



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

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<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, 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](https://posta.hu), which provides more information about the given product or service.

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

**Product/service definition**

A priority and non-priority letter, 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. Magyar Posta specifies the contractual conditions regarding letter-mail items with any content intended for dispatch to international destinations outside the EU customs border in this product sheet noting the additional conditions applicable to “mail items with dutiable content” in case special customs clearance rules should also be taken into account concerning the destination country.

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/piece), method of payment**

The service is VAT exempt.

weight	priority domestic	non-priority domestic
up to 50 g	390	270
up to 500 g	1 115	815
up to 2 000 g	3 210	2 480

weight	priority						
	countries within the EU customs border*	countries outside the EU customs border**			other foreign destinations		
		-	non-dutiable content	dutiable content		non-dutiable content	dutiable content
	-	-	in case of using electronic posting list	without using electronic posting list	-	in case of using electronic posting list	without using electronic posting list
up to 50 g	1 275	1 275	1 610	1 920	1 395	1 730	2 040
up to 500 g	3 390	3 390	3 510	3 820	4 080	4 200	4 510
up to 2000 g	11 915	11 915	11 915	12 225	14 640	14 640	14 950

weight	non-priority						
	countries within the EU customs border *	countries outside the EU customs border **			other foreign destinations		
	-	non-dutiable content	dutiable content		non-dutiable content	dutiable content	
	-	-	in case of using electronic posting list	without using electronic posting list	-	in case of using electronic posting list	without using electronic posting list
up to 50 g	1 020	1 020	1 355	1 665	1 180	1 515	1 825
up to 500 g	3 120	3 120	3 240	3 550	3 910	4 030	4 340
up to 2000 g	10 835	10 835	10 835	11 145	13 175	13 175	13 485

\*Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, the Netherlands, Poland, Portugal, Romania, Spain, Sweden, Slovakia, Slovenia

\*\*Albania, Andorra, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Faroe Islands, Gibraltar, Georgia, Iceland, Kosovo, Liechtenstein, Moldova, Montenegro, Northern Macedonia, Norway, Russia, San Marino, Serbia, Switzerland, Turkey, Ukraine, United Kingdom, Vatican

For other (domestic) pricing conditions and fees related to the product see the document [Other Fees Related to Postal Services](#) published on Magyar Posta's website.

The fee for the service can be paid in cash, by bank card payment transaction at workstations stated in information available at postal service outlets and, based on a separate written contract and upon the conditions laid down therein, by bank transfer. The mail items may not be dispatched with postage to be paid by the addressee.

### Contents, packaging, sealing and addressing

Information on the general conditions of posting with regard to the contents, packaging, sealing and addressing of mail items is given in point 3 of the GTC published on Magyar Posta's website, Appendix 1 as well as the document [Dangerous Goods Excluded from Transportation by Post and Transportable on Certain Conditions](#) and the link [Range of Articles Excluded from International Postal Traffic and Articles Transportable on Certain Conditions](#).

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](#) published on Magyar Posta's website.

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.

Postcards and picture postcards do not need to be wrapped or sealed.

### Size

Domestic mail: letters

Minimum size: 90 x 140 mm.

Maximum size:

- a) for mail items addressed to a postal address: 324 x 229 x 24 mm;
- b) for mail items addressed "Poste Restante" or to a PO box: the length,

width and thickness added together may be at most 900 mm, but the longest side may not exceed 600 mm. 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.

International mail: letters

Minimum size: 90 x 140 mm.

Maximum size: the length, width and thickness added together may be at most 900 mm, but the longest side may not exceed 600 mm. 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.

The minimum size of postcards and picture postcards is 90 x 140 mm and the maximum size is 120 x 235 mm for mail items to be sent in both domestic and international mail. A size tolerance of  $\pm 2$  mm is permitted.

