



Zásilkovna

OUT-OF-COURT CONSUMER DISPUTE RESOLUTIONS

A consumer who is not satisfied with the outcome of the claims procedure or with the services provided by Zásilkovna has the right to turn to entities for out-of-court dispute resolution, which are:

For disputes concerning postal services provided by Zásilkovna on the basis of certificate No. 20, the following entity is: The Czech Telecommunications Office, Sokolovská 219, 190 00 Prague, Website: <https://www.ctu.cz/mimosoudni-reseni-spotrebitelskych-sporu>.

For the out-of-court resolutions of all other consumer disputes, in particular disputes arising from shipping contracts, the concerned authority is The Czech Trade Inspection Authority, with registered office at Štěpánská 567/15, 120 00 Prague 2, ID No.: 000 20 869, website: <https://adr.coi.cz/cs>. A motion to initiate an out-of-court resolution can be submitted directly at: <https://www.coi.cz/mimosoudni-reseni-spotrebitelskych-sporu-adr/>.

A postal service means the delivery of the shipment to the Zásilkovna's Pick-up Point, or to the Z-BOX.

A shipping contract is concluded if Zásilkovna procures the delivery of the shipment to any other address than the address of the Pick-up Point or Z-BOX.