as a time-guaranteed service, given that the Parties have agreed to provide DPD Classic (not time-guaranteed) service in the individual contract.

<sup>3</sup> Consignments placed at DPD Parcel Machines on Friday can be picked up until 7:00 a.m. on the 3rd calendar day thereafter.

**ANCILLARY SERVICES**

Name of the service	Description
<b>DPD Express 10</b> (time-guaranteed next day delivery until 10:00)	DPD Express service guaranteed with an attempted delivery by 10 am on the working day following pick-up. (Available at the postal codes specified in Annex 5 of DPD's domestic GTC.)
<b>DPD Express 12</b> (time-guaranteed next day delivery until 12:00)	DPD Express service guaranteed with an attempted delivery until 12 o'clock on the working day following pick-up. (Available at the postal codes specified in Annex 5 of DPD's domestic GTC.)
<b>COD – Domestic cash on delivery</b>	<p>DPD delivers the Consignment to the Addressee only against payment of the value of the goods specified by the Sender. The risks arising from the non- or incorrect entry of the cash on delivery amount are fully borne by the principal, therefore DPD cannot be held liable. The cash on delivery amount can be paid in cash or by bank card. In case of cash payment it is the consignee's responsibility to have the exact amount. Bank card payment is possible, if the network allows it at the place of the delivery. In case of payment by credit card, the Addressee agrees that DPD will send the payment confirmation electronically to the e-mail address provided by the Addressee upon the Addressee's specific request. The highest amount of the cash on delivery is HUF 300,000 in the case of cash payments, i.e. three hundred thousand forints/parcel, and 999,999 HUF in case of bank card payments. For delivery to a parcel shop, the cash on delivery amount can only be paid by credit card.</p> <p>Any complaints or cancellations related to the product are the responsibility of the Customer, DPD cannot be held financially liable for cash on delivery payments made on the bank card terminal.</p> <p>The service fee is charged even if the parcel is not delivered.</p> <p>Cash on delivery is settled and transferred once a week, within 7 banking days of collection. The Sender is not entitled to interest for this period.</p>
<b>COD Express - Domestic cash on delivery express (instant) transfer</b>	Transfer of the cash on delivery amount on the first banking day following delivery.
<b>Collection Request Domestic</b> (Domestic parcel collection order)	DPD collects the parcel at the chosen domestic address indicated by the Customer (but not at the business site of the Customer), and delivers it to domestic address specified by the Customer. The collection address and/or the delivery address do not have to coincide with the registered office, business site or branch office of the Customer.
<b>Regular Pickup – permanent pickup order</b>	DPD will arrive at the domestic address (own headquarters or premises) specified by the contracted Customer on predetermined days and timeslots and will collect the Shipments. If the Customer does not have bundled shipment 5 times in a row on these specified dates (bank holidays and pre-announced breaks are exceptions), the Regular Pickup service will be terminated and a notification e-mail about this will be sent to the Customer.
<b>Parcel exchange</b>	The Consignment collected from the Customer is delivered by DPD to the Addressee only if the Addressee facilitates the collection of the indicated Consignment by the DPD Courier, which is then returned by DPD to the Customer's address. The Addressee shall ensure the prerequisites for collection (delivery)

	as provided in the GCTC of DPD (e.g.: packaging, product not excluded from transportation).
<b>Overinsurance</b>	In the case of high-value consignments, additional insurance is required in case of loss or damage of the goods, so that the value of the goods is fully covered in the case of a claim event (in addition to the limitation of liability specified in these GCTC). In the case of overinsurance, compensation is only possible if the contents is not excluded from transportation. For more information, please read our Parcel Insurance Terms and Conditions.
<b>Predict - Text message notification</b>	With the Predict service, DPD notifies the Addressee by sending a message to the telephone number or the email address provided (indicated) by the Sender on the day of collection and 7th the day of delivery of the consignment. The 1-hour Predict notification will include the parcel number of the Consignment, the amount of any COD and the estimated time of delivery. If the delivery date is not convenient for the Addressee, the security code in the Predict message will allow to reschedule the delivery date. The maximum length of the postponement is 5 banking days. On the day of delivery of the Consignment, we will send another Text Message to the Recipient informing him/her of the one-hour timeframe within which he/she can expect the DPD courier to arrive. The Predict notification is for information purposes only - subject to the nature of the service, traffic and other obstacles may arise. The one-hour period cannot be changed by the Addressee. To use this service, the Sender is required to provide DPD with the Recipient's telephone number and email address.

## 6. Contractual performance

DPD shall be deemed to have completed the contract if DPD attempts delivery within the deadline specified in the service type or, in the case of parcel point services, places the Parcel at the DPD Parcelshop or DPD Parcel Locker. Contractual performance shall also be deemed to occur if delivery fails within the agreed deadline for reasons not attributable to DPD (e.g. the Addressee is not present at the given address; or the address and/or other data provided by the Sender is incorrect or incomplete; or the Consignment does not comply with the conditions of the GTC).

In the event of unsuccessful delivery of registered postal consignments to be delivered by personal delivery, unless otherwise provided for in a government decree, the postal service provider shall leave behind a written notification about the type of consignment, the date on which delivery was attempted, and where and when the consignment can be picked up. The placement of the notice shall be governed by the rules for the delivery of unregistered postal items.

In the event of unsuccessful delivery at the address of a registered postal item to be delivered by personal delivery, the consignment must be kept at the disposal of the addressee at the postal service point or at the delivery point operated for this purpose, and in the case of a service subject to notification, the provisions of the postal service contract must be followed. The addressee shall be notified of the place, time and conditions of acceptance. The availability period should not be less than 5 days.

DPD is only obliged to suspend Time-guaranteed services and the possibility of a second delivery attempt (e.g. before Christmas or in other operationally peak periods) and is obliged to inform about this in advance on its website.

## 7. Quality of service

DPD operates a quality management system that extends to all aspects of its operation. The system is based on DPD's international standard-setting manual and documentation describing internal processes. Through the regulation of processes, the system assures the regular monitoring and documentation of quality metrics. DPD makes every effort to ensure that its services fully comply with the law and fulfil its obligations under the GCTC and/or individual contracts.

## 8. The Parcel – Consignment

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

For door-to-door delivery:

Weight limit: 31.50 kg / parcel;

Maximum circumference: 300 cm / parcel (2 X height + 2 X width + 1 X length)

Maximum length: 175 cm / parcel.

For Parcelshop delivery:

Weight limit: 20.00 kg / parcel;

Maximum circumference: 250 cm / parcel (2 X height + 2 X width + 1 X length);

Maximum length: 100 cm / parcel.

For delivery to DPD Lockers:

Weight limit: 20,00 kg / parcel;

Measurements of the biggest boxes of lockers:

Height: 68 cm

Width: 44 cm

Depth: 57 cm

In case of the PickApp application, the size and weight limits are:

Maximum weight: 20,00 kg/parcel

XS - maximum 1 kg and maximum 7,5 cm x 18 cm x 37 cm

S - maximum 3 kg and maximum 14 cm x 19 cm x 56 cm

M - maximum 10 kg and maximum 25 cm x 35 cm x 56 cm

L - maximum 20 kg and maximum 40 cm x 43 cm x 56 cm

XL - maximum 31,5 kg and 65 cm x 43 cm x 56 cm

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

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

## **9. Packaging - Labelling**

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

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

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

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



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

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

## **10. Parcels not forwardable on a conveyor belt and excluded from transportation**

### **9.1. Parcels not forwardable on a conveyor belt**

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

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

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

### **9.2. Products and parcels excluded from transportation**

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

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

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

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

## **11. Conclusion, amendment, and termination of the contract**

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

DPD has the right to unilaterally refuse to enter into a service contract, including, but not limited to, cases where the performance of the contract is in violation of law, endangering human life, health, bodily integrity and/or the environment.

If DPD becomes aware of any reason or circumstance after the conclusion of the contract for which DPD is obliged and/or entitled to refuse to perform (or continue) the service, it shall notify the Sender thereof and arrange for the return of the Consignment in accordance with the provisions of the GTC.

The service contract expires when the undertaken service is completed. The service contract is also terminated if the Consignment cannot be delivered for reasons beyond DPD's control and the Service Provider has returned it to the Sender, if the Consignment cannot be returned to the Sender and/or the Sender cancels the return delivery of the Consignment and its destruction is permitted, or if the Service fee has not been settled.

## **12. Other provisions**

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

All Consignments are considered as registered consignments, i.e. their delivery is credibly documented by DPD by recording the name and document number of the Addressee's or other authorized recipient's facial document or another alternative (identification code / PIN code / QR code).

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

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

The Customers can find more information on DPD's Services on the [www.dpd.hu](http://www.dpd.hu) website.

## **13. The transportation process**

### **13.1. Collection of Consignments**

The Consignment is collected after a pre-order (handed over by 16:00 on the day before sending) with the assistance of DPD couriers at the Customer's business site in case of Regular Pickup on predetermined days or, in the case of the Collection Request service, at the place indicated by Customer on working days between

8:00 and 17:00. Based on DPD's unilateral decision, it is determined exactly when the goods are collected on the given day. DPD, of course, strives to take customer needs into account in all cases. A parcel can be sent from a Parcelshop during the opening hours of the given Parcelshop. DPD collects/accepts the Consignment for delivery if all the provisions of these GCTC, but specifically for the parcel and packaging, are complied with, otherwise DPD is obliged to refuse the acceptance of the parcel, however, the acceptance of the parcels does not mean that DPD assumes the risk of non-conformity of the packaging, it is always the responsibility of the Sender to ensure proper packaging.

### **13.2. Forwarding of Consignments**

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

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

### **13.3. Right of disposal**

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

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

### **13.4. Delivery of Consignments**

Registered postal consignments to be delivered by personal delivery may be delivered to consignees with proven acceptance rights and verified identity or to other authorized recipients after the name, letters and numbers of the document proving the identity of the recipient have been recorded by the postal service provider on the document or means recording the fact of delivery. The detailed technical rules related to the proof of identity and the right to receive and the method of proving identity and the right to receive are laid down in a government decree issued on the basis of the authorization of the Postal Act.

DPD also requests proof of identity – if these consignments are not delivered by placing them in a post box and the person appearing at the delivery point for collection or the identity of the person appearing for collection is doubtful – also in the case of unregistered postal consignments and fixed registered correspondents. Where a registered postal item is delivered by acceptance by automated means of delivery, the addressee or other authorised recipient shall prove his or her authority to take over by means of an identification code provided by the recipient at the time of receipt.