<b>Weight</b>	At most 2,000 g per letter. Not applicable to postcards and picture postcards.
<b>Available at</b>	<p>Acceptance points</p> <p>Letter-mail items with dutiable contents intended to be sent to an international destination may not be posted through a postbox.</p>
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	<p>Registered letter-mail item with non-dutiable content intended to be posted in international mail (postcard, picture postcard) may be posted with a paper-based document certifying dispatch or an electronic posting list that meets the conditions of the <a href="#">Technological Guide</a> following 1 July 2019.</p> <p>A letter-mail item with dutiable content may only be dispatched with a paper-based document in proof of dispatch or an electronic posting list that meets the conditions of the <a href="#">Technological Guide</a> following 10 September 2020. Magyar Posta does not accept for dispatch letter-mail items with dutiable content posted with a paper-based document in proof of dispatch at the acceptance points listed under "Centres" in the document Acceptance Points at Operational Units published on Magyar Posta's website.</p> <p>In the course of dispatching mail items indicated in the electronic posting list at postal service outlets marked as a mobile post service in the Post Office List published on Magyar Posta's website, two copies of the paper-based posting list containing the particulars of the aforementioned items (printed out following the recording of said data in the electronic posting list) as well as the paper-based confirmation by Magyar Posta of the acceptance of the electronic posting list shall be provided to Magyar Posta.</p>
<b>Other posting conditions</b>	<p>Mail items that are not classified as letter mail under the definition of the product/service may be handled and priced by Magyar Posta in accordance with this product sheet, simultaneously taking account of the sender's written contract if there is one.</p> <p>In accordance with the provisions of point 4.2 paragraph 3) of the GTC published on Magyar Posta's website, Magyar Posta only undertakes to conclude a postal service contract for domestic mail items which cannot be delivered to a letterbox due to their dimensions (maximum size: 324 mm x 229 mm x 24 mm) to be delivered as "Poste Restante" or to a post office box if at least the registered additional service is used.</p> <p>Postcards and picture postcards of a size, shape and material other than that</p>

specified must be placed in an envelope and posted as a 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.

Magyar Posta undertakes to attempt to perform the transit time indicated under the "Transit time" heading if the mail items are posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets or are deposited in a postbox before the last collection time.

Additionally, for customers with a written contract Magyar Posta also undertakes to attempt to perform the transit time indicated under the "Transit time" heading if the mail items are posted

- a) at the postal service point by the time specified for this on the announcement in the customer area;
- b) at the acceptance points indicated in the document Acceptance Points at Operational Units published on Magyar Posta's website within the period for acceptance given there.

For customers with a separate written contract, Magyar Posta does not guarantee that priority and non-priority mail items posted after the time specified for this on the announcement in the customer area will be forwarded on the same day.

Addressed international letter-mail items with dutiable content intended for dispatch to countries outside the EU customs border must be accompanied by a customs declaration form (CN 22 or CN 23), which must be completed and signed by the sender. In the event that the physical characteristics of the CN 22 form do not allow the full data content to be entered in its sections, a duly completed CN 23 customs declaration form must be used as an accompanying document.

Letter-mail items with dutiable content intended to be posted in international mail may not be dispatched in prepaid envelopes and by paying for postage with a postage stamp with no value indication or marking.

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**Additional and supplementary services available**

For domestic mail: Registered, Advice of Delivery, Certified Paper-Based Copy of the Delivery Confirmation, Special Christmas Postmark.

For letter-mail items posted as priority in international mail: the Registered, Advice of Delivery additional services, Special Christmas Postmark.

The service includes the Postal Technology Tracking additional service without the payment of a separate fee if the letter-mail item was posted as a registered mail item.

For letter-mail items intended to be posted in international mail the Country Guide provides information about the conditions of posting, and additional and supplementary services for each country.

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

Dispatching a mail item with dutiable content does not always entail an obligation for the addressee to pay customs duties that are due prior to the delivery of the mail item, because this depends on the clearance rules applied by the country of destination indicated on the address label with regard to the content placed in the given mail item.

Information about the franking methods and indicia is given in point 5 of the GTC published on Magyar Posta's website as well as the document Postage



Paid Indicia.

Information related to the handling of registered letter-mail items posted to a domestic or an international destination is available on Magyar Posta's website in the possession of the mail identifier.

