

## **PRODUCT SHEETS OF POSTAL PRODUCTS/SERVICES AS WELL AS ADDITIONAL AND SUPPLEMENTARY SERVICES<sup>1</sup>**

---

<sup>1</sup> The colouring of the headers of the product sheets indicate the given product's or service's classification according to the Postal Services Act (green – universal postal service, yellow – postal service replacing the universal postal service, red – postal service not replacing the universal postal service or additional services available within the scope of the postal service, blue – supplementary services related to postal services which are not classified as postal services).  
In the header of the product sheets the name of the product/service contains a direct link to the product sheet on the website [posta.hu](http://posta.hu), which provides more information about the given product or service.

1.	Priority and non-priority letters, postcards, picture postcards .....	4
2.	Domestic reply mail item service .....	8
3.	Contractual discount direct mail (k-dm) .....	11
4.	Official document.....	14
4.1.	The requirements of format and content for the advice of delivery form for posting official documents.....	18
4.2.	Legal consequences of not accepting an official document based on the markings indicated on the advice of delivery form for notifications .....	22
5.	Item containing literature for the blind.....	25
6.	FLEXI Business letter .....	27
7.	International business reply mail item.....	29
8.	International direct mail – IDM .....	31
9.	“M” bag .....	33
10.	MPL postal parcel.....	35
11.	Priority and non-priority international postal parcel.....	38
12.	- .....	38
13.	“Delivery-after-payment” letter .....	42
14.	“Delivery to addressee only” letter .....	45
15.	Domestic EMS express mail.....	47
16.	MPL Business parcel.....	50
17.	MPL Net parcel.....	58
18.	Parcel with simplified cash on delivery .....	63
19.	MPL Courier service .....	66
20.	International EMS express mail .....	68
21.	Európa+ parcel .....	73
22.	Compulsory additional services under the universal postal service .....	77
22.1	Registered.....	77
22.2	Insured items.....	77
22.3	Advice of delivery .....	78
22.4	E-advice of delivery .....	79
23.	Additional services available under the postal service.....	81
23.1	E-notification .....	81
23.2	E-projection .....	81
23.3	Track and trace .....	82
23.4	Insured items (when using a non-universal postal service) .....	83
23.5	E-advice of delivery (when using a non-universal postal service) .....	83
23.6	Cash on delivery .....	83
23.7	Payment for goods .....	84
23.8	Delivery to addressee in person.....	87
23.9	Addressee pays .....	87
23.10	Pick-up service .....	88
23.11	Confirmation of delivery.....	88
23.12	Cumbersome.....	88
23.13	Fragile .....	89
23.14	Special Christmas postmark.....	89
23.15	Second delivery.....	91
23.16	Repeated delivery based on the sender’s instruction .....	91
23.17	Return service .....	91
23.18	Advice of delivery (when using a non-universal postal service) .....	92
23.19	Collection from the door .....	92

23. 20	1-working-day time guarantee .....	93
23. 21	2-working day time guarantee .....	93
23. 22	Afternoon delivery .....	93
23. 23	Saturday delivery .....	94
23. 24	Consignment delivery .....	94
23. 25	Reporting system .....	95
23. 26	Delivery time agreed by phone.....	95
23. 27	Overnight delivery .....	95
23. 28	Store delivery .....	95
23. 29	Document management .....	96
23. 30	Itemised delivery of goods.....	96
23. 31	Two delivery attempts .....	97
23. 32	Optional retention time .....	97
23. 33	Individual handling.....	98
23. 34	Extra handling .....	98
23.35	Day certain delivery .....	99
24.	Supplementary services related to but not classified as postal services ...	101
24. 1	Post Office box rental.....	101
24. 2	E-arrival at post office box.....	103
24. 3	Parcel storage .....	104
24. 4	E-delivery list.....	104
24. 5	Pick-up and/or delivery .....	105
24. 6	Redirecting .....	106
24. 7	Mail holding .....	109
24. 8	Repeated delivery on an agreed day or at an agreed time.....	111
24. 9	Repeated delivery after the expiry of the collection deadline .....	112
24. 10	Repeated delivery to a new address .....	113
24. 11	Delivery at an agreed time after two unsuccessful delivery attempts .....	113
24. 12	Postal sealing .....	113
24. 13	Postal customs agent service.....	114
24. 14	Inquiry .....	117
24. 15	Data supply .....	117
24. 16	Pallet management .....	118
24. 17	Personalising address labels.....	119
24. 18	Call-off order .....	119

## Name of product/service 1. Priority and non-priority letters, postcards, picture postcards

### Product/service definition

A domestic or international mail item, which may contain individual or personal communication, data or information recorded in writing or on any physical data carrier as well as a directly and closely related article with or without commercial value.

Priority is a service category ensuring the fastest transit time for domestic and international mail under the universal postal service.

The domestic and international postcard is made of card for postcards, does not contain any projecting or embossed part, and is a rectangular letter-mail item.

The domestic and international picture postcard is a postcard with a picture or drawing on one side which may contain a message on the left of the side bearing the address and is classified as a letter-mail item.

### Basic fee for the product/service (HUF)

The service is VAT exempt.

Letters	Priority domestic	Priority international	
		To European countries*	Outside Europe
Standard size up to 20 g		325	375
Standard size up to 30 g	145		
Other letters			
up to 20 g		380	430
up to 50 g	200	490	560
up to 100 g	270	785	900
up to 250 g	340	1,310	1,490
up to 500 g	575	2,155	2,450
up to 750 g	940		
up to 1,000 g		3,730	4,245
up to 1,500 g		5,245	5,975
up to 2,000 g	1,190	6,530	7,435
Postcards, picture postcards	145	325	375

Letters	Non-priority domestic	Non-priority international	
		To European countries*	Outside Europe
Standard size up to 20 g		285	330
Standard size up to 30 g	115		
Other letters			
up to 20 g		330	380
up to 50 g	150	430	495
up to 100 g	215	690	800

up to 250 g	250	1,160	1,340
up to 500 g	450	1,940	2,230
up to 750 g	750		
up to 1,000 g		3,360	3,860
up to 1,500 g		4,725	5435,435
up to 2,000 g	940	5,875	6,765
Postcards, picture postcards	115	285	330

\*Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Great Britain and Northern Ireland, Greece, Iceland, Ireland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, the Netherlands, Norway, Poland, Portugal, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, Vatican

For other (domestic) pricing conditions and fees related to the product see the document [“OTHER FEES RELATED TO POSTAL SERVICES”](#).

<b>Contents excluded from transportation or transportable only on certain conditions</b>	<p>GTC, Point 3, Appendix 1</p> <p>No item may contain articles or materials whose transportation by post and by air is forbidden by law or by these GTC. For more information about the conditions see <a href="#">DANGEROUS GOODS EXCLUDED FROM TRANSPORTATION BY POST AND TRANSPORTABLE ON CERTAIN CONDITIONS</a> and <a href="#">RANGE OF ARTICLES EXCLUDED FROM INTERNATIONAL POSTAL TRAFFIC</a>.</p> <p>Test specimens from the human body may be posted by priority letter mail provided the packaging complies with the requirements set out in Appendix 1.</p>
<b>Packaging, sealing and addressing</b>	<p>GTC, Point 3.</p> <p>Letters must be placed in an envelope or, if the contents, size or weight do not permit this, a paper cover, box or bag may be used. Envelopes are sealed with their own self-adhesive material.</p> <p>Postcards and picture postcards do not need to be wrapped or sealed.</p>
<b>Size</b>	<p>Letters</p> <p>Minimum size: 90 x 140 mm.</p> <p>Maximum size: the length, width and thickness added together may be at most 900 mm, but the longest side may not exceed 600 mm.</p> <p>For cylindrical shapes the length plus twice the diameter together must be at least 170 mm and at most 1,040 mm, while the length must be at least 100 mm and at most 900 mm.</p> <p>Minimum size of address label: 70 x 100 mm.</p> <p>The minimum size of postcards and picture postcards is 90 x 140 mm and the maximum size is 120 x 235 mm. A size tolerance of <math>\pm 2</math> mm is permitted.</p>
<b>Weight</b>	At most 2,000 g per letter. Not applicable to postcards and picture postcards.
<b>Available at</b>	Acceptance points
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	
<b>Other posting conditions</b>	<p>Standard letters</p> <p>a) may not weigh more than 30 g in domestic mail and 20 g in</p>

international mail,

- b) must have a standard size of either 114 mm x 162 mm or 110 mm x 220 mm with a permitted size tolerance of  $\pm 10$  mm, and be posted in an envelope with its flaps continuously sealed with adhesive,
- c) must have contents which fill the envelope and, if the contents include at most one unwrapped plastic card (e.g. a bank card), this must be affixed to the contents in a manner that prevents it from shifting, and
- d) must have an even flat surface also when compressed.

Items which are unsealed, are tied with string or are folded without an envelope and perforated sheets that are not sealed on all sides are not considered to be standard letters.

Magyar Posta only accepts domestic mail items (not classified as reply mail) which cannot be delivered to a letterbox due to their dimensions (maximum size: 324 mm x 229 mm x 24 mm) as registered mail irrespective of their place of delivery, be it an address or a post office box.

Postcards and picture postcards of a size, shape and material other than that specified must be placed in an envelope and posted as a non-standard letter.

Magyar Posta can only handle letter-mail items that are marked priority and are deposited in a postbox as priority letter mail if the full amount of the postage is paid.

Priority letter-mail items posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets or deposited in postboxes before the last collection time are delivered in accordance with the statistical guarantee described in Point 11 of the GTC.

For customers with a written contract (contract for services postage on credit and postage franking machine contracts) Magyar Posta does not guarantee that priority and non-priority mail items posted after the time specified in the written contract will be forwarded on the same day.

<b>Payment methods</b>	In cash or upon conditions laid down by written contract by bank transfer. May not be dispatched with postage to be paid by the addressee.
<b>Franking methods/indicia</b>	GTC, Point 5 and <a href="#">POSTAGE PAID INDICIA</a>
<b>Additional and supplementary services available</b>	<p>For domestic mail: registered, insured, advice of delivery, e-advice of delivery, e-notification, e-projection, postal sealing.</p> <p>For international mail: insured, postal sealing. For letter-mail items posted as priority: the registered, advice of delivery, delivery to addressee in person and cash on delivery additional services.</p> <p>For more information about the conditions see <a href="http://WWW.POSTA.HU">WWW.POSTA.HU</a>.</p> <p>For letter-mail items in international mail the <a href="#">COUNTRY GUIDE</a> provides information about the conditions of posting, and additional and supplementary services for each country.</p>
<b>Other information related to the product/service</b>	Information on complaints and indemnity is given in the GTC, Points 7 and 9.
<b>Delivery</b>	<p>GTC, Point 6</p> <p>Mail items sent by international mail are delivered in accordance with the delivery rules applied by the foreign postal operator participating with Magyar Posta in order to perform this service in the country which is the item's place of destination. Details of these are given in the foreign postal operator's general terms and conditions.</p>

---

**Transit time/  
time guarantee**

Information on transit times based on calculations of statistical methodology is provided in the GTC, Point 11. The [COUNTRY GUIDE](#) provides information about transit times for mail items sent by international mail.

---

Name of product/service	2. Domestic reply mail item service
<b>Product/service definition</b>	When using the domestic reply mail service, the producer (manufacturer) of a mail item encloses a letter or postcard addressed to the producer's own name and post office box with an item sent for the purposes of obtaining a reply (reply mail item).
<b>Basic fee for the product/service (HUF)</b>	
The service is VAT exempt.	
For reply mail items, in accordance with the written contract, the addressee (the producer of the reply mail item) must pay the fee for the letter (postcard) dependent on priority or non-priority, the requested additional and supplementary services, and the weight of the item.	
Apart from the priority, additional and supplementary services requested by the addressee (the producer of the reply mail item), the person returning the reply mail item must pay the fee for any other additional or supplementary service or the priority tariff required when returning the item.	
<b>Contents excluded from transportation or transportable only on certain conditions</b>	GTC, Point 3, Appendix 1 No item may contain articles or materials whose transportation by post is forbidden by law or by these GTC. For more information about the conditions see <a href="#">DANGEROUS GOODS EXCLUDED FROM TRANSPORTATION BY POST AND TRANSPORTABLE ON CERTAIN CONDITIONS</a> .
<b>Packaging, sealing and addressing</b>	GTC, Point 3. If the sealing of the item is not appropriate for the insured amount of the reply mail item, Magyar Posta will seal the item appropriately (postal sealing) for a separate charge payable by the sender.
<b>Size</b>	Identical to the specifications on the product sheet of priority and non-priority letters, postcards and picture postcards.
<b>Weight</b>	Identical to the specifications on the product sheet of priority and non-priority letters, postcards and picture postcards.
<b>Available at</b>	Postal service outlets classified as acceptance points.
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	The conditions for the layout of the item are given in the technical guide issued by Magyar Posta. It is imperative that the reply mail item is produced in accordance with the specifications given in the technical guide.
<b>Other posting conditions</b>	<ul style="list-style-type: none"> <li>a) in order to ensure the delivery of returned reply mail items, it is necessary to enter into a separate written post office box rental contract;</li> <li>b) the details of the producer's post office box and the markings for the requested additional and supplementary services may appear on the reply mail item in print or by another means of reproduction;</li> <li>c) Magyar Posta handles the following as unregistered, non-priority reply mail items: <ul style="list-style-type: none"> <li>• reply mail items which have been returned through a postbox despite the fact that the item bears the inscription "Levélszekrény útján nem adható fel!" (Do not post in a postbox).</li> <li>• items marked "K" and "B" found in postboxes, and</li> </ul> </li> </ul>

- reply mail items where the period of validity has expired;
- d) reply mail items may also be used in the years following the date of the year in the contract number except in case a time-limit for the free postage is indicated on the reply mail items marked with an additional or supplementary service;
- e) reply mail items for which the addressee of the reply mail item (the producer of the reply mail) did not enter into a written contract with Magyar Posta beforehand or on which the form of the address label or the material of the reply mail item does not conform with postal regulations will be handled as mail sent with unpaid postage and will only be delivered if the addressee of the reply mail item (the producer of the reply mail) pays the extra charge for unpaid postage (postage due) in addition to the dispatch charge for the mail prior to delivery.

<b>Payment methods</b>	The payment method is described in the written contract.
<b>Franking methods/indicia</b>	GTC, Point 5, and <a href="#">POSTAGE PAID INDICIA</a>
<b>Additional and supplementary services available</b>	Priority, registered, insured, advice of delivery, e-advice of delivery, e-notification, e-projection, postal sealing. For more information about the conditions see <a href="http://WWW.POSTA.HU">WWW.POSTA.HU</a> .
<b>Other information related to the product/service</b>	<p>The service is used by entering into a written contract with Magyar Posta, to which an original copy of a specimen of the reply mail item approved by Magyar Posta and signed by the contracting parties is annexed. A specimen item must be presented to Magyar Posta for each issue.</p> <p>Magyar Posta delivers reply mail items (including reply mail items which cannot be delivered to a letterbox due to their size) to the addressee (the producer of the reply mail item) in accordance with the provisions of the written contract.</p> <p>Information on complaints and indemnity is given in the GTC, Points 7 and 9.</p>
<b>Delivery</b>	<ul style="list-style-type: none"> <li>a) Magyar Posta issues a notification of the arrival of both registered and non-registered mail items, and only deposits the notification in the post office box;</li> <li>b) the addressee (producer) of the reply mail items undertakes an obligation to accept the returned reply mail items and to pay the postage due on them;</li> <li>c) upon delivery of reply mail items posted in a postbox by the person returning the item after the time-limit (period of validity) for posting free of charge indicated by the issuer of the reply mail item has elapsed, irrespective of any additional or supplementary service marked, the extra charge for unpaid postage (postage due) must also be paid by the reply mail item's addressee (the producer of the reply mail);</li> <li>d) the receipt of registered and non-registered reply mail items under the pick-up and delivery service is acknowledged in the manner set out in the written contract for pick-up and delivery. Magyar Posta delivers only the notifications of the arrival of items issued for reply mail items where postage is paid in cash (and not the reply mail items themselves);</li> <li>e) if the reply mail item's addressee (the producer of the reply mail)</li> </ul>

---

does not collect the reply mail items, Magyar Posta will retain the reply mail items in accordance with the regulations set out in the GTC, Point 4, and destroy the reply mail items after the expiry of the time-limit for retention.

---

**Transit time/  
time guarantee**

Information on transit times based on statistical method calculations is provided in the GTC, Point 11.

---

### Name of product/service 3. Contractual discount direct mail (k-dm)

**Product/service definition** A mail item sent by domestic mail which contains an advertisement, or marketing or promotional material recorded on a physical data carrier (which may also contain a small object or sample product, etc.) and has the same content apart from the name, address and ID number of the addressee, and any other data that does not alter the advertising nature of the message.

#### Basic fee for the product/service (HUF)

The service is VAT exempt.

Acceptance point		Postal service outlet				Post Postal Letter Centre / Logistics Unit				National Logistics Centre			
Quantity margins		500-2,000 items	2,001-5,000 items	5,001-10,000 items	over 10,000 items	500-2,000 items	2,001-5,000 items	5,001-10,000 items	over 10,000 items	500-2,000 items	2,001-5,000 items	5,001-10,000 items	over 10,000 items
Weight category	Processing level												
Standard up to 30 g	Standard	85	85	85	85	85	78	72	72	85	78	71	65
	Automated		74	74	74		70	65	65		70	63	56
up to 50 g	Standard	111	111	111	111	111	102	94	94	111	102	93	84
	Automated		97	97	97		91	84	84		91	82	73
up to 100 g	Standard	159	159	159	159	159	146	135	135	159	146	133	121
	Automated		138	138	138		131	121	121		131	118	105
up to 250 g	Standard	185	185	185	185	185	170	157	157	185	170	154	141
	Automated		161	161	161		152	141	141		152	137	122
up to 500 g	Standard	333	333	333	333	333	306	282	282	333	306	278	253
	Automated		290	290	290		274	253	253		274	247	220

#### Contents excluded from transportation or transportable only on certain conditions

GTC, Point 3, Appendix 1

No item may contain articles or materials whose transportation by post is forbidden by law or by these GTC.

For more information about the conditions see [DANGEROUS GOODS EXCLUDED FROM TRANSPORTATION BY POST AND TRANSPORTABLE ON CERTAIN CONDITIONS](#).

#### Packaging, sealing and addressing

GTC, Point 3

#### Size

Identical to the specifications on the product sheet for priority and non-priority letters, postcards and picture postcards.

<b>Weight</b>	At most 500g/letter.
<b>Available at</b>	Postal service outlets classified as acceptance points.
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	Posting list
<b>Other posting conditions</b>	<p>a) minimum dispatch amount for a single dispatch: 500 items,</p> <p>b) the inscription "KDM" must be marked to the left of the address on the item,</p> <p>c) 1 specimen and 3 empty envelopes for each item type must be attached to each posting list,</p> <p>d) the sender consents to the contents of the item being inspected when posting.</p> <p>Magyar Posta only accepts domestic mail items (not classified as reply mail) which cannot be delivered to a letterbox due to their dimensions (maximum size: 324 mm x 229 mm x 24 mm) as registered mail irrespective of their place of delivery, be it an address or a post office box.</p>
<b>Payment methods</b>	By bank transfer or in cash in accordance with the written contract.
<b>Franking methods/indicia</b>	GTC, Point 5, and <a href="#">POSTAGE PAID INDICIA</a>
<b>Additional and supplementary services available</b>	Registered, insured, advice of delivery, e-advice of delivery. For more information about the conditions see <a href="http://WWW.POSTA.HU">WWW.POSTA.HU</a> .
<b>Other information related to the product/service</b>	<p>Only available with a written contract.</p> <p>When establishing the dispatch amount, only the different weight categories of items which comply with the "k-dm" pricing conditions may be combined.</p> <p>When determining the amount for dispatch, the number of "k-dm" items provided by the sender at the National Logistics Centre on one or more posting lists associated with one customer code may not be combined with other item types.</p> <p>The tariffs in the table may be applied if all the posting conditions listed are complied with.</p> <p>When determining the contents of the advertisement, the sender is always obliged to take into account the prohibitions and restrictions of the advertising law effective at the time of posting.</p> <p>Unless the law otherwise prescribes, advertising in k-dm can be sent to a natural person as the addressee of the advertisement through direct marketing without the addressee's prior, express consent, but it must be ensured that the addressee can forbid an advertisement being sent at any time free of charge and without restriction. If the addressee forbids direct mail, no advertisement may be sent to the person concerned by direct marketing thereafter. To enable the addressee to cancel (prohibit or withdraw consent for) direct mail, unless otherwise prescribed by law, the sender must place in the k-dm an addressed reply letter (reply mail item) which can be posted free of charge as a registered item and delivered in a verifiable manner.</p> <p>Information on complaints and indemnity is given in the GTC, Points 7 and 9.</p>
<b>Delivery</b>	GTC, Point 6
<b>Transit time/</b>	Information on transit times based on calculations of statistical methodology is

---

**time guarantee**provided in the GTC, Point 11.

---

Name of product/service	4. Official document								
<b>Product/service definition</b>	<p>A domestic registered mail item handled according to a legal process which is administered by the government or local government agencies or any other body or person defined by law, where the item is posted or delivered on paper or an electronic data carrier or using an electronic communication network. Such documents have legal consequences related to their posting or (attempted) delivery or the dates of these, and serve as a basis for the calculation of time-limits laid down by law. Furthermore, an official document is also any mail item which is classified as such by relevant legislation.</p>								
<b>Basic fee for the product/service (HUF)</b>									
The service is VAT exempt.									
	<table> <tr> <th data-bbox="576 701 823 779">Official document*</th><th data-bbox="826 701 1286 779">"Official document for delivery to addressee in person"*</th></tr> <tr> <td data-bbox="304 779 572 824">0 to 2 kg</td><td data-bbox="576 779 823 824">330</td></tr> <tr> <td data-bbox="304 824 572 869">2 to 20 kg</td><td data-bbox="576 824 823 869">2,875</td></tr> <tr> <td data-bbox="304 869 572 913">20 to 40 kg</td><td data-bbox="576 869 823 913">5,685</td></tr> </table>	Official document*	"Official document for delivery to addressee in person"*	0 to 2 kg	330	2 to 20 kg	2,875	20 to 40 kg	5,685
Official document*	"Official document for delivery to addressee in person"*								
0 to 2 kg	330								
2 to 20 kg	2,875								
20 to 40 kg	5,685								
*The fee contains the price of the additional services that are obligatory for the item by law.									
<b>Contents excluded from transportation or transportable only on certain conditions</b>	<p>GTC, Point 3, Appendix 1</p> <p>No item may contain articles or materials whose transportation by post is forbidden by law or by these GTC.</p> <p>For more information about the conditions see <a href="#">DANGEROUS GOODS EXCLUDED FROM TRANSPORTATION BY POST AND TRANSPORTABLE ON CERTAIN CONDITIONS</a>.</p>								
<b>Packaging, sealing and addressing</b>	<p>GTC, Point 3</p> <p>A password or a fancy name may not be used instead of the name of the addressee on official documents addressed to a PO box even based on a written contract entered into with the addressee.</p>								
<b>Size</b>	<p>a) for official documents weighing 2 kg at most, identical to the specifications on the product sheet for priority and non-priority letters, postcards and picture postcards and MPL postal parcels;</p> <p>b) for official documents weighing more than 2 kg, identical to the specifications on the product sheet for MPL postal parcels.</p>								
<b>Weight</b>	Up to max. 40 kg/item.								
<b>Available at</b>	<p>a) for official documents weighing 2 kg at most, postal service outlets classified as acceptance points;</p> <p>b) for official documents weighing more than 2 kg, postal service outlets designated for postal parcels, which are indicated in column "N" of the document "Postal Service Outlets" on the web page <a href="#">POSTAL SERVICES GTC</a>.</p>								
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	<p>The requirements of format and content that must be used for advice of delivery specifically for posting official documents (or its equivalent electronic document) are contained in the annex to the product sheet. The document proving posting must also be completed.</p>								

## Other posting conditions

The sender undertakes

- a) to produce the advice of delivery form for official documents or the equivalent electronic document at its own expense;
- b) to always indicate on the advice of delivery form the number of the document and the way to mark the notification of arrival for the addressee in the event that delivery in person is unsuccessful;
- c)
  - ca) to mark the address details of the sender and the addressee on the advice of delivery form and on the item in a clear and legible manner taking note of the provisions of points b)-d) of paragraph 7) or paragraphs 8)-9) of point 3.5 of the [GTC](#) as well as the return address on the advice of delivery form;
  - cb) to mark the return address on the advice of delivery form only within the section intended for this purpose and if possible not to provide any other information (e.g. tax number) apart from the address details whether completing the form by hand or computer or applying a stamp impression;
  - cc) if using the "Official document to addressee in person" service, to enter the marking "saját kézbe" (delivery to addressee in person) or the code SK on the front of the item and in section "B" of the advice of delivery form. To ensure successful delivery, in addition to the addressee's name and address, the sender may also give another identification detail or the alphanumerical number of their ID card in section "B" of the advice of delivery form;
- d) to affix the advice of delivery form to the back of the item only using the self-adhesive strips so that the advice of delivery form can be removed without damage to either the item or the form itself but which nevertheless remains affixed in the course of postal transport;
- e) to inform Magyar Posta of the intended dispatch of official documents weighing more than 20 kg on the working day prior to posting.

<b>Payment methods</b>	In cash or upon conditions laid down by written contract by bank transfer.
<b>Franking methods/indicia</b>	GTC, Point 5, and <a href="#">POSTAGE PAID INDICIA</a>
<b>Additional and supplementary services available</b>	E-advice of delivery, e-notification, e-projection. For more information about the conditions see <a href="http://WWW.POSTA.HU">WWW.POSTA.HU</a> .
<b>Other information related to the product/service</b>	<p>If Magyar Posta discovers in the course of performing the service that a posted mail item cannot be classified as an official document or the detailed regulations given on this product sheet for posting official documents are not fulfilled even after consultation with the sender, Magyar Posta will deliver the item as a registered item posted with the advice of delivery additional service. The sender must pay the difference between the fee payable for the official document service and the fee for the advice of delivery additional service (weight fee, registered and advice of delivery).</p> <p>If there is no possibility to consult the sender, Magyar Posta will act in</p>

accordance with the general rules and will return the official document to the sender.

Information on complaints and indemnity is given in the GTC, Points 7 and 9.

## Delivery

Magyar Posta delivers official documents to the addressee or other authorised recipient and “official documents for delivery to the addressee in person” by handing them over in person to the addressee or the authorised representative of the addressee entitled to receive such mail items or all mail items. In the case of official documents and “official documents for delivery to the addressee in person” delivered to the address of an organisation – with the exception of the cases described in points aa) and ab) – the organisation’s representative or its agent authorised by this representative to receive official documents or “official documents for delivery to the addressee in person” or all documents shall be entitled to receive such items.

Official documents may not be delivered:

- a) to the following persons regarded as the organisation’s representatives:
  - aa) to an organisation’s employees or members present in the organisation’s shop or other area open to customers;
  - ab) if the organisation operates a reception, to the natural person employed there;
- b) to occasional recipients;
- c) to the landlord or provider of accommodation at an address if they are a natural person.

Upon delivery of an official document, in order to prove that the document was handed over, the type and alphanumeric number of the document proving identity, the entitlement to receive the official document (except if the official document is handed over to the addressee), the signature of the recipient in his or her own hand and the legible name of the recipient must be marked on the delivery document or other technical device for recording signatures. Upon delivery of a foreign official document in Hungary, the recipient’s address must be marked on the delivery document or other technical device for recording signatures in addition to the particulars listed above.

If the first delivery attempt is unsuccessful (except if the addressee refused to accept the item or Magyar Posta has received information concerning the delivery in a declaration), Magyar Posta will leave a notification used for such purposes for the addressee about the arrival of the official document and its unsuccessful delivery attempt, and will retain the official document for the addressee or other authorised recipient at the delivery point indicated on the notification and attempt to deliver it again on the fifth working day after the day of unsuccessful delivery.

If the second delivery attempt is also unsuccessful, Magyar Posta will leave a notification used for official documents for the addressee and retain the official document for the addressee or other authorised recipient at the delivery point indicated on the notification for five working days from the day following the second delivery attempt.

If the document is uncollected after the time-limit for collection established based on the retention (holding) period indicated in the second notification has expired, on the following working day Magyar Posta will return the official document to the sender marked “nem kereste” (not collected).

Magyar Posta provides information about the arrival of an official document addressed to a post office box by depositing a notification used for such purposes in the post office box even if the official document is addressed to the post office box but is not addressed to the holder of the post office box.

Magyar Posta, even if otherwise instructed by the addressee, forwards official documents to the addressee's new address in Hungary entered in the register through the use of the redirecting service under the scope of a written contract for the redirecting service.

Magyar Posta leaves notification of the arrival of an official document for the addressee if the addressee's authorised representative refuses to accept the official document.

In the case of a "Poste Restante" official document no notification is issued. If the 10-working day period of retention (holding) for collection has expired without result, the item is returned to the sender marked "nem kereste" (not collected).

#### Transit guarantee

#### time/time

Information on transit times based on calculations of statistical methodology is provided in the GTC, Point 11.

#### 4.1. The requirements of format and content for the advice of delivery form for posting official documents

The advice of delivery form described in this Annex must be used for official documents sent in Hungary and for foreign official documents to be delivered in Hungary at the request of a foreign court or authority.

The advice of delivery form can be digitised and is suitable for automated processing.

##### 1. Requirements for the advice of delivery form:

###### a) TITLE:

Tértivevény hivatalos irathoz (advice of delivery form for official document)

CODE: Sz. ny. 7976-2013

###### b) ORIENTATION:

Landscape

###### c) SIZE:

Including self-adhesive edge strips: 160 x 105 mm +/- 2 mm

Excluding self-adhesive edge strips: 140 x 105 mm +/- 2 mm

There must be perforation between the document and the edge strips.