If the recipient entitled to the postal parcel is not present at the address at the time of the attempted delivery of the postal parcel, DPD may consider the immediate neighbour of the address to be entitled to receive the consignment – as an occasional recipient – if the addressee has expressly so provided for this, indicating the occasional recipient. DPD is obliged to notify the addressee of the delivery to the immediate neighbour. Mail parcels that are damaged cannot be delivered to the immediate neighbour.

If delivery fails due to the Addressee's absence, DPD will leave a notification and/or notify the Addressee of the failed delivery by e-mail.

After an unsuccessful delivery, DPD will proceed according to the type of service or as set out below. If the Addressee is unable to pick up the parcel at the second delivery attempt, the Addressee may pick up the parcel within 5 business days at the competent DPD depot assigned to the postal code of the delivery address (unless the competent depot is the depot 0171638 – 1152 Budapest, Városcapu u. 12.). If the Addressee does not pick up the parcel at the competent DPD depot within the available 5 business days, DPD will return the Parcel to the Sender. The service provider will ensure the collection of the parcels at DPD Lockers until the time specified in the individual information sent to the Addressee's contact details, after which the service provider will deliver the parcel to the competent depot in the area, which will also act as a delivery point, where the Recipient can collect the parcel for a further 5 business days.

In accordance with Government Decree 335/2012 (XII. 4.), the postal service provider may

a) if the addressee or other authorised recipient is not present at the address when delivery is attempted – in the case of a consignment requiring personal delivery – by leaving a notice in the letter box assigned to the addressee's address as indicated by the Customer on the consignment, by delivery at a delivery point, or

b) by delivery at a postal service point in accordance<sup>4</sup> with Government Decree 335/2012 (XII. 4.). (XII 4) of Government Regulation No. 335/2012 (XII 4), and if the sender has not fulfilled or has not fully fulfilled his obligation pursuant to Article 7(5) of Government Regulation No. 335/2012 (XII 4), and this fact comes to the knowledge of the postal service provider after the conclusion of the contract, he may fulfil the postal service contract by returning the item to the Customer.

DPD may decide, for good cause, that delivery to a specified address is not possible, including, but not limited to, in cases where it is justified by law, the protection of human life and safety or the security of property.

The fact of delivery of the shipments will be verified with the consignee as follows:

- in the case of home delivery, the consignee signs or the courier enters a PIN code on DPD's technical device,
- In the case of parcel shop pickup, with the QR code shown by the consignee

Based on the provisions of the Addressee, the receipt of the Consignment from the DPD Parcel Machine by entering an individually generated code for the Addressee is considered as certified delivery.

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

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

### **13.5. Return delivery of Consignments**

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

### **13.6. Opening of Consignments**

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

DPD may open the closed Consignment, if

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

The Customer consents to the security check of the parcels transported by DPD, and for the parcels to be opened, and their contents checked, for this purpose during transportation. Such termination for security reasons may only be made in accordance with Section 55 (6) of the Postal Act, at the request of the authorized entities specified therein.

In addition, the parcel may be damaged to such an extent that there is a risk of access to the content, so DPD opens the parcel for security reasons, determines its contents and then reseal it properly. In all cases, DPD is

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<sup>4</sup> § 25 (1) A postal item shall be undeliverable to the addressee for reasons beyond the control of the postal service provider if:

- a) the consignment is not properly addressed or the address does not exist, or if the address cannot be identified or is not clear (Indication: address cannot be identified),
- b) the addressee is not known at the address, in particular on the basis of a notification made pursuant to Article 26 (3) (indication: addressee unknown),
- c) the addressee has moved away (indication: moved away), based on the content of the notification pursuant to paragraph (3) of Article 26,
- d) it is not possible to deliver the notice or to leave the notice behind by placing it in a letter box or hand-delivering it (indication: delivery prevented),
- e) on the basis of a notification or declaration pursuant to paragraph (3) of Article 26, the natural person has died or the organisation has ceased to exist (indication: notified: died/ ceased to exist).

obliged to record the opening and the examination of the content in a report. If DPD only repairs and/or reinforces the damaged packaging, but no content is determined, no report is created. DPD uses a regular adhesive tape with the DPD logo to seal the parcels, both for resealing after opening and for the reinforcement of the packaging.

The opening, sale and destruction of postal consignments shall be carried out in the presence of a committee of two persons and with minutes taken. DPD must appoint the members of the committee from among its employees, members, agents or contributors. DPD is obliged to keep the records for one year after dispatch. The Authority shall have access to those minutes at any time.

### **13.7. Sale of the contents of the Consignment, destruction of the Consignment**

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

### **14. Fee payment, invoicing**

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

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

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

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

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

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

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

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

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

The Service Provider provides its customers with the opportunity to pay by logging into the SimplePay system operated by OTP MOBIL Szolgáltató Korlátolt Felelősségű Társaság – hereinafter referred to as OTP Mobil Kft. (1143 Budapest, Hungária krt. 17-19.; company registration number: 01-09-174466) in the PickApp application. The payment is made on the SimplePay website and during the use of the SimplePay Service the Service Provider does not have access to the card data for security reasons and in accordance with the card company's regulations. Upon payment, the delivery fee for the size indicated in the order will be blocked in the Customer's bank account. The amount of the fee will be finalized when the weight and size of the shipment are determined by means certified by DPD. The Customer is obliged to pay DPD the revised fee resulting from the discrepancy in the data determined by the certified measurement (which will be finalised by DPD in a

separate transaction). When using the PickApp application, the electronic invoice can be viewed under the "Invoice" menu of the application.

## **15. DPD's liability, compensation rules**

### **15.1. General Provisions**

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

#### 15.1.1. Exemption from liability for damages

15.1.1.1. DPD is exempted from liability for damages if:

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

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

15.1.1.3. The sender shall prove that the damage is not a consequence of the inner attributes of the consignment and that it has not arisen from a deficiency in the packaging.

15.1.1.4. DPD will not be liable for damages if only the external packaging of the Consignment is damaged.

15.1.1.5. It is not the responsibility of the courier picking up the Consignment to determine whether the packaging provides adequate protection for the Consignment during shipment.

15.1.1.6. DPD employees will endeavour to observe the attention markings on the packaging during loading, but in the event of damage, liability for damages does not pass to the service provider.

15.1.1.7. The internal protection must be able to protect the shipment from external influences and keep the shipment/product itself fixed and prevent it from moving.

15.1.1.8. DPD shall not be liable for compensation in the case of a shipment(s) with the following content:

- Fragile objects (glass, porcelain, bottles, medicine and injection vials, infusion bottles, etc.)
- Hygienic products,
- Shipments marked "Fragile",
- Parcels requiring increased care,

where the outer packaging is intact but the contents of the package are damaged / spilled due to inadequate or defective internal protection and have contaminated or damaged other items.

15.1.1.9 DPD shall not be liable for damages if:

- a) in the case of suitcases, handbags, travelling bags, rucksacks shipped without packaging, the surface of these products is contaminated, damaged or the protruding parts (e.g. wheels, wheels, handles, zippers) are damaged;
- (b) the proper packaging of the consignment has not been damaged in transit, the handling of the consignment has been in order, the transport vehicles or other means of transport have not been subjected to collisions, overturning or jolting, and the consignment has not been subjected to mechanical, electrical or electronic breakdown or damage of this kind;
- c) the consignment was handed over to the Service Provider undamaged and the internal contents were lost during transport due to defective packaging (e.g. torn bags of dog food),
- (d) in the case of several packages being bundled together, due to a reduction in the quantity bundled.

15.1.1.10. No claim for compensation for delay in the event of a Shipment that is destroyed or lost in its entirety will be accepted, even in the case of time-guaranteed service. DPD shall not be liable for consequential damages and loss of profit.

15.1.11. It is the responsibility of the sender to seal the package with a hermetically sealed lid to prevent leakage of the liquid inside the package. No compensation can be claimed if damage is caused to the packaging as a result of leaking liquid.

15.1.12. DPD shall not be liable to pay damages or compensation for damages resulting from the infringement of personal rights, nor shall it be liable to enforce sanctions for the infringement of personal rights irrespective of the fault of the infringer.

15.1.13. The Customer shall be fully liable for any damage caused to DPD's or any third party's equipment, objects or other Shipments delivered to DPD by reason of the defective condition of his own Shipment/packaging, as well as for any personal injury and the costs thereof.

15.1.14. In the case of shipments where the original packaging itself is of value (e.g. LEGO box), the Customer (Sender) is obliged to protect the original packaging itself with a product protection suitable to preserve the integrity of the original packaging, in accordance with the provisions of these GTC on packaging. In the event that the Sender does not provide the original packaging with additional, appropriate protection from the outside, DPD cannot be held liable for damage to the internal contents of the Shipment (including the original packaging).

## **15.2. Extent of the liability for damages**

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

15.2.2. In view of the above, if the consignment is destroyed, completely or partially lost, or damaged by DPD's liability and fault, DPD is obliged to compensate the actual and proven property damage, however, the maximum amount of compensation may not exceed **HUF 50,000** per consignment.

15.2.3. The sender and the addressee are obliged to fulfil their obligation to prevent and mitigate the damage, and DPD is not liable for the damage resulting from their failure to do so.

15.2.4. In all cases, the injured party must prove the extent of the damage in a credible manner and support it with appropriate documents. Failing this, the claim cannot be properly investigated and DPD will not be liable. Otherwise, the claim cannot be properly investigated. If the extent of the damage is not credibly proven by the injured party, the Service Provider decides on the basis of the available data.

15.2.5. If the consignment is not delivered - or attempted to be delivered - in domestic traffic within fifteen days of sending, the consignment shall be deemed lost and the rules applicable to the loss of consignments shall apply to the compensation.

15.2.6. If a consignment is located at a later stage, the consignment must be delivered. The amount of compensation not yet paid shall not be paid, but the amount of compensation already paid shall be returned to DPD upon delivery.

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

15.2.8 In the case of sending parcels at parcel shops, no excess insurance can be taken out.

15.2.9. If, due to DPD's fault, the first delivery attempt does not take place on the working day following the pick-up and the Customer notifies DPD within 3 working days of delivery, DPD will be liable to refund twice the extra charge/surcharge.

15.2.10. DPD shall not be liable for delays in the delivery of consignments with a time-guarantee if:

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

### 15.3. Claiming compensation

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

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

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

### 15.3.3. Notification deadlines for claims

15.3.3.1. The partial loss of or damage to the consignment must be reported to the courier immediately upon delivery of the consignment, if identifiable.