Information on complaints and indemnity is given in the GTC published on Magyar Posta's website, Points 7 and 9.

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**Delivery**

GTC published on Magyar Posta's website, Point 6

As regards unsuccessful delivery attempts performed at postal service outlets marked as a permanent postal service outlet in the Post Office List published on Magyar Posta's website as well as in the delivery area of such postal service outlets, Magyar Posta will notify senders about their mail item posted with the registered additional service – indicating the individual registration number of the electronic posting list, the barcode item identifier, the date of the unsuccessful delivery, and the reason for non-delivery – using the e-mail address given by the sender on the electronic posting list.

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.

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**Transit time**

Detailed information on transit times based on calculations of statistical methodology is given in point 11 of the GTC published on Magyar Posta's website.

Information on transit times for mail items sent to an international destination is given in the Country Guide. For mail items containing dutiable goods the period of customs action is not included in the period of the transit time provided by Magyar Posta for information.

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**Other services available with the product/service and the conditions for performing these**

Inbound registered letter-mail items from abroad that are addressed to an organisation or whose addressing is regarded as such in accordance with paragraphs 9) to 9/B) of point 6.2 of the GTC published on Magyar Posta's website and are posted with the "delivery to addressee in person" additional service are delivered by Magyar Posta in compliance with the general guiding conditions (without fulfilling the special provisions of the additional service).

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**Name of product/service**      **2. Priority and non-priority identified letters (postcards, picture postcards)**

**Product/service definition**

The priority and non-priority identified letter is a domestic mail item that is given a barcode item identifier and 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 which ensures the fastest transit time for domestic and international mail under the universal postal service.

The identified postcard is a domestic, rectangular letter-mail item made of card without any projecting or embossed part which is given a barcode item identifier.

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

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**Basic fee for the product/service (HUF/piece), method of payment**

The service is VAT exempt.

weight	priority	non-priority
up to 50 g	385	265
up to 500 g	1 110	810
up to 2 000 g	3 205	2 475

The above fees only apply to mail items posted without the use of an additional service. If an additional service is used, Magyar Posta will apply the fees given on the product sheet of domestic priority and non-priority letters (postcards, picture postcards).

For other (domestic) pricing conditions and fees related to the product, see the document Other Fees Related to Postal Services published on Magyar Posta's website.

The fee for the service can be paid in cash, by bank card payment transaction at workstations stated in information available at postal service outlets and, on the conditions laid down in a separate written contract, by bank transfer. The mail items may not be dispatched with postage to be paid by the addressee.

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**Contents, packaging, sealing and addressing**

Information on the general conditions of posting with regard to the contents, packaging, sealing and addressing of mail items is given in point 3 of the GTC published on Magyar Posta's website, Appendix 1 as well as the document Dangerous Goods Excluded from Transportation by Post and Transportable on Certain Conditions and the link Range of Articles Excluded from International Postal Traffic and Articles Transportable on Certain Conditions.

Test specimens from the human body may be posted by priority identified letter mail provided the packaging complies with the requirements set out in Appendix 1 published on Magyar Posta's website.

Identified 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.

Identified postcards and picture postcards do not need to be wrapped or sealed.