The perforation used must be microperforation or cut perforation with 4 mm cuts separated by 5 mm divisions.

###### d) ADHESIVE:

The adhesive on the adhesive edge strip on the reverse of the advice of delivery form must be 5 mm (+/-1 mm) wide, starting at least 3 mm from the perforation of the advice of delivery form, using a fingerlift barrier film. The adhesive must be able to withstand a temperature of over 200 °C for at least 10 seconds without running (adhesive using hot melt technology may not be used; recommended technology is positioning a modified acrylic adhesive strip). The adhesive tape used to carry the advice of delivery form must be covered by a silicon paper or plastic film (liner) as appropriate for the size. The adhesive strip on the edge strip may be 4 to 6 mm wide, positioned 3 mm from the advice of delivery form's perforation.

- |                                      |      |                |
|--------------------------------------|------|----------------|
| - initial tack minimum               | 14 N | FTM 9          |
| - initial tack on PE surface minimum | 10 N | modified FTM 9 |
| - application temperature minimum    | 0 °C |                |

###### e) MATERIAL:

At least 160 g/m<sup>2</sup> paper

###### f) COLOUR:

Black colour printing (Pantone process black) on a white ground

###### g) PRINTING:

The advice of delivery form has one side, which is visible when the form is firmly attached to the item and contains all the data required during the item's life cycle.

###### h) COMPLETING THE ITEM'S ID NUMBER:

Black colour printing only

###### i) ATTACHMENT:

Attached by adhesive edge strips

###### j) LANGUAGE OF TEXT:

Hungarian

2. The advice of delivery form contains appropriately separated sections for noting the following data:

- a) the title and code of the form (on the adhesive edge strips);
- b) the sender, number, type and enclosures of the document;
- c) the name and address (other data) of the addressee of the document;
- d) text indicating the notification left at the address if the addressee is absent;
- e) the dispatch ID number of the mail item;
- f) check boxes to indicate the reason for non-delivery (return) and to provide information about delivery;
- g) the code and signature of the postman;
- h) the handover (delivery) date of a delivered mail item or the return date of an undelivered item;
- i) the name and signature of the recipient, the type and number (alphanumeric code) of the recipient's ID card, and the relative's entitlement to receive mail;
- j) the return address of the advice of delivery;
- k) text requesting that the area for postal use be left blank;
- l) on the adhesive edge strip indicating the type of mail item the advice of delivery form may be used with ("Kizárólag hivatalos irathoz csatolható!") (Only attach to official documents)).

3. Prior to dispatching the mail item the body sending the official document completes the following sections on the advice of delivery form:

- a) the sender, number, type and enclosures of the document (in the case of foreign official documents the name of the foreign court/authority must be stated here);
- b) the name and address of, and possibly other data identifying the addressee of the mail item, as well as the document number (other data);
- c) the text indicating the type of notification left at the address if the addressee is absent;
- d) the return address of the advice of delivery (the name and address of the body sending the official document – in the case of foreign official documents the name and address of the Hungarian court/authority – or the return address given by it).

4. When the mail item is posted and thereafter in the postal technological process, Magyar Posta completes the following sections of the advice of delivery form or has them completed by the authorised recipient:

- a) the dispatch ID number of the mail item;
- b) the date of receipt of the delivered mail item, the name and signature of the recipient and her or his relative's entitlement to receive mail;
- c) the code and signature of the postman;
- d) indicating information related to the recipient of the mail item and the date of delivery;
- e) if the mail item cannot be delivered, the reason for non-delivery and information about the date of the return of the advice of delivery.

5. Leaving the band at the bottom of the advice of delivery form's front blank is essential for automated postal processing.

6. For the information of foreign courts and authorities sending an official document, the contents of the information to be attached to the advice of delivery form by the Hungarian court/authority are as follows:

"TÉRTIVEVÉNY HIVATALOS IRATHOZ – Advice of delivery for official document

- A/ Registration number of postal item
- B/ Sender, number, type, annexes of document
- C/ Notification in case of absence
- D/ 1st notification left (year, month, day)
- E/ 2nd notification left (year, month, day)
- F/ Date of delivery/return (year, month, day)
- G/ Name and address of addressee (other data)

H/ Name of recipient

I/ Signature of recipient

J/ Title of relationship

K/ Type and number of identity card

L/ ID number, signature of deliverer

M/ Return address of the advice of delivery

N/ Delivered to:

- címzettnek – addressee
- közvetett kézbesítőnek – intermediate deliverer
- meghatalmazottnak – authorised representative
- helyettes átvevőnek – alternative recipient

O/ Reason for return

- cím nem azonosítható – address unidentifiable
- nem kereste – not collected
- elköltözött – moved to another address
- címzett ismeretlen – addressee unknown
- átvételt megtagadta – acceptance refused
- kézbesítés akadályozott – obstructed delivery
- bejelentve: meghalt/megszűnt – reported deceased / terminated”

# 8. Advice of delivery specimen including measurements:

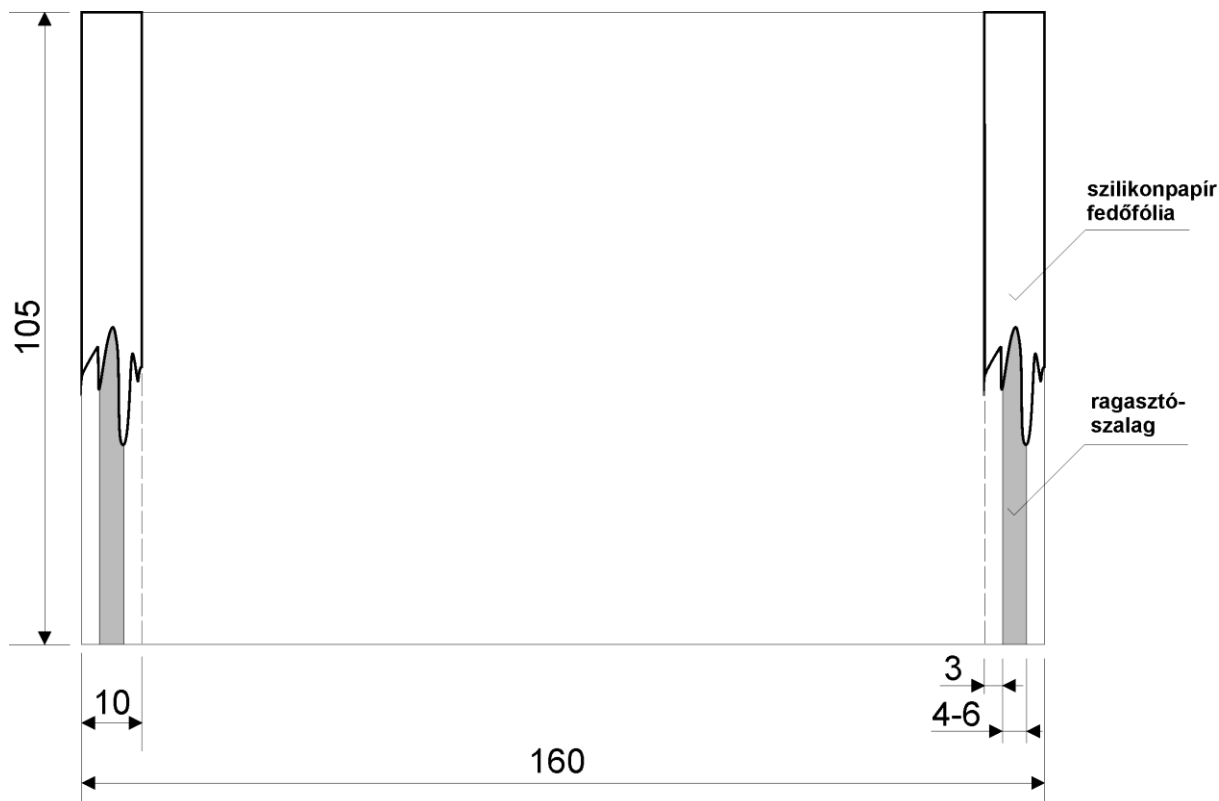
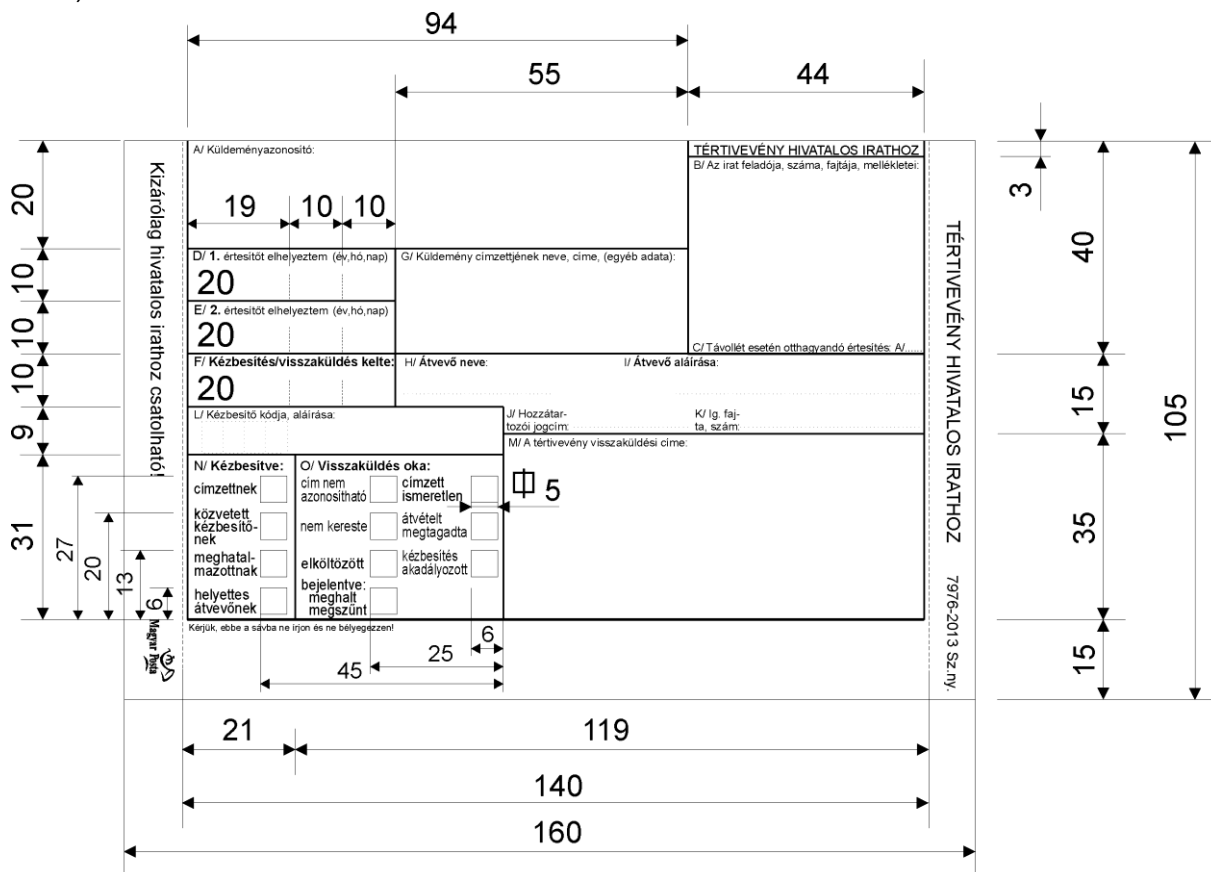
## a) Front:

Kizárólag hivatalos irathoz csatolható!	A/ Küldeményazonosító:		TÉRTIVEVÉNY HIVATALOS IRATHOZ B/ Az irat feladója, száma, fajtája, mellékletei:	
	D/ 1. értesítőt elhelyeztem (év,hó,nap)	G/ Küldemény címzettjének neve, címe, (egyéb adata):		C/ Távollét esetén otthagyzandó értesítés: A/.....
	E/ 2. értesítőt elhelyeztem (év,hó,nap)			
	F/ Kézbesítés/visszaküldés kelte:	H/ Átvevő neve:	I/ Átvevő aláírása:	
	L/ Kézbesítő kódja, aláírása:	J/ Hozzáát- vezetői jogcím:	K/ Ig. faj- ta, szám:	
N/ Kézbesítve:		O/ Visszaküldés oka:		M/ A tértivevény visszaküldési címe:
címzettnek <input type="checkbox"/> közvetett kézbesítő- nek <input type="checkbox"/> meghatal- mazottnak <input type="checkbox"/> helyettes átvevőnek <input type="checkbox"/>		cím nem azonosítható <input type="checkbox"/> címzett ismeretlen <input type="checkbox"/> nem kereste <input type="checkbox"/> átvételt megtagadta <input type="checkbox"/> elköltözött <input type="checkbox"/> kézbesítés akadályozott <input type="checkbox"/> bejelentve: meghalt <input type="checkbox"/> megszűnt <input type="checkbox"/>		
Kérjük, ebbe a sávba ne írjon és ne bélyegezzon!				

Magyar Posta

TÉRTIVEVÉNY HIVATALOS IRATHOZ 7976-2013 Sz. ny.

b) Measurements of front and back:



#### **4.2. Legal consequences of not accepting an official document based on the markings indicated on the advice of delivery form for notifications**

##### **Notification of the arrival of an official document in an administrative matter, marked: A/1**

If you in person (or an intermediate deliverer or representative in the case of an organisation) or, if you are indisposed, your authorised representative, or a relative over 14 years old as defined by the Hungarian Civil Code who lives at the same address as shown on the advice of delivery form, do not collect the official document within five working days of the second delivery attempt of the document, Magyar Posta will note this fact on the advice of delivery form and will return the document together with the advice of delivery form to the sender. Pursuant to Act CXL of 2004 on the general rules of administrative proceedings and services, § 79(2), unless evidence to the contrary is provided, a document thus returned must be deemed to be delivered on the fifth working day after the second delivery attempt.

##### **Notification of the arrival of an official document for delivery to the addressee in person in an administrative matter, marked: A/1/SK**

If you in person or your authorised representative entitled to receive official documents for delivery to the addressee in person do not collect the official document within five working days of the second delivery attempt of the document, Magyar Posta will note this fact on the advice of delivery form and will return the official document together with the advice of delivery form to the sender. Pursuant to Act CXL of 2004 on the general rules of administrative proceedings and services, § 79(2), unless evidence to the contrary is provided, an official document thus returned must be deemed to be delivered on the fifth working day after the second delivery attempt.

##### **Notification of the arrival of an official document in a civil matter, marked: A/2**

If you in person (or an intermediate deliverer or representative in the case of an organisation) or, if you are indisposed, your authorised representative, or a relative over 14 years old as defined by the Hungarian Civil Code who lives at the same address as shown on the advice of delivery form, do not collect the official document within five working days of the second delivery attempt of the document, Magyar Posta will note this fact on the advice of delivery form and will return the document together with the advice of delivery form to the sender. Pursuant to Act III of 1952 on civil procedure, § 99(2), unless evidence to the contrary is provided, an official document thus returned must be deemed to be delivered on the fifth working day after the second delivery attempt. In the case of the delivery of an action at law (payment order), the court will advise you separately that the delivery is deemed confirmed.

##### **Notification of the arrival of an official document in a criminal matter, marked: A/3**

If you in person (or an intermediate deliverer or representative in the case of an organisation) or, if you are indisposed, your authorised representative, or a relative over 14 years old as defined by the Hungarian Civil Code who lives at the same address as shown on the advice of delivery form, do not collect the official document within five working days of the second delivery attempt of the document, Magyar Posta will note this fact on the advice of delivery form and will return the document together with the advice of delivery form to the sender. Pursuant to Act XIX of 1998 on criminal procedure, § 70(7), unless evidence to the contrary is provided, an official document thus returned must be deemed to be delivered on the fifth working day after the second delivery attempt. If the delivery of the official document occurred in contravention of relevant legislation or you did not accept the official document through no fault of your own, you may apply to rebut the presumption of service. In this case you must state the exonerating facts and circumstances on the application form.

**Notification of the arrival of an official document for delivery to the addressee in person in a criminal matter, marked: A/4**

If you in person or your authorised representative (entitled to receive official documents for delivery to the addressee in person) do not collect the official document within five working days of the second delivery attempt of the document, Magyar Posta will note this fact on the advice of delivery form and will return the official document together with the advice of delivery form to the sender. Pursuant to Act XIX of 1998 on criminal procedure, § 70(7), an official document thus returned must be deemed to be delivered on the fifth working day after the second delivery attempt. If the delivery of the official document occurred in contravention of relevant legislation or you did not accept the official document through no fault of your own, you may apply to rebut the presumption of service. In this case you must state the exonerating facts and circumstances on the application form.

**Notification of the arrival of an official document for delivery to the addressee in person in a criminal matter with no hearing, marked: A/5**

If you in person or your authorised representative entitled to receive official documents for delivery to the addressee in person do not collect the official document within five working days of the second delivery attempt of the document, Magyar Posta will note this fact on the advice of delivery form and will return the official document together with the advice of delivery form to the sender. Pursuant to Act XIX of 1998 on criminal procedure, § 548(5), based on an advice of delivery thus returned the court makes arrangements for setting the date of the hearing for the matter.

**Notification of the arrival of an official document for delivery to the addressee in person in a civil matter, marked: A/6**

If you in person or your authorised representative (entitled to receive official documents for delivery to the addressee in person) do not collect the official document within five working days of the second delivery attempt of the document, Magyar Posta will note this fact on the advice of delivery form and will return the official document together with the advice of delivery form to the sender. Pursuant to Act III of 1952 on civil procedure, § 99(2), unless evidence to the contrary is provided, an official document thus returned must be deemed to be delivered on the fifth working day after the second delivery attempt. In the case of the delivery of an action at law (payment order), the court will advise you separately that the delivery is deemed confirmed.

**Notification of the arrival of an international official document sent in order to contact a Hungarian court, marked: A/7**

If you in person (or an intermediate deliverer or representative in the case of an organisation) or, if you are indisposed, your authorised representative, or a relative over 14 years old as defined by the Hungarian Civil Code who lives at the same address as shown on the advice of delivery form, do not collect the official document within five working days of the second delivery attempt of the document, Magyar Posta will note this fact on the advice of delivery form and will return the document together with the advice of delivery form to the court. The official document thus returned is sent back by the Hungarian court to the foreign court.

**Notification of the arrival of an international official document, marked: A/7/2**

If you in person (or an intermediate deliverer or representative in the case of an organisation) or, if you are indisposed, your authorised representative, or a relative over 14 years old as defined by the Hungarian Civil Code who lives at the same address as shown on the advice of delivery form, do not collect the official document within five working days of the second delivery attempt of the document, Magyar Posta will note this fact on the advice of delivery form and will return the document together with the advice of delivery form to the sender. Information about the legal consequences of the return of the official document may be obtained directly from the sender.

**Notification of the arrival of an official document in an offence matter, marked: A/8**

If you in person (or an intermediate deliverer or representative in the case of an organisation) or, if you are indisposed, your authorised representative, or a relative over 14 years old as defined by the Hungarian Civil Code who lives at the same address as shown on the advice of delivery form, do not collect the official document within five working days of the second delivery attempt of the document, Magyar Posta will note this fact on the advice of delivery form and will return the document together with the advice of delivery form to the sender. Pursuant to Act II of 2012 on offences, offence procedure and the register of offences, § 89(3), unless evidence to the contrary is provided, a document thus returned must be deemed to be delivered on the fifth working day after the second delivery attempt.

**Notification of the arrival of an official document for delivery to the addressee in person in an offence matter, marked: A/9**

If you in person or your authorised representative entitled to receive official documents for delivery to the addressee in person do not collect the official document within five working days of the second delivery attempt of the document, Magyar Posta will note this fact on the advice of delivery form and will return the official document together with the advice of delivery form to the sender. Pursuant to Act II of 2012 on offences, offence procedure and the register of offences, § 89(3), unless evidence to the contrary is provided, a document thus returned must be deemed to be delivered on the fifth working day after the second delivery attempt.

**Notification of the arrival of an official document in a disciplinary matter in sport, endorsed: A/10**

If you in person (or an intermediate deliverer or representative in the case of an organisation) or, if you are indisposed, your authorised representative, or a relative over 14 years old as defined by the Hungarian Civil Code who lives at the same address as shown on the advice of delivery form, do not collect the official document within five working days of the second delivery attempt of the document, Magyar Posta will note this fact on the advice of delivery form and will return the document together with the advice of delivery form to the sender. Pursuant to Government Decree 39/2004 (III.12) on disciplinary liability in sport, § 4(8), unless evidence to the contrary is provided, a document thus returned must be deemed to be delivered on the fifth working day after the second delivery attempt.

**Notification of the arrival of an official document for delivery to the addressee in person in a disciplinary matter in sport, endorsed: A/10/SK**

If you in person or your authorised representative entitled to accept official documents for delivery to the addressee in person do not collect the official document within five working days of the second delivery attempt of the document, Magyar Posta will note this fact on the advice of delivery form and will return the document together with the advice of delivery form to the sender. Pursuant to Government Decree 39/2004 (III.12) on disciplinary liability in sport, § 4(8), unless evidence to the contrary is provided, an official document thus returned must be deemed to be delivered on the fifth working day after the second delivery attempt.

Name of product/service	5. Item containing literature for the blind
<b>Product/service definition</b>	Domestic and international mail items containing embossed writing, engraving, sound recording, special paper or magnetic discs and other information media used exclusively for the blind and partially sighted whose sender or addressee is a blind person or an officially recognised institute for the blind.
<b>Basic fee for the product/service (HUF)</b>	
Free of charge	
<b>Contents excluded from transportation or transportable only on certain conditions</b>	GTC, Point 3, Appendix 1 No item may contain articles or materials whose transportation by post and by air is forbidden by law or by these GTC. For more information about the conditions see DANGEROUS GOODS EXCLUDED FROM TRANSPORTATION BY POST AND TRANSPORTABLE ON CERTAIN CONDITIONS and RANGE OF ARTICLES EXCLUDED FROM INTERNATIONAL POSTAL TRAFFIC.
<b>Packaging</b>	GTC, Point 3. Items containing literature for the blind should be wrapped in a way that ensures that the contents are easy to inspect. After inspection of the contents, Magyar Posta seals the item. An adhered or sewn address label may also be used for such mail items.
<b>Size</b>	Identical to the specifications on the product sheet for priority and non-priority letters, postcards and picture postcards.
<b>Weight</b>	At most 7 kg/item.
<b>Available at</b>	Postal service outlets classified as acceptance points.
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	-
<b>Other posting conditions</b>	Magyar Posta is only obliged to accept items containing literature for the blind if such items are handed over unsealed and the contents can be inspected. After the inspection, Magyar Posta seals, forwards and delivers the item. On the front of the item, in the left corner if possible, the text "Vakok írása" (literature for the blind) must be clearly marked under the sender's name and address. Magyar Posta only accepts domestic mail items (not classified as reply mail) which cannot be delivered to a letterbox due to their dimensions (maximum size: 324 mm x 229 mm x 24 mm) as registered mail irrespective of their place of delivery, be it an address or a post office box.
<b>Payment methods</b>	Not applicable
<b>Franking methods/indicia</b>	Not applicable
<b>Additional and supplementary services available</b>	Free of charge: registered, insured, advice of delivery, postal sealing, and only for domestic mail e-advice of delivery, and only for international mail cash on delivery, delivery to addressee in person. For more information about the conditions see <a href="http://WWW.POSTA.HU">WWW.POSTA.HU</a> . For international items containing literature for the blind, the Country Guide provides information about the conditions of posting, and additional and

supplementary services for each country, taking into account the conditions specified for letter-mail items.

---

**Other information related to the product/service**

Information on complaints and indemnity is given in the GTC, Points 7 and 9.

---

**Delivery**

GTC, Point 6.

Mail items sent by international mail are delivered in accordance with the delivery rules applied by the foreign postal operator participating with Magyar Posta in order to perform this service in the country which is the item's place of destination. Details of these are given in the foreign postal operator's general terms and conditions.

---

**Transit time/  
time guarantee**

Information on transit times based on calculations of statistical methodology is provided in the GTC, Point 11, and the COUNTRY GUIDE provides information on the transits times for mail items sent by international mail, taking into account the conditions specified for letter-mail items.

---

**Name of product/service 6. FLEXI Business letter**

<b>Product/service definition</b>	<p>The FLEXI Business letter is an international letter-mail item for posting at least 25 letters sent to any country abroad per occasion and per category (normal or priority). These may be</p> <ul style="list-style-type: none"> <li>a) FLEXI Business priority letters, i.e. priority letters, postcards and picture postcards, or</li> <li>b) FLEXI Business normal letters, i.e. letters, postcards and picture postcards.</li> </ul>
-----------------------------------	--

**Basic fee for the product/service (HUF)**

The service is VAT exempt.

	Priority		Normal	
	To European countries*	Outside Europe	To European countries*	Outside Europe
Postcards, picture postcards	230	275	210	240
Standard size up to 20 g	230	275	210	240
Letters up to 20 g	275	310	240	285
up to 50 g	360	415	325	375
up to 100 g	585	675	530	605
up to 150 g	820	865	755	830
up to 250 g	995	1,130	890	1,030
up to 500 g	1,670	1,905	1,505	1,730
up to 1,000 g	2,885	3,285	2,600	2,990
up to 1,500 g	4,055	4,615	3,655	4,200
up to 2,000 g	5,050	5,745	4,545	5,230

\* Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Great Britain and Northern Ireland, Greece, Iceland, Ireland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, the Netherlands, Norway, Poland, Portugal, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, Vatican

<b>Contents excluded from transportation or transportable only on certain conditions</b>	<p>GTC, Point 3, Appendix 1</p> <p>No item may contain articles or materials whose transportation by post and by air is forbidden by law or by these GTC. For more information about the conditions see RANGE OF ARTICLES EXCLUDED FROM INTERNATIONAL POSTAL TRAFFIC.</p>
--	---

<b>Packaging, sealing and addressing</b>	GTC, Point 3
--	--------------

<b>Size</b>	Identical to the specifications on the product sheet for priority and non-priority letters, postcards and picture postcards.
-------------	--

<b>Weight</b>	Identical to the specifications on the product sheet for priority and non-priority letters, postcards and picture postcards.
---------------	--

<b>Available at</b>	Postal service outlets classified as acceptance points.
---------------------	---

<b>Document in proof of</b>	GTC, Point 3
-----------------------------	--------------

**dispatch, address label,  
accompanying  
document, technical  
specifications**

<b>Other conditions</b>	<b>posting</b>	<p>a) Items do not need to have the same country as the place of destination, contents, size or weight. The minimum quantity for dispatch is not affected by the type and amount of additional and supplementary services requested.</p> <p>b) The items are dispatched with a posting list, in which the FLEXI Business letter priority and normal categories need to be listed separately.</p> <p>c) FLEXI Business letters must be separated from other mail items for posting and arranged in groups for Europe and outside Europe for each category.</p>
<b>Payment methods</b>		In cash or upon conditions laid down by written contract by bank transfer. May not be posted with postage to be paid by the addressee.
<b>Franking methods/indicia</b>		GTC, Point 5, and <u>POSTAGE PAID INDICIA</u>
<b>Additional and supplementary services available</b>		<p>Priority, insured, postal sealing. The registered, advice of delivery, delivery to addressee in person and cash on delivery additional services provided the mail items are posted as priority mail.</p> <p>For more information about the conditions see the COUNTRY GUIDE and WWW.POSTA.HU.</p>
<b>Other information related to the product/service</b>		Information on complaints and indemnity is given in the GTC, Points 7 and 9.
<b>Delivery</b>		Mail items sent by international mail are delivered in accordance with the delivery rules applied by the foreign postal operator participating with Magyar Posta in order to perform this service in the country which is the item's place of destination. Details of these are given in the foreign postal operator's general terms and conditions.
<b>Transit guarantee</b>	<b>time/time</b>	Information on transit times based on calculations of statistical methodology is provided in the GTC, Point 11. The COUNTRY GUIDE provides information about the transit time of mail items, taking into account the conditions for letter-mail items.

## Name of product/service 7. International business reply mail item

### Product/service definition

When using the international business reply mail service (CCRI), the issuer of the CCRI item may enclose addressed postcards and/or letters in mail items to be sent to addressees in another country so that the addressees may return such items to the sender without having to pay the postage. The issuer of the CCRI item also has the option of placing the address label of its international business reply mail item on its website so its partners can download and use it. Before posting, the issuer of an international reply mail item must in all cases present a specimen of the reply mail item to Magyar Posta, which constitutes an annex to the relevant written contract.

### Basic fee for the product/service (HUF)

The service is VAT exempt.

up to 20 g	380
up to 50 g	495
up to 100 g	795
up to 250 g	1,315
up to 500 g	2,160
up to 1,000 g	3,735
up to 1,500 g	5,255
up to 2,000 g	6,540

a) International business reply mail items may weigh at most 2 kg for the following countries:

Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Great Britain and Northern Ireland, Greece, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, the Netherlands, Norway, Poland, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland.

b) International business reply mail items may weigh at most 1 kg, and the maximum thickness of such items is 50 mm for the following country:

Germany.

c) For other foreign countries not listed in the above points international business reply mail items may weigh at most 50 g but certain countries specified as the place of destination may set other limits within their own competence.

If items with a greater weight than the limits listed in points b) and c) arrive from foreign postal service providers for delivery, the rate for the appropriate weight category up to the maximum weight limit of 2 kg will be charged for the item in question.

### Contents excluded from transportation or transportable only on certain conditions

GTC, Point 3, Appendix 1

No item may contain articles or materials whose transportation by post and by air is forbidden by law or by these GTC. For more information about the conditions see RANGE OF ARTICLES EXCLUDED FROM INTERNATIONAL POSTAL TRAFFIC.