15.3.3.2. If the partial loss or damage cannot be detected immediately upon delivery, it must be reported in writing via DPD's website as soon as possible, but no later than within three working days of delivery. Failure to meet these deadlines will result in the forfeiture of rights.

15.3.3.3. If the addressee does not notify the courier of the fact of the damage and or does not submit the actual claim within the deadline, the consignment shall be deemed to have been delivered in good condition and DPD shall not be liable for any lack of or damage to its inner contents.

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

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

15.3.3.6. If the fact of the loss or destruction of the shipment comes to the attention of the Service Provider in the course of a complaint handling procedure, and at the time of receipt of the service provider's (DPD) response to the complaint - stating the fact of loss or destruction - less than thirty days of the above 6 (six) month deadline for the assertion of claims remain, the deadline is extended to thirty days after receipt of the response.

### 15.3.4. Form and channel for reporting damage

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

15.3.4.2. The notifier is required to complete the notification form on the website and to provide all the information and evidence necessary for the investigation, thus helping to ensure a fact-based and prompt decision.

### 15.3.5. Annexes to the notification

15.3.5.1 The notification must include:

- a document enabling verification of the claim:
  - o a consignment note/
  - o purchase invoice/
  - o a remittance advice of the value of the goods/ o the contents of the consignment note/
  - o repair invoice, depreciation statement,
- a statement of the amount of the claim
- photographs of the damaged goods,
- photographs of the outer packaging,
- photographs of the internal protection of the goods.

15.3.5.2 If the person filing the claim fails to provide DPD with the documents and evidence required to establish the legal basis for compensation or the extent of the damage within the time specified by DPD, but



no later than 30 days from the date of filing the claim, the claim shall be assessed on the basis of the documents and evidence available to DPD.

15.3.5.3 DPD will respond to a duly notified claim for compensation in writing, taking into account the 30-day deadline required for the investigation (e-mail is also considered to be in writing).

#### 15.3.6. Proving the merits of the claim

In order to prove that the claim is well-founded/amounted, the following must be attached:

- in the case of the sender company, a net purchase invoice/price - proof of,
- in the case of second-hand goods, proof of the daily value of the goods dispatched,
- in the case of auction sales, proof of the highest price achieved, final price,
- in the case of sales between private individuals, proof of transfer (dated before dispatch of the parcel),
- in the case of private consignees, proof of the gross price on the commercial invoice,
- in the case of a consignee company, proof of the net price on a commercial invoice,
- in the absence of an invoice, a precise description of the contents of the parcel (product, type).

15.3.7. The amount of compensation: up to HUF 50.000,-

15.3.7.1 The amount of compensation shall be determined in each case after an assessment of the reparability of the damaged product, based on the following:

- Total damage: damaged product cannot be repaired, unusable, replacement required.  
(in case of replacement, the net purchase price - DPD takes the net price only for economic entities, otherwise gross amount is taken into account) will be reimbursed, but not more than HUF 50,000.
  - o In case of total damage (replacement) DPD may claim the damaged product(s).
- Partial damage: the product can be repaired (the cost of repair/replacement of the product will be reimbursed (on invoice).
  - o in case of repair - repair cost is the basis for compensation,
  - o for replacement - net purchase price, but not more than HUF 50.000,-.
- depreciated price: the product can be sold at a reduced price - it can be used but is aesthetically defective, in which case the difference between the depreciated price and the original price is the compensation amount, but not more than HUF 50,000.
- In the case of damage to or loss of used products: the damage is assessed on a pro rata basis of the new replacement value of the lost or damaged product, up to a maximum of HUF 50,000.
- In the case of damage to items sent in sets: the amount of compensation shall be determined in proportion to the value of the entire set in relation to the damaged items (if the item can be repaired or replaced), but not exceeding HUF 50,000.00.

15.3.7.2 Taxes (customs duties) related to the purchase cost shall be charged in accordance with the legal provisions in force at the time.

15.3.7.3 In the event of damaged parcels, it must be ensured that the damage incurred can be inspected by DPD or its agent, and therefore the condition at the time of the damage must be preserved.

15.3.7.4 DPD shall be entitled to decide on the validity of the claim (legal basis) even without an inspection, if this can be clearly established on the basis of the data available to it (record, photographs).

#### 15.3.8. The compensation process

15.3.8.1 If the claim is found to be justified by DPD, DPD will send the Customer the forms it uses to pay for the accepted damage, which must be duly completed and signed by the Customer and returned to DPD.

15.3.8.2. The condition for payment of the certified and accepted damage is the proper completion, signature and sending of the forms to DPD within 30 days. Failure to do so excludes DPD's delay.

### 15.4. Filing of complaints, enforcement of claims for damages

#### 15.4.1. Registering a complaint

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

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

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

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

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

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

15.4.7 If the claimant does not agree with the decision of DPD, he/she has the right to appeal to the Arbitration Board of the place of residence or domicile or to pursue his/her claim by other legal means.  
Contact details of the Conciliation Boards: [www.bekeltetes.hu](http://www.bekeltetes.hu)

15.4.8 DPD will investigate notified claims on an individual basis in accordance with the applicable legal and internal provisions. In matters not covered herein, the provisions of the Consumer Protection Act and the Postal Act shall apply to the notification of complaints and/or claims.

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

16.1. Any report in which the complainant claims that the service provided by DPD does not comply in whole or in part with the legal provisions or these General Terms and Conditions shall be considered a complaint.

16.2. Complaints may be submitted orally by phone during the opening hours of the Call Centre, or in person via DPD's customer service (opening hours), or in writing at DPD's central e-mail address or by filling out the form on DPD's website.

16.3. Complaints related to the Consignment may be made within a limitation period of 6 months from the date of dispatch, or within 30 days of becoming aware of the activity complained of, but no later than 6 months after the implementation of the activity.

16.4. In the case of domestic services, the Service Provider has thirty days from the receipt of the complaint. The duration of the domestic service investigation procedure may be extended once by thirty days with simultaneous notification to the complainant.

16.5. If the complainant does not accept the reply to the complaint or DPD does not respond to the complaint within the deadline, the complainant may turn to the Authority (National Media and Infocommunications Authority) within 30 days of receiving the reply or, in the absence of a reply, of the expiry of the deadline for replying, in order to investigate the complaint or complaint handling.

16.6. DPD may dispense with the investigation of a complaint made by the same complainant with the same content as the content of the previous complaint, which does not contain any new information, as well as a consumer complaint made by an unidentifiable person.

16.7. If the right holder / complaint does not agree with DPD's decision, he/she/it has the opportunity to turn to the Conciliation Body competent for his/her/its place of residence / seat or stay, or to enforce his/her/its claim in other legal ways.

Contact details of the Conciliation Bodies: [www.bekeltetes.hu](http://www.bekeltetes.hu)

16.8. DPD investigates reported claims individually in accordance with the current legal and internal regulations. In matters not regulated herein, the provisions of the Consumer Protection Act and the Postal Act shall apply in case of filing a complaint and/or claim.

## **17. Insurance - overinsurance**

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

## **18. Compliance with legislation / anti-bribery rules / export control**

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

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

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

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

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

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

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

## **19. Data processing, data protection**

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

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

## **20. Prevailing law**

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

## **21. Legal disputes**

In the event of a dispute, the parties shall attempt to reach an amicable settlement, failing which – if there is an individual contract in force between the Parties, the court indicated in the individual contract shall have jurisdiction, otherwise the provisions of the Hungarian Civil Process Code shall apply.

## **22. Miscellaneous provisions**

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

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

## **23. Annexes**

Annex 1: Tariffs

Annex 2: Privacy Notice for customers / data processing conformity declaration

Annex 3: Packaging instructions  
Annex 4: Specimen DPD markings

**DPD Hungary Ltd.**  
Effective from 03 November 2024  
Date of notification of the changes: 17 October 2024

**DPD Domestic GCTC  
Appendix 1  
Tariffs**

**Tariffs for domestic basic services for permanent partners with a written contract**

**Basic services**

**1. DPD Express basic home delivery fee**

Parcel weight	Basic delivery fee/ parcel (HUF)	DPD Express surcharge <sup>5</sup>
0.01 – 3.00 kg	1690	+ HUF 105
3.01 – 5.00 kg	2000	+ HUF 105
5.01 – 10.00 kg	2190	+ HUF 105
10.01 – 15.00 kg	2400	+ HUF 105
15.01 – 20.00 kg	2490	+ HUF 105
20.01 – 25.00 kg	2700	+ HUF 105
25.01 – 31.50 kg	3170	+ HUF 105

The fees indicated above are per package, in HUF and do not include VAT, energy surcharge, toll, the so-called PEAK surcharge, and in case of cash on delivery, the costs related to the transfer (e.g. transaction fee), which are borne by the Customer.

**2. DPD Express parcel point/parcel machine delivery basic fee:**

Parcel weight	Basic delivery fee / parcel (HUF)	DPD Express surcharge <sup>6</sup>
0,01 – 3,00 kg	1360	+ HUF 105
3,01 – 5,00 kg	1600	+ HUF 105
5,01 – 10,00 kg	1750	+ HUF 105
10,01 – 15,00 kg	1920	+ HUF 105
15,01 – 20,00 kg	1990	+ HUF 105

The fees indicated above are in HUF and do not include VAT.

**Surcharges and other fees**

**1. Toll:**

Consignment type:	Toll amount (As a percentage of the consignment service fee):
Postal and other consignments (small parcel) (0.01- 31.50 kg)	5,85 %

**2. Energy surcharge**

The energy surcharge is determined by taking into account the surcharges of the following two energy (carriers) (gas oil and electricity) in proportion to the composition of the so-called energy mix<sup>7</sup>, which is reviewed quarterly for the DPD, and is billed on the basis of the published unit price of these energy (carriers) on a monthly basis.

ENERGY surcharge	The tables below help you calculate the energy surcharge. The surcharge is calculated on the basis of the current market price of diesel, electricity and CNG gas, taking into account the proportion of delivery vans in DPD Hungary's fleet (% distribution of electric, diesel and CNG cars)
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<sup>5</sup> From 1 March 2022, we guarantee next-day delivery for all domestic parcels. If the Customer has an individual contract under which he/she wishes to receive flat-rate compensation under the Postal Act and not compensation under these GTC, the DPD Express service is not a time-guaranteed service.

<sup>6</sup> From 1 March 2022, we guarantee next-day delivery for all domestic parcels. If the Customer has an individual contract under which he/she wishes to receive flat-rate compensation under the Postal Act and not compensation under these GTC, the DPD Express service is not a time-guaranteed service.