<b>Size</b>	<p>Minimum size: 90 x 140 mm; maximum size:</p> <ul style="list-style-type: none"> <li>a) for mail items addressed to a specific postal address: 324 x 229 x 24 mm;</li> <li>b) for mail items addressed as “Poste restante” or to a post office box, the combined size for length, width and depth is 900 mm with the longest dimension not exceeding 600 mm. For cylindrical shapes, the length and twice the diameter together must be at least 170 mm and at most 1,040 mm, and the length at least 100 mm and at most 900 mm.</li> </ul> <p>The minimum size of identified 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>	<p>At most 2,000 g per identified letter. Not applicable to identified postcards and picture postcards.</p>
<b>Available at</b>	<p>Postal service outlets classified as acceptance points and for customers with a written contract also the acceptance points at operational units. Identified letters (postcards and picture postcards) may not be posted by depositing them in a postbox.</p>
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	<p>In order to post the mail items, an electronic posting list needs to be completed and the sender must also provide a barcode item identifier for each mail item in the course of preparation for posting, paying attention to the contents of the document Correct Addressing and Preparation of Mail Items for Posting published on Magyar Posta’s website. The electronic posting list can be produced based on the <a href="#">Technological Guide</a> and the barcode item identifier can be produced based on the Technical Documentation or using the ePostingBook business application in accordance with the separate GTC made available by Magyar Posta free of charge. When dispatched at a postal service outlet marked as a mobile post service in the Post Office List published on Magyar Posta’s website, in addition to the above, the sender must make available to Magyar Posta printed copies of both the posting list containing the details of the mail items indicated on the electronic posting list and Magyar Posta’s confirmation acknowledging receipt of the sent electronic posting list.</p>
<b>Other posting conditions</b>	<p>Mail items that are not classified as letter mail under the definition of the product/service may be handled and priced by Magyar Posta in accordance with this product sheet, simultaneously taking account of the sender’s written contract if there is one.</p> <p>As regards mail items that cannot be delivered to a letterbox due to their dimensions in accordance with paragraph 3) of point 4.2 of the GTC published on Magyar Posta’s website (maximum size: 324 x 229 x 24 mm), Magyar Posta only undertakes to enter into a postal service contract in order to deliver them as “poste restante” or addressed to a post office box if at least the registered additional service is used.</p> <p>Identified postcards and picture postcards of a size, shape and material other than that specified must be placed in an envelope and posted as an identified letter.</p> <p>Magyar Posta undertakes to attempt to perform the transit time indicated under the “Transit time” heading if the mail items are posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets.</p>

Additionally, for customers with a separate written contract Magyar Posta also undertakes to attempt to perform the transit time indicated under the “Transit time” heading if the mail items are posted

- a) at the postal service point by the time specified for this on the announcement in the customer area;
- b) at the acceptance points indicated in the document Acceptance Points at Operational Units published on Magyar Posta’s website within the period for acceptance given there.

For customers with a separate written contract, Magyar Posta does not guarantee that priority and non-priority identified letter-mail items posted after the time specified for this on the announcement in the customer area will be forwarded on the same day.

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### Additional and supplementary services available<sup>2</sup>

Registered, **Advice of Delivery**, Special Christmas Postmark

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### Other information related to the product/service

If, in the course of checking the address given on a mail item against the details in the electronic posting list, Magyar Posta notices that, due to a difference in the details, the mail item intended for posting appearing on the list cannot be classified as an identified letter (postcard, picture postcard) or the barcode mail identifier does not comply with the specifications of the **Technical Document** published on Magyar Posta’s website, all the mail items on the electronic posting list will be priced and handled in accordance with the contractual conditions given on the product sheet for the domestic priority and non-priority letters (postcards, picture postcards) and in this case the sender will be obliged to pay the difference in price.

Information about the franking methods and indicia is given in point 5 of the GTC published on Magyar Posta’s website as well as the document Postage Paid Indicia.

Information on complaints and indemnity is given in Points 7 and 9 of the GTC published on Magyar Posta’s website.

The identified letter (postcard, picture postcard) is not a registered mail item despite the fact that it has a barcode item identifier. Thus Magyar Posta will not be liable for compensation in the event that the postal service contract entered into is not performed or not performed in accordance with the contract (in particular if the mail item is destroyed, is partly or fully lost or is damaged), except if the damage is caused by the intentional act of Magyar Posta or a person acting on its behalf.

Magyar Posta does not ensure the availability of information regarding the date of and reason for the unsuccessful delivery attempt of a mail item if, due to an unforeseeable obstacle (e.g. problem in the PDA data connection or network coverage), this information is not available in Magyar Posta’s system of records.

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### Delivery

GTC published on Magyar Posta’s website, Point 6

As regards unsuccessful delivery attempts performed at postal service outlets marked as a permanent postal service outlet in the Post Office List published on Magyar Posta’s website as well as in the delivery area of such postal service outlets, Magyar Posta will notify senders about their mail item – indicating the

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<sup>2</sup> If an additional service is used, Magyar Posta will treat the identified letter (postcard, picture postcard) in accordance with the contractual conditions given on the product sheet for domestic priority and non-priority letters (POSTCARDS, PICTURE POSTCARDS), and will indicate it as such also on the invoice.