### Packaging, sealing and addressing

GTC, Point 3. An address label for an international business reply mail item produced by the issuer of the reply mail and conforming with the relevant technical guide can be used for mail sent from Hungary abroad and from abroad to Hungary. This address label may also be made available in a downloadable format on the issuer's website. In this case the entire surface of

the address label for an international business reply mail item must be securely affixed to the item.

<b>Size</b>	Identical to the specifications on the product sheet for priority and non-priority letters, postcards and picture postcards with the exception that international business reply mail items that are cylindrical may not be posted.
<b>Weight</b>	As stated in the subsection for the basic fee for the product/service (weight varies for each country).
<b>Available at</b>	Postal service outlets classified as acceptance points.
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	The conditions for the layout of the CCRI item are given in the technical guide issued by Magyar Posta. The issuer of the international business reply mail must produce these items in accordance with the technical specifications.
<b>Other posting conditions</b>	<ul style="list-style-type: none"> <li>a) in order to ensure the delivery of returned reply mail items, it is necessary to enter into a separate written post office box rental contract;</li> <li>b) Magyar Posta handles reply mail for which the issuer of the reply mail did not conclude a contract with Magyar Posta beforehand or on which the form of the address label or the material of the reply mail item does not conform with postal regulations as mail sent with unpaid postage and only delivers such mail if the issuer of the reply mail pays the extra charge for unpaid postage (postage due) in addition to the dispatch charge for the mail prior to delivery;</li> <li>c) an address label for an international business reply mail item conforming with the relevant technical specifications can be downloaded from the website of the issuer of the reply mail items and used for posting both from Hungary abroad and from abroad to Hungary.</li> </ul>
<b>Payment methods</b>	Free of charge for the person returning the reply mail item and payment is made by the issuer based on a written contract.
<b>Franking methods/indicia</b>	Based on the technical guide.
<b>Other information related to the product/service</b>	The CCRI service is available by entering into a written contract with Magyar Posta. Information on complaints and indemnity is given in the GTC, Points 7 and 9.
<b>Delivery</b>	Magyar Posta delivers CCRI mail with the frequency and in the place specified by written contract concluded between Magyar Posta and the foreign postal service providers.
<b>Transit time/time guarantee</b>	Information on transit times based on calculations of statistical methodology is provided in the GTC, Point 11, and the COUNTRY GUIDE provides information on the transit times for each country specified as the place of destination, taking into account the conditions specified for priority letters.

**Name of product/service**    **8.      International direct mail – IDM**

**Product/service definition**      International letter-mail items posted in bulk which only contain an advertisement, marketing or promotional material, and have the same content and packaging.

**Basic fee for the product/service (HUF)**

The service is VAT exempt.

Postcards	230
Standard size up to 20 g	230
up to 20 g	230
up to 50 g	320
up to 100 g	530
up to 250 g	850
up to 500 g	1,485
up to 1,000 g	2,120
up to 1,500 g	3,185
up to 2,000 g	4,245

The minimum quantity that may be dispatched depends on the agreement with the foreign postal service provider operating in the country which is the item's place of destination:

For Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Iceland, Italy, Latvia, Lithuania, Luxembourg, the Netherlands, Norway, Poland, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland: 100 items per posting, per sender and per destination country.

**Contents excluded from transportation or transportable only on certain conditions**      GTC, Point 3, Appendix 1  
No item may contain articles or materials whose transportation by post and by air is forbidden by law or by these GTC. For more information about the conditions see RANGE OF ARTICLES EXCLUDED FROM INTERNATIONAL POSTAL TRAFFIC.

**Packaging, sealing and addressing**      GTC, Point 3  
Items may also be dispatched in a sealed cover made of plastic but may not be dispatched without packaging.

**Size**      Identical to the specifications on the product sheet for priority and non-priority letters, postcards and picture postcards but mail items that are cylindrical may not be posted.

**Weight**      Identical to the specifications on the product sheet for priority and non-priority letters, postcards and picture postcards.

**Available at**      Postal service outlets classified as acceptance points.

**Document in proof of dispatch, address label, accompanying document, technical specifications**      The conditions for the layout of the mail item and the postage paid indicia are described in the technical guide published by Magyar Posta, which may not be diverged from.

**Other posting conditions**      a) the sender must always show a specimen item of the international direct mail prior to posting,

- b) when determining the content of the advertisement, the sender is obliged to take the prohibitions and restrictions of advertising law effective at the time of posting into account in every case,
- c) unless the law otherwise prescribes, advertising in international direct mail can be sent to a natural person as the addressee of the advertisement through direct marketing without the addressee's prior, express consent, but it must be ensured that the addressee can forbid an advertisement being sent at any time free of charge and without restriction. If the addressee forbids direct mail, no advertisement may be sent to the person concerned using direct marketing thereafter. To enable the addressee to cancel (forbid or withdraw consent for) international direct mail – unless otherwise prescribed by law – the sender must attach an addressed reply letter (reply mail item) which can be posted free of charge as a registered item and delivered in a verifiable manner to the international direct mail item,
- d) items must be duty free.

<b>Payment methods</b>	By bank transfer or in cash in accordance with a written contract.
<b>Franking methods/indicia</b>	GTC, Point 5. The front of the item may be printed only by a printing works, and the postage paid indicia may only be printed. To indicate postage paid for international direct mail, only the standard printed postage paid indicia specifically used for this purpose is accepted. The postage paid marks that may be used for IDM items are shown in the document " <u>POSTAGE PAID INDICIA</u> ".
<b>Other information related to the product/service</b>	Only available with a written contract. Information on complaints and indemnity is given in the GTC, Points 7 and 9.
<b>Delivery</b>	Mail items sent by international mail are delivered in accordance with the delivery rules applied by the foreign postal operator participating with Magyar Posta in order to perform this service in the country which is the item's place of destination. Details of these are given in the foreign postal operator's general terms and conditions.
<b>Transit time/time guarantee</b>	Information on transit times based on calculations of statistical methodology is provided in the GTC, Point 11. The COUNTRY GUIDE provides information about the transit time of mail items, taking into account the conditions for non-priority letters.

**Name of product/service 9. "M" bag**

**Product/service definition** The "M" bag is a special international bag for printed matter not containing personal communication, data or information (newspaper, book, etc.) and/or an object described on this product sheet sent to the same addressee at the same address.

**Basic fee for the product/service (HUF)**

The service is VAT exempt.

	Priority/non-priority	
	To European countries*	Outside Europe
0-5,000 g	6,365	7,245
over 5,000 g per kg	850	970

\*Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Great Britain and Northern Ireland, Greece, Iceland, Ireland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, the Netherlands, Norway, Poland, Portugal, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, Vatican

**Contents excluded from transportation or transportable only on certain conditions** GTC, Point 3, Appendix 1  
No item may contain articles or materials whose transportation by post and by air is forbidden by law or by these GTC. For more information about the conditions see RANGE OF ARTICLES EXCLUDED FROM INTERNATIONAL POSTAL TRAFFIC.

**Packaging, sealing and addressing** GTC, Point 3  
Items may be dispatched in a bag provided by the sender or by Magyar Posta free of charge.

- A rectangular hanging address label containing all the details pertaining to the addressee and provided by the sender must be attached to all "M" bags.
- The size of the hanging label is 90 mm x 140 mm  $\pm$  2 mm, and the label must have an eyelet and be made of stiff linen, strong cardboard, plastic, parchment or paper adhered to thin board.
- The addressee's address must be marked on every unit of printed products (being sent to the same addressee at the same destination) placed in the special bag.

**Size** -

**Weight** Usually at most 30 kg per bag; the different weight limits for each country are given in the COUNTRY GUIDE.

**Document in proof of dispatch, address label, accompanying document, technical specifications** -

**Available at** Up to 2 kg at postal service outlets classified as acceptance points, and over 2 kg at postal service outlets designated for posting parcels, indicated in column "N" of the document "Postal Service Outlets" on the web page

## POSTAL SERVICES GTC.

<b>Other posting conditions</b>	<p>The COUNTRY GUIDE provides more information on the posting conditions for each country.</p> <p>Other objects besides printed products may be placed in "M" bags provided they meet the conditions below:</p> <ol style="list-style-type: none"> <li>the objects are connected with the printed products which they are dispatched together with,</li> <li>the objects are affixed or in some way attached to the printed products they are accompanying,</li> <li>the objects may be: discs, magnetic tapes, cassettes, commercial samples sent by producers and distributors, and other non-dutiable commercial objects or informative materials which cannot be sold,</li> <li>the weight of each mail item containing objects connected with printed products may not exceed 2 kg.</li> </ol> <p>A CN 22 and/or CN 23 customs declaration form completed by the sender must accompany "M" bags sent to countries outside the European Union customs border. The hanging label of "M" bags must bear a CN 23 form if the value of the contents declared by the sender exceeds 300 DTS or the country which is the item's place of destination so requires.</p>
<b>Payment methods</b>	<p>In cash or upon conditions laid down by written contract by bank transfer. May not be posted with postage to be paid by the addressee.</p>
<b>Franking methods/indicia</b>	<p>The postage paid indicia containing the full amount charged for posting is marked on the hanging label</p>
<b>Additional and supplementary services available</b>	<p>Priority, insured, postal sealing. The registered, advice of delivery, and delivery to addressee in person additional services provided the letter-mail items are posted as priority mail.</p> <p>For more information about the conditions see <a href="http://WWW.POSTA.HU">WWW.POSTA.HU</a>.</p> <p>The COUNTRY GUIDE provides information about the conditions of posting, and additional and supplementary services for letter-mail items sent by international mail for each country.</p>
<b>Other information related to the product/service</b>	<p>Information on complaints and indemnity is given in the GTC, Points 7 and 9.</p>
<b>Delivery</b>	<p>Mail items sent by international mail are delivered in accordance with the delivery rules applied by the foreign postal operator participating with Magyar Posta in order to perform this service in the country which is the item's place of destination. Details of these are given in the foreign postal operator's general terms and conditions.</p>
<b>Transit time/time guarantee</b>	<p>Information on transit times based on calculations of statistical methodology is provided in the GTC, Point 11. The transit times are given in the COUNTRY GUIDE.</p>

## Name of product/service 10. MPL postal parcel

**Product/service definition** The MPL postal parcel is a domestic registered mail item containing an article or goods either with or without any commercial value in which information relating to the purpose, function or use of the contents or about the bill containing text, pictures, diagrams, as well as communication, information and data addressed solely to the addressee may be placed.

### Basic fee for the product/service (HUF)

The service is VAT exempt.

up to 2 kg	1,190
up to 5 kg	1,390
up to 10 kg	1,490
up to 20 kg	1,690
For postal parcels requiring individual handling posted without the insured additional service (cremation ashes, toxins), the basic fee for the weight of the postal parcel and the fee for the "Fragile" additional service/handling must be paid.	

### Contents excluded from transportation or transportable only on certain conditions

GTC, Point 3, Appendix 1

No item may contain articles or materials whose transportation by post is forbidden by law or by these GTC. For more information about the conditions see DANGEROUS GOODS EXCLUDED FROM TRANSPORTATION BY POST AND TRANSPORTABLE ON CERTAIN CONDITIONS.

## Packaging, sealing and addressing

### GTC, Point 3

Magyar Posta does not expect separate packaging for locked suitcases and baskets. If there is no packaging, a hanging, adhered or sewn address label may be used. Hanging address labels must be attached to the items ensuring that they cannot become separated from the items during postal handling.

MPL postal parcels may be addressed to a postal address or to a postal service outlet marked as "Poste Restante" or with a parcel storage address.

The sender, and in the case of point d) Magyar Posta, must complete the address label for the postal parcel by one of the means below:

- senders with a written contract: using the address label completion application;
- using the online address label completion application [HTTPS://WEBCIK.POSTA.HU/BEJELENTKEZES.ASPX](https://webcik.posta.hu/bejelentkezés.aspx) and entering the appropriate address details as required;
- completing the address label by hand when posting a postal parcel at a postal service outlet not indicated in column "T" of the document "Postal Service Outlets" on the web page [POSTAL SERVICES GTC](#);
- when dispatching a postal parcel at postal service outlets designated for posting parcels indicated in column "T" of the document "Postal Service Outlets" on the web page [POSTAL SERVICES GTC](#), Magyar Posta uses the address label completion application to complete the address label based on information provided by the sender.

It is advisable to place the sender's own address and the addressee's address inside the postal parcel as well.

When posting a postal parcel, it is not compulsory to state the content either on the address label or on the cover.

## Size

Minimum size of the front: 120 mm x 175 mm; the longest dimension: 2,000 mm; its three dimensions (length + width + height) together may not exceed 3,000 mm.

A postal parcel whose three dimensions together exceed 2,000 mm or whose longest dimension is more than 750 mm may be sent by domestic mail using the "Cumbersome" additional service/handling. Parcels whose shape is other than cuboid or an envelope, or due to their nature cannot be stacked together with other mail or require special handling (e.g. a bicycle, a piece of furniture, a plant) are also classified as "Cumbersome".

## Weight

At most 20 kg/parcel.

## Available at

Postal service outlets designated for posting parcels indicated in column "N" of the document "Postal Service Outlets" on the web page [POSTAL SERVICES GTC](#).

## Document in proof of dispatch, address label, accompanying document, technical specifications

### GTC, Point 3

Magyar Posta places the appropriately completed address label, which is available at postal service outlets, in a self-adhesive plastic pouch used for this purpose, adhering it to the front of the parcel, onto a

smooth surface. Magyar Posta supplies senders who have a written contract with Magyar Posta with plastic pouches prior to posting parcels and points out that the price of unused plastic pouches which are not returned will be subsequently charged for.

<b>Other posting conditions</b>	<p>If the address label is produced by Magyar Posta based on information provided by the sender as described in point d) of "Packaging, sealing and addressing", the sender must ascertain that the details of the address are correct and, if need be, point out any inaccuracies for correction.</p> <p>Magyar Posta will not accept parcels on which the sender has only marked a post office box as the addressee or sender. Postal parcels may be sent to senders with a parcel storage agreement to the address of the parcel storage facility specified in the written contract.</p> <p>If the contents are fragile, this must be indicated on the address label.</p> <p>Postal parcels cannot be dispatched with postage to be paid by the addressee.</p>
<b>Payment methods</b>	In cash or upon conditions laid down by written contract by bank transfer.
<b>Franking methods/indicia</b>	GTC, Point 5, and <u>POSTAGE PAID INDICIA</u>
<b>Additional and supplementary services available</b>	<p>The service includes the postal sealing additional service for no additional charge.</p> <p>For an additional fee: insurance up to HUF 2,000,000, advice of delivery, "Cumbersome", "Fragile".</p> <p>For more information about the conditions see <a href="http://WWW.POSTA.HU">WWW.POSTA.HU</a>.</p>
<b>Other information related to the product/service</b>	<p>Should any legislation contain restrictive provisions concerning the contents and weight of a postal parcel posted to the address of organisations described in the GTC, Point 6.9, paragraph 1) points a) and b), the sender is obliged to take into consideration and apply such provisions.</p> <p>Information on complaints and indemnity is given in the GTC, Points 7 and 9.</p>
<b>Delivery</b>	<p>GTC, Point 6</p> <p>The retention (holding) time is 10 working days.</p> <p>With the exception of intermediate delivery, Magyar Posta delivers or attempts to deliver parcels to the address without regard to their value.</p>
<b>Transit time/time guarantee</b>	GTC, Point 11, provides guidance on information calculated based on statistical methodology.

<b>Name of product/service</b>	<p>11. <b>Priority and non-priority international postal parcel</b></p> <p>12. -</p>
<b>Product/service definition</b>	<p>The priority and non-priority international postal parcel is a registered mail item sent by international mail which contains an article or goods and may contain information relating to the purpose, function or use of the contents or about the bill including text, pictures, diagrams, as well as communication, information and data addressed solely to the addressee.</p>
<b>Basic fee for the product/service (HUF)</b>	<p>The tariffs are given in the table following the product sheet. The tariff applicable depends on which zone the specific country which is the item's place of destination is in. For more information see <a href="#">INTERNATIONAL ZONE CLASSIFICATIONS</a>.</p>
<b>Contents excluded from transportation or transportable only on certain conditions</b>	<p>GTC, Point 3, Appendix 1</p> <p>No item may contain articles or materials whose transportation by post and by air is forbidden by law or by these GTC. For more information about the conditions see RANGE OF ARTICLES EXCLUDED FROM INTERNATIONAL POSTAL TRAFFIC.</p>
<b>Packaging, sealing and addressing</b>	<p>GTC, Point 3.</p> <p>The address details must be stated on the cover of the item and also on the address label introduced for the use of the item. The data on the item and the label must be identical.</p> <p>In order to ensure successful delivery (contacting the addressee), the sender may indicate the addressee's telephone number and/or e-mail address on the address label.</p> <p>Furthermore, it is advisable for senders to place their own address and the addressee's address inside the parcel.</p>
<b>Size</b>	<p>Regulations about size for each country specified as the place of destination are given in the COUNTRY GUIDE.</p>
<b>Weight</b>	<p>Usually 20 kg per item, but the different weight limits for each country are given in the COUNTRY GUIDE.</p>
<b>Available at</b>	<p>Postal service outlets designated for posting parcels indicated in column "N" of the document "Postal Service Outlets" on the web page <a href="#">POSTAL SERVICES GTC</a></p>
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	<p>To use the service, the address label introduced for this purpose must be completed. The address label must be completed in Roman script and Arabic numerals in ink, ballpoint pen, typewritten or printed so that the details completed are legible even on the last copy of the self-copying document.</p>
<b>Other posting conditions</b>	<p>Priority must be indicated on the address label.</p> <p>If the three dimensions of the parcel together exceed 2,000 mm or the parcel is more than 750 mm long, or its shape is other than cuboid, or due to its nature it cannot be stacked together with other mail or requires special handling (e.g. a bicycle, a piece of furniture, a plant, fragile object), the parcel may only be sent as a postal parcel using the "Cumbersome" additional service/handling for an extra charge.</p>
<b>Payment methods</b>	<p>In cash or upon conditions laid down by written contract by bank transfer. May</p>

not be posted with postage to be paid by the addressee.

<b>Franking methods/indicia</b>	-
<b>Additional and supplementary services available</b>	The COUNTRY GUIDE provides more information about the conditions. Magyar Posta forwards international priority parcels by the fastest transport route available to the country which is the item's place of destination.
<b>Other information related to the product/service</b>	Information on complaints and indemnity is given in the GTC, Points 7 and 9.
<b>Delivery</b>	Mail items sent by international mail are delivered in accordance with the delivery rules applied by the foreign postal operator cooperating with Magyar Posta in order to perform this service in the country which is the item's place of destination. Details of these are given in the COUNTRY GUIDE and the foreign postal operator's general terms and conditions.
<b>Transit time/ time guarantee</b>	Information on transit times based on calculations of statistical methodology is provided in the GTC, Point 11. The COUNTRY GUIDE provides more information about the conditions. The transit time of items containing dutiable contents may be prolonged due to customs clearance.

Weight	Zone 1 (EU)		Zone 2 (EU)				Zone 3			
	Non-Priority International Postal Parcel	Fragile/ Cumbersome	Non-Priority International Postal Parcel	Fragile/ Cumbersome	Priority International Postal Parcel	Fragile/ Cumbersome	Non-Priority International Postal Parcel	Fragile/ Cumbersome	Priority International Postal Parcel	Fragile/ Cumbersome
up to 1 kg	7 125	9 265	9 115	11 850	10 030	13 035	9 475	12 320	10 425	13 035
up to 2 kg	7 455	9 685	9 445	12 275	10 385	13 500	9 815	12 760	10 795	13 500
up to 3 kg	7 790	10 125	10 440	13 575	11 490	14 930	10 855	14 110	11 940	14 930
up to 4 kg	8 115	10 550	11 105	14 435	12 210	15 875	11 545	15 005	12 700	15 875
up to 5 kg	8 780	11 410	12 095	15 720	13 305	17 295	12 575	16 345	13 830	17 295
up to 6 kg	9 115	11 850	12 760	16 585	14 040	18 245	13 260	17 240	14 590	18 245
up to 7 kg	9 445	12 275	13 755	17 885	15 130	19 670	14 305	18 590	15 735	19 670
up to 8 kg	9 780	12 710	14 745	19 170	16 220	21 085	15 335	19 930	16 865	21 085
up to 9 kg	10 105	13 135	15 410	20 030	16 955	22 040	16 020	20 825	17 625	22 040
up to 10 kg	10 440	13 575	17 070	22 195	18 780	24 410	17 750	23 075	19 525	24 410
up to 11 kg	11 090	14 415	17 505	22 760	19 255	25 035	18 085	23 515	19 840	25 035
up to 12 kg	12 095	15 720	19 095	24 825	21 005	27 310	19 735	25 650	21 640	27 310
up to 13 kg	13 105	17 030	20 690	26 895	22 760	29 580	21 375	27 785	23 445	29 580
up to 14 kg	14 110	18 340	22 280	28 960	24 510	31 855	23 025	29 930	25 245	31 855
up to 15 kg	15 120	19 655	23 870	31 030	26 255	34 130	24 665	32 065	27 055	34 130
up to 20 kg	20 160	26 205	31 825	41 375	35 010	45 510	32 885	42 750	36 070	45 510

The priority and non-priority international postal parcel service is VAT exempt.

European Union member state should be understood to mean the definition in Annex 1 to Act CXXXVII of 2007.

Weight	Zone 4				Zone 5					
	Non-Priority International Postal Parcel	Fragile/ Cumbersome	Non-Priority International Postal Parcel	Fragile/ Cumbersome	Priority International Postal Parcel	Fragile/ Cumbersome	Non-Priority International Postal Parcel	Fragile/ Cumbersome	Priority International Postal Parcel	C
up to 1 kg	10 895	14 165	11 985	15 585	12 530	16 285	13 785	17 915	14 410	
up to 2 kg	11 290	14 675	12 420	16 145	12 980	16 875	14 280	18 560	14 930	
up to 3 kg	12 480	16 225	13 725	17 845	14 355	18 660	15 790	20 530	16 505	
up to 4 kg	13 275	17 255	14 600	18 980	15 265	19 845	16 795	21 830	17 555	
up to 5 kg	14 460	18 795	15 910	20 685	16 630	21 615	18 290	23 780	19 120	
up to 6 kg	15 250	19 825	16 775	21 810	17 535	22 800	19 290	25 080	20 170	
up to 7 kg	16 445	21 375	18 085	23 515	18 915	24 585	20 805	27 045	21 750	
up to 8 kg	17 635	22 920	19 395	25 210	20 280	26 365	22 310	29 000	23 320	
up to 9 kg	18 425	23 945	20 265	26 345	21 190	27 540	23 305	30 290	24 365	
up to 10 kg	20 415	26 535	22 455	29 190	23 475	30 515	25 825	33 565	26 990	
up to 11 kg	21 005	27 310	23 340	30 340	24 510	31 855	26 840	34 890	27 425	
up to 12 kg	22 915	29 790	25 460	33 100	26 735	34 755	29 280	38 065	29 920	
up to 13 kg	24 825	32 270	27 585	35 855	28 960	37 650	31 720	41 235	32 410	
up to 14 kg	26 735	34 755	29 705	38 615	31 190	40 545	34 160	44 410	34 900	
up to 15 kg	28 645	37 240	31 825	41 375	33 420	43 445	36 600	47 580	37 395	
up to 20 kg	38 190	49 645	42 435	55 165	44 555	57 925	48 800	63 435	49 860	

The priority and non-priority international postal parcel service is VAT exempt.

European Union member state should be understood to mean the definition in Annex 1 to Act CXXVII of 2007.

**Name of product/service** 13. "Delivery-after-payment" letter

**Product/service definition** A domestic registered mail item that may contain individual or personal communication, data or information recorded in writing or on any physical media as well as a directly and closely related article with or without commercial value. Magyar Posta delivers the mail item after collecting on behalf of the sender the amount specified by the sender and forwards the collected amount to the person marked as the sender on the item as a service not classified as a financial service or transfers it to the bank account given by the sender.

**Basic fee for the product/service (HUF)**

The service is subject to 27% VAT.

	HUF 0 to 20,000		HUF 20,000 to 50,000		HUF 50,000 to 100,000	
	net	gross	net	gross	net	gross
0 to 50 g with a document set not classified as a delivery-after-payment form	831	1,055	831	1,055	831	1,055
50 to 500 g with a document set not classified as a delivery-after-payment form	913	1,160	913	1,160	913	1,160
0 to 50 g with a delivery-after-payment form	1,476	1,875	2,051	2,605	2,512	3,190
50 to 500 g with a delivery-after-payment form	1,571	1,995	2,142	2,720	2,602	3,305

**Contents excluded from transportation or transportable only on certain conditions**

GTC, Point 3, Appendix 1

No item may contain articles or materials whose transportation by post is forbidden by law or by these GTC.

For more information about the conditions see DANGEROUS GOODS EXCLUDED FROM TRANSPORTATION BY POST AND TRANSPORTABLE ON CERTAIN CONDITIONS.

**Packaging, sealing and addressing**

GTC, Point 3

The sender of the mail item undertakes

- to indicate the same name as the sender on the item and the recipient of the amount related to the delivery after payment on the delivery-after-payment form, and to indicate a difference only in the other address details;
- not to indicate two or more addresses (e.g. an address label containing mixed addresses for business premises, for a post office box and a payment account) on the address label or in the sender's particulars; not to mark a motto or fancy name as the addressee; not to address mail items "Poste Restante"; not to mark the name of a natural person alongside an organisation's name when the name of an organisation appears on the delivery-after-payment form; and not to indicate the names of more than one natural person as the addressee;
- to indicate the amount which the sender instructs Magyar Posta to collect from the addressee both in numbers and in words on the cover and/or accompanying document of items posted as Delivery-

after-payment letters;

The sender notes that, apart from the compulsory sender and addressee address details described in paragraphs 7) to 9) of Point 3.5 of the GTC, Magyar Posta will not consider any other markings or information that appear on the cover of the item.

<b>Size</b>	Identical to the specifications on the product sheet for priority and non-priority letters, postcards and picture postcards.
<b>Weight</b>	At most 500g/letter.
<b>Available at</b>	Postal service outlets classified as acceptance points.
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	<p>GTC, Point 3</p> <p>Senders with a written contract may produce the forms themselves or have them produced based on the technical guide made available by Magyar Posta, and the producer of the forms must initiate the inspection of the forms before use through their contact at Magyar Posta.</p> <p>If the sender asks for the delivery-after-payment amount to be credited to a bank account, the “document set accompanying the Delivery-after-payment letter” and the delivery-after-payment form must be used.</p> <p>Senders may themselves produce the “document set accompanying the Delivery-after-payment letter” or have it produced at their own expense based on the conditions given in the technical guide made available by Magyar Posta.</p> <p>At the time of posting the item, Magyar Posta provides a delivery-after-payment form to the sender to send the amount to an address, which must be completed together with the document in proof of dispatch.</p>
<b>Other posting conditions</b>	The posting of the mail item is acknowledged on the document proving dispatching (dispatch receipt, posting list, dispatch book).
<b>Payment methods</b>	In cash or upon conditions laid down by written contract by bank transfer.
<b>Franking methods/indicia</b>	GTC, Point 5, and <u>POSTAGE PAID</u> INDICIA
<b>Additional and supplementary services available</b>	e-notification, e-projection

#### Other information related to the product/service

Magyar Posta will deliver the item after collecting the amount of the delivery after payment indicated by the sender and will forward the collected amount to the person marked as the sender on the item or transfer it to the bank account given by the sender. Magyar Posta acts in accordance with the instructions of the sender placing the order until the order has been completed. In the case of a postal intermediary, the sender is entitled to specify the bank account number. If the sender using a postal intermediary so states, the bank account number of the postal intermediary may also be given. The collection of amounts related to the delivery-after-payment is requested by the sender, and forwarding the collected sum to the sender requires no separate instruction by the addressee.

The delivery-after-payment form is valid for 30 calendar days after posting.

If the amount related to a delivery-after-payment letter cannot be delivered to the sender of the item (the domestic recipient of the amount related to delivery after payment), Magyar Posta will inform the addressee of the delivery-after-payment form in a letter posted with registered additional service about the options to collect the amount and about the potential costs incurred, drawing attention to the retention (holding) period and the legal consequences of failing to receive.

---

Magyar Posta will only retain collected amounts which have not been transferred or paid to the sender if obliged to do so by an official decision on this subject based on a complaint and official report made by the addressee of the item or an authorised representative to the authorities or reached in the course of ex officio proceedings initiated by the authorities.

Information on complaints and indemnity is given in the GTC, Points 7 and 9.

---

<b>Delivery</b>	GTC, Point 6
-----------------	--------------

---

<b>Transit time/time guarantee</b>	Information on transit times based on calculations of statistical methodology is provided in the GTC, Point 11.
------------------------------------	---

---

Name of product/service	14. “Delivery to addressee only” letter									
Product/service definition	A domestic registered letter-mail item that may contain individual or personal communication, data or information recorded in writing or on any physical media as well as a directly and closely related article with or without commercial value which may be delivered in person only to the addressee or the addressee’s authorised representative specifically authorised to receive such mail items.									
Basic fee for the product/service (HUF)										
The service is subject to 27% VAT.										
	<table><tr><td></td><td>net</td><td>gross</td></tr><tr><td>0 to 50 g</td><td>819</td><td>1,040</td></tr><tr><td>50 to 500 g</td><td>925</td><td>1,175</td></tr></table>		net	gross	0 to 50 g	819	1,040	50 to 500 g	925	1,175
	net	gross								
0 to 50 g	819	1,040								
50 to 500 g	925	1,175								
Contents excluded from transportation or transportable only on certain conditions	GTC, Point 3, Appendix 1 No item may contain articles or materials whose transportation by post is forbidden by law or by these GTC. For more information about the conditions see DANGEROUS GOODS EXCLUDED FROM TRANSPORTATION BY POST AND TRANSPORTABLE ON CERTAIN CONDITIONS.									
Packaging, sealing and addressing	GTC, Point 3									
Size	Identical to the specifications on the product sheet for priority and non-priority letters, postcards and picture postcards.									
Weight	At most 500g/letter.									
Available at	Postal service outlets classified as acceptance points.									
Document in proof of dispatch, address label, accompanying document, technical specifications	GTC, Point 3									
Other posting conditions	The domestic advice of delivery form and dispatch document (dispatch receipt, posting list, dispatch book) must be completed.									
Payment methods	In cash or upon conditions laid down by written contract by bank transfer.									
Franking methods/indicia	GTC, Point 5, and <u>POSTAGE PAID INDICIA</u>									
Additional and supplementary services available	e-notification, e-projection, e-advice of delivery									
Other information related to the product/service	The “Címzett kezébe” (meaning Addressee Only) mark must be used on the front of the item.  Information on complaints and indemnity is given in the GTC, Points 7 and 9.									
Delivery	GTC, Point 6. The item may be delivered only to the addressee in person or to the addressee’s representative authorised to receive mail items posted using the “delivery to the addressee in person” additional service or “Delivery to addressee only” mail items or all mail items.									