<sup>7</sup> Data and ratios of the so-called energy mix are published on the DPD website at the following link: [https://www.dpd.com/hu/hu/csomagfeladas/#business\\_customers](https://www.dpd.com/hu/hu/csomagfeladas/#business_customers)

Diesel** prices (Ft/l)	Surcharge rate
0-480	0,0%
481-490	0,5%
491-500	1,0%
501-510	1,5%
511-520	2,0%
521-530	2,5%
531-540	3,0%
541-550	3,5%
551-560	4,0%
561-570	4,5%
571-580	5,0%
581-590	5,5%
591-600	6,0%
601-610	6,5%
611-620	7,0%
621-630	7,5%
631-640	8,0%
641-650	8,5%
651-660	9,0%
661-670	9,5%
671-680	10,0%
681-690	10,5%
691-700	11,0%
701-710	11,5%
711-720	12,0%
721-730	12,5%
731-740	13,0%
741-750	13,5%
751-760	14,0%
761-770	14,5%
771-780	15,0%
781-790	15,5%
791-800	16,0%
801-810	16,5%
811-820	17,0%
821-830	17,5%
831-840	18,0%
841-850	18,5%
851-860	19,0%
861-870	19,5%
871-880	20,0%
881-890	20,5%
891-900	21,0%
901-910	21,5%
911-920	22,0%
921-930	22,5%

Electricity* prices (€/MWh)	Surcharge rate
0-20	0,0%
21-28	1,0%
29-36	2,0%
37-44	3,0%
45-52	4,0%
53-60	5,0%
61-68	6,0%
69-76	7,0%
77-84	8,0%
85-92	9,0%
93-100	10,0%
101-108	11,0%
109-116	12,0%
117-124	13,0%
125-132	14,0%
133-140	15,0%
141-148	16,0%
149-156	17,0%
157-164	18,0%
165-172	19,0%
173-180	20,0%
181-188	21,0%
189-196	22,0%
197-204	23,0%
205-212	24,0%
213-220	25,0%
221-228	26,0%
229-236	27,0%
237-244	28,0%
245-252	29,0%
253-260	30,0%
261-268	31,0%
269-276	32,0%
277-284	33,0%
285-292	34,0%
293-300	35,0%
301-308	36,0%
309-316	37,0%
317-324	38,0%
325-332	39,0%
333-340	40,0%
341-348	41,0%
349-356	42,0%
357-364	43,0%
365-372	44,0%
373-380	45,0%

CNG gas** (Ft/kg)	Surcharge rate
0-700	14,0%
701-750	14,5%
751-800	15,2%
801-850	15,9%
851-900	16,6%
901-950	17,3%
951-1000	18,0%
1001-1050	18,7%
1051-1100	19,4%
1101-1150	20,1%
1151-1200	20,8%
1201-1250	21,5%
1251-1300	22,2%
1301-1350	22,9%
1351-1400	23,6%
1401-1450	24,3%
1451-1500	25,0%
1501-1550	25,7%
1551-1600	26,4%
1601-1650	27,1%
1651-1700	27,8%
1701-1750	28,5%
1751-1800	29,2%
1801-1850	29,9%
1851-1900	30,6%
1901-1950	31,3%
1950-2000	32,0%
2001-2050	33,0%
2051-2100	34,0%
2101-2150	35,0%
2151-2200	36,0%
2201-2250	37,0%
2251-2300	38,0%
2301-2350	39,0%
2351-2400	40,0%
2401-2450	41,0%
2451-2500	42,0%
2501-2550	43,0%
2551-2600	44,0%
2601-2650	45,0%
2651-2700	46,0%
2701-2750	47,0%
2751-2800	48,0%
2801-2850	49,0%
2851-2900	50,0%
2901-2950	51,0%

Calculation of energy surcharge - example			
Fuel	Proportion of delivery vans	Actual prices	Surcharge %
Gázolaj (Ft/l)	84%	606	6,50%
Áram (€/MWh)	16%	113	12,00%
CNG (Ft/kg)	0%	899	16,60%
Energy surcharge %		example.:(84%*6,50%+16%*12,00%+0%*16,60%)	7,38%

\*<https://hupx.hu/hu/piaci-adatok/dam/rendszeres-riportok>

\*\* <https://nav.gov.hu/ugyfeliranytu/uzemanyag/2023-ban-alkalmazhato-uzemanyagarak>

The surcharges will be adjusted on the first working day of each month, in such a way that the surcharge rate for diesel and CNG is calculated from the average price set by the NAV for the month. For electricity, the average monthly price is the latest available monthly average price from the Hungarian Power Exchange. The energy surcharge will be calculated on the basis of the distribution of the types of vehicles in DPD's current fleet, which will be adjusted quarterly. The current surcharges will continue to be published on the official DPD Hungary website.

### **3. Bank card payment**

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

### **4. Non-system compatible parcel**

Overweight and oversize	HUF 15,000 + DPD Classic domestic delivery fee
Not forwardable on a conveyor belt	HUF 1,499 + DPD Classic domestic delivery fee

### **5. Modification of the COD - Domestic cash on delivery amount:**

Fee: HUF 1,290/modification

The cash-on-delivery amount cannot be adjusted for deliveries sent via a consolidator or PickApp app, and in the case of delivery to a Parcel Shop or Parcel Locker.

### **6. 'PEAK' surcharge**

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

### **7. Unsuccessful pickup**

Fee: 1.200,- HUF / unsuccessful pick-up.

For the purposes of this clause, unsuccessful pick-up: any case of permanent and/or occasional parcel pick-up where the courier has been dispatched to the dispatch address on the basis of an order, but for reasons in the Shipper's interest, no Parcel has been delivered or no cancellation has been made by the Shipper no later than 24 hours before the day before the ordered dispatch date.

### **8. Missing e-mail address**

In order to ensure successful delivery and to increase customer satisfaction, DPD will inform the Consignee of the expected arrival of the Shipment by means of a Predict message to the contact details (as a rule, the e-mail address) provided by the Sender. If DPD receives the e-mail address incorrectly or not at all, DPD will inform the Consignee by SMS message. Unless otherwise agreed, the Sender will be invoiced for the SMS according to the current SMS cost basis.

### **9. System return (not received parcels)**

Price: 699,- HUFT per parcel.

If the delivery of the parcel fails for the following reasons, DPD will return the parcel to the Sender at the Sender's expense:

- a) Addressee is not available,
- b) Addressee has refused the Parcel,
- c) the Addressee did not accept the Parcel delivered to the Parcel Shop or Parcel Locker,
- d) Addressee did not accept the parcel stored at the Depot,
- e) the consignment is incomplete,
- f) missing or discrepant postal delivery details,
- g) incorrect address.

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

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

#### **1. Fees of the DPD Express 12 and 10 services**

DPD Express 12	DPD Express basic delivery fee + HUF 600/parcel Express surcharge
DPD Express 10	DPD Express basic delivery fee + HUF 1,200/parcel Express surcharge

#### **2. COD - Domestic cash on delivery:**

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

\*payment by card only

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

### 3. COD Express

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

### 4. Collection Request – Domestic (Domestic parcel collection order):

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

### 5. Regular Pickup:

Fee: In case of contracted partners, there is no extra charge for this service.

### 6. Parcel exchange service:

**Fee:** DPD Express delivery fee + DPD Classic delivery fee + 25%

### 7. Overinsurance:

Our over-insurance service is only available for DPD Express domestic and DPD Classic international services with a dedicated label printer program for our contracted customers. For more information, please read our Parcel Insurance conditions.

Consignment value (HUF)	Fee (HUF)
50 000 – 100 000	1 040,00
100 001 – 182 000	1 200,00
182 001 – 350 000	1 500,00
350 0001 – 525 000	2 400,00
525 001 – 700 000	3 000,00
700 000 – 875000	4 000,00
875 001 – 1 050 000	5 000,00
1 050 001 – 1 225 000	6 000,00
1 225 001 – 1 400 000	7 000,00
1 400 001 – 1 575 000	8 000,00
1 575 001 – 1 750 000	9 000,00
1 750 001 – 1 925 000	10 000,00
1 925 001 – 2 100 000	11 000,00
2 100 001 – 2 275 000	12 000,00

Consignment value (HUF)	Fee (HUF)
2 275 001 – 2 450 000	13 000,00
2 450 001 – 2 625 000	14 000,00
2 625 001 – 2 800 000	15 000,00
2 800 001 – 2 975 000	16 000,00
2 975 001 – 3 150 000	17 000,00
3 150 001 – 3 325 000	18 000,00
3 325 001 – 3 500 000	19 000,00
3 500 001 – 3 675 000	20 000,00
3 675 001 – 3 850 000	21 000,00
3 850 001 – 4 025 000	22 000,00
4 025 001 – 4 200 000	23 000,00
4 200 001 – 4 375 000	24 000,00
4 375 001 – 4 550 000	27 000,00

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

### 8. Text message notification – Predict domestic



**Fee:** HUF 49 / consignment

**Other provisions**

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

**DPD Hungary Llc.**

Effective from: 03 November 2024

Date of notification of the change in the tariffs: 17 October 2024

**DPD Domestic GCTC**  
**Appendix 2**  
**Privacy Notice for customers / data processing conformity declaration**

Name of the Controller:	DPD Hungary Kft. (hereinafter: 'DPD', 'Company' or 'Controller')
Company reg. no. of the Controller:	Cg. 01-09-888141
Tax number of the Controller:	13034283-2-44
Registered office of the Controller:	1134 Budapest, Váci út 33, 2nd Floor
E-contact of the Controller:	dpd@dpd.hu
Representative of the Controller:	Szabolcs Czifrik (managing director)
Data Protection Officer:	Dr Gergő Soltész
Contact details of the Data Protection Officer:	<a href="mailto:adatkezeles@dpd.hu">adatkezeles@dpd.hu</a>

### **Introduction**

In order to ensure the rights of data subjects, DPD compiles the following privacy notice (hereinafter: 'notice').

By creating and making available this Notice, DPD intends to ensure the exercising of the right to transparent information as defined in Article 12 of Regulation (EU) 2016/679 of the European Parliament and of the Council (hereinafter: 'GDPR').

The purpose of this Notice is to provide data subjects with adequate information on the data processed by DPD or the Processor entrusted by it, their source, the purpose, legal ground and duration of the processing, the data processors possibly involved in processing, and - in case of transfer of the data subject's personal data - the legal ground and the recipient of the transfer.