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individual registration number of the electronic posting list, the barcode item identifier, the date of the unsuccessful delivery, and the reason for non-delivery - using the e-mail address given by the sender on the electronic posting list or, based on the sender's separate instruction about this, enables these to be viewed in a repository provided by Magyar Posta.

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**Transit time**

Detailed information on transit times based on calculations of statistical methodology is given in point 11 of the GTC published on Magyar Posta's website.

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Name of product/service	3. Domestic reply mail item service
<b>Product/service definition</b>	<p>When using the domestic reply mail service, the sender of the reply mail item may return a letter or postcard (reply mail item) previously made available to the sender by the producer of the reply mail item to the name and post office box address of the producer (manufacturer) of the reply mail item (addressee) for the purpose of replying.</p>
<b>Basic fee for the product/service, method of payment</b> <p>The service is VAT exempt.</p> <p>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.</p> <p>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 registered or advice of delivery additional service or the priority tariff required when returning the item.</p> <p>The method of payment is stated in the written contract.</p>	
<b>Contents, packaging, sealing and addressing</b>	<p>Information on the general conditions of posting with regard to the contents, packaging, sealing and addressing of mail items is given in point 3 of the GTC published on Magyar Posta's website, Appendix 1 as well as the document <a href="#">Dangerous Goods Excluded from Transportation by Post and Transportable on Certain Conditions</a>.</p>
<b>Size</b>	<p>Reply mail</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>The minimum size of reply postcards and reply picture postcards is 90 mm x 140 mm and the maximum size is 120 mm x 235 mm. A size tolerance of <math>\pm 2</math> mm is permitted.</p>
<b>Weight</b>	<p>Identical to the specifications on the product sheet of priority and non-priority letters (postcards, picture postcards).</p>
<b>Available at</b>	<p>Postal service outlets classified as acceptance points and acceptance points at operational units.</p>
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	<p>-</p>
<b>Other posting conditions</b>	<p>Magyar Posta handles the following as unregistered, non-priority reply mail items:</p> <p>items marked "K" found in postboxes.</p> <p>Reply mail items may also be used in the years following the date</p>

of the year in the contract number except if the producer of the reply mail item (addressee) marked the validity deadline for posting the reply mail item made available to the sender for the purpose of replying on the reply mail item and the reply mail item was posted before this deadline.

Reply mail items for which the addressee of the 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 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.

Magyar Posta undertakes to attempt to perform the transit time indicated under the "Transit time" heading if the mail items are posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets.

Additionally, Magyar Posta also undertakes to attempt to perform the transit time indicated under the "Transit time" heading if the mail items are posted

- a) at the postal service point by the time specified for this on the announcement in the customer area;
- b) at the acceptance points indicated in the document Acceptance Points at Operational Units published on Magyar Posta's website within the period for acceptance given there..

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#### **Additional and supplementary services available**

Priority, Registered, Advice of Delivery, Certified Paper-Based Copy of the Delivery Confirmation.

The service includes the Postal Technology Tracking additional service without the payment of a separate fee if the mail item was posted as a registered mail item. It also contains the option for the producer of the reply mail item (addressee) to set a deadline for posting the reply mail item free of charge to be indicated on the cover. By using the supplementary service for setting such a deadline, the producer of the reply mail item (addressee) expressly consents to Magyar Posta omitting attempting to deliver reply mail items posted after the set deadline.

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

Only available with a written contract.

Magyar Posta regards the sender posting in Hungary a reply mail item complying with the technical guide for international business reply mail items made available to the sender by the addressee, (i.e. the producer of the reply mail item) to the addressee's (i.e. the reply mail producer's) address in Hungary as the use of the domestic reply mail service.

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 signed with the addressee of the mail item (the producer of the reply mail item).

