

## EN - Personal collection at the PACKETETA branches

- It is possible to send a parcel weighing up to 5 kg to the PACKETETA Office.
- Maximum package size of all three sides 120 cm
- You can select the specific PACKETETA Office in the "Shipping and payment" step in the shopping cart.
- Here you will also find information on whether it is possible to pay by card at the selected outlet.
- **Your parcel will be waiting for you at the delivery point for 5 calendar days.** If you do not take delivery within this time, the order will be cancelled and the goods will be returned to us. We may charge you a cancellation fee according to our terms and conditions.

## EN - Personal collection at PACKETETA Z-BOXES

- To pick up a shipment from the Z-Box, you will need a Bluetooth and GPS-enabled mobile phone and the "Parcel Shop" app (Google Play / Apple) installed with the same phone number as in your order.
- **Only shipments weighing up to 5 kg can be sent to the Z-Box.**
- Z-Boxes are available for dispatch 24 hours a day, 7 days a week.
- **We will leave your goods in the Z-Box for 2 days.** The storage time can be extended via the mobile app "Zásilkovna".
- You can select the specific Z-Box in the "Shipping and payment" step in the shopping cart.
- Cash on delivery is only possible via the "Packeta" app. **Payment by card or cash directly in the Z-Box is not possible.**