---

Magyar Posta delivers registered postal items addressed to an organisation to the organisation's representative, or to the agent authorised by this representative to receive postal items posted using the "Delivery to the addressee in person" additional service, or "Delivery to addressee only" mail items or all mail items.

---

**Transit time/time guarantee**

Information on transit times based on calculations of statistical methodology is provided in the GTC, Point 11.

---

**Name of product/service** **15. Domestic EMS express mail**

**Product/service definition** A domestic time-guaranteed service under which Magyar Posta undertakes to deliver a mail item in Hungary on the working day following dispatch at the latest and to fulfil an additional service defined by law.

**Basic fee for the product/service (HUF)**

The service is subject to 27% VAT.

	Weight fee (basic fee)		Long-distance on same day (there and back)	
	net	gross	net	gross
up to 1 kg	2,984	3790	basic fee + HUF 165/km	basic fee + HUF 210/km
up to 2 kg	3,575	4,540		
up to 5 kg	4,839	6,145		
up to 10 kg	5,374	6,825		
up to 15 kg	5,823	7,395		
up to 20 kg	6,492	8,245		

**Contents excluded from transportation or transportable only on certain conditions**

GTC, Point 3, Appendix 1

No item may contain articles or materials whose transportation by post is forbidden by law or by these GTC. For more information about the conditions see DANGEROUS GOODS EXCLUDED FROM TRANSPORTATION BY POST AND TRANSPORTABLE ON CERTAIN CONDITIONS.

**Packaging, sealing and addressing**

GTC, Point 3.

The packaging, sealing and addressing of items must comply with the separate rules for letter-mail items or parcels dependent on contents and value.

Upon request, Magyar Posta will provide packaging material (cardboard or plastic pouch) for posting the item free of charge specifically for the use of this service.

The self-adhesive address label used by Magyar Posta bearing the EMS emblem and the individual ID number must be adhered to the cover of the item. The sender must complete the address label legibly using the information provided for the address label.

When more than 10 items are dispatched at the same time, instead of using the self-adhesive address label the sender may indicate its own and the addressee's address details, and the marks for the service on the cover of the items or on self-produced adhesive address labels. In this case Magyar Posta acknowledges receipt of the mail items on the posting list completed by the sender and uses a self-adhesive barcode identifier on the mail items.

The item can also be addressed to a post office box.

**Size**

The minimum size is 110 mm x 220 mm and its longest dimension may be 2,000 mm; its three dimensions (length + width + height together)

	may not exceed 3,000 mm.
<b>Weight</b>	<p>At most 20 kg/item.</p> <p>Certain postal service outlets accept EMS items up to 2 kg. For more information about weight restrictions see column "P" of the document "Postal Service Outlets" on the web page <a href="#">POSTAL SERVICES GTC</a>.</p>
<b>Available at</b>	Items may be posted at postal service outlets designated to provide the EMS service described in column "P" of the document "Postal Service Outlets" on the web page GTC and, for postal service outlets providing pick-up service based on a request by phone or in writing, at the sender's premises.
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	<p>GTC, Point 3</p> <p>The address label specifically for this service functions as both the dispatch document and address label for the mail item.</p>
<b>Other posting conditions</b>	Magyar Posta undertakes delivery by the deadline determined under subtitle "Transit time/time guarantee", if the items are posted before the deadline determined with regard to dispatch on the day in question and stated on the announcement posted in the customer area at the postal service outlet, or in the case of the National Logistics Centre and the Logistics Units, within the deadline of acceptance determined in the document entitled <u>ACCEPTANCE POINTS AT OPERATIONAL UNITS</u> .
<b>Payment methods</b>	In cash or upon conditions laid down by written contract by bank transfer.
<b>Franking methods/indicia</b>	GTC, Point 5, and <u>POSTAGE PAID INDICIA</u>
<b>Additional and supplementary services available</b>	<p>The contents of the service without paying any additional fee: TRACK AND TRACE, postal sealing, "Fragile", collection from the premises, second delivery, confirmation of delivery.</p> <p>The service includes for no additional charge the insurance additional service up to HUF 50,000 at most provided the sender has marked the amount for this on the address label of the mail item.</p> <p>For an additional fee: insurance over HUF 50,000, payment for goods, addressee pays.</p> <p>Supplementary services available upon the payment of an additional fee based on a verbal contract with the addressee: delivery at an agreed time after second unsuccessful delivery attempt, repeated delivery to a new address.</p> <p>For more information about the conditions see <a href="http://WWW.POSTA.HU">WWW.POSTA.HU</a>.</p>
<b>Other information related to the product/service</b>	<p>Should any legislation contain restrictive provisions concerning the contents and weight of a postal parcel posted to the address of organisations described in the GTC, Point 6.9, paragraph 1) points a) and b), the sender is obliged to take into consideration and apply such provisions.</p> <p>The sender may instruct delivery to an occasional recipient if the consent of the addressee is obtained for this.</p> <p>Information on complaints and indemnity is given in the GTC, Points 7 and 9.</p>
<b>Delivery</b>	GTC, Point 6. If the mail item is addressed to a post office box:

- 
- a) Magyar Posta delivers the mail item by the deadline undertaken for delivery to the post office box address, leaving notification of its arrival in the PO box,
  - b) the time of delivery depends on when the addressee checks the post office box,
  - c) the addressee may only collect the mail item during the postal service outlet's opening hours.

Magyar Posta will deliver or attempt to deliver mail items to the address without regard to their value.

The retention (holding) period is 5 working days.

---

**Transit time/time guarantee**

GTC, Point 11

The deadline for delivery (first delivery attempt, placement of notification of arrival for items addressed to a PO box) for the mail items is 4 hours from the time of posting items within the same settlements, and to the postal service outlets indicated in column "R" of the document "Postal Service Outlets" on the web page [POSTAL SERVICES GTC](#) between 6 and 9 am on the working day after the day of posting (from Monday to Friday and at certain postal service outlets also on Saturday); at other postal service outlets 12 noon on the working day after the day of posting.

---

**Name of product/service** **16. MPL Business parcel**

**Product/service definition** A domestic registered time-guaranteed mail item which contains an article or goods with or without commercial value and may contain information relating to the purpose, function or use of the contents or about the bill including text, pictures, diagrams, as well as communication, information and data addressed solely to the addressee.

**Basic fee for the product/service (HUF)**

The service is subject to 27% VAT.

Basic fees for posting at most 1 MPL Business parcel at the same time (piece tariff)

Time guarantee	1 working day						2 working days					
Delivery	Addressed to a postal address		Addressed "Poste Restante"		Addressed to a Postal Point and to a Parcel Terminal		Addressed to a postal address		Addressed "Poste Restante"		Addressed to a Postal Point and to a Parcel Terminal	
Category	net	gross	net	gross	net	gross	net	gross	net	gross	net	gross
up to 2 kg	1,331	1,690	1,039	1,320	1,173	1,490	1,228	1,560	961	1,220	1,071	1,360
up to 5 kg	1,472	1,870	1,157	1,470	1,307	1,660	1,394	1,770	1,079	1,370	1,213	1,540
up to 10 kg	1,559	1,980	1,283	1,630	1,449	1,840	1,472	1,870	1,205	1,530	1,362	1,730
up to 20 kg	1,874	2,380	1,457	1,850	1,638	2,080	1,772	2,250	1,378	1,750	1,535	1,950
up to 30 kg	2,630	3,340	2,039	2,590	—	—	2,520	3,200	1,961	2,490	—	—
up to 40 kg	4,425	5,620	—	—	—	—	4,000	5,080	—	—	—	—

Basic fees for posting more than one MPL Business parcel to the same address at the same time for senders with a written contract for the specified service (irrespective of the number of postal parcels posted)

Time guarantee	1 working day						2 working days					
Delivery	Addressed to a postal address		Addressed "Poste Restante"		Addressed to a Postal Point		Addressed to a postal address		Addressed "Poste Restante"		Addressed to a Postal Point	
Category	net	gross	net	gross	net	gross	net	gross	net	gross	net	gross
up to 2 kg	2,000	2 540	1,559	1 980	1,756	2,230	1,843	2,340	1,433	1,820	1,606	2,040
up to 5 kg	2,205	2,800	1,740	2,210	1,961	2,490	2,087	2,650	1,622	2,060	1,819	2,310
up to 10 kg	2,441	3,100	1,945	2,470	2,189	2,780	2,213	2,810	1,803	2,290	2,039	2,590
up to 20 kg	3,181	4,040	2 543	3,230	2,858	3,630	2,874	3,650	2,315	2,940	2,598	3,300
up to 30 kg	3,929	4,990	3,142	3,990	3,535	4,490	3,780	4,800	2,937	3,730	3,362	4,270
up to 40 kg	6,638	8,430	5,307	6,740	5,969	7,580	6,008	7,630	4,827	6,130	5,433	6,900
up to 50 kg	7,354	9,340	5,890	7,480	6,630	8,420	6,661	8,460	5,362	6 810	6,031	7,660
up to 60 kg	8,094	10,280	6,480	8 230	7,283	9,250	7,323	9,300	5,890	7,480	6,638	8,430
up to 70 kg	8,835	11,220	7,063	8,970	7,945	10,090	7,984	10,140	6,425	8,160	7,228	9,180
up to 80 kg	9,575	12,160	7,661	9,730	8,614	10,940	8,669	11,010	6,969	8,850	7,843	9,960
up to 90 kg	10,307	13,090	8,252	10,480	9,283	11,790	9 331	11,850	7,512	9,540	8,449	10,730

up to 100 kg	11,039	14,020	8,835	11,220	9,929	12,610	9,984	12,680	8,031	10,200	9,039	11,480
up to 200 kg	13,512	17,160	10,811	13,730	12,165	15,450	12,236	15,540	9,843	12,500	11,063	14,050
up to 300 kg	15,945	20,250	12,764	16,210	14,354	18,230	14,433	18,330	11,614	14,750	13,063	16,590
up to 400 kg	18,417	23,390	14,740	18,720	16,575	21,050	16,669	21,170	13,409	17,030	15,087	19,160
up to 500 kg	20,906	26,550	16,732	21,250	18,819	23,900	18,921	24,030	15,220	19,330	17,118	21,740
up to 1,000 kg	23,370	29,680	18,693	23,740	21,039	26,720	21,150	26,860	17,016	21,610	19,142	24,310
per 100 kg over 1,000 kg	2,449	3,110	1,953	2,480	2,205	2,800	2,205	2,800	1,764	2,240	1,961	2,490

If a written contract is signed, the contracting parties may agree on basic fees other than the above. If the written contract does not include fees for additional and/or supplementary services, the sender must pay the fee for such services not containing any unfair surcharge subsequently announced by Magyar Posta.

#### Contents excluded from transportation or transportable only on certain conditions

GTC, Point 3, Appendix 1

No item may contain articles or materials whose transportation by post is forbidden by law or by these GTC. For more information about the conditions see DANGEROUS GOODS EXCLUDED FROM TRANSPORTATION BY POST AND TRANSPORTABLE ON CERTAIN CONDITIONS.

#### Packaging, sealing and addressing

GTC, Point 3

MPL Business parcels may be addressed to a postal address, to a postal service outlet as "Poste Restante" or using a parcel storage address, to a Postal Point or to a Parcel Terminal.

In the case of postal parcels addressed to a postal address Magyar Posta requires that the address label must contain:

- the addressee's phone number in the interest of harmonisation relating to the phone information additional service and the second delivery attempt additional service;
- the addressee's phone number suitable for receiving text messages, or e-mail address in the interest of performing the e-projection additional service.

For the purpose of notifying the addressee of the arrival of a postal parcel, the sender must mark the phone number suitable for receiving text messages or e-mail address of the addressee on the address label of postal parcels addressed "Poste Restante" or to a Postal Point. For the purpose of notifying the addressee of the arrival of a postal parcel and the options for collection, both the phone number suitable for receiving text messages and the e-mail address of the addressee must be marked on the address label of postal parcels addressed to a Parcel Terminal.

Addressing a mail item to a postal address or as "Poste Restante" or to a Postal Point or to a Parcel Terminal mutually excludes the other alternatives.

The sender, and in the case of point d) Magyar Posta, must prepare the address label for the postal parcel by one of the means below:

- senders with a written contract: using the address label completion application provided to them by Magyar Posta;
- using the online address label completion application

[HTTPS://WEBCIK.POSTA.HU/BEJELENTKEZES.ASPX](https://webcik.posta.hu/bejelentkezés.aspx) and entering the appropriate address details as required;

- c) completing the address label by hand when posting a postal parcel at a postal service outlet not indicated in column "T" of the document "Postal Service Outlets" on the web page [POSTAL SERVICES GTC](#);
- d) when dispatching a postal parcel at the postal service outlets indicated in column "T" of the document "Postal Service Outlets" on the web page [POSTAL SERVICES GTC](#), Magyar Posta uses the address label completion application to complete the address label based on information provided by the sender.

If postal parcels addressed to a Parcel Terminal bear the easy access marking "könnyített hozzáférés" on the address label, Magyar Posta undertakes to deposit the parcel in a locker not higher than 1,300 mm.

In the case of posting at the Parcel Terminal – in order to ensure the availability of the sender's statement needed for performing the postal service contract – the sender must also state its telephone number on the address label.

Postal parcels posted at the Parcel Terminal can also be addressed using the Parcel Terminal indication.

## Size

Minimum size of the front: 120 mm x 175 mm; the longest dimension: 2,000 mm; its three dimensions (length + width + height) together may not exceed 3,000 mm.

The size of mail items addressed to a Parcel Terminal or posted at a Parcel Terminal may not exceed 500 mm x 310 mm x 350 mm.

A postal parcel whose three dimensions together exceed 2,000 mm or whose longest dimension is more than 750 mm long may be sent by domestic mail using the "Cumbersome" additional service/handling. Items whose shape is other than cuboid or an envelope, or due to their nature cannot be stacked together with other mail or require special handling (e.g. a bicycle, a piece of furniture, a plant) are also classified as having the "Cumbersome" additional service/handling.

## Weight

For postal parcels addressed to a postal address: at most 40 kg/item.

For postal parcels addressed as "Poste Restante": up to 30 kg/item; for the list of postal service outlets concerned and postal service outlets with restricted weight limits see column "N" of the document "Postal Service Outlets" on the web page [POSTAL SERVICES GTC](#).

Posted at a Parcel Terminal, or addressed to a Postal Point or to a Parcel Terminal: at most 20 kg/item.

## Available at

National Logistics Centre, Logistics Units, the postal service outlets designated for posting parcels, and at the door or premises in areas belonging to the postal service outlets indicated in column "Q" of the document "Postal Service Outlets" on the web page [POSTAL SERVICES GTC](#), or via a PARCEL TERMINAL.

To dispatch postal parcels weighing over 20 kg at the postal service outlets marked with "x up to 20 kg" in columns "N" and "P" of the document "Postal Service Outlets" on the web page [POSTAL SERVICES GTC](#), Magyar Posta must be advised on the working day prior to

posting.

**Document in proof of dispatch, address label, accompanying document, technical specifications**

Senders with a separate written contract produce the address label (except when posting at a Parcel Terminal) and the electronic posting list themselves using the free software or the technical guide provided by Magyar Posta.

**Other posting conditions**

- a) a condition of using the service for senders with a written contract for the automated or manual production of address labels is producing an electronic posting list;
- b) a post office box address cannot be given as the sender or the addressee on the item;
- c) In the case of posting at a Parcel Terminal the sender must adhere the address label – containing the number of the Parcel Terminal, the date of acceptance and the identification number of the postal parcel –, which is recorded exclusively with Magyar Posta's web-based address label completing programme [HTTPS://WEBCIK.POSTA.HU/BEJELENTKEZES.ASPX](https://webcik.posta.hu/bejelentkezes.aspx) and is printed by the Parcel Terminal following the use of such programme after stating the PIN-code made available by Magyar Posta, and can only be used on the site, onto the item according to the conditions relating to placing the address.
- d) In the case of posting at a Parcel Terminal the sender must remove the indications stated on the cover of the item – during possible earlier postal handling of the packaging material - and the address label;
- e) In the case of posting at a Parcel Terminal, Magyar Posta supplies the data content of the document in proof of dispatch by electronic means. This is sent after the use of the web-based address label completing programme but prior to dispatch. However, the postal service contract is only concluded when following the completion of the steps of the posting process the sender has placed the postal parcel in the Parcel Terminal;
- f) For items posted at or addressed to a Parcel Terminal the amount of insurance and payment for goods may be HUF 200,000 at most;
- g) Magyar Posta undertakes the next-working day delivery of parcels posted with the 1-working day time guarantee provided they are posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets, or in the case of posting at a Parcel Terminal before the daily forwarding time specified in the document PARCEL TERMINAL, or within the hours for the acceptance of mail at the National Logistics Centre and Logistics Units given in the document ACCEPTANCE POINTS AT OPERATIONAL UNITS.
- h) for customers with a written contract Magyar Posta does not guarantee that parcels with the 1-working day time guarantee posted after the time specified in the written contract will be delivered on the next working day.
- i) a condition of using the extra handling additional service is

to record the postal parcels intended for dispatch using this service in a separate posting list.

### Payment methods

In cash upon entering into the postal service contract, or upon conditions laid down by written contract by bank transfer or in cash.

If the postal service contract is concluded upon acceptance of the postal parcel at the Parcel Terminal, the service charge can be paid exclusively with the use of a bank card.

If the parcel is addressed to a Parcel Terminal, the fee for additional services which entail paying the fee upon delivery (payment for goods not exceeding HUF 200,000) may only be settled by bank card.

### Franking methods/indicia

GTC, Point 5, and POSTAGE PAID INDICIA

### Additional and supplementary services available

The service includes the following additional and supplementary services for no additional charge: postal sealing, collection from the door for 3 or more items, second delivery attempt, retention time options, for postal parcels addressed to a postal address delivery agreed by phone.

The service includes for no additional charge the insurance additional service up to HUF 50,000 at most provided the sender has marked the amount for this on the address label of the postal parcel.

The service also contains the e-projection and e-notification additional services without paying any additional fee if the sender has stated on the address label of the postal parcel both the sender's and the addressee's phone numbers suitable for receiving text messages, or their e-mail addresses.

If a written contract is concluded for the service, in addition to the above, the following additional and supplementary services are included for no additional charge: consignment delivery, reporting system, pallet handling.

Other additional and supplementary services available for an additional fee: insurance from HUF 50,001 to 2,000,000, payment for goods up to HUF 2,000,000, advice of delivery, delivery to addressee in person, "Fragile", "Cumbersome", collection from the door for 1 or 2 items, addressee pays, afternoon delivery, Saturday delivery, and only for parcels with a fee for the 2-working day time guarantee: day certain delivery.

Supplementary services available upon the payment of an additional fee based on a verbal contract with the addressee: repeated delivery on an agreed day or at an agreed time, repeated delivery to a new address.

Other additional and supplementary services available for an additional fee with a written contract: overnight delivery, store delivery, address label personalisation, document management, itemised delivery of goods, call-off order, individual processing, extra handling.

In the case of posting at a Parcel Terminal the following additional and supplementary services are not available: insurance over HUF 200,000, payment for goods over HUF 200,000, overnight delivery, store delivery, "Cumbersome", itemised delivery of goods, document management, pallet management, collection from the door and postal sealing, individual processing, extra handling.

For more information about the conditions see [WWW.POSTA.HU](http://WWW.POSTA.HU).

**Other information related to the product/service**

- a) Magyar Posta only enters into a written contract with legal entities not classified as natural persons;
- b) if the address label is produced by Magyar Posta based on information provided by the sender as described in point d) of “Packaging, sealing and addressing”, the sender must ascertain that the details of the address are correct and, if need be, point out any inaccuracies for correction;
- c) the items are recorded electronically;
- d) under the return service Magyar Posta ensures that the customers of the contracting party may post items weighing up to 40 kg to the contracting party free of charge. In this case the contracting party undertakes to accept all parcels addressed to it and to pay the fee for the service subsequently.  
  
da) The contracting party may produce the address label required for using the service, may make it available on its own website, or may make the address label it produced itself available to senders electronically or in a printed form, or the sender may produce the address label in accordance with points b) to d) of paragraph 6 of the subtitle “Packaging, sealing and addressing” or have the address label produced by Magyar Posta. If the contracting party instructs that both the sender and Magyar Posta may produce the return address label, by doing so the contracting party consents to Magyar Posta featuring and providing access to the sender’s address details (addressee’s name, place of destination, postal address) provided for addressing the return parcel in the address label completion application accessible on Magyar Posta’s website.  
  
db) The insurance, e-projection, 1-working-day time guarantee, collection from the door (only at postal service outlets listed in column “Q” of the document “Postal Service Outlets” on the web page [POSTAL SERVICES GTC](#) or at the same time as postal parcel delivery in all postal service outlets), and “Cumbersome” and “Fragile” additional services/handling are available with the return service;
- e) Magyar Posta will inform the sender in writing of any change in the fees given in the written contract 15 calendar days in advance of the introduction of the new tariffs. If the sender no longer wishes to contract on the changed conditions announced, the sender may initiate negotiations until the starting day of the application (introduction) of the new tariffs, or may cancel the written contract on notice or may terminate the contract with effect from the day the new tariffs are applied;
- f) Magyar Posta undertakes, as a postal intermediary, to pick up parcels, which is free of charge for quantities of 3 or more postal parcels. If, when using the pick-up service, the sender fails to cancel or change on an ad hoc basis its transport requirement for the place and date indicated in the written contract prior to the pick-up by the time and by the means of contact specified in the written contract, and for this reason the collection of the item does not occur, Magyar Posta will charge a pick-up fee;
- g) when addressed to a Postal Point, the following additional and supplementary services are not available at the same time: optional retention time 0 days, addressee pays, overnight delivery, store delivery, itemised delivery of goods, document management, pallet

- management, pallet delivery, Saturday delivery, afternoon delivery, "Cumbersome";
- h) when addressed "Poste Restante", the following additional and supplementary services are not available at the same time: optional retention time 0 days, overnight delivery, store delivery, pallet management, pallet delivery, Saturday delivery, afternoon delivery;
  - i) when addressed to a Parcel Terminal, the following additional and supplementary services are not available at the same time: insured over HUF 200,000, payment for goods over HUF 200,000, advice of delivery, delivery to addressee in person, "Cumbersome", optional retention time 0 days, overnight delivery, store delivery, itemised delivery of goods, pallet management, document management, Saturday delivery, afternoon delivery, addressee pays, return service;
  - j) In the case of postal parcels posted using the individual processing and extra handling additional service, in the case of which the result of preliminary discussion makes it necessary, the sender upon dispatch and the addressee upon delivery is obliged to ensure the material moving equipment and labour force needed for realising delivery and acceptance.

Should any legislation contain restrictive provisions concerning the contents and weight of a postal parcel posted to the address of organisations described in the GTC, Point 6.9, paragraph 1) points a) and b), the sender is obliged to take into consideration and apply such provisions.

The sender may instruct delivery to an occasional recipient if the consent of the addressee is obtained for this.

Information on complaints and indemnity is given in the GTC, Points 7 and 9.

## Delivery

GTC, Point 6.

An electronic message containing the item's ID number sent to the addressee's phone suitable for receiving text messages, or e-mail address and forwarded to the alternative recipient is also accepted as notification of the entitlement to receive mail of the alternative recipient pursuant to point bc) of paragraph 1) of Point 6.4.3 of the GTC.

Unless otherwise instructed, the retention (holding) period of an item starts from the working day following the first or second delivery attempt and, dependent on the sender's instruction, is 0, 5 or 10 working days.

The retention period of 0 days is not available for postal parcels addressed "Poste Restante" or to a Postal Point or Parcel Terminal, only 5 or 10 working days.

For mail items addressed to a Parcel Terminal the deadline for collection from the Parcel Terminal is the date given by Magyar Posta in the SMS text message sent to the addressee's phone suitable for receiving text messages and in the e-mail message sent to the addressee's electronic address. If this deadline passes without the parcel being collected, Magyar Posta will inform the addressee in another SMS text and e-mail message about the place where the mail item will be retained (held) and the period for which it will be retained (held) taking into account the optional retention time chosen by the sender (5 or 10 working days).

---

If a mail item is addressed to a Parcel Terminal and an obstacle to depositing it in the Parcel Terminal arises, Magyar Posta will advise the addressee about the place of retention (holding) and the period for which it will be retained (held) taking into account the optional retention time chosen by the sender (5 or 10 working days) in an SMS text message sent to the addressee's phone suitable for receiving text messages and an e-mail message sent to the addressee's electronic address or by telephone. If this deadline passes without the parcel being collected, Magyar Posta may attempt the delivery of the item at the address using the secondary address details given in the course of dispatch or return the item to the sender in accordance with paragraphs 3) and 4) of Point 6.13 of the GTC.

Magyar Posta will deliver or attempt to deliver mail items to the address without regard to their value.

---

**Transit time/time guarantee**

The service can be used with a time guarantee of 1 or 2 working days or day certain delivery additional service.

---

## Name of product/service 17. MPL Net parcel

**Product/service definition** A domestic registered time-guaranteed mail item primarily used to post products sold in electronic commerce which contains an article or goods with or without commercial value and may contain information relating to the purpose, function or use of the contents or about the bill including text, pictures, diagrams, as well as communication, information and data addressed solely to the addressee.

### Basic fee for the product/service (HUF)

The service is subject to 27% VAT.

Delivery	Addressed to a postal address		Addressed "Poste Restante"		Addressed to a Postal Point or a Parcel Terminal	
Category	net	gross	net	gross	net	gross
S	1,173	1,490	906	1,150	1,016	1,290
M	1,449	1,840	1,150	1,460	1,276	1,620
L	1,724	2,190	1,394	1,770	1,559	1,980

In the case of a written contract, the contracting parties may agree on basic fees other than stipulated above. If the written contract does not include the fees for additional and/or supplementary services used by the sender, the sender must pay the fee for such services not containing any unfair charge subsequently announced by Magyar Posta.

**Contents excluded from transportation or transportable only on certain conditions** GTC, Point 3, Appendix 1  
No item may contain articles or materials whose transportation by post is forbidden by law or by these GTC. For more information about the conditions see DANGEROUS GOODS EXCLUDED FROM TRANSPORTATION BY POST AND TRANSPORTABLE ON CERTAIN CONDITIONS.

**Packaging, sealing and addressing** GTC, Point 3.  
The item may only be posted packed in a cuboid cardboard box, a plastic box with the same friction characteristics as those of cardboard or an envelope.  
MPL Net parcels may be addressed to a postal address, to a postal service outlet marked as "Poste Restante" or using a parcel storage address, to a Postal Point or to a Parcel Terminal, but a post office box address cannot be given either as the sender or the addressee. -----  
In the case of postal parcels addressed to a postal address, Magyar Posta requires that the address label must contain:

- the addressee's phone number in the interest of harmonisation relating to the phone information additional service and the second delivery attempt additional service;
- the addressee's phone number suitable for receiving text messages, or e-mail address in the interest of performing the e-projection additional service.

For the purpose of notifying the addressee of the arrival of a Postal Parcel, the sender must mark the addressee's phone number suitable for receiving text messages, or e-mail address on the address label of postal parcels addressed "Poste Restante" or to a Postal Point. For the purpose of notifying the addressee

of the arrival of a postal parcel and the options for collection, both the addressee's phone number suitable for receiving text messages and e-mail address must be marked on the address label of postal parcels addressed to a Parcel Terminal.

Addressing a mail item to a postal address or as "Poste Restante" or to a Postal Point or to a Parcel Terminal mutually excludes the other alternatives.

The sender must prepare the address label for the postal parcel by one of the means below:

a) senders with a written contract: using the address label completion application provided to them by Magyar Posta;

b) using the online address label completion application [HTTPS://WEBCIK.POSTA.HU/BEJELENTKEZES.ASPX](https://webcik.posta.hu/bejelentkezés.aspx) and entering the appropriate address details as required.

If postal parcels addressed to a Parcel Terminal bear the easy access marking "könnyített hozzáférés" on the address label, Magyar Posta undertakes to deposit the parcel in a locker not higher than 1,300 mm.

In the case of posting at the Parcel Terminal – in order to ensure the availability of the sender's statement needed for performing the postal service contract – the sender must also state its telephone number on the address label.

Postal parcels posted at the Parcel Terminal can also be addressed using the Parcel Terminal indication.

## Size

The minimum size is 120 mm x 175 mm and the shape of parcels may only be cuboid.

The maximum size is 500 mm x 310 mm x 350 mm.

S	310 mm	250 mm	70 mm
M	500 mm	310 mm	160 mm
L	500 mm	310 mm	350 mm

## Weight

At most 20 kg/postal parcel.

## Available at

Logistics Units, postal service outlets designated for posting parcels, and at the door or premises in areas belonging to postal service outlets indicated in column "Q" of the document "Postal Service Outlets" on the web page [POSTAL SERVICES GTC](#), or via the [PARCEL TERMINAL](#).