For the purposes of the notice, the term personal data means any information relating to an identified or identifiable natural person (data subject), on the basis of which the natural person can be identified directly or indirectly based on one or more factors.

This Notice constitutes an annex to the General Contracting Terms and Conditions and is available at <https://www.dpd.com/hu/home/szallitas/aszf>.

At DPD, we take the protection of personal data seriously in all stages of processing. We process personal data only for a specific purpose, in order to exercise a right or fulfil an obligation, to the minimum extent and for the time necessary to achieve that purpose.

Applicable law:

- Regulation of the European Parliament and of the Council (EU) 2016/679 on the Protection of Natural Persons with Regard to the Processing of Personal Data and on the Free Movement of Such Data (hereinafter: 'GDPR'),
- ("GDPR"),
- Act CXII of 2011 on the Right to Informational Self-Determination and Freedom of Information (hereinafter referred to as the "Information Act"),
- Act CLIX of 2012 on Postal Services (hereinafter: "Postal Act"),
- Government Decree No. 335/2012 (XII.4.) on the detailed rules for the provision of postal services and the postal service for official documents, as well as on the general terms and conditions of postal service providers and on items excluded from or conditionally deliverable by postal services (hereinafter referred to as the "Postal Decree"),
- Act C of 2000 on Accounting (hereinafter: "Accounting Act"),
- Act V of 2013 on the Civil Code (hereinafter referred to as "Civil Code"),
- Act CLV of 1997 on Consumer Protection (hereinafter referred to as the "Consumer Protection Act"), and
- Act CXXXIII of 2005 on the Rules of Personal and Property Protection and Private Investigation (hereinafter referred to as the "Property Protection Act")

### **Whose data do we process and for what purpose?**

#### **The core activity of the Company: other postal and courier activities.**

The Company undertakes the collection, forwarding, sorting and delivery of Consignments in Hungary and abroad, to the party designated as the addressee by the sender of the Consignment, ensuring that the Consignments can also be tracked by the sender online. In order to perform its service activities, the Company also comes into contact with the data of natural persons. This data can include their name, address, telephone number and e-mail address. The data is necessary for the performance of the courier service.

**purpose of the processing:** performance of courier activities, performance of postal service contracts, settlement, verification and subsequent control of performance, provision of data to the authority supervising the service

**processed data:**

- In the case of the addressee of the consignment: name, address, telephone number and e-mail address
- In the case of the Sender: partner ID, partner name, tax number, registered office or address data, electronic mail address, telephone number, invoice data, date of conclusion of the contract

**legal ground of the processing:** pursuant to Article 6 (1) b) of the GDPR, data processing is necessary for the performance of the contract, and for the fulfilment of a legal obligation under Article 6 (1) c) of the GDPR

**data storage deadline:**

- - telephone number and e-mail address: 1 year from the date of collection,
- - in the case of data required for invoicing (name, address), 8 years from the date of issue of the invoice, pursuant to Section 169 (2) of the Accounting Act

**data storage method:** on paper and electronically

**Arrears Management**

In the case of the Company's customers, there may be clients who accumulate arrears. In such a case, the Company's debt management team initiates the arrears management procedure. If the procedure does not lead to a result, the data of the client is transferred to an authorised lawyer or debt management company for the purpose of debt management.

**purpose of the processing:** collection of arrears

**processed data:**

- partner ID
- partner's name
- tax number
- registered office or address data
- e-mail address
- phone number
- date of first and second reminder
- invoice data
- contracting date

**legal ground of the processing:** enforcement of the Company's legitimate interest under Article 6 (1) f) of the GDPR

**data storage deadline:** the settlement of the arrears, and the limitation of civil law claims related to arrears management (5 years)

**Complaint handling**

The Company investigates incoming complaints in a free, simple, transparent and non-discriminatory procedure and keeps a register of the complaints and the manner in which they are handled. The rules of complaint handling concerning customers are contained in the Company's GCTC.

**purpose of the processing:** recording, investigating and assessing complaints

**processed data:**

- the date of collection of the Consignment
- the parcel number on the parcel label of the Consignment
- the details of the claimant (Customer/Addressee) (name, registered office/home address, identification number – parcel number, reference number –, tax number, possibly bank account number) and their official company or handwritten signature, or fax number, or e-mail address or mailing address to which the Company may send its written response
- the description of the complaint, an indication of the possible defect in the Consignment or service and the probable cause of the defect
- the indication and description of the damage and definition of the claim amount for damages
- the voice of the data subject (the telephone conversation is recorded)
- the documents proving the validity of the complaint and enabling the claim to be verified, such as a document on the contents of the Consignment (delivery note, purchase invoice, photographs, etc.)
- the documents proving the acquisition and purchase price of the Consignment, possibly production costs
- the report recorded jointly with the courier
- where appropriate, the expert report necessary to determine the damage.

**legal ground of the processing:** the provisions of Section 17/A-C of Act CLV of 1997 on Consumer Protection

**data storage deadline:** the Company is obliged to keep the record of the complaint and a copy of the response for five years and to present it to the controlling authorities upon request [Section 17/A (7) of the Consumer Protection Act]

**data storage method:** on paper and electronically

### **Processing relating to the recording of telephone conversations**

Pursuant to Section 17/B (3) of Act CLV of 1997 on Consumer Protection, your conversation with DPD is recorded, the conversation is assigned a unique identification number, and your personal data is processed as follows:

**purpose of the processing:** recording of complaints, customer claims, evidence for resolving legal disputes, recording of error reports, investigation, assessment, proof of agreement, proof of irrecoverability, quality assurance

**processed data:**

- the date of collection of the Consignment
- the parcel number on the parcel label of the Consignment
- the details of the claimant (Customer/Addressee) (name, registered office/home address, identification number - parcel number, reference number -, tax number, possibly bank account number) and their official company or handwritten signature, or fax number, or e-mail address or mailing address to which the Company may send its written response
- the description of the complaint, an indication of the possible defect in the Consignment or service and the probable cause of the defect
- the indication and description of the damage and definition of the claim amount for damages
- the voice of the data subject
- the documents proving the validity of the complaint and enabling the claim to be verified, such as a document on the contents of the Consignment (delivery note, purchase invoice, photographs, etc.)
- the documents proving the acquisition and purchase price of the Consignment, possibly production costs
- the report recorded jointly with the courier
- where appropriate, the expert report necessary to determine the damage.

**legal ground of the processing:** the provisions of Section 17/A-C of Act CLV of 1997 on Consumer Protection, Article 6 (1) c) of the GDPR (fulfilment of a legal obligation, taking into account Section 57 (1) of the Postal Act and Section 17/B (3) of the Consumer Protection Act)

**data storage deadline:** the Company is obliged to keep the record of the complaint and a copy of the response for five years and to present it to the controlling authorities upon request [Section 17/A (7) of the Consumer Protection Act]

**data storage method:** on paper and electronically

### **Quotation request**

On the website, on the <https://www.dpd.com/hu/home/szallitas/arajanlatkeres2> link, the visitor has the opportunity to request a quotation.

**purpose of the processing:** to identify the visitors who initiate contact on the website, to make the electronic services available to them

**processed data:**

- Company name\*
- Street name, house number \*
- Postcode \*
- Town \*
- Contact person:
- Name \*
- E-mail address \*
- Phone number \*
- Average monthly parcel quantity (pcs)? \*
- What is the average weight of these consignments? \*
- Description of goods \*
- Do you have a cash on delivery parcel? What percentage of parcels are cash on delivery?
- What is the average cash on delivery amount to be collected?
- Comment

**legal ground of the processing:** consent of the data subject in accordance with Article 6 (1) a) of the GDPR

**data storage deadline:** 2 years from the dissemination of the data

**data storage method:** electronic

### **Data recording by a camera surveillance system**

Where an electronic surveillance system suitable for image and video recording is in place, signs indicating the exact location of the cameras and describing the fact of the recording have been placed.

Personal data related to the camera surveillance system is processed as follows:

**Purpose of the processing:** operation of an electronic surveillance system, protection of property, prevention of infringements, detection of infringements, recording of evidence in case of an infringement or a reasonable suspicion thereof, quality assurance

safe storage, handling and transport of high-value stock, documentation of complete and undamaged delivery from the warehouse.

**Processed data:** Portrait and image recordings taken directly of data subjects.

**Legal ground of the processing:** Article 6 (1) f) of the GDPR (enforcement of the controller's legitimate interests, protection of property, prevention and detection of criminal offences).

**Data storage deadline:** 3 months after recording if not used.

**Data storage method:** electronically.

*We provide information on processing that may not be listed in this Notice during the collection of the personal data.*

### **How do we protect the data?**

In order to ensure the security of the personal data processed on paper, DPD applies the following measures:

- the data can only be accessed by authorised persons, with no one else having access thereto
- the documents are placed in a lockable, dry room complete with fire and property protection equipment
- the continuously processed documents are only accessible by the competent persons
- the data processing employee of DPD may only leave the processing location during the day by locking away the data carriers entrusted to them or by locking the office
- the employee of the Company performing the processing locks away the paper-based data carrier upon completion of the work
- if the personal data processed on paper is digitized, the Company applies the security rules governing digitally stored documents

If the purpose for the processing of the paper-based personal data is achieved, the Company arranges for the destruction of the paper. If the data carrier of the personal data is not paper but a physical device, the rules for the destruction of paper-based documents shall apply.

In order to ensure the security of personal data stored on a computer or network, the Company applies the following measures and guarantee elements:

- the computers used in the processing are the property of the Company, or it exercises its rights equivalent to ownership rights over them
- the data on the computer can only be accessed with a valid, personal and identifiable authorisation – at least with a username and password –, and the passwords are changed by the Company on a regular basis or in justified cases
- all computer records involving the data are traceably logged
- the data stored on the network server computer (hereinafter: 'server') can be accessed only with appropriate authorisation and only by designated persons
- if the purpose of the processing has been achieved and the deadline for the processing has expired, the file containing the data is permanently erased, making it impossible to recover
- the Company protects the servers with a high-availability infrastructure for the security of the data stored on the network, avoiding data loss with backups and archiving
- the data carrier storing the saved data is stored in a safe box designed for this purpose, in a fireproof place and manner
- it provides continuous virus protection for the personal data processing network
- it prevents unauthorised persons from gaining access to the network by using the available IT equipment

In order to physically protect the servers stored in the server rooms at the personal data storage location, the Company applies the following measures and guarantee elements:

- the physical protection of the server room is provided by fire retardant walls
- the server room is air conditioned and equipped with a fire alarm system
- only a person authorised to collect the server room key may enter the server room,
- the Controller keeps a register of the persons authorised to collect the key

The purpose of the regulation of right management is for the allocated rights to be accurately trackable and preserved in a documented form, and for the activities of the persons with individual rights and the range of

data used by them to be controlled. The up-to-dateness of this data greatly assists the Company in meeting the level of security expected of it or to be achieved by it, as well as to operate the IT network in accordance with legal and professional standards.

