

# Overview of products and surcharges

Shipment: goods (envelope, parcel) handed over for delivery		PRODUCT OVERVIEW																	
Quantity: the number of packaging units = colli (envelope, parcel, box) in a shipment or weight		Weight 1 colli (kg)	Volume m <sup>3</sup> 5)	Longest dimension (m)	Cash on delivery	Additional Insurance	Document return	Document return scanning	Phone notification to the recipient	SMS/e-mail notification to the recipient	Identity verification	Return delivery 9)	Direct delivery	Exchange shipment	Personal delivery	Personal collection	Personal pick-up 8)	Personal drop-off 8)	
WE DO HOME	Czech Republic																		
	CZ	S	≤ 10	0,1	0,8	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
		M	10 ≤ 30	0,2	1,2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
		L 1)	30 ≤ 50	0,3	1,5	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes <sup>6)</sup>	Yes	Yes	Yes
		XL 1)	≤ 50	0,4	2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes <sup>6)</sup>	Yes	Yes	Yes
	Slovakia 2)																		
	SK		≤ 50	0,3	1,5	Yes	Yes	Yes	No	Yes	Yes	No	Yes	Yes	No	No	No	Yes	Yes
	Abroad 3) 11) 12)																		
Type of service	Parcel	≤ 30	0,2	1,5	Yes <sup>7)</sup>	Yes	No	No	No	No	No	Yes	No	No	No	No	Yes	Yes	
	Parcel +	30 ≤ 50	0,3	2	No	Yes	No	No	No	No	No	Yes	No	No	No	No	Yes	Yes	
WE DO POINT	Pick-up point	≤ 15	0,2	1,2	Yes	Yes	No	No	No	Yes	No	No	No	No	No	No	Yes	Yes	
WE DO BOX	Pick-up box 10)	≤ 15	Maximum parcel size 41 x 38 x 64 cm		Yes	Yes	No	No	No	Yes	No	No	No	No	No	No	Yes	Yes	

- 1) For these shipments, we reserve the right to deliver them within 48 hours. The unloading of L and XL shipments is always subject to the assistance of the recipient.
- 2) We deliver within 48 hours, unless otherwise specified. We deliver within 24 hours in the area with postal code starting with "0".
- 3) The countries of EURODIS zones on [www.wedo.cz/en/](http://www.wedo.cz/en/).
- 4) Parameters of shipments placed at the sender's pick-up point must comply with the maximum shipping dimensions of shipments delivered to pick-up points.
- 5) Calculation of volume ( $V = A \times B \times C$ ). Listed in m<sup>3</sup>.
- 6) Personal delivery of L and XL shipment is always subject to the recipient's assistance.
- 7) Cash on delivery is only possible in Germany and Hungary.
- 8) For more information on personal pick-up and drop-off, please visit [www.wedo.cz/en/](http://www.wedo.cz/en/).

- 9) Return delivery in the EURODIS network can be made from countries: Austria, Netherlands, Belgium, Luxembourg, Croatia, Germany, France, Great Britain, Ireland, Italy, Spain, Portugal, Hungary.
- 10) Cash on delivery at the Pick-up Box can only be paid by payment card.
- 11) Only B2B shipments can be delivered to certain EU countries: Denmark, Estonia, Finland, Lithuania, Latvia, Norway, Sweden.
- 12) Countries with customs duty: Bosnia and Herzegovina, Montenegro, Canary Islands, Liechtenstein, Norway, Serbia Switzerland, UK. Ireland - no customs, but an invoice and a goods (tariff) number must be submitted.

## Surcharge price list

The Sender reserves the right to charge the Customer the surcharges set out below:

Surcharges	Price (CZK)
Incomplete or missing data (including COD) for a parcel <sup>1)</sup>	CZK 49
Parcel with two labels <sup>2)</sup>	CZK 99
Futile delivery <sup>3)</sup>	CZK 99
Unmanageable parcel <sup>4)</sup>	CZK 99
Seasonal surcharge - Czech Republic/Foreign countries (outside Slovakia) <sup>5)</sup>	6 % of the product price, min. CZK 6
Seasonal surcharge - Slovakia <sup>5)</sup>	CZK 11
Each additional delivery attempt beyond the standard number of attempts <sup>6)</sup>	CZK 39
Incomplete shipment <sup>7)</sup>	CZK 49
Missing label on parcel <sup>8)</sup>	CZK 49
Atypical parcel to Slovakia <sup>9)</sup>	CZK 159

- 1) The Customer is obliged to send the Sender the electronic data for the shipments before collecting the parcels, but no later than 20:00 on the day on which the parcels were collected.
- 2) The Customer is obliged to make sure that parcels have only one transport label per parcel.
- 3) The Customer will not be charged a surcharge if the pick-up ordered by the Customer is cancelled by 7:00 a.m. electronically to the following email address [storno@wedo.cz](mailto:storno@wedo.cz).
- 4) The surcharge is billed for each parcel that is not able to move independently on the roller track or can't be handled by one person.
- 5) The surcharge is automatically activated as a part of the basic parcel price between 1 November and 31 December of a given year. At the end of this period, the surcharge will be automatically deactivated.
- 6) The standard number of delivery attempts is published in the service overview.
- 7) This applies in cases where the Customer does not hand over complete shipments on the day of collection and therefore it is not possible to deliver them.
- 8) This applies to cases where the Customer hands over packages to the Sender without valid shipping label.
- 9) The following is considered to be atypical parcels: cylindrical object (e.g. tire, tube), a parcel in a wooden or metal packaging, a single parcel weighing more than 30 kg (but not more than 50 kg), a parcel that requires handling by two persons, a parcel that cannot be processed by an automatic sorting line and whose dimensions exceed 120 × 60 × 60 cm.

WE || DO deliver.