## Document in proof of dispatch, address label, accompanying document, technical specifications

MPL Net parcels may only be posted with a mechanically produced address label and an electronic posting list. The sender produces the address label necessary for posting using the address label completion application provided by Magyar Posta directly to the sender or the address label completion application available on Magyar Posta's website [HTTPS://WEBCIK.POSTA.HU/BEJELENTKEZES.ASPX](https://webcik.posta.hu/bejelentkezés.aspx).

## Other posting conditions

In the case of posting at a Parcel Terminal the sender must adhere the address label – containing the number of the Parcel Terminal, the date of acceptance and the identification number of the postal parcel –, which is recorded exclusively with Magyar Posta's web-based address label completing programme [HTTPS://WEBCIK.POSTA.HU/BEJELENTKEZES.ASPX](https://webcik.posta.hu/bejelentkezés.aspx) and is printed by the Parcel Terminal following the use of such programme after stating the PIN-code made available by Magyar Posta, and can only be used on the site, onto the item according to the conditions relating to placing the address.

In the case of posting at a Parcel Terminal the sender must remove the indications stated on the cover of the item – during possible earlier postal

handling of the packaging material - and the address label;

In the case of posting at a Parcel Terminal, Magyar Posta supplies the data content of the document in proof of dispatch by electronic means. This is sent after the use of the web-based address label completing programme but prior to dispatch. However, the postal service contract is only concluded when following the completion of the steps of the posting process the sender has placed the postal parcel in the Parcel Terminal.

Items posted at or addressed to a Parcel Terminal the amount of insurance and payment for goods may be HUF 200,000 at most.

Magyar Posta undertakes the next-working day delivery of postal parcels posted with the 1-working day time guarantee provided they are posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets, or in the case of posting at a Parcel Terminal before the daily forwarding time specified in the document PARCEL TERMINAL published on Magyar Posta's website, or within the hours for the acceptance of mail at the Logistics Units given in the document ACCEPTANCE POINTS AT OPERATIONAL UNITS published on Magyar Posta's website.

For customers with a written contract Magyar Posta does not guarantee that postal parcels with the 1-working day time guarantee posted after the time specified in the written contract will be delivered on the next working day.

#### Payment methods

In cash upon entering into the postal service contract, or upon conditions laid down by written contract by bank transfer.

If the postal service contract is concluded upon acceptance of the postal parcel at the Parcel Terminal, the service charge – except when posting an item as a packaging box bearing the Prepaid label, without using an additional or extra service - can be paid exclusively with the use of a bank card.

The service charge of additional and extra services used with postal parcels posted at the Parcel Terminal as a packaging box can be paid exclusively with the use of a bank card.

If the parcel is addressed to a Parcel Terminal, the fee for additional services which entail paying the fee upon delivery (payment for goods not exceeding HUF 100,000) may only be settled by bank card.

#### Franking methods/indicia

Dispatch using packaging boxes bearing prepaid labels, GTC, Point 5, and POSTAGE PAID INDICIA.

#### Additional and supplementary services available

The service includes the following additional and supplementary services without paying any additional fee: postal sealing, collection from the door for 3 or more items, second delivery attempt, optional retention time, reporting system, for postal parcels addressed to a postal address agreeing delivery time by phone.

The service includes without additional charge the insurance additional service up to HUF 50,000 if the sender has marked the amount for this on the address label of the postal parcel.

Without having to pay an additional fee, the service also contains the e-projection and e-notification additional services if the sender has stated on the address label of the postal parcel both the sender's and the addressee's phone numbers suitable for receiving text messages or their e-mail addresses.

For an additional fee: insurance over HUF 50,000 up to HUF 2,000,000, payment for goods up to HUF 2,000,000, "Fragile", collection from the door for 1 or 2 items, addressee pays.

Supplementary services available upon payment of an additional fee based on a verbal contract with the addressee: repeated delivery on an agreed day or at an

agreed time, repeated delivery to a new address.

When posting a postal parcel at the Parcel Terminal the following additional and supplementary services cannot be used: insured over HUF 200,000, payment for goods over HUF 200,000, collection at the door and postal sealing.

For more information about the conditions see [WWW.POSTA.HU](http://WWW.POSTA.HU).

#### Other information related to the product/service

Magyar Posta undertakes, as a postal intermediary, to pick up parcels, which is free of charge for quantities of 3 or more postal parcels. If, when using the pick-up service, the sender fails to cancel or change on an ad hoc basis its transport requirement for the place and date indicated in the written contract prior to the pick-up by the time and by the means of contact specified in the written contract, and for this reason the collection of the item does not occur, Magyar Posta will charge a pick-up fee.

When addressed to a Postal Point, the following additional and supplementary services are not available at the same time: optional retention time 0 days, addressee pays.

When addressed "Poste Restante", the following additional and supplementary service is not available at the same time: optional retention time 0 days.

When addressed to a Parcel Terminal, the following additional and supplementary services are not available at the same time: insured over HUF 200,000, payment for goods over HUF 200,000, optional retention time 0 days, addressee pays.

The sender may instruct delivery to an occasional recipient if the consent of the addressee is obtained for this.

Information on complaints and indemnity is given in the GTC, Points 7 and 9.

#### Delivery

GTC, Point 6.

An electronic message containing the item's ID number sent to the addressee's phone suitable for receiving text messages or e-mail address and forwarded to the alternative recipient is also accepted as notification of the entitlement to receive mail of the alternative recipient pursuant to point bc) of paragraph 1) of Point 6.4.3 of the GTC.

The retention (holding) period may be 0, 5 or 10 working days as instructed by the sender. The retention option of 0 days is not available for postal parcels addressed "Poste Restante", to a Postal Point or a Parcel Terminal, only 5 or 10 working days.

For mail items addressed to a Parcel Terminal, the deadline for collection from the Parcel Terminal is the date given by Magyar Posta in the SMS text message sent to the addressee's phone suitable for receiving text messages and in the e-mail message sent to the addressee's electronic address. If this deadline passes without the parcel being collected, Magyar Posta will inform the addressee in another SMS text or e-mail message about the place where the mail item will be retained (held) and the period for which it will be retained (held) taking into account the optional retention time chosen by the sender (5 or 10 working days).

If a mail item is addressed to a Parcel Terminal and an obstacle to depositing it in the Parcel Terminal arises, Magyar Posta will advise the addressee about the place of retention (holding) and the period for which the mail item will be retained (held) taking into account the optional retention time instructed by the sender (5 or 10 working days) in an SMS text message sent to the addressee's phone suitable for receiving text messages, and an e-mail message sent to the addressee's electronic address or by telephone. If this deadline passes without the parcel being collected, Magyar Posta may attempt the delivery of the item at the address using the secondary address details given in the course of dispatch or return the item to the sender in accordance with paragraphs 3) and 4) of Point 6.13 of the

---

GTC.

Magyar Posta will deliver or attempt to deliver mail items to the postal address without regard to their value.

---

<b>Transit guarantee</b>	<b>time/time</b>	The service can be used with a time guarantee of 1 working day.
------------------------------	------------------	---

---

Name of product/service	18. Parcel with simplified cash on delivery
<b>Product/service definition</b>	A domestic time-guaranteed registered mail item which contains an article or goods with or without commercial value and may contain information relating to the purpose, function or use of the contents or about the bill including text, pictures, diagrams, as well as communication, information and data addressed solely to the addressee. Furthermore the mail item's data are recorded electronically and the amounts due for the goods are collected and transferred to the sender of the item according to a pre-arranged fixed schedule.
<b>Basic fee for the product/service (HUF)</b> The fee is laid down in a written contract. If the written contract does not include the fees for additional and/or supplementary services used by the sender, the sender must pay the fee for such services not containing any unfair charge subsequently announced by Magyar Posta.	
<b>Contents excluded from transportation or transportable only on certain conditions</b>	GTC, Point 3, Appendix 1 No item may contain articles or materials whose transportation by post is forbidden by law or by these GTC. For more information about the conditions see DANGEROUS GOODS EXCLUDED FROM TRANSPORTATION BY POST AND TRANSPORTABLE ON CERTAIN CONDITIONS.
<b>Packaging, sealing and addressing</b>	GTC, Point 3 Items may be addressed to a postal address, or to a postal service outlet marked as "Poste Restante" or using a parcel storage address.
<b>Size</b>	Identical to the specifications given on the product sheet for MPL postal parcels.
<b>Weight</b>	At most 30 kg/postal parcel
<b>Available at</b>	The postal service outlets specified by written contract. To dispatch postal parcels weighing over 20 kg at the postal service outlets marked with "x up to 20 kg" in columns "N" and "P" of the document "Postal Service Outlets" on the web page <a href="#">POSTAL SERVICES GTC</a> , Magyar Posta must be advised on the working day prior to posting.
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	GTC, Point 3 To be able to use the service an address label and an electronic posting list are produced. The sender needs to produce the address label and the electronic posting list itself using the free software or the technical guide provided by Magyar Posta.
<b>Other posting conditions</b>	a) If a mail item contains a fragile or an easily damageable object, in order to ensure special handling the sender must mark the request for the "Fragile" additional service/handling on the accompanying document (address label) and on the document proving posting. b) A post office box cannot be given as the address of the sender or the addressee on the item. c) The amount stated as value insurance may not be more than HUF 999,999.

Magyar Posta undertakes the next-working day delivery of parcels posted with the 1-working day time guarantee provided they are posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets or within the hours for the acceptance of mail at the National Logistics Centre and Logistics Units given in the document ACCEPTANCE POINTS AT OPERATIONAL UNITS.

For customers with a written contract Magyar Posta does not guarantee that parcels with the 1-working day time guarantee posted after the time specified in the written contract will be forwarded on the next working day.

**Payment methods**

Only by bank transfer

**Franking methods/indicia**

GTC, Point 5, and POSTAGE PAID INDICIA

**Additional and supplementary services available**

The service includes the following additional and supplementary services without paying any additional fee: reporting system, pick-up of 3 or more items.

The service includes for no additional charge the insurance additional service up to HUF 50,000 at most provided the sender has marked the amount for this on the address label of the postal parcel.

For an additional fee: insurance over HUF 50,000, advice of delivery, e-projection, payment for goods with delivery to addressee in person (without advice of delivery), "Fragile", "Cumbersome", personalisation of address label, pick-up of 1 or 2 items, addressee pays, afternoon delivery, Saturday delivery.

Supplementary services available upon payment of an additional fee based on a verbal contract with the addressee: repeated delivery on an agreed day or at an agreed time, repeated delivery to a new address.

For more information about the conditions see WWW.POSTA.HU.

**Other information related to the product/service**

The service is only available by an already existing written contract.

Magyar Posta will advise the sender in writing of any change in the fees given in the written contract 15 calendar days in advance of the introduction of new tariffs. If the sender no longer wishes to contract on the changed conditions announced, the sender may initiate negotiations until the starting day of the application (introduction) of the new tariffs, or may cancel the written contract on notice or may terminate the contract with effect from the day the new tariffs are applied.

Magyar Posta undertakes to deliver the mail item after collecting the amount originating from the payment for goods indicated by the sender in the barcode on the address label and to transfer the collected amount in one sum every day/week/month to the bank account given by the sender. Magyar Posta will transfer the collected amount originating from the payment for goods to the sender on the second working day after settling the accounts with daily transfer, on the second working day of the week after payment with weekly transfer, and on the second working day of the month after payment with monthly payment.

The amount to be collected may not be more than HUF 999,995 per mail item.

Magyar Posta provides this service on the following conditions:

- a) Magyar Posta accepts transfer orders after authentication of the posting list;
- b) Magyar Posta transfers the collected amount in one sum to the account number provided by the sender at the frequency specified in the written contract;
- c) if the total of the actual payment-for-goods amount when accounting mail items posted with the payment-for-goods additional service is less than HUF 100, Magyar Posta does not transfer the sum to the sender's given account number until the next occasion(s) dependent on frequency when the previously retained and actually due payment-for-goods amounts together reach HUF 100 or for 1 month after collection at the latest;
- d) the sender states the account number in the electronic posting list with a reference number.

Magyar Posta undertakes, as a postal intermediary, to pick up parcels, which is free of charge for quantities of 3 or more postal parcels. If, when using the pick-up service, the sender fails to cancel or change on an ad hoc basis its transport requirement for the place and date indicated in the written contract prior to the pick-up by the time and by the means of contact specified in the written contract, and for this reason the collection of the item does not occur, Magyar Posta will charge a pick-up fee.

The sender may instruct delivery to an occasional recipient if the consent of the addressee is obtained for this.

Information on complaints and indemnity is given in the GTC, Points 7 and 9.

## Delivery

GTC, Point 6.

The retention (holding) period may be 0, 5 or 10 working days as instructed by the sender.

Magyar Posta will deliver or attempt to deliver items to a postal address without regard to their value.

## Transit time/time guarantee

The service can be used with a time guarantee of 1 or 2 working days.

Name of product/service	19. MPL Courier service
<b>Product/service definition</b>	A domestic time-guaranteed service to deliver an item within 24 hours of the time of collection under which Magyar Posta undertakes to ensure that the mail item is kept under the continuous personal supervision of the person who has collected the item (courier) until its attempted delivery, allowing the sender to change the addressee or address of the mail item at any time during its handling and, in case of an unsuccessful personal delivery, to take any action necessary.
<b>Basic fee for the product/service (HUF)</b> The fee is laid down in a written contract. If the written contract does not include the fees for additional and/or supplementary services used by the sender, the sender must pay the fee for such services not containing any unfair charge subsequently announced by Magyar Posta.	
<b>Contents excluded from transportation or transportable only on certain conditions</b>	GTC, Point 3, Appendix 1 No item may contain articles or materials whose transportation by post is forbidden by law or by these GTC. For more information about the conditions see DANGEROUS GOODS EXCLUDED FROM TRANSPORTATION BY POST AND TRANSPORTABLE ON CERTAIN CONDITIONS.
<b>Packaging, sealing and addressing</b>	GTC, Point 3 The item carried by the courier may be wrapped in any packaging provided by either the sender or Magyar Posta suitable for its content. It is not compulsory to mark the address on the packaging of the item as the addressee is indicated on the delivery note.
<b>Size</b>	The minimum size of the front of the parcel is 120 mm x 175 mm. The total of the three dimensions may be a maximum of 3,000 mm and the longest side does not exceed 2,000 mm.
<b>Weight</b>	At most 20 kg/item
<b>Available at</b>	Acceptance occurs in accordance with a written contract at the business premises or address specified by the sender, or at postal service outlets designated by Magyar Posta, which are indicated in column "P" of the document "Postal Service Outlets" on the web page <a href="#">POSTAL SERVICES GTC</a> .
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	Receipt of the item is certified by the cash payment invoice, the document in proof of dispatch or the MPL courier service delivery note.
<b>Other posting conditions</b>	Item cannot be sent from or addresses to a post office box. The item is collected by a courier from the address given by the sender. If the written contract does not specify the time of day for the collection of items, the sender may order the courier service on the telephone number given in the contract. After a request has been made, within an hour the dispatcher will advise the sender of the expected collection time at the premises.  If on visual inspection the courier deems the item to be a risk to personal safety or unsuitable for safe transportation by the means of transport available, and if the item contains an article excluded from transportation by post or an article that does not comply with the criteria for articles that may only be carried on certain conditions, the

	courier may refuse to accept the item. The courier will inform the dispatcher of this in the presence of the sender.
<b>Payment methods</b>	By bank transfer or in cash according to the written contract.
<b>Franking methods/indicia</b>	GTC, Point 5, and <u>POSTAGE PAID</u> INDICIA
<b>Additional and supplementary services available</b>	For a separate fee: payment for goods, addressee pays, repeated delivery at the request of the sender, return service. For more information about the conditions see <a href="http://WWW.POSTA.HU">WWW.POSTA.HU</a> .
<b>Other information related to the product/service</b>	The service is only available by written contract concluded in advance. The request to conclude a contract must be made 10 working days before the first transport. Concluding a contract may be initiated at any postal service outlet.  Magyar Posta will not charge for waiting for a period of less than 10 minutes after the courier arrives at the place where the item is to be collected from. After a waiting period in excess of 10 minutes the fee stipulated in the written contract concluded for the use of the service will be charged.  Information on complaints and indemnity is given in the GTC, Points 7 and 9.
<b>Delivery</b>	GTC, Point 6  The item is handed over to the addressee at the address given by the sender or, in his/her absence, to an authorised representative or alternative recipient. If any problem arises preventing delivery, Magyar Posta will advise the addressee or (if the addressee is unavailable) the sender if possible by phone, and deliver the item to the postal service outlet nominated by the sender or return the item on payment of the due fee.  The sender may instruct delivery to an occasional recipient with the consent of the addressee.
<b>Transit time/time guarantee</b>	The time-limit for the delivery of the item (first delivery attempt) is defined in the written contract but is at most 10 hours of posting.

Name of product/service	20. International EMS express mail
<b>Product/service definition</b>	<p>An international time-guaranteed postal service with the following types:</p> <ul style="list-style-type: none"> <li>a) Document (Print): an item of an individual or personal nature which contains communication, data or information recorded in a written form to be treated as a document such as a deed, memorandum, invoice or contract (exceptions are documents with actual value, e.g. an air ticket). Information stored on data carriers (floppy disc, CD) is also considered an item containing documents;</li> <li>b) Goods (Pack): all items which cannot be considered to be documents under the previous point a).</li> </ul>
<b>Basic fee for the product/service (HUF)</b>	
<p>The tariffs are given in the table following the product sheet. The tariff applicable depends on which zone the specific country specified as the place of destination is in. See <a href="#">INTERNATIONAL ZONE CLASSIFICATIONS</a>.</p> <p>When entering into a written contract the contracting parties may agree on rates other than those shown in the table. If the written contract does not include the fee for any additional or supplementary service, the sender must pay the fee for such services not containing any unfair surcharge subsequently announced by Magyar Posta.</p>	
<b>Contents excluded from transportation or transportable only on certain conditions</b>	<p>GTC, Point 3, Appendix 1</p> <p>No item may contain articles or materials whose transportation by post and by air is forbidden by law or by these GTC. For more information about the conditions see RANGE OF ARTICLES EXCLUDED FROM INTERNATIONAL POSTAL TRAFFIC.</p>
<b>Packaging, sealing and addressing</b>	<p>GTC, Point 3</p> <p>The packaging and sealing of items must comply with the separate rules for letter-mail items or postal parcels dependent on the contents (document or goods) and the value of the mail item.</p> <p>Upon request, Magyar Posta will provide packaging material (cardboard or plastic pouch) for posting the item free of charge specifically for the use of this service.</p> <p>The self-adhesive address label used by Magyar Posta bearing the EMS emblem and the individual identifier must be adhered to the cover of the item. The sender must complete the address label legibly using the information provided for this purpose.</p> <p>In order to ensure successful delivery (contacting the addressee), the sender may indicate the addressee's telephone number and/or e-mail address on the address label.</p> <p>The item can be addressed to a post office box.</p>
<b>Size</b>	<p>In general</p> <ul style="list-style-type: none"> <li>a) the minimum size is 185 mm x 140 mm;</li> <li>b) items smaller than this may also be sent if their height allows them to be placed in a 220 mm x 150 mm pouch;</li> <li>c) the largest dimension of the wrapped item in any direction may not be more than 1,500 mm, and the total of the length and the largest circumference measuring the direction which is not the item's length may not exceed 3,000 mm.</li> </ul> <p>Size limits other than these are given for each country in the <a href="#">COUNTRY GUIDE</a></p>

or information may be requested from Customer Service on (1) 333-7777.

**Weight**

Usually the maximum weight is 30 kg per item but weight limits other than this are given for each country in the COUNTRY GUIDE, or information may be requested from Customer Service on (1) 333-7777.

**Available at**

Items may be posted at postal service outlets where the EMS service is available, which are indicated in column "P" of the document "Postal Service Outlets" on the web page [POSTAL SERVICES GTC](#), and, for postal service outlets providing pick-up services based on a request by phone or in a written form, at the sender's premises.

To dispatch postal parcels weighing over 20 kg at the postal service outlets marked with "x up to 20 kg" in columns "N" and "P" of the document "Postal Service Outlets" on the web page [POSTAL SERVICES GTC](#), Magyar Posta must be advised on the working day prior to posting.

**Document in proof of dispatch, address label, accompanying document, technical specifications**

The address label specifically for this service both functions as the dispatch document and address label for the mail item.

**Other posting conditions**

The service is available for the countries listed in the [INTERNATIONAL ZONE CLASSIFICATIONS](#).

Magyar Posta undertakes delivery by the deadline determined under subtitle "Transit time/time guarantee", if the items are posted before the deadline determined with regard to dispatch on the day in question and stated on the announcement posted in the customer area at the postal service outlet, or in the case of the National Logistics Centre and the Logistics Units, within the deadline of acceptance determined in the document entitled [ACCEPTANCE POINTS AT OPERATIONAL UNITS](#).

**Payment methods**

In cash or upon conditions laid down by written contract by bank transfer. May not be posted with postage to be paid by the addressee.

**Franking methods/indicia**

-

**Additional and supplementary services available**

The service includes the following additional and supplementary services without paying any additional fee: for Print items (containing documents) insurance up to HUF 20,000; for other items insurance up to HUF 50,000, collection from the premises, postal sealing, [TRACK AND TRACE](#), e-notification, second delivery.

For an additional fee: insurance – for items not containing documents – from HUF 50,000 to HUF 1,000,000.

Supplementary services available upon payment of an additional fee based on a verbal contract with the addressee:

- a) agreed delivery time after two unsuccessful delivery attempts (repeated delivery of the item takes place at the addressee's request, at a time agreed with the addressee);
- b) repeated delivery to a new address.

The service described in point a) can only be used for duty-free inbound items or items whose customs clearance is arranged by Magyar Posta. The service described in point b) can only be used in countries undertaking this service. Information on these is provided by [CUSTOMER SERVICE](#).

For more information about the conditions see [WWW.POSTA.HU](#).

**Other information related to**

A subsequent instruction may be requested without the payment of costs

<b>the product/service</b>	arising from the amendment of the postal service contract as a separate charge. Information on complaints and indemnity is given in the GTC, Points 7 and 9.
<b>Delivery</b>	Mail items sent by international mail are delivered in accordance with the delivery rules applied by the foreign postal operator cooperating with Magyar Posta in order to perform this service in the country which is the item's place of destination. Details of these are given in the COUNTRY GUIDE and the foreign postal operator's general terms and conditions.
<b>Transit time/time guarantee</b>	The COUNTRY GUIDE provides more information about punctual transit times and other conditions. The transit time of items containing dutiable contents may be prolonged due to customs clearance.

## 1. Tariffs for items to the area of the EU\* (zones 1 and 2)

The tariffs below are subject to 27% VAT.

EMS Print items				
zone	1		2	
weight	net	gross	net	gross
up to 0.25 kg	5,012	6,365	5,520	7,010
up to 0.5 kg	5,098	6,475	5,610	7,125
up to 1 kg	5,205	6,610	5,740	7,290
up to 1.5 kg	5,303	6,735	5,846	7,425
up to 2 kg	5,520	7,010	6,059	7,695
3-30 kg	same as EMS Pack fees			
EMS Pack items				
zone	1		2	
weight	net	gross	net	gross
up to 1 kg	7,669	9,740	8,835	11,220
up to 2 kg	8,835	11,220	10,150	12,890
up to 3 kg	9,449	12,000	10,878	13,815
up to 4 kg	10,083	12,805	11,594	14,725
up to 5 kg	10,819	13,740	12,457	15,820
up to 6 kg	11,657	14,805	13,429	17,055
up to 7 kg	12,283	15,600	14,134	17,950
up to 8 kg	13,126	16,670	15,102	19,180
up to 9 kg	13,862	17,605	15,941	20,245
up to 10 kg	14,807	18,805	17,039	21,640
up to 11 kg	15,244	19,360	17,106	21,725
up to 12 kg	16,646	21,140	18,646	23,680
up to 13 kg	18,024	22,890	20,201	25,655
up to 14 kg	19,402	24,640	21,764	27,640
up to 15 kg	20,791	26,405	23,311	29,605
up to 20 kg	27,732	35,220	31,083	39,475
up to 25 kg	34,650	44,005	38,850	49,340
up to 30 kg	41,583	52,810	46,634	59,225

\*Pursuant to the VAT Act, Monaco must be regarded as EU territory for the purposes of tax classification.

## 2. Tariffs for items to the area outside the EU (zones 3 to 6)

Mail items posted to countries in these zones belong to a special tax exempt category (VAT Act, § 102), which means that items leave the territory of the Community under an export procedure and the fact of exiting the territory of the Community is certified by the exit authority.

EMS Print items				
zone/weight	3	4	5	6
up to 0.25 kg	6,050	6,295	6,920	7,615
up to 0.5 kg	6,170	6,415	7,060	7,760
up to 1 kg	6,300	6,665	7,335	8,070
up to 1.5 kg	6,415	7,060	8,145	8,960
up to 2 kg	6,665	7,335	8,825	9,705
3-30 kg	same as EMS Pack fees			
EMS Pack items				
zone/weight	3	4	5	6
up to 1 kg	9,695	11,150	12,825	14,105
up to 2 kg	11,155	12,830	14,760	16,230
up to 3 kg	11,955	13,750	15,810	17,390
up to 4 kg	12,750	14,660	16,860	18,550
up to 5 kg	13,680	15,735	18,095	19,910
up to 6 kg	14,740	16,950	19,490	21,440
up to 7 kg	15,540	17,870	20,550	22,610
up to 8 kg	16,605	19,095	21,960	24,155
up to 9 kg	17,535	20,165	23,190	25,510
up to 10 kg	18,725	21,535	24,765	27,240
up to 11 kg	19,290	21,655	24,890	27,720
up to 12 kg	21,040	23,625	27,150	30,240
up to 13 kg	22,795	25,595	29,415	32,760
up to 14 kg	24,550	27,560	31,680	35,280
up to 15 kg	26,300	29,530	33,940	37,800
up to 20 kg	35,070	39,375	45,255	50,400
up to 25 kg	43,840	49,220	56,570	63,000
up to 30 kg	52,605	59,060	67,880	75,600

Name of product/service	21. Európa+ parcel
<b>Product/service definition</b>	The Európa+ parcel (Europe+ parcel) is an international, tracked parcel containing articles or goods which may only be posted with the insured additional service.
<b>Basic fee for the product/service (HUF)</b>	
The detailed tariffs are given in the table following the product sheet. The tariff applicable depends on which zone the specific country which is the item's place of destination is in. See <a href="#">INTERNATIONAL ZONE CLASSIFICATIONS</a> .	
When entering into a written contract the contracting parties may agree on rates other than those shown in the table. If the written contract does not include the fee for any additional or supplementary service, the sender must pay the fee for such services not containing any unfair surcharge subsequently announced by Magyar Posta.	
<b>Contents excluded from transportation or transportable only on certain conditions</b>	GTC, Point 3, Appendix 1 No item may contain articles or materials whose transportation by post and by air is forbidden by law or by these GTC. For more information about the conditions see RANGE OF ARTICLES EXCLUDED FROM INTERNATIONAL POSTAL TRAFFIC.
<b>Packaging, sealing and addressing</b>	GTC, Point 3 The address details must be stated on the cover of the item and also on the address label used specifically for the item. The data on the item and the address label must be identical. In order to ensure successful delivery (contacting the addressee), the sender may indicate the addressee's telephone number and/or e-mail address on the address label. Furthermore, it is advisable for senders to place their own address and the addressee's address inside the parcel.
<b>Size</b>	Minimum size of the front: 120 mm x 175 mm; longest dimension of the postal parcel: 1,500 mm; its three dimensions (length + width + height) together may not exceed 3,000 mm.
<b>Weight</b>	At most 30 kg/postal parcel
<b>Available at</b>	Postal service outlets designated for posting parcels listed in column "N" of the document "Postal Service Outlets" on the web page <a href="#">POSTAL SERVICES GTC</a> . To dispatch postal parcels weighing over 20 kg at the postal service outlets marked with "x up to 20 kg" in columns "N" and "P" of the document "Postal Service Outlets", Magyar Posta must be advised on the working day prior to posting.
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	The address label available at postal service outlets must be appropriately completed and placed on the front (flat surface) of the item. Senders with a written contract with Magyar Posta concluded for this purpose may, based on the technical guide provided by Magyar Posta, produce the address label with a barcode for posting Európa+ parcels themselves or have it produced, but the prior permission of Magyar Posta's representative must be obtained for the use of such accompanying forms. The address label must be completed in Roman script and Arabic numerals in ink, ballpoint pen, typewritten or printed so that the details completed are legible even on the last copy of the self-copying document. Hanging address labels must be attached to the items in a way that they cannot become

detached while postal handling.

#### Other posting conditions

The service is available in the countries specified in the INTERNATIONAL ZONE CLASSIFICATIONS.

With the exception of postal sealing, the required additional and supplementary services included in the basic fee must be marked on the address label of the postal parcel.

Items may only be posted with the insured additional service. The amount of the insured value must be completed both in numbers and in words.

A post office box address cannot be given as the sender or the addressee on the item.

#### Payment methods

In cash or upon conditions laid down by written contract by bank transfer. Items may not be posted with postage to be paid by the addressee.

#### Franking methods/indicia

-

#### Additional and supplementary services available

Magyar Posta includes the insured, e-notification and postal sealing additional and supplementary services in the basic fee. The insured value can be a maximum of HUF 120,000 for all countries specified as the place of destination uniformly.

The following additional service can be requested for an additional fee: cash on delivery to the countries listed in the COUNTRY GUIDE.

Supplementary services available upon payment of an additional fee based on a verbal contract with the addressee:

- a) repeated delivery on an agreed day or at an agreed time;
- b) repeated delivery to a new address.

The supplementary services listed in points a) and b) are available for inbound items to be delivered in Hungary.

For more information about the conditions see WWW.POSTA.HU.