In order to ensure the security of the personal data, the Company applies the following rights management regulations:

- The setting up of a new right or the modification of a right is performed by the IT specialist based on the authorisation of the right holder
- When establishing rights, we only allocate the rights necessary and sufficient for the work
- The allocation of full access or administrator rights to persons who perform other work or not requiring the rights, should be avoided
- A named user with administrator rights should be used for the performance of administration tasks in the system wherever possible. Unnamed administrator passwords must be stored in a signed and sealed envelope, in an unopenable manner. Their use may be authorised by the executive officer of the Controller or, in the event of their impediment, by their deputy in accordance with the substitution order. The use of unnamed user rights must be justified and documented.
- No employee of an external company - maintenance or development - has continuously active permanent access rights.

In order to comply with the GDPR, DPD strives to minimise the processing of personal data, to pseudonymise the personal data as soon as possible, to ensure the transparency of the functions and processing of the personal data, to allow the data subject to monitor the processing, and to enable the controller to create and improve security features. Built-in data protection (privacy by design), as a result of which the Company complies with the requirements of the GDPR even before the actual start of processing - e.g. already during the project preparation period -, was introduced. Built-in data protection is the sum of the Company's own internal procedures, with which, regardless of external regulations, it seeks to comply with the requirement to protect the privacy of the data subject as much as possible.

#### **Do we transfer your data to third parties?**

We only use your data for the purposes stated in connection with our business activity. The data we process is not disclosed to anyone and for purposes that are not directly related to our services, with the exception of the following cases:

#### **Compliance with legal requirements**

There are cases when, in accordance with legal regulations, the Company is obliged to release the data processed by it in accordance with the request of the competent bodies. Examples of such bodies are: public administration bodies and authorities, social and health insurance bodies, auditors, etc.

#### **Processors**

Natural or legal persons, public authorities, agencies or any other bodies that process personal data on behalf of the Controller.

These processors are (including but not limited to) the following:

##### **I. Subcontracting carriers**

Contractors who collect and deliver parcels on behalf of DPD under contract.

**Processed data:** identifiers and contact details of the senders and addressees of the parcels

##### **II. Organisations cooperating with the DPD group and partners involved in transportation**

Within the framework of international services, the delivery/forwarding of parcels abroad is carried out by the organisational units or partners of the DPD Group that are responsible for such services provided in the given country.

**Processed data:** identifiers and contact details of the senders and addressees of the parcels

##### **III. Infocommunication service providers**

If necessary, DPD also communicates data to infocommunication service providers within a controlled framework. Such cases include, for example:

- to ensure the efficiency of the services (especially to optimise transportation processes)
- when using notification services (transfer of parcel data),
- in connection with the service fee for cash on delivery services, etc.

**Processed data:** the identifiers and contact details of the senders and addressees of the parcels, the identification data of the users of the online applications.

##### **IV. Service providers**

There are companies that have a limited involvement in certain activities of DPD, during which they come into contact with data. By this we usually mean subcontractors whose employees are responsible for loading and sorting parcels.

**Processed data:** the delivery data on the parcel label.

## **V. Contractors providing services for the benefit of our employees**

During the calculation and payment of salaries and employee benefits, the performance of all employment-related activities and the performance of work, we provide the data of our employees to certain companies in the framework of a controlled procedure.

**Processed data:** the identification data of employees.

## **VI. Arrears Management**

If DPD's arrears management procedure does not lead to a result, the data of the client is transferred to an authorised lawyer or debt management company for the purpose of debt management.

**Processed data:** the data required for the recovery of arrears

DPD enters into data processing contracts with all processors. In these, both parties undertook to comply with data protection legislation and the data security requirements pursuant to the requirement of the DPD.

## **Rights of the data subjects and their enforcement**

The data subject may request information on the processing of their personal data, as well as request the rectification, or - with the exception of the data processing ordered by law - the erasure or restriction of their personal data via the indicated contact details of the Company.

The data subject has the right to receive the personal data concerning them, which they have provided to a Controller, in a structured, commonly used and machine-readable format and shall have the right to transfer those data to another controller.

The Company is obliged to forward the received request or objection to the head of the organisational unit responsible for the data processing within three days of receipt.

The Controller shall, without undue delay, but by no later than within 1 month of the receipt of the request, inform the data subject in accordance with Articles 15 to 22 of the GDPR, of the action taken in response to the request. If necessary, taking into account the complexity of the request and the number of requests, this deadline may be extended by a further 2 months. DPD shall inform the data subject of the extension of the deadline, indicating the reasons for the delay, within 1 month from the receipt of the request. If the data subject has submitted the request electronically, the information should, if possible, be provided electronically, unless the data subject requests otherwise (Article 12 (3) of the GDPR). Information pursuant to Articles 13 and 14, and notification and the taken measures pursuant to Articles 15 to 22 and 34 of the GDPR, shall be provided free of charge. If the data subject's request is clearly unfounded or excessive, in particular due to its repetitive nature, DPD, as Controller, may either charge a reasonable fee taking into account the administrative costs of providing the information or notification or taking the action requested or may refuse to take action in relation to the request. The Controller shall bear the burden of demonstrating the clearly unfounded or excessive nature of the request (Article 12 (5) of the GDPR).

Upon the request of the data subject, the Controller will provide information to the data subject in relation to their data processed by the Controller or a processor hired by them, on the sources of the data, the purpose, legal ground, duration of the processing, the name, address of the processor and its activity related to processing, on the circumstances and effects of the personal data breach, and on the actions taken for the elimination thereof, furthermore - in case of the data subject's data being transferred - on the legal ground and the recipient of the data transfer.

As a general rule, the information is free of charge, provided that those requesting the information have not submitted any request for information for the same set of data in the current year to the Controller. In any other case a charge may be applied. The amount of the charge may also be stated in the contract concluded between the parties. Where any payment is made in connection with data that have been processed unlawfully, or the request led to rectification, the amount shall be refunded.

Inaccurate data is rectified by the head of the department processing the data, if the necessary data and the official documents proving them are available. If the reasons set out in Article 17 of the GDPR exist, they shall take measures to erase the personal data processed.

The personal data must be erased if

- a) the personal data are no longer required for the purpose for which they were collected or otherwise processed;
- b) the data subject withdraws their consent on which the processing is based and there is no other legal ground for the processing;
- c) the data subject objects to the processing and there is no overriding legitimate reason for the processing, or the data subject objects to the processing;
- d) the personal data have been processed unlawfully;

- e) the personal data must be erased in order to fulfil a legal obligation under Union or Member State law applicable to the Controller;
- f) the personal data was collected in connection with the provision of information society services to children under the age of 16.
- g) where the Controller has made the personal data public and the personal data are no longer needed for the purpose for which they were collected or otherwise processed, they shall be erased and, taking account of available technology and the cost of implementation, the Controller shall take reasonable steps, including technical measures, to inform controllers which are processing the personal data that the data subject has requested the erasure by such controllers of any links to, or copy or replication of, those personal data.

The data subject may object to the processing of their personal data,

- if the processing or transfer of the personal data is required only for performing a legal obligation of the Controller or it is necessary for the enforcement of a legitimate interest of the Controller, the data recipient or a third party, with the exception of mandatory data processing;
- if the use or transfer of personal data is done for direct business acquisition, public opinion polling or scientific research; or
- in other cases defined by law.

The Controller shall review the objection within the shortest possible time, but within no more than 15 days following the submission of the request, shall make a decision on its merits and shall notify the requestor in writing of their decision.

If, according to the findings of the Controller, the data subject's objection is justified, the Controller shall terminate all processing operations - including data collection and transfer -, block the data involved and notify all recipients to whom any of these data had previously been transferred concerning the objection and the ensuing measures, upon which these recipients shall also take measures regarding the enforcement of the objection.

If the data subject does not agree with the decision of the Controller, or if the Controller fails to meet the deadline for replying, the data subject may refer the matter to the court within 30 days from the notification of the decision or from the last day of the deadline.

If data that are necessary to assert the data recipient's rights are withheld owing to the data subject's objection, the data recipient shall have the right to turn to a court against the Controller within 15 days from the date of communication of the decision. The Controller may also summon the data subject to court.

If the Controller fails to provide notification, the data recipient shall have the right to request information from the Controller concerning the circumstances of non-disclosure, upon which the Controller shall make available the information requested within 8 days of receipt of the data recipient's request. In the event of a request for information, the data recipient may bring an action against the Controller 15 days from the date of receipt of the information, or from the deadline prescribed therefor. The Controller may also summon the data subject to court.

The Controller shall not erase the data of the data subject if processing has been prescribed by law. However, data may not be transferred to the data recipient if the Controller agrees with the objection or if the court has found the objection justified.

If the assessment of the case is unclear during the exercising of the data subject's rights, the head of the department processing the data may, by sending the case files and their opinion on the case, request the opinion of the data protection officer, who shall comply with their request within three days.

The Company shall compensate for any damage caused by the unlawful processing of the data of the data subject or as a result of the violation of the data security requirements, and shall also pay restitution for the violation of the rights relating to personality caused by them or the Processor employed by them. The Controller shall not be liable for damages or paying restitution if they demonstrate that the damage or the violation of the data subject's rights relating to personality was brought about by reasons beyond the scope of their processing activity. Likewise, they shall not provide any compensation for the damage if it occurred due to deliberate or grossly negligent behaviour of the injured party.

#### **Verification prior to the exercising of the data subjects' rights:**

We place great emphasis on the protection of the rights of data subjects, therefore we pay maximum attention to making sure that the requests concerning data processing and the other requests specified in the regulation come from an authorised person. Verification of the identity of the data subject does not affect general enquires.



We reserve the right to verify your identity to determine the legitimacy of your request, thereby helping to protect your personal data.

In doing so, we are entitled to perform the following activities:

- compare the contact details of the person submitting the request relating to processing with the data available to us. We may forward the requested information only to the authorised person.
- verify that the interested party possesses the necessary information, especially in the case of requests for the rectification / amendment of data
- control the identity card of the interested person
- compare the contents of the request with any other reliable evidence

If we are unable to establish your identity beyond a reasonable doubt, we cannot provide you with the requested data or carry out the operations you have requested.