Reply mail items with a size exceeding 324 x 229 x 24 mm can only be posted with at least the registered additional service.



Information about the franking methods and indicia is given in point 5 of the GTC published on Magyar Posta's website as well as the document Postage Paid Indicia.

If the reply mail item is classified as a registered mail item based on the additional service requested by the addressee (the producer of the reply mail) or the sender of the reply mail item, INFORMATION related to postal handling is available on Magyar Posta's website in the possession of the mail identifier.

Information on complaints and indemnity is given in the GTC published on Magyar Posta's website, Points 7 and 9.

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**Delivery**

- 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;
- b) if
  - ba) reply mail items with a set deadline for posting free of charge are posted after the deadline;
  - bb) the mail item's addressee (the producer of the reply mail) 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 published on Magyar Posta's website, Point 4, and destroy the reply mail items after the expiry of the time-limit for retention.

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**Transit time**

Detailed information on transit times based on calculations of statistical methodology is given in point 11 of the GTC published on Magyar Posta's website.

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**Other conditions related to the use of the product/service**

The design conditions, which must be satisfied by the addressee of the mail item (the producer of the reply mail item) in all cases, are contained in the technical guide issued by Magyar Posta. The post office box address details of the addressee of the mail item (the producer of the reply mail item) as well as the markings of the requested additional and supplementary services may be printed or indicated using another means of reproduction on the reply mail item.

A condition of using the service is for the addressee of the mail item (the producer of the reply mail item) to sign a written contract with Magyar Posta with an original sample of the reply mail item approved by Magyar Posta and signed by the contracting parties appended to it. A sample reply mail item must be shown to Magyar Posta for each issue.

In order to ensure the delivery of the returned reply mail items, the addressee of the mail item (the producer of the reply mail item) must conclude a separate written post office box rental contract.

Reply mail items with a size larger than 324 x 229 x 24 mm may only be posted using at least the registered additional service.

The fee payable by the addressee of the mail item (the producer of the reply mail item) and the method of paying the fee is contained in the written contract.

The addressee of the mail item (producer of the reply mail item) undertakes the obligation to accept the reply mail items posted to its address and to pay the fees advertised by Magyar Posta in accordance with the tariffs valid at the time of their delivery for the posted reply mail items also in the event



that the separate written contract has expired in the meantime.

Recording the fact of delivery of non-registered and registered reply mail items handled within the pick-up and delivery service is to be acknowledged in accordance with the provisions of the written contract concluded for the pick-up and delivery service. Magyar Posta will not deliver reply mail items whose fee is to be paid in cash, only notification advising the addressee of their arrival.

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**Name of product/service** 4. Contractual discount direct mail (k-dm)

**Product/service definition** Mail items sent by domestic mail which contain 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 have the same content apart from the name, address and ID number of the addressee, and any other data that do not alter the advertising nature of the message.

**Basic fee for the product/service (HUF/piece), method of payment**

The service is VAT exempt.

acceptance point		Postal service outlet			National Logistics Centre		
		Pest Postal Letter Centre Post Office					
quantity bands		500-2,000 items	2001-10,000 items	over 10,000 items	500-2,000 items	2,001-10,000 items	over 10,000 items
weight	processing level						
up to 50 g	standard	254	252	251	254	232	218
	automated		235	232		207	187
up to 500 g	standard	765	760	757	765	700	657
	automated		711	702		624	565

The method of payment is stated in the written contract.

**Contents, packaging, sealing and addressing** Information on the general conditions of posting with regard to the contents, packaging, sealing and addressing of mail items is given in point 3 of the GTC published on Magyar Posta's website, Appendix 1 as well as the document [Dangerous Goods Excluded from Transportation by Post and Transportable on Certain Conditions](#).

**Size** Minimum size: 90 x 140 mm.  
Maximum size:  
for mail items addressed to a postal address: 324 x 229 x 24 mm;  
for mail items addressed "Poste Restante" or to a PO box: the length, width and thickness added together may be at most 900 mm, but the longest side may not exceed 600 mm. 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.  
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  $\pm 2$  mm is permitted.