#### Other information related to the product/service

With the return (Inverz Európa+) service Magyar Posta ensures that tracked goods ordered at an international e-commerce retailers can be returned free of charge having a contract with certain foreign postal operators (the addressee pays for the service) provided the sender undertakes

- a) to download the address label and the document proving posting necessary for dispatch in Hungary from the e-retailer's or foreign postal operator's website (precise information regarding online access to these is given in the parcel containing the goods ordered by e-commerce or on the e-retailer's website),
- b) to print the downloaded and completed address label and the document proving posting in one copy on a white A4 sheet,
- c) to separate the address label in the upper section of the sheet from the document proving posting in the lower section along the marked line, and

to affix the upper section (address label) to the cover of the postal parcel to be posted following the instructions on the lower section.

The return service may only be used together with the insured additional service. Magyar Posta provides the postal sealing additional service free with the return service. If a sender in Hungary uses the return service when not entitled to do so, Magyar Posta will return the parcel to the sender charging the fee given in point 3 of the document "OTHER FEES RELATED TO POSTAL SERVICES". By using the return service, the sender undertakes to renounce its

---

right to indemnity in favour of the addressee of the item.

Information on complaints and indemnity is given in the GTC, Points 7 and 9.

---

**Delivery**

Mail items sent by international mail are delivered in accordance with the delivery rules applied by the foreign postal operator cooperating with Magyar Posta in order to perform this service in the country which is the item's place of destination. Details of these are given in the COUNTRY GUIDE and the foreign postal operator's general terms and conditions.

---

**Transit time/time guarantee**

Except dutiable postal parcels, Magyar Posta attempts to deliver Európa+ parcel items posted before the daily forwarding time specified on the announcement in the customer area of the postal service outlet by the delivery deadline given for information purposes in the COUNTRY GUIDE. The transit time of items containing dutiable contents may be prolonged due to customs clearance.

---

Weight	Zone 1 (EU)		Zone 2 (EU)		Zone 3
	Európa+ parcel		Európa+ parcel		Európa+ parcel
	net	gross	net	gross	
up to 1 kg	5 622	7 140	7 228	9 180	9 395
up to 2 kg	5 886	7 475	7 492	9 515	9 740
up to 3 kg	6 157	7 820	8 295	10 535	10 790
up to 4 kg	6 421	8 155	8 831	11 215	11 485
up to 5 kg	6 957	8 835	9 634	12 235	12 520
up to 6 kg	7 228	9 180	10 165	12 910	13 215
up to 7 kg	7 492	9 515	10 972	13 935	14 265
up to 8 kg	7 760	9 855	11 772	14 950	15 305
up to 9 kg	8 028	10 195	12 307	15 630	16 000
up to 10 kg	8 295	10 535	13 646	17 330	17 745
up to 11 kg	8 476	10 765	14 126	17 940	18 245
up to 12 kg	9 248	11 745	15 425	19 590	19 905
up to 13 kg	10 020	12 725	16 697	21 205	21 565
up to 14 kg	10 791	13 705	17 980	22 835	23 220
up to 15 kg	11 563	14 685	19 264	24 465	24 880
up to 20 kg	15 425	19 590	25 681	32 615	33 170
up to 25 kg	19 264	24 465	32 098	40 765	41 465
up to 30 kg	23 114	29 355	38 524	48 925	49 755

The priority and non-priority international postal parcel service is VAT exempt. The Európa+ parcel service is subject to 27% VAT to European Union member states, while parcels to countries outside the European Union belong to a special tax exempt category (VAT Act, § 102), which means that items leave the territory of the Community under an export procedure and the fact of exiting the territory of the Community is certified by the exit authority.

European Union member state should be understood to mean the definition in Annex 1 to Act CXXVII of 2007. .

## 22. Compulsory additional services under the universal postal service

### 22.1 Registered

#### Fee in HUF for the additional service

The fee for the additional service is VAT exempt.

Domestic	275
International	810

#### Definition of the additional service

An additional postal service classified as an extra service available at all postal service outlets which records ordinary domestic and international mail items and items containing literature for the blind as registered items for which Magyar Posta is liable for damages in the form of flat-rate indemnity in the event of defective performance.

For international mail items, the additional service is available only if the letter-mail item is posted as a priority letter.

To use this additional service, a document in proof of dispatch or instead an electronically recorded database (dispatch receipt, posting list or dispatch book, or electronic posting list) must be fully completed (except for the sections to be completed by Magyar Posta) and handed or sent in.

More information about the conditions is given in the GTC, Point 3, and the product sheets for the services.

### 22.2 Insured items

#### Fee in HUF for the additional service

The fee for the additional service is VAT exempt.

Domestic	Letter-mail items
up to HUF 10,000	410
up to HUF 20,000	660
up to HUF 30,000	1,060
up to HUF 40,000	1,665
up to HUF 50,000	2,120
up to HUF 75,000	3,160
up to HUF 100,000	4,180
up to HUF 150,000	6,325
from HUF 150,001	7,680
MPL postal parcel – for every HUF 10,000 commenced of the insured value	210

#### Definition of the additional service

An additional postal service classified as an extra service available at all postal service outlets under which Magyar Posta bears liability for damages for the contractual performance of the service related to registered mail items in domestic and international traffic up to the value of the mail item declared by the sender at the time of posting.

The sender must indicate the insured value in figures and in words – expressed in Hungary's currently valid legal currency - on the cover and/or address label of items posted with the insured additional service.

The product sheets and the COUNTRY GUIDE (provided the insured additional service is available in the specific country) contain the highest insured amounts that may be requested for certain services and in international mail for postal services to each country specified as the place of destination, but the insured values may not be greater than the true market value of the contents with the exception of

International mail – for every HUF 5,000 commenced of the insured value	385
---	-----

contents with non-commercial (intellectual) value.

More information about the conditions is given in the GTC, Point 3, and the product sheets for the services.

## 22. 3 Advice of delivery

### Fee in HUF for the additional service

The fee for the additional service is VAT exempt.

Domestic (except MPL postal parcel)	185
MPL postal parcel	180
International	405

### Definition of the additional service

An additional postal service classified as an extra service available at all postal service outlets for domestic and international registered mail items under which Magyar Posta returns to the sender a document recording the date of delivery and the signature and name of the authorised recipient or makes available the data recorded by the technical device recording the signature.

For international mail items, it is available only if the destination of a posted mail item is abroad and the letter-mail item is posted as a priority letter.

In international mail the postal service providers of some countries do not undertake to obtain the signature of the addressee upon the delivery of mail items posted with the advice of delivery additional service, and information on these countries is available in the COUNTRY GUIDE. In such cases Posta verifies the fact and date of delivery with a postal signature and date stamp imprinted on the advice-of-delivery form.

The address details given as the return address on the advice of delivery and on the cover of the mail item do not have to be the same but it may only contain an address outside Hungary as a return address if the advice of delivery additional service is used internationally. The sender may give any address for the return address on the advice-of-delivery form provided it includes the address details written in a clear and legible manner described in points b) to d) of paragraph 7) or paragraphs 8) to 9) of Point 3.5 of the [GTC](#). Magyar Posta expects the section intended for the purpose of entering the return address not to contain any other data (e.g. tax number) apart from these address details – whether completing the form by hand or computer or applying a stamp impression – and the return address only to appear within this specific section.

The completed advice of delivery must be affixed to the back of letter-mail items and items containing literature for the blind with its front side face up only using the self-adhesive strips.

If the advice-of-delivery form is lost during postal handling prior to delivery, Magyar Posta will replace it free of charge at the request of the addressee or the sender.

More information about the conditions is given in the GTC, Point 3, and the product sheets for the services.

## 22. 4 E-advice of delivery

### Fee in HUF for the additional service

The fee for the additional service is VAT exempt.

Domestic, charged in addition to the advice of delivery fee	10
---	----

### Definition of the additional service

An additional postal service classified as an extra service for domestic registered mail items available based on a written contract for this purpose under which Magyar Posta provides the sender by electronic means or on a data carrier with a digitised image of or the data content of the document recording the date of delivery and the signature and name of the authorised recipient or the data recorded by a technical device for recording signatures arranged in a database based on the electronic posting list.

Magyar Posta delivers an authenticated secure database. The delivery information on the advice of delivery is returned to the sender of the item by the postal system after electronic authentication and the information contained in the files is supplemented by an electronic signature and date stamp.

For the transfer of data on the postal server or the extranet, the sender must have a written contract with Magyar Posta for the use of the FTP server or the extranet which is valid for the period of time in question.

Conditions of use:

- use of an electronic posting list to dispatch the items;
- use of the self-adhesive domestic advice-of-delivery label or the advice of delivery for official documents form;
- automated completion of the advice of delivery and applying a barcode complying with the technical guide;
- posting mail items at the designated postal service outlets indicated in column "S" of the document "Postal Service Outlets" on the web page [POSTAL SERVICES GTC](#);
- concluding a written contract for the regular use of the additional service;
- on the advice of delivery the address for return delivery must be given (produced) with the content and format specified in the

---

contract.

The dispatch data on the electronic posting list provide the basis for the e-advice of delivery database.

---

---

## 23. Additional services available under the postal service

### 23.1 E-notification

#### Fee in HUF for the additional service

##### E-notification

The VAT category of this additional service is the same as that of the basic service.

	net	gross
Domestic	30	38

For domestic mail items posted with the registered additional service but without the insured additional service, senders with a written contract may use the e-notification additional service for a price dependent on the number of items posted within one posting list as stated in the following table.

Dispatch quantity (using the e-notification service) (number of items)	net/item	gross/item
11 to 50	27	34
51 to 200	24	30
201 to 500	21	27
501 to 2,000	18	23
over 2,000	15	19

#### Definition of the additional service

Magyar Posta advises senders of registered mail items of the delivery of an item or the reason for being unable to deliver it using the electronic contact address given by the sender (phone number able to receive an SMS text message or e-mail address). Notification is given for delivered mail items on the working day after delivery at the latest and for undelivered items on the working day after returning the mail item at the latest.

### 23.2 E-projection

#### Fee in HUF for the additional service

The VAT category of this additional service is the same as that of the basic service.

	net	gross
Domestic	30	38

#### Definition of the additional service

Magyar Posta sends an electronic projection to the addressee's telephone suitable for receiving text messages or to the addressee's e-mail address, informing the addressee about the dispatch of a registered mail item on the working day after it was posted. Use of this additional service is only available with an electronic posting list for letter-mail items and official documents.

A contract for this additional service cannot be entered into at postal service outlets operated by Postal Partners except for postal parcels.

### 23. 3 Track and trace

#### Fee in HUF for the additional service

This service is included in certain basic services indicated on the product sheets for no additional charge.

#### Definition of the additional service

A technology used by Magyar Posta based on a mail item's individual ID code for TRACK AND TRACE and to provide information about the mail item's postal handling including at least the place and date of posting, the delivery date, the entitlement of the person who received the item, or, if delivery is unsuccessful, the further handling of the mail item, which can be accessed on the internet or is sent in a text message documented and forwarded by an electronic telecommunications network.

Information is given on the working day following the event at the latest, and at most 3 months after the working day following the last event that occurred to the item.

The list of countries providing the track and trace additional service is given in the COUNTRY GUIDE.

## 23. 4 Insured items (when using a non-universal postal service)

### Fee in HUF for the additional service

The service is subject to 27% VAT.

	net	gross
Time-guaranteed postal parcels for each HUF 10,000 over HUF 50,000	260	330
Domestic EMS express mail with an insured value over HUF 50,000, on each HUF 1,000 of the insured value commenced a further	55	70
International EMS express mail between HUF 50,000 and 1,000,000, for each HUF 10,000 commenced	339	430

### Definition of the additional service

Identical to the information for compulsory additional services provided under the universal postal service.

## 23.5 E-advice of delivery (when using a non-universal postal service)

### Fee in HUF for the additional service

The service is subject to 27% VAT.

	net	gross
Domestic	10	13

### Definition of the additional service

Identical to the information for compulsory additional services provided under the universal postal service.

## 23. 6 Cash on delivery

### Definition of the additional service

Magyar Posta delivers registered mails item appearing in the tariff table for this additional service after collecting the cash-on-delivery amount specified by the sender, and pays in cash the thus collected sum on behalf of the addressee marked on the mail item to the sender marked on the mail item or for the countries indicated in the COUNTRY GUIDE transfers the amount to the bank account specified by the sender. If a postal intermediary is used, the sender is entitled to specify the bank account number. If the sender using a postal intermediary so states, the bank account number of the postal intermediary may also be given. The sender marked on the mail item and the recipient of the cash-on-delivery amount marked on the cash-on-delivery form must be the same, and only the other details of the address may be different. This additional service is only available for international registered and priority mail items.

## Fee in HUF for the additional service

The VAT category of this additional service is the same as that of the basic service.

	net	gross
For letters, FLEXI Business letters and postal parcels sent by international mail with the registered additional service	370	
for Európa+ parcels	370	470

## Other information related to the additional service

The cash on delivery additional service in international mail is available dependent on the bilateral agreement concluded with the foreign postal service providers in question up to the highest amount specified therein. Information on countries taking part in the cash on delivery additional service and the currencies and limits on amounts collectable is given in the COUNTRY GUIDE. The COUNTRY GUIDE also contains information on whether Magyar Posta undertakes to pay the collected cash-on-delivery amount to the sender marked on the mail item in cash or to transfer it to the bank account number supplied by the sender.

On the front of letter-mail items and items containing literature for the blind the word “Reimbursement” (cash on delivery) must be marked, after which the cash-on-delivery amount must be given in Roman script and Arabic numerals in Hungarian in the currency specified in the aforementioned appendix or publication, using the three-letter abbreviation for the currency (e.g. EUR or HUF). For priority and non-priority international postal parcels and Európa+ parcels the cash-on-delivery amount must be indicated on the address label introduced for the additional service. The international cash-on-delivery form TFP 3, which senders can obtain from postal service outlets, must be attached to all mail items posted with the cash on delivery additional service. Costs related to forwarding the cash-on-delivery amounts must be borne by the addressee of the mail item, who in addition to the cash-on-delivery amount must also pay a fee equivalent to the fee for the international postal order or the fee for the transfer. For this reason when sending cash-on-delivery mail items by international mail from Hungary, only the fees related to posting and forwarding the mail item, which are given in the published tariffs, must be paid as the postage fee. The cash-on-delivery amount of cash-on-delivery mail items arriving in Hungary is expressed in Hungarian forints based on the payment exchange rate for international postal orders valid on the day the mail item arrives. If, based on the conditions described in the COUNTRY GUIDE, the recipient requests the transfer of the cash-on-delivery amount returned from abroad to its bank account or it is only possible to return the cash-on-delivery amount to the recipient by transfer to a bank account, Magyar Posta will transfer the sum to the recipient's HUF or foreign currency account as instructed by the recipient without the presentation of the cash-on-delivery form or separate notification. It is only possible to request the transfer of cash-on-delivery amounts arriving from abroad in HUF to a HUF account in Hungary and the transfer of cash-on-delivery amounts arriving in foreign currency to an account in Europe. Magyar Posta starts transfer of the cash-on-delivery amounts arriving in a foreign currency onto the beneficiary's account exclusively in foreign currency. Accordingly, the name of the account keeping credit institute, bank identification code (BIC/SWIFT) and the number of the account (in IBAN format) must be indicated on a TFP 3 international cash-on-delivery form prior to posting the items with the cash on delivery additional service.

The options and conditions for the sender of a mail item (the recipient in Hungary of the cash-on-delivery amount) to receive an undelivered cash-on-delivery amount are contained in Magyar Posta's General Terms and Conditions for International Postal Money Orders and Express International Postal Money Orders.

## 23. 7 Payment for goods

### Definition of the additional service

Magyar Posta delivers postal parcels sent by domestic mail appearing in the tariff table for this additional

service and domestic EMS express mail items after collecting the payment-for-goods amount specified by the sender, and pays in cash the thus collected sum to the recipient marked as the sender on the item or transfers it to the bank account given by the sender/recipient. Magyar Posta deals collectively with transfers to be made to the same bank account number to a recipient indicated as the sender under a written contract with the regularity specified under this contract (daily/weekly/monthly). The payment-for-goods amount must end in either a 0 or 5.

When an item is dispatched with the payment for goods in cash service, Magyar Posta undertakes to remit the payment-for-goods amount to the recipient indicated on the cash delivery form, the payment-for-goods form or the item itself as the sender within 4 working days of the delivery of the item.

Magyar Posta transfers payment-for-goods amounts to a recipient indicated as the sender who does not have a written contract and requires the transfer of the payment-for-goods amount to a bank account to the recipient's bank account on the second working day after delivery at the latest.

Magyar Posta transfers payment-for-goods amounts to a recipient indicated as the sender under a written contract on the second working day after delivery at the latest for daily transfer under such a contract; on the second working day of the week after the week of delivery at the latest for weekly transfer under such a contract; and on the second working day of the month after the month of delivery at the latest for monthly transfer under such a contract.

If a postal intermediary is used, the sender is entitled to define about the bank account number. If the sender using a postal intermediary so states, the bank account number of the postal intermediary may also be given. The collection of payment-for-goods amounts is requested by the sender, and forwarding the collected sum to the sender requires no separate instruction by the addressee. The sender marked on the mail item and the recipient of the amount of the payment-for-goods marked on the payment-for-goods form must be the same, and only the other details of the address may be different. Otherwise, in addressing the payment-for-goods form the general rules for addressing domestic postal money orders as given in the GTC for Domestic Postal Money Orders must be applied.

### Fee in HUF for the additional service

The service is subject to 27% VAT.

MPL Business parcel MPL Net parcel	By bank transfer		In cash	
	net	gross	net	gross
up to HUF 20,000	205	260	394	500
up to HUF 50,000	244	310	433	550
up to HUF 100,000	354	450	512	650
up to HUF 200,000	394	500	693	880
up to HUF 1,000,000	1,000	1,270	1,276	1,620
up to HUF 2,000,000	2,000	2,540	2,126	2,700

Domestic EMS express mail	net	gross
When payment-for-goods form is attached	323	410
and, depending on the amount,		
up to HUF 10,000 a further	567	720
up to HUF 50,000 a further	1,331	1,690
up to HUF 100,000 a further	1,720	2,185
up to HUF 150,000 a further	2,402	3,050
over HUF 150,000 a further	3,504	4,450

If attaching a document set not classified as a payment-for-goods form (Magyar Posta charges the fee for the transaction to the bank keeping the account)	323	410
---	-----	-----

### Other information related to the additional service

When a domestic EMS express mail item is posted, Magyar Posta gives the sender a payment-for-goods form to send the payment-for-goods amount to the address. Senders with a written contract may produce the forms themselves or have them produced based on the technical guide made available by Magyar Posta, and the producer of the forms must initiate the inspection of the forms before use through their contact at Magyar Posta.

The sender may also request the payment-for-goods amount to be transferred to a bank account. Senders must produce the document set necessary for this or have it produced at their own expense taking into account the technical guide made available by Magyar Posta.

Besides the sender's name and address the number of the sender's forint or foreign currency bank account must also appear on the document set not classified as a payment-for-goods form.

On the cover and/or address label and accompanying document of mail items posted using the payment-for-goods service the amount which the sender instructs Magyar Posta to collect from the addressee must be marked both in numbers and in words.

For simplified cash on delivery parcels with a payment-for-goods amount exceeding HUF 50,000, the minimum amount of the insured value must be HUF 50,001.

On a payment-for-goods form a sum may be marked from HUF 5 up to a nine-digit amount.

The validity period of the payment-for-goods form is 30 calendar days after the date of posting.

Magyar Posta will retain any payment-for-goods amount that could not be delivered to the sender of the item (the recipient in Hungary of the payment-for-goods amount) and remained uncollected despite a written notice for 1 year from the date of posting in accordance with the rules of the Civil Code on occupation without legal title.

- in the case of a payment claim within the retention period, Magyar Posta will make the payment-for-goods amount available after deducting the fee given in the announcement "Fees for domestic postal order and other services" published on the web page Financial Services GTC on Magyar Posta's website to cover the costs incurred by retention.
- if the payment-for-goods amount held by Magyar Posta does not cover the fee for retention and for payment specified in the announcement "Fees for domestic postal order and other services", Magyar Posta will inform the person making the payment claim of this fact and the resultant termination of the legal basis of enforcing the payment claim in writing.

On the expiry of the 1-year retention period from the date of posting, the claim for the amount will lapse. Magyar Posta will only retain collected amounts which have not been transferred or paid to the sender if obliged to do so by an official decision on this subject based on a complaint and official report made by the addressee of the item or an authorised representative to the authorities or reached in the course of ex officio proceedings initiated by the authorities.

## 23. 8 Delivery to addressee in person

### Fee in HUF for the additional service

### Definition of the additional service

The VAT category of this additional service is the same as that of the basic service. The gross fee below includes 27% VAT.

	net	gross
Time-guaranteed postal parcels	236	300
Registered international letters, postcards, picture postcards and FLEXI Business letters posted with the advice of delivery additional service	385	

Magyar Posta undertakes to deliver registered mail items appearing in the tariff table for this additional service only in person to the addressee or to the authorised representative of the addressee who is entitled to receive mail items posted with the “delivery to addressee in person” additional service, or “Delivery to addressee only” mail items or all mail items. Magyar Posta delivers registered postal items addressed to organisations to the representative of the organisation, or to the agent authorised by this representative to receive mail items posted with the “delivery to addressee in person” additional service, or “Delivery to addressee only” mail items or all mail items.

For international mail items, it is available only when the item is posted as priority mail and with the advice of delivery additional service.

## 23. 9 Addressee pays

### Fee in HUF for the additional service

### Definition of the additional service

The service is subject to 27% VAT.

	net	gross
Time-guaranteed postal parcels	748	950
Domestic EMS express mail	567	720

Magyar Posta undertakes to perform the postal service contract for items appearing in the tariff table for this additional service by making the addressee pay

- the fee for postage and the fee for this additional service;
- In the case of postal parcels that can be posted as packaging boxes bearing the Prepaid label, the difference of the postage fee paid with the Prepaid label used and the fee for this additional service.

to Magyar Posta in the course of successful delivery.

If delivery is unsuccessful, the sender must pay the fee for both the dispatch and return of the item. When the “addressee pays” additional service is required at the same time as collection at the door, the sender must pay the fee for the collection when the mail item is dispatched.

Magyar Posta regards the following behaviour by the sender as violating the

principle of good faith and fairness: if the sender repeatedly refuses to accept the return delivery of mail items posted with this additional service whose delivery to the addressee was unsuccessful, or if the sender fails to pay the postage or return delivery fee.

## 23. 10 Pick-up service

Fee in HUF for the additional service	Definition of the additional service
This service is included in certain basic services indicated on the product sheets for no extra charge.	<p>At the postal service outlets listed in column "P" of the document "Postal Service Outlets" on the web page <a href="#">POSTAL SERVICES GTC</a> within the period of time specified the sender may request by phone or in person to have a domestic or international EMS express mail item collected at a defined address (collection from the door).</p> <p>A contract for this additional service cannot be entered into at postal service outlets operated by Postal Partners.</p>

## 23. 11 Confirmation of delivery

Fee in HUF for the additional service	Definition of the additional service
This service is included in certain basic services indicated on the product sheets for no extra charge.	<p>If the sender so requires, the delivery point advises the sender of the delivery of a mail item by the means specified by the sender:</p> <ul style="list-style-type: none"> <li>a) by phone, fax or post (using an advice-of-delivery form),</li> <li>b) by electronic confirmation of delivery by SMS text message or e-mail as the sender chooses.</li> </ul> <p>Electronic confirmation of delivery by text message or e-mail may be requested for international items.</p>

## 23. 12 Cumbersome

Fee in HUF for the additional service	Definition of the additional service
---------------------------------------	--------------------------------------

With the exceptions in the table below, the extra charge for the “Cumbersome” additional service/handling for a postal parcel sent by domestic mail is 50% of the basic fee. The tariffs for parcels sent by international mail are given in the separate product sheet for priority and non-priority international postal parcels.

For items requiring both “Cumbersome” and “Fragile” additional services/handling, only one of the additional charges for the “Cumbersome” and “Fragile” additional service/handling (which are made at the same rate) will be charged.

The service is subject to 27% VAT.

	net	gross
MPL Business parcel fee for “Cumbersome” and/or “Fragile” additional service/handling when dispatching several parcels to the same address	1,031	1,310

With the exception of MPL Net parcels, postal parcels whose three dimensions together exceed 2,000 mm or whose longest dimension is more than 750 mm may be sent by domestic mail using the “Cumbersome” additional service/handling. Parcels whose shape is other than cuboid or an envelope, or due to their nature cannot be stacked together with other mail or require special handling (e.g. a bicycle, a piece of furniture, a plant) are also classified as “Cumbersome”.

### 23. 13 Fragile

#### Fee in HUF for the additional service

#### Definition of the additional service

With the exceptions in the table below, the additional charge for the “Fragile” additional service/handling for a postal parcel sent by domestic mail is 50% of the basic fee. The tariffs for parcels sent by international mail are given in the separate product sheet for priority and non-priority international postal parcels.

For items requiring both the “Cumbersome” and the “Fragile” additional services/handling, only one of the additional charges for “Cumbersome” and “Fragile” additional service/handling (which are made at the same rate) will be charged.

The service is subject to 27% VAT.

	net	gross
MPL Business parcel fee for the “Cumbersome” and/or “Fragile” additional service/handling when dispatching several parcels to the same address	1,031	1,310

In order to keep undamaged postal parcels posted as “Fragile”, Magyar Posta handles them separately from non-fragile mail items.

Mail items that contain a fragile and easily damaged object based on the marking of the content on the cover and use inner and outer packaging as described in Appendix 1 may be posted as “fragile”.

If a mail item contains a fragile or easily damaged object, in order to ensure special handling the sender must mark the request for the “Fragile” additional service/handling on the address label and on the document in proof of dispatch and in the electronic posting list.

### 23. 14 Special Christmas postmark

#### Fee in HUF for the additional service

#### Definition of the additional service

The VAT category of this additional service is the same as that of the basic service. The fee quoted is exclusive of VAT.

Domestic, international	50
-------------------------	----

Magyar Posta marks and forwards mail items with an intricately designed special stamp and Christmas postmark through the post office in the village of Nagykarácsony (literal translation: "Christmas").

Each week during the four weeks of Advent a different festive postmark is used on the mail. Magyar Posta forwards mail with the postmark for the current week to addressees immediately after stamping the items. Available for domestic and international priority and non-priority letters, postcards and picture postcards from the first week of Advent until the 24<sup>th</sup> of December.

This service may not be used with other additional and supplementary services.

### 23. 15 Second delivery

#### Fee in HUF for the additional service

This service is included in certain basic services indicated on the product sheets for no additional charge.

#### Definition of the additional service

In this additional service Magyar Posta undertakes to attempt the second delivery of the mail item after an unsuccessful delivery attempt. This additional service is only available with domestic and international EMS express mail items.

### 23. 16 Repeated delivery based on the sender's instruction

#### Fee in HUF for the additional service

The service is subject to 27% VAT.  
The fee for this service is stipulated in a written contract.

#### Definition of the additional service

In this additional service Magyar Posta undertakes, based on the sender's instruction and for the subsequent payment of the fee for the additional service, to carry the mail item following its unsuccessful delivery to a postal service outlet and to contact the addressee to agree on a delivery time before attempting delivery again.  
This additional service is only available with the MPL courier service.

### 23. 17 Return service

#### Fee in HUF for the additional service

The service is subject to 27% VAT.  
The fee for this service is stipulated in a written contract.

#### Definition of the additional service

In this additional service Magyar Posta undertakes, upon delivering an item to its addressee, to accept a return item from the addressee and deliver it to the sender.  
This additional service is only available with the MPL courier service.

## Other additional services available with time-guaranteed postal parcels

### 23. 18 Advice of delivery (when using a non-universal postal service)

#### Fee in HUF for the additional service

The VAT category of this additional service is the same as that of the basic service. The gross fee below includes 27% VAT.

	net	gross
Advice of delivery	173	220

#### Definition of the additional service

Identical to the information for compulsory additional services provided under the universal postal service.

### 23. 19 Collection from the door

#### Fee in HUF for the additional service

The service is subject to 27% VAT.

	net	gross
Collection from the door	425	540

#### Definition of the additional service

At postal service outlets listed in column "Q" of the document "Postal Service Outlets" on the web page [POSTAL SERVICES GTC](#) within the period of time specified the sender may request by phone or in person to have a postal parcel collected at a specified address (collection from the door).

Only available on working days. Magyar Posta will reply to the sender within 1 hour of the request at the latest whether or not it can fulfil the request. Magyar Posta and the sender must agree a time period for the collection of the item which may be at most 4 hours.

During collection from the door one or more parcels may be dispatched. If the conditions for posting under the given service are not satisfied or in the case of a request that cannot be met, Magyar Posta may refuse to accept the item.

If, in the absence of measuring devices, the exact weight and size of the item cannot be established in the course of acceptance, Magyar Posta will weigh and measure the item under official conditions at a postal service outlet and mark the weight of the item on the accompanying document.

If the weight or size of the postal parcel given by the sender during collection from the door differs from the result of weighing and measuring the item under official conditions at a postal service outlet, which produces a difference in fees, Magyar Posta will not forward the item until the difference is paid. If the weight or size of the parcel established under official conditions exceeds the maximum weight or size limits, the parcel will be returned to the sender and the fee collected for the unperformed additional

service will be refunded.

A contract for this additional service cannot be entered into at postal service outlets operated by Postal Partners.

## 23. 20 1-working-day time guarantee

### Fee in HUF for the additional service

This service is included in certain basic services indicated on the product sheets for no additional charge.

### Definition of the additional service

Magyar Posta undertakes to deliver, attempt to deliver, or forward parcels posted with the 1-working day time guarantee to the given address on the working day following the day of posting provided they are posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets or within the hours for the acceptance of mail at the National Logistics Centre and Logistics Units given in the document ACCEPTANCE POINTS AT OPERATIONAL UNITS. The delivery of postal parcels posted after the specified daily forwarding time or on a public holiday or non-working day or for customers with a written contract after the time specified in the contract will be attempted by Magyar Posta on the second working day following their acceptance.