### **Handling and reporting personal data breaches**

In accordance with the law, we report the personal data breach to the supervisory authority within 72 hours of becoming aware of it, and we keep a record of the personal data breaches. In the cases specified by law, we also inform the users concerned. If, as a result of the investigation, it is established that the personal data breach is likely to pose a high risk to the rights and freedoms of natural persons and the notification of the data subjects is required, the data protection officer shall immediately notify the data subjects and the Company's executive officer.

The data subjects do not need to be notified:

- if the Company has implemented technical, organisational or security measures for the data concerned that prevent unauthorised persons from accessing the data or prevent the data from being interpreted;
- if, following the occurrence of the personal data breach, the Company has taken measures to ensure that the identified data processing risk is unlikely to occur;
- if the notification would require a disproportionate effort. In this case, the data subjects shall be notified by way of publicly available information, which may be provided by electronic means.

### **Limitation of DPD's liability**

DPD independently determines the purposes and means of the processing of the personal data during the provision of the service. DPD is responsible for the collection, organisation, processing and storage of the personal data.

However, in some cases, DPD's liability can be excluded, for example:

- if the damage was caused by your processing in breach of this Regulation
- if they were transferred to us due to the fault of the Controller, despite the fact that we did not request certain data or where we did not agree with the data provider regarding the transfer of the relevant data
- if the data of the data subject were accessed by our customers without their consent and were thus transferred to them
- if our customers providing services for children transfer the personal data of children to DPD without obtaining the permission of the person exercising parental custody rights

### **Legal remedy options**

Based on the data subject's request, they shall notify the data subject, without delay but no later than within 1 month of receiving the request, of the reasons for their failure to implement a measure, and shall also inform the data subject that they may submit a complaint with a supervisory authority, and may seek judicial legal remedy (Article 12 (4) GDPR).

Supervisory authority:

name: National Authority for Data Protection and Freedom of Information (NADPFI)

address: 1055 Budapest, Falk Miksa utca 9-11

postal address: 1363 Budapest, P.O. Box: 9

phone: (+36 1) 391 1400

fax: (+36 1) 391 1410

e-mail: [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu)

website: [www.naih.hu](http://www.naih.hu)

### **Compensation**

Any person who has suffered material or non-material damage as a result of an infringement of the GDPR shall have the right to receive compensation from the Controller or Processor for the damage suffered (Article 82 (1) of the GDPR). Any controller involved in processing shall be liable for the damage caused by processing which violates the provisions of the GDPR. The Processor shall be liable for the damage caused by processing only where they have not complied with obligations of the GDPR specifically applicable to processors or where they have acted outside or contrary to the lawful instructions of the controller (Article

82 (2) of the GDPR). The Controller or Processor shall be exempt from liability if they prove that they are not in any way responsible for the event resulting in the damage (Article 82 (3) of the GDPR). Where more than one controller or processor, or both a controller and a processor, are involved in the same processing and where they are responsible for any damage caused by processing, each controller or processor shall be held liable for the entire damage in order to ensure effective compensation of the Data Subject (Article 82 (4) of the GDPR).

### **DATA PROCESSING CONFORMITY DECLARATION**

Please note that during the preparation for the application of Regulation (EU) 2016/679 of the European Parliament and of the Council (hereinafter: 'GDPR' or 'Regulation'), we outlined the personal data processing processes of the undersigned **DPD Hungary Kft.** (registered office: 1134 Budapest, Váci út 33, 2nd Floor, hereinafter: 'DPD') covered by the Regulation. A record was created of the personal data identified during the processes, which operate legally in accordance with the expected principles.

The purposes and legal grounds of each processing, the scope of personal data involved in the processing (according to the categories of data subjects) and the criteria system of data retention were recorded.

The technical and organisational measures for data security have been taken. In the case of data stored on paper and data stored on IT devices, networks and servers, technical organisational measures have been developed, such as the rights management process, server security requirements, and the option of pseudonymisation.

A Data Protection Officer has been appointed at our company. Our Data Protection and Data Security Policy sets out the rules for detecting and handling personal data breaches, conducting data protection impact assessments and interest balancing tests.

We have a Data Protection and Data Security Policy as well as a Data Transfer Register and a Personal Data Breach Register, which we maintain in a credible manner.

The registration of the individual processing operations in the data protection register kept by the National Authority for Data Protection and Freedom of Information has been completed, the registration numbers of which are included in the relevant policies.

With regard to further tasks, we are aware of the goals that must be achieved in order for the rights of the data subject to be fully enforced.

While striving for the maximum protection of personal data, we respect the right to informational self-determination. We inform the data subjects of their rights and the legal remedies available to them. The data processing path used at DPD can be tracked and controlled by everyone.

We declare that, in addition to the GDPR Regulation, our activities are carried out pursuant to Act CLIX of 2012 on Postal Services, regulating DPD's activities, and Act CXII of 2011 on the Right to Informational Self-Determination and Freedom of Information.

We require all of our Partners to comply with the law, and we only use partners and subcontractors who comply with the applicable data protection regulations in the course of our activities.

Budapest, 17 October 2024.

DPD Hungary Kft.



Packaging instructions  
Useful tips for professional and  
secure packaging

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

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

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

### **Outer and inner packaging**

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

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

### **Fragile goods**

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

### **Transportation and sorting**

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

### **Purpose of packaging**

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

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

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

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

### **Packaging multiple products together**

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

### **Bulk goods**

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

### **Padding material**

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

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



## Inner packaging | Protection of goods

### Why it is important

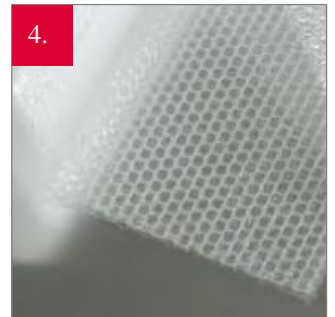
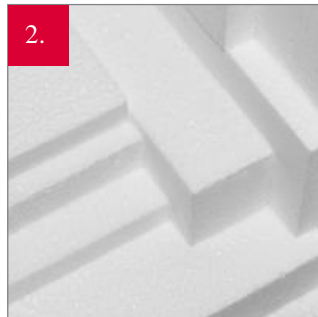
For the inner packaging/protection of goods, the use of any padding or space filler material which prevents the movement of the goods inside the box, i.e. provides adequate protection to ensure that the goods remain stable inside the box, is permitted.

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

The use of edge protectors is also recommended.

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

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



\*Not suitable for packaging electronic items.

## Outer packaging

### Packaging offering adequate protection:

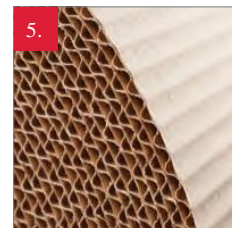
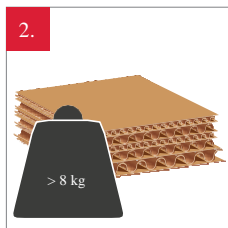
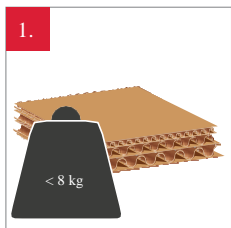
- good quality;
- waterproof;
- consisting of a cardboard box which has a minimum of 3 layers (it is recommended to use a cardboard box with 4 or preferably 5 layers);
- fitted with edge protectors;
- with reinforced corners.

### Packaging material to avoid:

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

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

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



## Taping and sealing of consignments

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

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

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



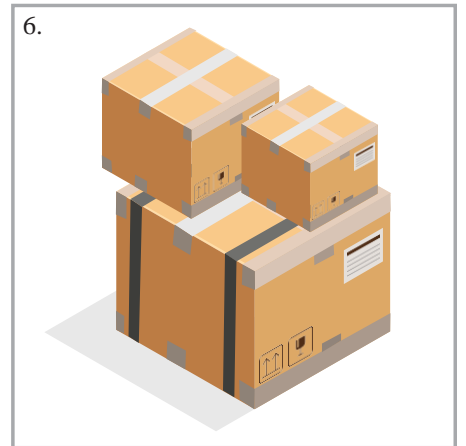
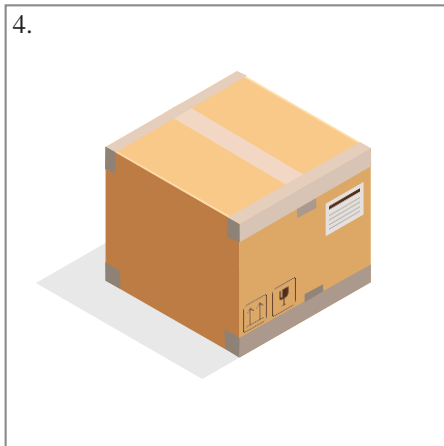
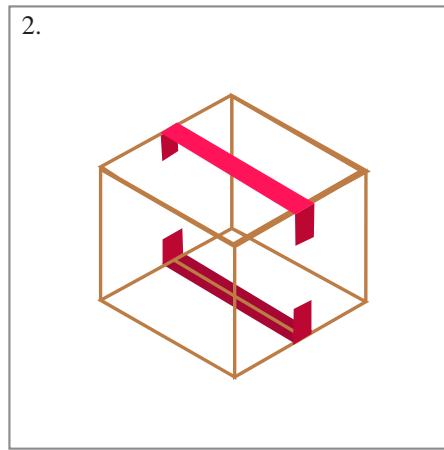
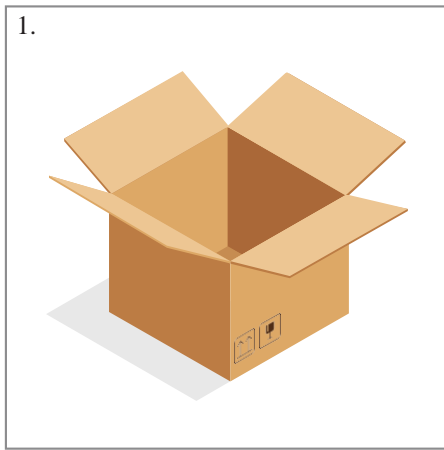
The box must be sealed in such a way that the goods/objects/products are not damaged or injured, or fall out, and it cannot cause damage to any other parcel.