**Weight** At most 500g/letter.

**Available at** Postal service outlets classified as acceptance points, Acceptance Points

at Operational Units.

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

A paper-based or electronic posting list in accordance with the **Technological Guide** must be completed to post the items.

When dispatched at a postal service outlet marked as a mobile post service in the Post Office List published on Magyar Posta's website, in addition to the above, the sender must make available to Magyar Posta a copy of the posting list on paper containing the details of the mail items indicated on the electronic posting list and a printed copy of Magyar Posta's confirmation acknowledging receipt of the sent electronic posting list.

**Other posting conditions**

- a) minimum dispatch quantity for a single dispatch: 500 items, which can be calculated together with the number of contractual discount identified direct mail items posted simultaneously;
- b) the inscription "KDM" must be marked to the left of the address on the item;
- c) 1 specimen and 3 empty envelopes for each item type must be attached to each posting list;
- d) the sender acknowledges that Magyar Posta may inspect the contents of mail items.

The conditions for classification as suitable for automated processing are given in the document Correct Addressing and Preparation of Mail Items for Posting published on Magyar Posta's website.

In accordance with the provisions of point 4.2 paragraph 3) of the GTC published on Magyar Posta's website, Magyar Posta only undertakes to conclude a postal service contract for mail items which cannot be delivered to a letterbox due to their dimensions (maximum size: 324 mm x 229 mm x 24 mm) to be delivered as "Poste Restante" or to a post office box if at least the registered additional service is used.

Magyar Posta undertakes to attempt to perform the transit time indicated under the "Transit time" heading provided the mail items are posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets.

Additionally, Magyar Posta also undertakes to attempt to perform the transit time indicated under the "Transit time" heading provided the mail items are posted

- a) at the postal service point by the time specified for this on the announcement in the customer area;
- b) at the acceptance points indicated in the document Acceptance Points at Operational Units published on Magyar Posta's website within the period for acceptance given there.

**Additional and supplementary services available**

Registered, Advice of Delivery, Certified Paper-Based Copy of the Delivery Confirmation.

The service includes the Postal Technology Tracking additional service without the payment of a separate fee if the mail item was posted as a registered mail item.

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

Only available with a written contract.

When establishing the dispatch quantity, only the different weight and sorting categories of items which comply with the “k-dm” pricing conditions may be combined.

At the acceptance points indicated in the document Acceptance Points at Operational Units published on Magyar Posta’s website, when determining the quantity for dispatch, the number of “k-dm” items provided by the sender on one or more paper-based or electronic posting lists associated with one customer code/agreement code may not be combined with other item types.

The tariffs in the table may be applied if all the posting conditions listed are complied with.

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.

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.

Information about the franking methods and indicia is given in point 5 of the GTC published on Magyar Posta’s website as well as the document Postage Paid Indicia.

Information related to the postal handling of the posted registered mail item is available on Magyar Posta’s website in the possession of the mail identifier.

Information on complaints and indemnity is given in the GTC published on Magyar Posta’s website, Points 7 and 9.

**Delivery**

GTC published on Magyar Posta’s website, Point 6

As regards unsuccessful delivery attempts performed at postal service outlets marked as a permanent postal service outlet in the Post Office List published on Magyar Posta’s website as well as in the delivery area of such postal service outlets, Magyar Posta will notify senders about their mail item posted with the registered additional service – indicating the individual registration number of the electronic posting list, the barcode item identifier, the date of the unsuccessful delivery, and the reason for non-delivery – using the e-mail address given by the sender on the electronic posting list.

**Transit time**

Detailed information on transit times based on calculations of statistical methodology is given in point 11 of the GTC published on Magyar Posta’s website.

**Name of product/service** 5. Contractual discount identified direct mail (k-dm)

**Product/service definition** Domestic mail items which are given a barcode item identifier and contain 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 have the same content apart from the name, address and ID number of the addressee, and any other data that do not alter the advertising nature of the message.