## 23. 21 2-working day time guarantee

### Fee in HUF for the additional service

This service is included in certain basic services indicated on the product sheets for no additional charge.

### Definition of the additional service

Magyar Posta undertakes to deliver, attempt to deliver, or forward parcels posted with the 2-working day time guarantee to the given address on the second working day following the day of posting at the latest provided they are posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets or within the hours for the acceptance of mail at the National Logistics Centre and Logistics Units given in the document ACCEPTANCE POINTS AT OPERATIONAL UNITS.

## 23. 22 Afternoon delivery

### Fee in HUF for the additional service

The service is subject to 27% VAT.

	net	gross
Afternoon delivery	630	800

### Definition of the additional service

In accordance with the sender's instruction on the accompanying document/address label, Magyar Posta attempts delivery of the postal parcel between 5 and 8 pm as well. This does not exclude Magyar Posta attempting to deliver the postal parcel at the usual time (from 8 am to 5 pm) as well. If the delivery attempt before the undertaken time is unsuccessful, delivery at the undertaken time will count as the first delivery attempt. Magyar Posta

only undertakes to attempt delivery in this period of the day in towns listed in the document "[AFTERNOON AND SATURDAY DELIVERY](#)".

## 23. 23 Saturday delivery

### Fee in HUF for the additional service

The service is subject to 27% VAT.

	net	gross
Saturday delivery	1,102	1,400

### Definition of the additional service

For postal parcels addressed to the towns listed in the document "[AFTERNOON AND SATURDAY DELIVERY](#)" based on the sender's instruction given in the appropriate section of the address label or on the address label itself Magyar Posta also attempts to deliver parcels on Saturdays between 8 am and 12 noon in order to ensure successful delivery. This does not exclude Magyar Posta attempting to deliver the postal parcel on a weekday prior to Saturday as well. If the delivery attempt before the undertaken time is unsuccessful, delivery at the undertaken time will count as the first delivery attempt. If the delivery is first attempted on a Saturday and it is unsuccessful, Magyar Posta will attempt the delivery of the parcel for the second time on the next working day.

If a parcel is posted on a Friday, the Saturday delivery attempt is only guaranteed with the use of the 1-working-day time guarantee. If Magyar Posta cannot attempt the first delivery on a Saturday of a parcel posted on a Friday, the first delivery attempt will take place on the next working day.

If a public (national) holiday falls on a Saturday, the first delivery attempt will be made on the next working day.

## 23. 24 Consignment delivery

### Fee in HUF for the additional service

The service is subject to 27% VAT.

The fee is the amount specified by written contract.

### Definition of the additional service

Parcels posted simultaneously to the same address are delivered together at the same time. If parcels for joint delivery are not received together at the delivery point responsible for the address, Magyar Posta will not hand them over to the addressee separately unless the sender subsequently gives a specific instruction to do so.

A contract for this additional service cannot be entered into at postal service outlets operated by Postal Partners.

### 23. 25 Reporting system

#### Fee in HUF for the additional service

The service is subject to 27% VAT.  
The fee is the amount specified by written contract.

#### Definition of the additional service

Magyar Posta provides information for customers by e-mail on the status of dispatched postal parcels and the amount collected as payment for goods every day.  
A contract for this additional service cannot be entered into at postal service outlets operated by Postal Partners.

### 23. 26 Delivery time agreed by phone

#### Fee in HUF for the additional service

This service is included in certain basic services indicated on the product sheets for no additional charge.

#### Definition of the additional service

After an unsuccessful first delivery attempt, the delivery worker will phone the addressee to agree a time and place for the second delivery attempt. If the parcel cannot be delivered, provided the sender's telephone number is also given on the address label, Magyar Posta will advise the sender of the reason for non-delivery prior to returning the item.

### 23. 27 Overnight delivery

#### Fee in HUF for the additional service

The service is subject to 27% VAT.  
The fee is the amount specified by written contract.

#### Definition of the additional service

Within this service Magyar Posta undertakes to attempt the delivery of a parcel to an address previously agreed in writing on the night after its acceptance but by 8 am on the following day at the latest.  
A contract for this additional service cannot be entered into at postal service outlets operated by Postal Partners.

### 23. 28 Store delivery

#### Fee in HUF for the additional service

The service is subject to 27% VAT.  
The fee is the amount specified by written contract.

#### Definition of the additional service

Magyar Posta undertakes to ensure that goods dispatched by senders for delivery to a store are inspected in terms of quantity and quality based on the order data and the transport details before delivering them to the store or warehouse marked as the addressee in the period of time agreed with the addressee.  
The store delivery and itemised delivery of goods services cannot be used together.  
A contract for this additional service cannot be entered into at postal service outlets operated by

---

Postal Partners.

---

## 23. 29 Document management

### Fee in HUF for the additional service

The service is subject to 27% VAT.  
The fee is the amount specified by written contract.

### Definition of the additional service

Magyar Posta undertakes in accordance with the provisions of a written contract to check the specified points of the documents, contract and itemised delivery list for the dispatched postal parcel based on the sender's instructions, to credibly verify the person of the recipient, to ensure that the required points of the documents are completed and signed by the recipient, and to collect and return the documents to the sender in a physical or electronic format with the regularity specified by contract. The sender must affix the document management identifier which is on the address label to the document, and mark the instructions related to the document management (signature, completion, etc.) on the item or on the label adhered to the plastic pouch containing the document. The sender must place the documents on the external cover of the postal parcel and affix them in a manner that allows the documents to be handled. The pouch must be sealed in a way that the contents cannot be accessed without causing obvious damage. If the addressee fails to fulfil the sender's instructions (signature, completion, stamping, etc.), Magyar Posta will not deliver the postal parcel to the addressee.

## 23. 30 Itemised delivery of goods

### Fee in HUF for the additional service

The service is subject to 27% VAT.  
The fee is the amount specified by written contract.

### Definition of the additional service

Magyar Posta, in accordance with the sender's requirement indicated in a written contract, hands over postal parcels item by item to the addressee or other authorised recipient upon delivery after receipt has been acknowledged in accordance with the delivery note/invoice at the destination based on counting and inspecting the inner contents.

In the course of the itemised handover of goods, which includes counting and inspecting the inner contents following delivery, Magyar Posta is present as a witness.

A contract for this additional service cannot be entered into at postal service outlets operated by Postal Partners.

## 23. 31 Two delivery attempts

### Fee in HUF for the additional service

This service is included in certain basic services indicated on the product sheets for no additional charge.

### Definition of the additional service

Magyar Posta attempts to deliver postal parcels between 8 am and 5 pm on working days on two occasions unless the addressee instructs otherwise after the first delivery attempt.

If the first delivery attempt is not successful, Magyar Posta will try to arrange a time for a second delivery attempt using the addressee's phone number stated on the accompanying document or on the address label, before leaving a notification of the arrival of the parcel.

If the first delivery attempt is not successful, Magyar Posta will leave a notification of the arrival of the parcel and its attempted delivery on which the date of the attempted delivery (month, day, time) is stated as well as

- a) a telephone number which the addressee can call to arrange the time of the second delivery if the attempt to arrange delivery is not successful,
- b) and in the case that the attempt to arrange delivery is successful
  - ba) the time arranged for the second attempt to deliver the postal parcel
  - bb) the addressee's different instruction relating to the attempted second delivery (e.g. delivery at a Postal Point for the address).

If the addressee does not endeavour to arrange a time in response to the notification left behind in the case specified in point a), the second delivery of the parcel will be attempted on the following working day.

If the second delivery attempt is unsuccessful, Magyar Posta will leave another notification at the address indicating the delivery point together with the retention (holding) period where and during which the postal parcel may be collected by the person entitled to do so.

Parcels may not be collected from the delivery point between the two delivery attempts. The addressee or other authorised recipient may collect the parcel only after the second delivery attempt.

## 23. 32 Optional retention time

### Fee in HUF for the additional service

This service is included in certain basic services indicated on the product sheets for no special

### Definition of the additional service

The retention (holding) period of an item after an unsuccessful delivery attempt starts from the

charge.

working day following the first or second delivery attempt and, dependent on the sender's instruction, is 0, 5 or 10 working days. In this period of time Magyar Posta ensures that the addressee or other authorised recipient may collect the item.

The retention (holding) time of 0 days is not available for postal parcels addressed "Poste Restante" or sent to a Postal Point or a Parcel Terminal, only 5 or 10 working days.

### 23. 33 Individual handling

#### Fee of the additional service (HUF)

The service fee is subject to 27% VAT.

Its fee is an amount determined according to a written contract.

#### Definition of the additional service

In the case of goods included in the table below, placed on pallets, postal parcels suiting the specifications, size and weight categories below – in the case according to the conditions included in the separate product sheet – can be posted as an individually handled item.

Longest side (mm)	Maximum total dimension (mm)	Maximum weight (kg)
2,001-2,500	3,000	40
2,501-3,000	3,500	20
3,001-5,000	5,500	10

The size of the goods placed on unit load devices for transport (e.g. pallets, containers) extends beyond an area of 1,600x1,200 mm (any side, together with the unit loads), but it does not extend beyond the area of 2,000x1,200 mm, and its maximum height may be 1,800 mm.

Magyar Posta fulfils the additional service upon concluding the separate written contract, or on the basis of the discussions held before posting the postal parcel suiting the above size and weight categories for the first time.

### 23. 34 Extra handling

#### The fee of the additional service (HUF)

The service fee is subject to 27% VAT.

Its fee is an amount determined according to a written contract.

#### Definition of the additional service

Any postal parcel whose dimensions exceed the size (with the exception of the condition relating to the maximum weight of 40 kg) and weight categories given in the table specifying the conditions of use of the individual handling additional service – in the case according to the conditions included in the separate product sheet – can be posted as items requiring extra handling but even then the longest side of the postal parcel may

not exceed 4,000 mm and its total maximum dimensions may not exceed 5,500 mm.

Longest side (mm)	Maximum total dimension (mm)	Maximum weight(kg)
2,001-2,500	3,000	40
2,501-3,000	3,500	20
3,001-5,000	5,500	10

If the base area of the goods placed on unit load devices (e.g. pallets, containers) exceeds 2,000x1,200 mm and its height exceeds 1,800 mm (together with the unit loads), the postal parcel may be posted as an item requiring extra handling – in the case according to the conditions included in the separate product sheet –, but even then its base area may not exceed 2,200x1,200 mm and its height may not exceed 1,900 mm.

Magyar Posta performs the additional service only on the basis of discussions held before posting the item.

### 23.35 Day certain delivery

#### The fee in HUF for the additional service

The service is subject to 27% VAT.

Fee in addition to the fee for a parcel posted with a 2-working day time guarantee is the following:

	net	gross
Day certain delivery	378	480

#### Definition of the additional service

Under this additional service Magyar Posta undertakes to attempt the delivery of a postal parcel for the first time on the working day specified by the sender between the second and tenth working days following the date of posting.

If the first delivery attempt is unsuccessful, Magyar Posta will leave a notification of the arrival of the parcel and its attempted delivery for the addressee on which the date of the attempted delivery (month, day, time) is stated as well as

- in case Magyar Posta's attempt to arrange the time is unsuccessful, a telephone number is indicated, which the addressee can call to arrange the time of the second delivery;
- in case Magyar Posta's attempt to arrange the time is successful,
  - the agreed time for attempting the delivery of the parcel for the second time;
  - the addressee's instruction with regard to the second delivery attempt if different (e.g. delivery at a Postal Point for the address).

If there is no arrangement with regard to delivery as described in point a) , the second delivery of the

---

parcel will be attempted on the following working day.

If the second delivery attempt is unsuccessful, Magyar Posta will leave another notification at the address indicating the delivery point together with the retention (holding) period where and when the postal parcel may be collected by the person entitled to do so.

Parcels may not be collected from the delivery point between the two delivery attempts. The addressee or another authorised recipient may collect the parcel only after the second delivery attempt.

This additional service is only available together with the MPL Business Parcel.

---

## 24. Supplementary services related to but not classified as postal services

### 24.1 Post Office box rental

#### Definition of the supplementary service

At designated postal service outlets Magyar Posta undertakes to deposit in a post office box certain mail items specified by the addressee which arrive addressed to the addressee's post office box or, in accordance with the provisions of a written contract, to the addressee's premises, or notifications of the arrival of registered mail items and/or mail items which cannot be placed in the post office box due to their size. Unless the GTC or the relevant written contract otherwise provide, the use of the service is governed by the rules laid down by the Civil Code.

#### Fee in HUF for the supplementary service

The service is subject to 27% VAT.

Minimum rent Magyar Posta may differ in the application of the minimum quarterly rent dependent on market demand.		
	net	gross
Quarterly PO box rent	5,315	6,750
Monthly PO box rent	1,772	2,250
Free		
a) if the PO box holder subscribes to the delivery service of mail items arriving at the PO box to the PO box holder's premises,		
b) for mail items addressed to inhabited places outside urban areas until Magyar Posta sends information about the method of delivery (this is decided based on the geographical and infrastructural features of the inhabited area).		
Quarterly sub-PO box rent	4,205	5,340
Monthly sub-PO box rent	1,402	1,781
a) Magyar Posta does not charge rent for sub-PO boxes		
▪ if the PO box is rented by a natural person for delivery of mail items to the post office box, addressed to alternative recipients (GTC, Point 6) registered at the address of the PO box holder,		
▪ if the PO box is rented by an organisation provided the box holder allows common use to its own organisational unit(s) and provides credible documentary evidence of the relationship which allows the explicit cooperation to this end of the box holder and the organisational unit(s) to be established without doubt.		
b) For a fee		
Rent is to be charged for sub-PO boxes if the PO box holder allows natural or legal persons other than those listed in the previous paragraphs to use the post office box. The number of sub-PO boxes is determined for each authorising party by agreement with the PO box holder.		

#### Other information related to the supplementary service

PO box rental is available by concluding a written contract at designated postal service outlets listed in the "Electronic list of post office box holders" accessible on the web page [PO BOX HOLDER AND PO BOX SEARCH](#).

If the PO box is rented by a natural person, Magyar Posta will deliver all mail items addressed to an alternative recipient who is registered at the same address as the PO box holder (charging a fee stipulated by contract) in the same way as mail items addressed to the PO box holder provided those concerned grant

their consent through their signature in the written contract.

The post office box holder must pay the rent of the PO box in cash or by bank transfer based on the schedule chosen by the holder in the separate, written PO box rental contract. The first payment of rent is due on concluding the written contract and the PO box rent thereafter must be paid by the last day of the month preceding the current period.

For all PO box rentals regardless of the starting day in the current year the following applies: for written contracts signed by the 20<sup>th</sup> day of the current month the rent is payable for the month of signing the contract and for the remaining period based on the frequency of payment undertaken. For written contracts concluded after the 20<sup>th</sup> day of the current month, no rent needs to be paid for the month of signing the contract. If the post office box rental is terminated, irrespective of who initiates the termination, Magyar Posta will only reimburse the fee paid in advance for full, non-started months.

Magyar Posta hands over the key to the post office box necessary to use the rented PO box to the post office box holder simultaneously with the signature of the written contract by both parties. Magyar Posta accepts no liability for damages arising from the loss of the key or the key being acquired by unauthorised persons. At the request and cost of the post office box holder, Magyar Posta will arrange the replacement of the lost key and the changing of the lock due to the loss of the key or improper use.

At postal service outlets offering a post office box rental where a separate post office box with a key cannot be provided for all PO box holders, Magyar Posta may offer an internal post office box rental option to the holder based on an individual assessment and dependent on capacity. In this case Magyar Posta will store the mail items in a safe place separating them for different PO box holders. The mail items will be handed over to the PO box holder or the PO box holder's authorised representative by a postal staff member.

The post office box holder undertakes

- a) to advise its correspondence partners of its PO box address,
- b) to empty the PO box regularly (at least once a week), and to remove its mail items while noting that Magyar Posta cannot be held liable for the consequences of the PO box holder failing to fulfil this obligation.

Magyar Posta retains non-registered mail items delivered to the PO box but not collected by the authorised recipient and notifications of arrival of registered items deposited in the PO box for the authorised recipient for 30 calendar days from delivery or deposit. After this period elapses, they are not retained and are destroyed at the National Logistics Centre without providing a further retention (holding) period or opening and selling their contents as described in paragraph 9) of Point 4.3.4 of the GTC.

The post office box holder may instruct Magyar Posta to deliver mail items addressed to the holder's postal address or business premises (with the exception of postal parcels) to the post office box, provided that the address is within the same urban area as the post office box or at an inhabited place outside the urban area where the post office box is. In other circumstances Magyar Posta will apply the rules of redirecting for delivery and charge the fee for the redirecting supplementary service (flat rate and individual fee). The post office box holder accepts the potentially longer handling time arising from the redirection.

By delivering non-registered mail items to the PO box, the service requested by the sender is deemed to be performed. Magyar Posta advises the post office box holder of the arrival of registered mail items by depositing information about this or a notification of arrival for each such item in the PO box. The delivery of the registered mail items takes place by handing them over in person at the counter designated for this purpose. If the delivery of the registered mail items based on notification does not occur on the day of the mail items' arrival at the postal service outlet, Magyar Posta, in addition to depositing a notification for the arrival of each mail item in the post office box, retains the registered mail items for the PO box holder from the first working day after their date of arrival at the postal service outlet until the time-limit for collection established based on the retention (holding) period specified in the GTC, Point 6.

Magyar Posta returns mail items not collected by the deadline to the sender.

If the post office box holder does not fulfil its contractual obligation, Magyar Posta will send a reminder containing a reasonable deadline (of at least 3 working days unless the GTC provide otherwise) to the post office box holder's registered seat or premises in a mail item posted with advice of delivery.

The post office box rental contract will terminate without any further notice

- a) on the 45<sup>th</sup> day of the receipt of the reminder if the post office box holder is in arrears with the rent and fails to comply with the reminder sent to the post office box holder's registered seat or premises

calling upon the PO box holder to pay the arrears within 30 days in a mail item posted with the advice of delivery additional service provided that Magyar Posta does not exercise its right to terminate the contract with immediate effect stipulated in the written contract;

- b) on the 45<sup>th</sup> day of the attempt to deliver the mail item containing the reminder described in point a) sent to the post office box holder's registered seat or premises in a mail item with the advice of delivery service if the post office box holder does not accept the written reminder.

Upon the termination of the PO box rental contract, the PO box holder is obliged to return the key of the PO box to Magyar Posta on the day the contract terminates.

If the PO box rental terminates, all registered mail items which have been already delivered to the PO box but have not been collected by the authorised recipient will be destroyed in the National Logistics Centre without providing a further retention (holding) period or opening and selling their contents as described in paragraph 9) of Point 4.3.4 of the GTC. Magyar Posta will destroy notifications of the arrival of registered mail items and will retain registered mail items until the expiry of the retention (holding) period at the postal service outlet operating the PO box and then return them to the sender marking the reason for non-delivery ("not collected").

After the termination of the PO box rental, Magyar Posta only undertakes to redirect incoming mail items addressed to the holder's discontinued post office box to a new address under the redirecting supplementary service based on the conditions for using this service, and in the absence of this mail items are returned to the sender marking the reason for non-delivery as "unidentifiable address" and are handled in accordance with paragraph 3) of Point 6.1.3 of the GTC or paragraph 7) of Point 4.3.4 of the GTC dependent on whether or not the sender's address details are available.

Printed or electronic lists of post office box holders which do not have the written consent of the post office box holder may only contain as much information about the holder as is absolutely necessary for the identification of the PO box holder (name, address, registered office, premises). Upon request, Magyar Posta ensures that the post office box holder will

- a) be omitted from the printed or electronic list of post office box holders at no additional cost,
- b) have the fact indicated in the list of post office box holders that the holder's personal data may not be used directly for marketing purposes.

Further conditions of renting a post office box are given in the separate written PO Box rental contract.

## 24. 2 E-arrival at post office box

### Fee in HUF for the supplementary service

The service is subject to 27% VAT.

	net	gross
Quarterly charge for each notification address	1,204	1,529

### Definition of the supplementary service

Magyar Posta advises the post office box holder of the arrival of mail items at the PO box using the electronic contact address given by the PO box holder (phone number able to receive an SMS text message or e-mail address) on the day of arrival. The notification advises of the fact of arrival of non-registered mail items, and the number of items that have arrived is also stated for registered mail items. The notification covers mail items specified in the written contract for renting a post office box. The mail items can be collected at the postal service outlet from the first working day after the date of the notification until the deadline for collection established based on the retention (holding) period specified in the written contract for the post office box rental.

A contract for this supplementary service cannot be entered into at postal service outlets operated by Postal Partners.

## 24.3 Parcel storage

### Definition of the supplementary service

At designated postal service outlets Magyar Posta undertakes to place postal parcels sent to the addressee's parcel storage address in a room at the postal service outlet set aside for that purpose and to retain them for a parcel storage fee until they are collected by the addressee or addressee's authorised representative. Unless the GTC or the relevant written contract otherwise provide, the use of the service is governed by the rules laid down by the Civil Code.

### Fee in HUF for the supplementary service

The service is subject to 27% VAT.

Minimum rental charges Magyar Posta may vary the application of the minimum quarterly fee dependent on market demand.		
	net	gross
Quarterly fee	26,732	33,950
Monthly fee	8,913	11,320

The user of the service may pay the fee for the parcel storage in cash or by bank transfer based on the chosen schedule specified in the written parcel storage contract. The payment of the first rental charge is due when the written contract is concluded and after that the fee for the parcel storage must be paid by the last day of the month preceding the period of time in question (for quarterly fees the last day of the month preceding the calendar quarter).

If the parcel storage is cancelled, Magyar Posta will only refund the fee paid in advance for full (not started) months irrespective of which party cancels the parcel storage.

### Other information related to the supplementary service

The parcel storage service is available with a written contract at postal service outlets listed in column "O" of the document "Postal Service Outlets" on the web page [POSTAL SERVICES GTC](#).

Detailed rules for parcel storage as well as the types of postal parcel included in this service together with the retention (holding) period and conditions for redirecting or returning such parcels are given in the separate written parcel storage service contract.

A contract for this supplementary service cannot be entered into at postal service outlets operated by Postal Partners.

## 24.4 E-delivery list

### Fee in HUF for the supplementary service

The service is subject to 27% VAT.

	net	gross
Quarterly charge per service outlet and per post office box	2,291	2,910

### Definition of the supplementary service

Magyar Posta undertakes to provide information by e-mail for the addressee about certain details of registered items that have arrived at a post office box or parcel storage address.

A contract for this supplementary service cannot be entered into at postal service outlets operated by Postal Partners.

## 24. 5 Pick-up and/or delivery

### Definition of the supplementary service

In the course of regular transport Magyar Posta undertakes to deliver large quantities of mail items arriving for the addressee to the premises specified by the addressee at an agreed time or in an agreed period of time and/or to pick up for dispatch mail items prepared and marked in accordance with the conditions of these GTC and transport them to the postal service outlet.

- **Fee in HUF for the supplementary service**
- The service is subject to 27% VAT.

	net	gross
Basic fee per occasion	3,476	4,415

Apart from the basic fee or in the case of regular transport the fixed fee – unless otherwise provided by written contract – a supplementary fee is charged in every case, which takes into account the actual mileage, the quantity of mail items delivered and the time of transportation.

When using the pick-up and/or delivery service for priority and non-priority international postal parcels and Európa+ parcels based on a written contract, picking up 3 or more mail items at the same time is free of charge. The three parcels for dispatch may be of any combination of the above types of parcel. If the combined quantity for dispatch does not reach 3 items, the per occasion or regular fee for transport will be charged. Free pick-up may be requested at the postal service outlets indicated in column “Q” of the document “Postal Service Outlets” on the web page [POSTAL SERVICES GTC](#).

Payment for the regular pick-up and delivery service is on a monthly basis and is made by transfer, details of which are given in the written contract. If in the course of the regular pick-up and delivery service, Magyar Posta becomes aware that bankruptcy, liquidation, dissolution, debt arrangement proceedings or other similar proceedings have been initiated against the user or obtains information concerning the user’s inability to pay or its difficult financial situation from another source, there is a possibility to pay the monthly fee for the pick-up and delivery service in cash in advance. If the user is unable to fulfil this, an interim invoice will be issued for the period up to the suspension of the pick-up and delivery service, after which, if required, the occasional delivery and pick-up service may be provided with advance payment in cash.

### Other information related to the supplementary service

The pick-up and delivery service is available on an occasional or regular basis. For occasional pick-up and delivery no written contract is necessary. The sender must indicate the need for an occasional pick-up to Magyar Posta on the working day preceding posting at the latest.

Regular pick-up and delivery is available at designated postal outlets dependent on existing postal capacity based on a written contract. The transport fee is given in an appendix thereto or may be given therein if at the time of concluding the contract occasional pick-up has already been requested. The personnel and material conditions arising on the postal side which are necessary for the handover and/or receipt of mail items at the premises will be provided by Magyar Posta, while the personnel and material conditions arising on the user’s side will be provided by the user. The user must ensure free entry/waiting/parking for Magyar Posta for the period of the handover/receipt of mail and if necessary provide an entry permit for the premises. If the handover of mail items only happens after the time specified in the written contract for pick-up and delivery due to a reason attributable to the user, Magyar Posta will only forward the collected mail items, including priority mail items, on the working day following the pick-up.

- Magyar Posta supplies transport receptacles for the pick-up (tray, bag) free of charge. The user takes delivery of the transport receptacles by the piece with a signature and stamp, and will be financially liable for them after taking delivery. Only items of mail prepared for posting, as well as documents in proof of dispatch (the posting list or dispatch book (electronic or paper-based)) may be placed in the postal transport receptacle.

Magyar Posta may check the number and use of transport receptacles at the user’s premises and for this purpose the user must grant entry to its premises and provide assistance to Magyar Posta in performing

this task. In the event of the incorrect use of receptacles, Magyar Posta will send a written reminder to the user on the proper use of receptacles. If the material to be transported only fits in two or more transport receptacles or the weight of the material to be transported exceeds 20 kg, the user is obliged to provide help in moving the material.

- b) Mail items sent to a post office box or parcel storage address as well as mail items for delivery to postal addresses are delivered and picked up at the time and in the manner specified by the written contract. Magyar Posta undertakes the delivery of mail items to the premises observing the delivery rules specified in the GTC, Point 6, with regard to types of mail, value and persons entitled to receive mail. The user acknowledges the receipt of registered items and items outside receptacles at the time of the handover on the delivery document. Organisations which receive mail items at their premises in separate receptacles under a written contract may only acknowledge the receipt of a different number of mail items than that marked on the delivery document placed in the receptacles after consultation with Magyar Posta. In other words the figures on the acknowledgment of receipt given in advance may only be changed with Magyar Posta's approval. The data to be featured on the delivery documents and advice-of-delivery forms as the acknowledgment of receipt of mail items placed in receptacles must be given in accordance with the general rules specified in Point 6 of the GTC taking special care to ensure that the date and time of the delivery is identical with the actual day the mail items were delivered to the premises.

If the acknowledgement of receipt does not occur in the presence of Magyar Posta, the person entitled to receive mail notes in his or her own hand on the delivery document the type and the alphanumeric code of the document proving his or her identity as well as the entitlement to receive mail for the addressee (except in the case of delivery to the addressee) and signs it (or in the case of a notification in accordance with the GTC, Point 6.2.1, impresses the stamp bearing the signature or the authentic mark), and must ensure that the delivery time marked on the delivery document and the advice-of-delivery form is the same as the actual date and time of delivery (i.e. the date and time the actual item is delivered).

If the user returns the delivery document or the advice of delivery with missing data content, Magyar Posta will take it back to the user for the deficiency to be rectified as soon as possible when the next delivery and/or pick-up is made. The missing data should be inserted immediately if possible.

The shortest period of time the pick-up and delivery service may be suspended for is one week. The user must report the starting and ending dates of the suspension to Magyar Posta two weeks before the suspension starts. For the period of suspension no fee will be charged and an interim invoice will be issued. If the pick-up and delivery service is used for less than a month, an interim invoice will be issued bearing in mind that the shortest period of time is 1 week (i.e. the invoice for the shortest period of time may be for a week).

If Magyar Posta is unable to provide transport for any reason, it will inform the user without delay as soon as the obstacle arises. The user and Magyar Posta will agree with each other about another method of delivering and receiving the mail items concerned.

If the user fails to fulfil the provisions specified in these GTC (e.g. does not fully return the advice-of-delivery forms of items, or potentially misdelivered items or items to be returned (not accepted) at the time of the pick-up but at the latest on the following working day), Magyar Posta will remind the user in writing of contractual behaviour.

A contract for this supplementary service cannot be entered into at postal service outlets operated by Postal Partners.

## 24. 6 Redirecting

### Definition of the supplementary service

Under a written contract to this end, for a fee and diverging from the sender's instructions, Magyar Posta redirects mail items to a new address given by the addressee where delivery to the addressee is attempted. Unless the GTC or the relevant written contract otherwise provide, the use of the service is governed by the rules laid down by the Civil Code. Redirecting may not be requested for mail items which are excluded from

the redirecting service under these GTC or by written contract.

Under the redirecting service Magyar Posta attempts to deliver

- a) to a new address in Hungary letter-mail items, official documents, mail items containing literature for the blind, postal parcels, "Delivery-after-payment" letters and "Delivery to addressee only" letters dispatched in Hungary, domestic EMS express mail items and delivery-after-payment/payment-for-goods forms, as well as inbound international letter-mail items, international EMS express mail items and Európa+ parcels dispatched in foreign countries;
- b) to a new address abroad non-registered letter-mail items and letter-mail items posted with the registered additional service and mail items containing literature for the blind dispatched in Hungary as well as non-registered duty-free letter-mail items and duty-free letter-mail items posted with the registered additional service as well as mail items containing literature for the blind dispatched in foreign countries.