## Adhesive tape

Thick, self-adhesive - minimum 45 mm wide

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





**The packaging must always be complete**

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

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

**Caution markings**

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

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

**Attention!**

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







## Labelling

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

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

## Readable, appropriate barcode



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

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

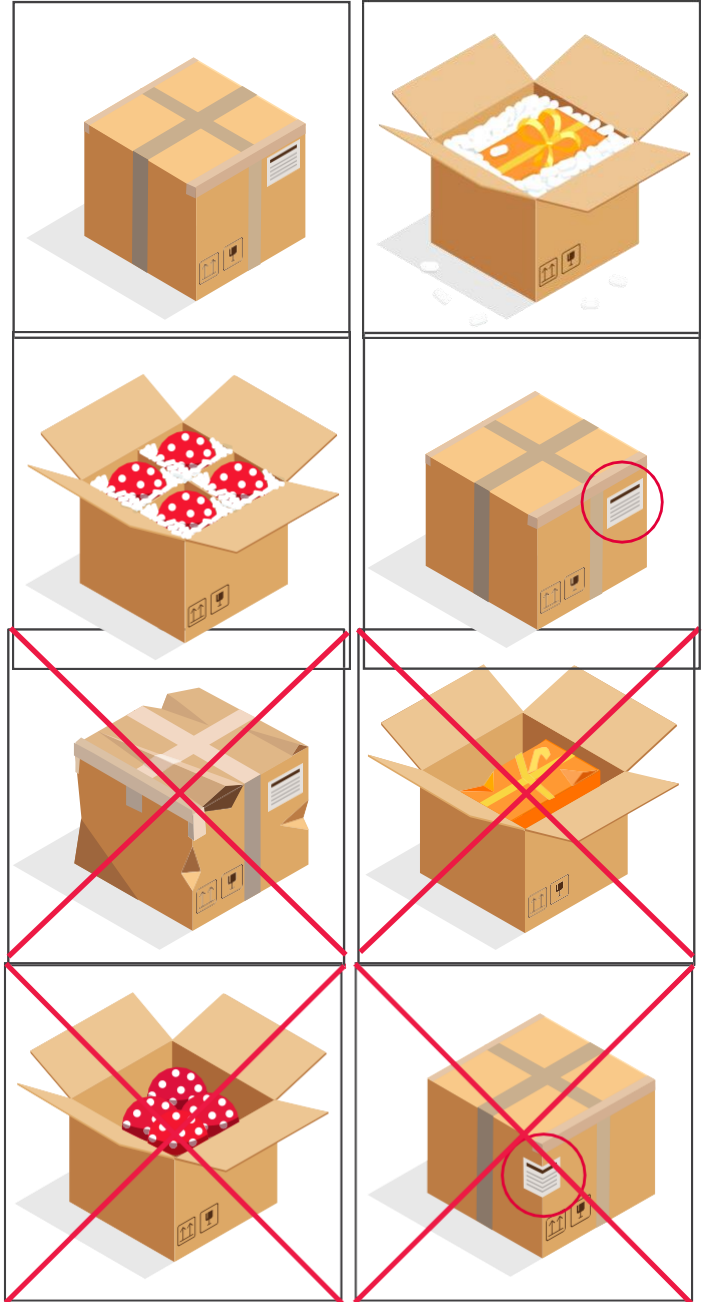
## Illustration of packaging

### Criteria for proper packaging:

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

### Criteria for improper packaging:

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



## Consignments that can be transported in special packaging



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

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



### Packaging of electronic and IT devices

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





### Parcel parameters

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

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

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



### Definition of delivery fees

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

In each case, the higher value is considered.

$$\frac{L \times W \times H}{5,000} = \text{Bulk density}$$

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

#### Attention!

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

Circumference of maximum 2.5 m, and a maximum length of 1 metre.

## DPD Domestic GTC

### Annex 5: DPD Express 10 and DPD Express 12 services – territorial list (by postal codes)

#### DPD Express 10:

1007-1007, 1011-1016, 1021-1029, 1031-1039, 1041-1049, 1051-1056, 1061-1078, 1081-1089, 1091-1098, 1101-1108, 1111-1119, 1121-1126, 1131-1139, 1141-1149, 1151-1158, 1161-1165, 1171-1174, 1181-1186, 1188-1188, 1191-1196, 1201-1205, 1211-1215, 1221-1225, 1237-1239, 1340-1340, 1532-1535, 2800-2809, 3200-3202, 3434-3435, 3500-3507, 3513-3514, 3523-3535, 3541-3550, 4000-4013, 4015-4015, 4017-4017, 4021-4021, 4024-4034, 4040-4042, 4044-4048, 4050-4050, 4400-4404, 4406-4407, 4410-4412, 4420-4420, 4700-4702, 4720-4720, 5000-5007, 5009-5010, 5020-5020, 5600-5605, 6000-6007, 6009-6010, 6020-6020, 6700-6709, 6712-6713, 6716-6729, 6740-6748, 7100-7103, 7600-7608, 7610-7619, 7621-7636, 8000-8008, 8011-8011, 8020-8020, 8200-8202, 8204-8207, 8210-8210, 8800-8804, 8900-8903, 8905-8907, 8909-8909, 9000-9009, 9013-9013, 9016-9016, 9020-9030, 9329-9332, 9700-9706, 9708-9710

#### DPD Express 12:

1007-1007, 1011-1029, 1031-1039, 1041-1049, 1051-1056, 1061-1078, 1081-1089, 1091-1098, 1101-1108, 1111-1119, 1121-1126, 1131-1139, 1141-1149, 1151-1158, 1161-1165, 1171-1174, 1181-1186, 1188-1188, 1191-1196, 1201-1205, 1211-1215, 1221-1225, 1237-1239, 1340-1340, 1529-1529, 1532-1535, 2000-2003, 2011-2013, 2030-2036, 2040-2052, 2071-2071, 2083-2083, 2085-2085, 2090-2090, 2092-2092, 2094-2094, 2096-2097, 2100-2103, 2105-2105, 2112-2112, 2119-2124, 2131-2134, 2141-2146, 2151-2154, 2200-2202, 2209-2209, 2220-2222, 2225-2225, 2230-2230, 2233-2234, 2254-2254, 2310-2311, 2313-2314, 2330-2333, 2351-2351, 2360-2360, 2364-2364, 2400-2408, 2440-2445, 2600-2603, 2711-2711, 2745-2747, 2760-2761, 2764-2769, 2800-2809, 3000-3003, 3035-3036, 3060-3062, 3064-3064, 3070-3072, 3078-3078, 3100-3100, 3104-3104, 3170-3170, 3200-3202, 3211-3211, 3261-3261, 3271-3273, 3281-3281, 3300-3303, 3305-3305, 3355-3355, 3390-3390, 3392-3393, 3396-3396, 3400-3402, 3416-3418, 3421-3425, 3431-3435, 3441-3443, 3500-3511, 3513-3519, 3521-3521, 3523-3535, 3541-3553, 3561-3562, 3571-3574, 3580-3582, 3585-3586, 3593-3593, 3598-3599, 3630-3630, 3635-3636, 3641-3642, 3654-3655, 3700-3705, 3711-3715, 3720-3720, 3770-3770, 3776-3779, 3783-3783, 3791-3794, 3796-3796, 3800-3800, 3849-3849, 3851-3851, 3860-3861, 4000-4015, 4017-4017, 4021-4022, 4024-4034, 4040-4042, 4044-4048, 4050-4050, 4063-4063, 4077-4079, 4100-4101, 4103-4103, 4130-4132, 4200-4202, 4211-4212, 4246-4246, 4271-4275, 4281-4281, 4283-4283, 4400-4407, 4410-4412, 4420-4420, 4431-4433, 4481-4481, 4546-4547, 4551-4551, 4566-4567, 4600-4601, 4603-4603, 4700-4702, 4720-4720, 4731-4731, 4751-4752, 4800-4801, 4804-4804, 4821-4821, 4823-4823, 4900-4901, 5000-5010, 5020-5020, 5051-5053, 5055-5055, 5081-5081, 5084-5085, 5091-5095, 5121-5121, 5130-5131, 5135-5137, 5200-5201, 5211-5213, 5222-5222, 5231-5231, 5300-5302, 5310-5311, 5331-5331, 5430-5432, 5435-5435, 5440-5441, 5449-5449, 5461-5465, 5471-5476, 5600-5605, 5623-5623, 5671-5671, 5700-5703, 5711-5711, 6000-6010, 6020-6020, 6034-6035, 6120-6120, 6136-6136, 6400-6402, 6422-6423, 6700-6710, 6712-6713, 6716-6729, 6740-6748, 6750-6750, 6753-6753, 6757-6758, 6771-6775, 6780-6780, 6791-6791, 6794-6795, 6800-6804, 6806-6806, 6808-6808, 6811-6811, 6900-6903, 7027-7027, 7030-7032, 7100-7103, 7122-7122, 7150-7151, 7153-7153, 7171-7171, 7304-7304, 7306-7306, 7361-7361, 7400-7409, 7420-7420, 7561-7561, 7600-7608, 7610-7619, 7621-7636, 7673-7673, 7691-7691, 7693-7693, 8000-8008, 8011-8011, 8019-8020, 8060-8062, 8200-8202, 8204-8207, 8210-8210, 8220-8222, 8225-8230, 8236-8236, 8246-8248, 8291-8291, 8360-8364, 8380-8380, 8400-8404, 8408-8408, 8411-8414, 8420-8420, 8440-8441, 8443-8443, 8447-8448, 8500-8503, 8505-8505, 8510-8511, 8598-8598, 8600-8602, 8604-8604, 8609-8609, 8611-8611, 8647-8649, 8700-8700, 8719-8719, 8724-8725, 8728-8728, 8732-8732, 8749-8752, 8754-8754, 8756-8756, 8800-8804, 8808-8809, 8831-8831, 8851-8851, 8868-8868, 8881-8881, 8900-8909, 9000-9013, 9016-9016, 9019-9030, 9121-9121, 9135-9135, 9142-9143, 9167-9167, 9171-9175, 9177-9177, 9200-9203, 9241-9242, 9245-9246, 9300-9332, 9339-9339, 9341-9343, 9351-9354, 9361-9361, 9371-9371, 9400-9409, 9421-9421, 9431-9431, 9435-9438, 9441-9444, 9484-9485, 9491-9495, 9600-9602, 9608-9609, 9611-9612, 9700-9710, 9719-9719, 9721-9727, 9730-9732, 9754-9754, 9756-9757, 9789-9789, 9791-9799, 9900-9901, 9909-9909, 9911-9912