### Fee in HUF for the supplementary service

The service is subject to 27% VAT.

- a) Magyar Posta sets the fee for redirecting in Hungary based on a flat-rate fee and the one-off fee for specific services.

Flat rate of domestic redirecting		
	net	gross
Quarterly fee	3,709	4,710
Monthly fee	1,236	1,570

The flat-rate fee for domestic redirecting covers the redirection of all letter-mail items, official documents, mail items containing literature for the blind, including additional and supplementary services (except for the delivery after payment and insured additional services), MPL Postal parcels, MPL Business parcels, MPL Net parcels as well as domestic and international inbound or returned EMS express mail and, in some cases based on a written contract with the sender, simplified cash on delivery parcel products (SCOD).

- b) Magyar Posta establishes the fee for international redirecting based on a flat rate.

Flat rate of international redirecting		
	net	gross
Quarterly fee	17,858	22,680
Monthly fee	5,953	7,560

The postal service provider of the destination country for the new address abroad does not collect any further fees for items redirected there.

A one-off redirecting fee for the mail item must be paid by the customer upon delivery for redirected inbound priority and non-priority international postal parcels and Európa+ parcels to be delivered in Hungary. Information about the one-off redirecting fee is given in the document "OTHER FEES RELATED TO POSTAL SERVICES".

The flat rate is established by Magyar Posta by multiplying the announced quarterly fee for written contracts for a period of half a year/three quarters of a year/year. In other cases, when establishing the flat rate payable, the announced monthly fee or the quarterly and monthly fee together will be charged in accordance with the definite term specified by the addressee.

If the addressee gives the month following the month of concluding the contract or a later date as the start of the redirecting service, Magyar Posta will only charge the flat rate starting with the month of actually performing the service.

If Magyar Posta started the service by the 20<sup>th</sup> day of the month in question, the announced flat rate will be charged also for the month of signing the contract but, if the service was started after the 20<sup>th</sup> day of the

month, no flat rate needs to be paid for the month of signing the contract. For written contracts concluded for a definite term of 1 month for which the service is started after the 20<sup>th</sup> day of the month in question, a monthly fee corresponding to the part of the announced fee for the quarter is payable.

If the customer requests the service for a definite term, or terminates the written contract concluded for an indefinite term and the final date falls in the next month even by a single day, the entire fee is payable for the started month.

Magyar Posta accepts cancellation in writing by the customer of the written contract at any postal service outlet. Cancellation will take effect 2 working days after notice of cancellation has been given at the earliest, but any other date for cancellation after this minimum period may also be set. If the addressee withdraws an order for redirecting mail items on the day of and at the place of signing the contract (i.e. terminates the written contract), Magyar Posta will reimburse the flat rate for redirecting paid by the customer. If the written contract is terminated after the day of the placement of the order, Magyar Posta will reimburse the flat rate for the period following the month of the termination of the written contract.

The fee for the service may be settled in cash or, for customers who pay postage on credit and for orders placed online, by bank transfer (by giving an instruction to this end electronically).

---

### **Other information related to the supplementary service**

In order to use the supplementary service the addressee in person or an authorised representative must initiate the conclusion of a written contract at any postal service outlet by completing (manually or electronically) in duplicate the order form for this purpose, which is available on the web page [FORMS](#) or, after registering on Magyar Posta's web page [WWW.POSTA.HU](http://WWW.POSTA.HU) ([MY POSTA](#)) by completing an electronic order online.

Magyar Posta undertakes to perform the domestic redirecting service for an indefinite term, and the domestic and international redirecting service for a fixed term as well but for a minimum of one calendar month. The duration of the fixed term written contract may be extended upon request and the domestic redirecting contract may also be altered to an indefinite term contract. To extend the term of the written contract, the original order form for the service must be shown to Magyar Posta and in the absence of this a new written contract must be concluded.

The mail redirecting service within a specific address in Hungary (i.e. between separate households at an address with the same house number) is performed free of charge, i.e. there will be no flat-rate or one-off fee, provided it does not last for more than 6 months.

Magyar Posta will provide the redirecting service

- a) from the second working day after ordering at the latest if no starting date is indicated,
  - b) from the specified starting date if the order contains a specific starting date which must not be earlier than the second working day after ordering,
- until the expiry of the written contract or of the order placed online.

Magyar Posta will

- a) not redirect to the new address mail items not classified as official documents for which a notification of arrival was left at the address prior to the starting date of the application of the instructions given in the order. The addressee must arrange for the receipt of such mail items at the delivery point based on the notification, otherwise they will be returned to the sender endorsed "not collected" after the expiry of the retention (holding) period;
- b) count the retention (holding) period from the working day following the day of the delivery attempt at the new address in Hungary;
- c) redirect mail items addressed to the postal address to a postal service outlet marked as "Poste Restante" but will not forward items addressed "Poste Restante" to a new address under the redirecting service;
- d) redirect official documents to the addressee's new domestic address featuring in Magyar Posta's register under the scope of the written contract for the redirecting service even if the addressee gave instructions to the contrary;
- e) not redirect official documents to the addressee's new address abroad featuring in Magyar Posta's

register under the scope of the redirecting service;

- f) provide redirection if close relatives living in the same household or at the same address move to a new address together based on a written contract signed by all the close relatives affected, charging the fee due for one contract;
- g) if redirecting is ordered by one of a number of persons with the same name who live at the same address, Magyar Posta can only redirect mail items whose addressing clearly identifies the addressee from the other persons of the same name by including specific additional information, which is also given on the order form. If the addressee cannot be clearly identified, Magyar Posta will return the mail item to the sender marked as undelivered in accordance with point 6.13 1) b).
- h) if a request is received for redirecting mail items
  - ha) from several addresses to one address, Magyar Posta will charge the redirecting fee for each address redirection is requested from.
  - hb) by an organisation and natural person from the same address to the same new address, Magyar Posta will charge the redirecting fee for each person requesting redirection except if the destination town in a mail item's original address and the destination town of a post office box given as the redirection address is the same (and in the case of large cities divided into districts, the district of the destination city is also the same), as in this case redirecting is free;
- i) if the address of the head (representative) of an organisation is the same as the address of the organisation's premises (seat or branch office) and redirection from both is requested to a new identical address, provide redirecting for the natural person and the organisation based on two separate written contracts, charging the fee for two contracts;
- j) if the redirection address is a post office box, Magyar Posta will only redirect mail items to the new address and deliver them there based on the conditions for the post office box rental;
- k) if, instead of the street name and house number, the redirection address includes a land registry reference number based on which Magyar Posta cannot identify the address using its own database and the information made available through the contact given on the separate product sheet in connection with the performance of the service, mail items to be delivered at such a redirection address will be available for collection for the period of retention given in point 6.8.1 of the GTC at the delivery point designated for the redirection address without leaving a written notice of their arrival at the actual address.

The customer undertakes

- a) to pay the announced quarterly flat rate in the case of written contracts concluded for an indefinite term in advance for each quarter by the 5<sup>th</sup> working day prior to the current quarter at the latest. If payment is overdue, the redirecting service will be automatically discontinued on the last day of the period paid for;
- b) to pay the flat rate in advance for written contracts concluded for a definite term specified in advance;
- c) in the event that the customer has several written contracts to rent post office boxes concurrently and requests the mail items addressed to them to be redirected to any one of these post office boxes, to enter into separate written contracts for redirecting with Magyar Posta for each post office box affected by redirecting and to pay the fee due for the number of contracts concluded. In this event the Customer notes that the handling time may be prolonged by redirection.

## 24.7 Mail holding

### Definition of the supplementary service

Under a written contract to this end and for a fee, during a period specified by the addressee Magyar Posta holds mail items addressed to a postal address or a post office box (but not items sent "Poste Restante" or to a Postal Point) that are received at the designated postal service outlet (as if a delivery attempt had been

made on the day of the mail item's receipt at the delivery point and after such a presumption has been made) and delivers such items after the expiry of the requested period to the postal address or to the delivery point dependent on the request made at the time of ordering the service. Unless the GTC or the relevant written contract provides otherwise, the use of the service is governed by the rules laid down by the Civil Code. The mail holding service is available for all mail items except for official documents.

### Fee in HUF for the supplementary service

The service is subject to 27% VAT.

Mail holding	net	gross
2 weeks (up to 14 calendar days)	1,063	1,350
3 weeks (15 calendar days or periods of time up to 21 calendar days)	1,476	1,875
1 month (22 calendar days or periods of time up to 30 calendar days)	1,890	2,400

The supplementary service is available by concluding a written contract to this end and upon the simultaneous payment of the service fee in cash for the period ordered or, for senders using the payment on credit method described in point 5.2.4, by settling the fee by bank transfer or by ordering online.

The person concluding the contract may cancel the written contract on the day it is signed by making a written statement at the place of signature. In this case Magyar Posta will refund the fee paid for the supplementary service. The written contract can be terminated by the person concluding the contract at any time after the day of signing the contract at the postal service point assigned to perform the mail holding supplementary service for the postal address. If the supplementary service is used simultaneously by more than one addressee living at the same address based on the same written contract, the contract may not be terminated for each addressee individually but only for all the addressees in the written contract simultaneously. In the case of termination, Magyar Posta will not refund the fee paid for the supplementary service.

## Other information related to the supplementary service

In order to use the supplementary service, the addressee in person or an authorised representative must initiate the conclusion of a written contract at any postal service outlet by completing in duplicate (manually or electronically) the order form for this purpose, which is available on the web page [FORMS](#), and submitting it to Magyar Posta in person, or, after registering on Magyar Posta's web page [WWW.POSTA.HU](http://WWW.POSTA.HU) ([MY POSTA](#)) by completing an electronic order online.

One addressee may only have one valid contract for any one mail holding period. Nevertheless, should it occur that more than one contract overlapping the same period of time exists, the contract concluded later will apply to the joint period of time.

The written contract may neither be amended nor its term extended. A new written contract must be entered into for any new period of time other than the term of the existing written contract.

Magyar Posta provides mail holding for mail items to be delivered at a postal address or sent to a post office box for the period of time stipulated in the written contract but at most 30 calendar days from the second working day after ordering at the latest.

Under the same written contract (and paying one service fee) at most 5 persons living at the same address may use the mail holding supplementary service by signing the order form for the supplementary service. If the supplementary service is requested by more than 5 persons as addressees at the same address, the service will be available based on further contract(s) and the payment of further service fee(s) for the period ordered.

If the period stipulated in the written contract or in the order placed online expires or the contract is terminated, on the working day following expiry or termination Magyar Posta will attempt delivery at the postal address or delivery point marked on the mail item, or deliver mail items addressed to a post office box in accordance with the addressing, or leave notification in the letter box of the arrival of registered mail items or mail items that are too large to be placed in a letter box. During the period specified by contract addressees may collect mail items addressed to them at the designated postal service outlet/delivery point without terminating the contract.

If the delivery of mail items is unsuccessful on the working day after the period specified by contract or in the order placed online, Magyar Posta will ensure that they can be collected for 10 working days after the delivery attempt and the time of leaving notification of their arrival or for the retention period pursuant to paragraphs 2) b) to c) of Point 6.8.1 of the GTC.

If during the period of time stipulated for the use of the mail holding supplementary service in the written contract the addressee(s) simultaneously ordered the redirecting supplementary service, Magyar Posta will provide the mail holding service at the postal service outlet designated for the address for redirecting.

A contract for this supplementary service cannot be entered into at postal service outlets operated by Postal Partners.

## 24. 8 Repeated delivery on an agreed day or at an agreed time

### Fee in HUF for the supplementary service

### Definition of the supplementary service

The service is subject to 27% VAT.

	net	gross
Delivery at an agreed time on the same day	787	999
Delivery at an agreed time on another day	425	540
On another agreed day in the usual delivery schedule	169	215

At the request of the addressee, after an unsuccessful attempt to deliver a mail item to be delivered in person, Magyar Posta – provided this is not contrary to the service, additional service or supplementary service requested by the sender of the mail item – attempts to repeat delivery at the address featured in the mail item's address on the same day or on another day at a time agreed with the addressee or during regular delivery.

The service can be ordered by phone from the postal service point or delivery point which performs delivery for the address or, after registering on Magyar Posta's web page [WWW.POSTA.HU](http://WWW.POSTA.HU) ([MY POSTA](#)) by completing an electronic order online.

The fee for the service may be settled in cash or, for customers who pay postage on credit and for orders placed online, by bank transfer (by giving an instruction to this end electronically).

A contract for this supplementary service cannot be entered into at postal service outlets operated by Postal Partners.

## 24. 9 Repeated delivery after the expiry of the collection deadline

### Fee in HUF for the supplementary service

The service is subject to 27% VAT.

	net	gross
International letter-mail items posted with an additional service	539	685
Priority and non-priority international postal parcel, international EMS express mail, Európa+ parcel	787	999

### Definition of the supplementary service

At the request of the addressee, Magyar Posta undertakes for a separate fee to attempt the repeated delivery to the addressee of an international mail item deemed undelivered due to the expiry of the collection deadline established based on the retention (holding) period without the item being collected provided this is not contrary to the additional or supplementary service requested by the sender of the mail item given in the tariff table for this additional service and that the item is still in Magyar Posta's handling.

The service can be ordered by phone from the postal service point or delivery point which performs delivery for the address or, after registering on Magyar Posta's web page [WWW.POSTA.HU](http://WWW.POSTA.HU) ([MY POSTA](#)) by completing an electronic order online.

The fee for the service may be settled in cash or, for customers who pay postage on credit and for orders placed online, by bank transfer (by giving an instruction to this end electronically).

A contract for this supplementary service cannot be entered into at postal service outlets operated by Postal Partners.

## 24. 10 Repeated delivery to a new address

### Fee in HUF for the supplementary service

The service is subject to 27% VAT.

	net	gross
Delivery to a new address	437	555

### Definition of the supplementary service

At the request of the addressee, after an unsuccessful attempt to deliver a mail item to be delivered in person, except for official documents, Magyar Posta – provided this is not contrary to the service, additional service or supplementary service requested by the sender of the mail item appearing in the tariff table for this supplementary service – attempts to repeat delivery at an address other than that featured in the address at the earliest on the second working day after the placement of the order or on another working day after that specified by the addressee during regular delivery.

The service can be ordered by phone from the postal service point or delivery point which performs delivery for the address or, after registering on Magyar Posta's web page [WWW.POSTA.HU](http://WWW.POSTA.HU) ([MY POSTA](http://WWW.POSTA.HU)) by completing an electronic order online.

The fee for the service may be settled in cash or, for customers who pay postage on credit and for orders placed online, by bank transfer (by giving an instruction to this end electronically).

## 24. 11 Delivery at an agreed time after two unsuccessful delivery attempts

### Fee in HUF for the supplementary service

The service is subject to 27% VAT.

	net	gross
Domestic and international EMS express mail	764	970

### Definition of the supplementary service

At the request of the addressee, after two unsuccessful attempts to deliver in person the mail item appearing in the tariff table for this supplementary service, Magyar Posta – provided this is not contrary to the service, additional service or supplementary service requested by the sender of the mail item – attempts to repeat delivery at the address featured in the mail item's address at a time agreed with the addressee.

The fee for the service may be settled in cash or, for customers who pay postage on credit, by bank transfer.

A contract for this supplementary service cannot be entered into at postal service outlets operated by Postal Partners.

## 24. 12 Postal sealing

### Fee in HUF for the supplementary service

The VAT category of this supplementary service

### Definition of the supplementary service

Magyar Posta undertakes to seal postal parcels and letters posted with the insured additional service wrapped

is the same as that of the basic service.

	net	gross
Domestic, international	275	349

appropriately by the sender but not sealed in accordance with the provisions of the GTC, Point 3.4, by affixing a postal sealing wafer to them.

Unless otherwise stated on a product sheet, Magyar Posta undertakes this supplementary service for a special fee.

## 24. 13 Postal customs agent service

### Definition of the supplementary service

Under the postal customs clearance agent service Magyar Posta undertakes to arrange import or export customs clearance for international mail items containing dutiable goods arriving from outside or sent beyond the EU customs border for natural persons and organisations (for commercial goods). The rules prescribed by the Civil Code are valid for the use of the service.

### Fee in HUF for the supplementary service

The service is subject to 27% VAT.

The fee for the service may be settled in cash or, for customers who pay postage on credit, by bank transfer.

#### a) Postal customs agent service for exports

	net	gross
Fee for issuing an Export Accompanying Document (EAD) and presenting the goods for dispatch to customs	3,150	4,000
Fee for completing the Supplementary Sheet (for the EAD form) per sheet (5 items per sheet)	1,575	2,000

#### b) Postal customs agent service for imports

	net	gross
For commercial mail		
Basic fee for the customs clearance of a mail item (up to the first 7 item lines and 2 SAD continuation sheets)	7,874	10,000
Fee for the customs clearance of a mail item from the 8 <sup>th</sup> item line, in addition to the basic fee, per continuation sheet commenced	3,937	5,000
For private mail (addressed to natural persons)		
Postal customs agent service for items addressed to natural persons, per item (irrespective of whether or not Magyar Posta acts as a direct representative or only makes a declaration in the course of the customs clearance)	1,574	2,000

#### c) Other postal customs fees

	net	gross
The customs service fee is charged per item:		
a) in the case of postal items addressed to natural persons, if customs clearance is not performed by Magyar Posta	866	1,100
b) for all commercial mail items subject to customs		

clearance irrespective of who performs customs clearance		
Customs deposit fee (charged from the 5 <sup>th</sup> working day of storage at the delivery postal service outlet, and then every 5 <sup>th</sup> working day commenced thereafter, repeatedly)	709	900
Fee for subsequently modifying the customs clearance (for both natural persons and organisations) This fee is only charged if a previous customs clearance requires modification at the customer's request beyond the control of Magyar Posta.	3,937	5,000
Fee for partly or fully destroying a mail item containing goods subject to customs clearance	3,937	5,000

## Other information related to the supplementary service

### 1. Postal customs clearance agent service for export items

The postal customs clearance agent service is available for mail items addressed to destinations outside the European Union (EU) with contents of a HUF value of or exceeding the equivalent of EUR 1,000 and in cases specified by separate law (for certain goods) by completing the relevant order form and, if necessary, attaching the export licences at the time of posting the item.

Furthermore, a CN 23 customs declaration form must be attached to the item, which is part of the address label set introduced for this service for postal parcels and Európa+ parcels.

Based on the CN 23 customs declaration form and the order, Magyar Posta initiates the export customs clearance of the mail item with the Customs Directorate inspecting the traffic of the International Office of Exchange, issues the Export Accompanying Document (EAD) and, if necessary, the EAD Supplementary Sheets, and presents the item for customs clearance.

During export customs clearance the customs authority may subject the mail item to a detailed customs inspection, which means opening the mail item and inspecting its contents.

During export customs clearance there may be a delay in forwarding mail items with dutiable goods from the country.

Items with a HUF amount equivalent to less than EUR 1,000 are handled without using the customs clearance agent service in the manner described in the document "CUSTOMS CLEARANCE".

### 2. Postal customs clearance agent service for import items

For inbound items Magyar Posta provides customs clearance with release for free circulation and forwarding of goods (except for the simultaneous release for free circulation and home use of goods which are the subject of a VAT-exempt supply to another member state and, when applicable, an excise duty suspension).

In inbound traffic Magyar Posta automatically notifies the addressees of postal items subject to customs clearance about the arrival of postal items subject to customs clearance. In the interest of accelerating import customs clearance and delivering the postal items as quickly as possible, the addressee's telephone number and e-mail address should be favourably stated on the address labels of the postal items; it is recommended to ask the foreign partner to do so.

- a) After the arrival in the country and presentation to customs of mail items containing commercial goods from outside the EU subject to customs formalities (mail items with a customs value in excess of the HUF equivalent of EUR 22) as well as mail items addressed to natural persons with a customs value in excess of the HUF equivalent of EUR 1,000, Magyar Posta will contact the addressees of mail items through the contact details given on the address label (fax, e-mail) or as agreed by phone and forward the order form for the postal customs clearance agent service for import items. The order form can be downloaded from Magyar Posta's web site: [POSTAL CUSTOMS CLEARANCE AGENT SERVICE](#).

If the addressee of the mail item accepts the terms and conditions of the postal customs clearance agent service and commissions Magyar Posta to arrange the import customs clearance of the mail item, the signed order form must be returned to Magyar Posta's specified fax number or e-mail address given on the order form within 5 working days following receipt at the latest. When forwarding by e-mail, Magyar Posta only accepts a scanned image of the signed order form.

The postal customs clearance agent service can be requested for one occasion (relating to a given item) or for a long term with a permanent order (until withdrawal). If an addressee regularly receives mail items subject to customs clearance, a standing order can be completed (valid until withdrawal) to commission Magyar Posta with the automatic customs clearance of import items. A standing order allows for faster administration.

On the order form the addressee of the mail item (the customer) must indicate the way in which he or she wishes to pay the duty and the fee for the postal customs broking service. The customer must attach all documents (e.g. invoices) to the order form which may be needed in the course of customs clearance.

If the addressee of the mail item fails to reply within 5 working days following receipt or indicates unambiguously that he or she wishes to arrange import customs clearance independently, Magyar Posta will act as described in the document "CUSTOMS CLEARANCE".

Based on the order form signed and returned by the addressee of the mail item, Magyar Posta will arrange the mail item's import customs clearance with the Customs Directorate inspecting the traffic of the International Office of Exchange.

A copy of the Common Declaration Form and a copy of the Customs Directorate's decision will be attached in a self-adhesive pouch to mail items cleared by customs in this way. The duty imposed in the Customs Directorate's decision may be settled in two ways:

- 1) payment in cash, which is possible at the time of delivery, or
- 2) payment by bank transfer to the bank account number specified by Magyar Posta, which has to be transferred by the customer based on the Customs Directorate's decision received from Magyar Posta.

Magyar Posta will only deliver mail items which have been cleared for customs through the postal customs broking service after all fees and charges (the customs service fee defined based on presentation to customs, the postal customs clearance agent service fee and the duty) have been paid.

- b) Following the arrival of mail items in the country with a customs value in HUF equivalent to between EUR 45 and EUR 1,000 between natural persons, and mail items with a customs value in HUF equivalent to between EUR 22 and EUR 1,000 containing goods ordered by a natural person arriving from outside the EU customs area, and following the presentation of such goods to customs, Magyar Posta shall contact the addressees of the items on the basis of their contact data stated on the address label or address side of the item (postal address, fax, e-mail), and send them the declaration relating to the method of customs clearance.

During the customs clearance of items addressed to natural persons subject to customs, unless the addressee specifically instructs otherwise, Magyar Posta will make a declaration to the Hungarian National Tax and Customs Administration but reserves the right to ensure the item's customs clearance as a direct representative.

If the addressee of the item declares that it requests customs clearance concerning the items, then after the presentation to customs and customs clearance of the mail items, Magyar Posta will perform the customs administration duties with the Customs Directorate inspecting the mail traffic of the International Office of Exchange. The mail items are supplied with customs documents, and are forwarded and delivered in the same manner as described in point a) above.

If the addressee of the item states that it intends to take measures on its own or commissions a different customs agent to realise customs clearance in connection with the item, Magyar Posta will proceed in accordance with the document entitled CUSTOMS CLEARANCE.

If the addressee of the item does not respond to Magyar Posta's enquiry within 20 calendar days, Magyar Posta will return the item to the sender or, if the sender renounces its right to the item,

Magyar Posta will initiate the destruction of the mail item subject to customs clearance. During import customs clearance the customs authority may subject the mail item to a detailed customs inspection, which means opening the mail item and inspecting its contents, which may cause a longer customs clearance procedure.

Within the postal customs agency service Magyar Posta will settle accounts regarding duty imposed on mail items containing dutiable goods and paid by the addressees of the mail items with the National Tax and Customs Administration on a monthly basis (except for items handled as a direct representative for natural persons).

A contract for this supplementary service cannot be entered into at postal service outlets operated by Postal Partners.

## 24. 14 Inquiry

### Definition of the supplementary service

A request for a written inquiry and answer to obtain information about the performance of postal services for domestic and international mail can be made at all postal service outlets. This service is only provided by Magyar Posta for the sender, the addressee (or other authorised recipient) as well as persons with an authorisation for this purpose granted by the sender or the addressee.

### Fee in HUF for the supplementary service

Magyar Posta provides information in writing free of charge about the results of efforts to trace what happened to a mail item during the performance of international postal services or if a mail item was not delivered in Hungary.

If the mail item was delivered, the information is provided in writing under the data supply service except for information related to international postal services.

### Other information related to the supplementary service

Magyar Posta ensures the use of the Inquiry supplementary service for the sender, the addressee (or other authorised recipient) as well as persons with an authorisation for this purpose granted by the sender or the addressee. To request the service, a CN 18 form must be completed within six months of the date of posting the mail item.

For time-guaranteed mail items sent by international mail, the time-limit for submitting requests for tracing the item is given in international agreements. The latest date for this is 4 months from the date of posting.

For mail items sent by international mail Magyar Posta must inform the person wishing to trace the mail item in writing or by other credible means of the result of tracing the mail item within 15 days of the receipt of information from the foreign postal service provider concerned.

## 24. 15 Data supply

### Definition of the supplementary service

Magyar Posta provides data related to the performance of a postal service and mail items only at the written request of the sender or the addressee, or persons specifically authorised for this purpose by the sender or the addressee, and bodies authorised by law within the period of time specified for keeping documents. Unless the GTC provide otherwise, the use of the service will be governed by the rules prescribed by the Civil Code.

### Fee in HUF for the supplementary service

The service is subject to 27% VAT.

	net	gross
Per item, per occasion (per dispatch receipt, and for posting lists and dispatch books per sheet)	555	705
Preparing statement, up to 200 items	4,335	5,505
Every additional item above 200 items	75	95

Data supply in connection with criminal proceedings in response to a warrant by juridical bodies is free of charge.

### Other information related to the supplementary service

Information may be requested for particular postal services/mail items or for several postal services/mail items together in the form of a statement. Magyar Posta can only fulfil requests for information for a registered mail item in the knowledge of the item's individual ID number.

Under the data supply service a duplicate copy of the document proving the posting of a mail item (dispatch receipt, or a sheet for posting lists and dispatch books) may be issued. A duplicate copy of the document proving the posting of a mail item may be requested at the postal service outlet where the item is posted at the time of posting and within 1 year of the day following the date of posting by showing the original document in proof of posting.

Magyar Posta can provide the following information subsequently about a mail item:

- the date and place of posting, the postage, and requested additional and supplementary services of a mail item;
- the date of delivery of a mail item, the endorsement referring to the action taken in the case of unsuccessful delivery (retention at postal service outlet, return delivery, redirecting);
- the date of and reason for a mail item's return delivery;
- all data in addition to the above which is available to Magyar Posta and may be supplied legally.

Magyar Posta provides information verbally free of charge provided the enquirer asks at a postal service outlet operating an IT system and the query is in one of the following categories only:

- the date of delivery of a mail item, the endorsement referring to the action taken in the case of unsuccessful delivery (retention at postal service outlet, return delivery, redirecting);
- the date of and reason for a mail item's return delivery.

If the IT system cannot show what happened to a mail item, Magyar Posta will investigate this under inquiry and will provide an answer in writing.

At postal service outlets operated by Postal Partners, with the exception of issuing a duplicate copy of the document proving posting, a contract cannot be entered into for this supplementary service.

## 24. 16 Pallet management

### Definition of the supplementary service

Only under the MPL Business parcel service, if the sender requires pallets in exchange, Magyar Posta provides EUR pallets of the appropriate quality or recycles pallets instead of the EUR pallets of the appropriate quality dispatched by the sender.

### Fee in HUF for the supplementary service

This service is included in certain basic services indicated on the product sheets for no extra charge.

### Other information related to the supplementary service

If the pallet intended for dispatch cannot be regarded as a standard EUR pallet in a fit state due to its size, marking or quality condition (i.e. it does not satisfy the requirements for standard EUR pallets), an exchange pallet cannot be provided.

The dimensions of the EUR pallet are

- a) 80 x 120 cm base,
- b) height of blocks: 7.8 cm; total height together with joining elements: 14.4 cm.  
Both long sides of the pallet must bear the clearly visible markings below:
- c) the European standard pallet mark, the letters EUR in an oval frame, on the corner block on the right side,
- d) mark of the approving agency (PK, DB, MÁV) on the corner block on the left side,
- e) six-digit code on the centre block which includes the mark of the certifying body and the date of production.

A contract for this supplementary service cannot be entered into at postal service outlets operated by Postal Partners.

## 24. 17 Personalising address labels

### Fee in HUF of the supplementary service

The service is subject to 27% VAT.

The fee is laid down in a written contract.

### Definition of the supplementary service

Magyar Posta undertakes the preparation of address labels and completing them with data provided by the user. A contract for this supplementary service cannot be entered into at postal service outlets operated by Postal Partners.

## 24. 18 Call-off order

### Definition of the supplementary service

In the course of a call-off order, a contracting partner undertakes to pay the fee for the MPL Business parcel service used by the sender specified by the contracting partner, to produce address labels for postal parcels and to convey them to the sender or to an acceptance point other than its own premises or address.

### Fee in HUF for the supplementary service

The service is subject to 27% VAT.

The fee is laid down in a written contract.

### Other information related to the supplementary service

This supplementary service is available based on a written contract for posting MPL Business parcels at the postal service outlets listed in the column "T" of the document "Postal Service Outlets" on the web page [POSTAL SERVICES GTC](#) or given in the contract. If the items need to be collected from the premises, the contracting party must send the necessary information regarding the collection to Magyar Posta.

The contracting party or another person or organisation may feature on the item as the sender or addressee. There is an option for the postal parcel to be accepted at, or delivered or returned to an address other than the contracting party's premises/address.

A contract for this supplementary service cannot be entered into at postal service outlets operated by Postal Partners.