**Basic fee for the product/service (HUF/piece), method of payment**

The service is VAT exempt.

acceptance point		Postal service outlet			National Logistics Centre		
		Pest Postal Letter Centre Post Office					
quantity bands		500-2,000 items	2,001-10,000 items	over 10,000 items	500-2,000 items	2,001-10,000 items	over 10,000 items
weight	processing level						
up to 50 g	standard	248	246	245	248	226	212
	automated		229	226		201	181
up to 500 g	standard	759	754	751	759	694	651
	automated		705	696		618	559

The above fees only apply to mail items posted without the use of an additional service. If an additional service is used, Magyar Posta will apply the fees given on the Contractual Discount Direct Mail (k-dm) product sheet.

The method of payment is stated in the written contract.

**Contents, packaging, sealing and addressing** Information on the general conditions of posting with regard to the contents, packaging, sealing and addressing of mail items is given in point 3 of the GTC published on Magyar Posta's website, Appendix 1 as well as the document [Dangerous Goods Excluded from Transportation by Post and Transportable on Certain Conditions](#).

**Size** Minimum size: 90 x 140 mm;  
maximum size:

- for mail items addressed to a specific postal address: 324 x 229 x 24 mm;
- for mail items addressed as "Poste restante" or to a post office box, the combined size for length, width and depth is 900 mm with the longest dimension not exceeding 600 mm. For cylindrical shapes, the length and twice the diameter together must be at least 170 mm and at most 1,040 mm, and the length at least 100 mm and at most 900 mm.

The minimum size of postcards and picture postcards that can be sent as an identified k-dm item is 90 x 140 mm and the maximum size is 120 x

235 mm. A size tolerance of  $\pm 2$  mm is permitted.

**Weight**

At most 500g/identified k-dm item.

**Available at**

Postal service outlets classified as acceptance points, acceptance points at operational units.

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

In order to post the mail items, an electronic posting list needs to be completed and the sender must also provide a barcode item identifier for each mail item in the course of preparation for posting, paying attention to the contents of the document Correct Addressing and Preparation of Mail Items for Posting published on Magyar Posta's website.

The electronic posting list can be produced based on the [Technological Guide](#) and the barcode item identifier can be produced based on the Technical Documentation or using the ePostingBook business application in accordance with the separate GTC made available by Magyar Posta free of charge.

When dispatched at a postal service outlet marked as a mobile post service in the Post Office List published on Magyar Posta's website, in addition to the above, the sender must make available to Magyar Posta printed copies of both the posting list containing the details of the mail items indicated on the electronic posting list and Magyar Posta's confirmation acknowledging receipt of the sent electronic posting list.

**Other posting conditions**

- a) minimum dispatch quantity for a single dispatch: 500 items, which can be calculated together with the number of contractual discount direct mail items posted simultaneously;
- b) the inscription "KDM" must be marked to the left of the address on the item;
- c) 1 specimen and 3 empty envelopes for each item type must be attached to each posting list;
- d) the sender acknowledges that Magyar Posta may inspect the contents of mail items.

The conditions for classification as suitable for automated processing are given in the document Correct Addressing and Preparation of Mail Items for Posting published on Magyar Posta's website.

As regards mail items that cannot be delivered to a letterbox due to their dimensions in accordance with paragraph 3) of point 4.2 of the GTC published on Magyar Posta's website (maximum size: 324 x 229 x 24 mm), Magyar Posta only undertakes to enter into a postal service contract in order to deliver them as "poste restante" or addressed to a post office box if at least the registered additional service is used.

Magyar Posta undertakes to attempt to perform the transit time indicated under the "Transit time" heading provided the mail items are posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets.

Additionally, for customers with a separate written contract Magyar Posta also undertakes to attempt to perform the transit time indicated under the "Transit time" heading provided the mail items are posted

- a) at the postal service point by the time specified for this on the announcement in the customer area;
- b) at the acceptance points indicated in the document Acceptance Points at Operational Units published on Magyar Posta's website within the period for acceptance given there.

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**Additional and supplementary services available<sup>3</sup>**

Registered, Advice of Delivery.

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

Only available with a written contract.

When establishing the dispatch quantity, only the different weight and sorting categories of items which comply with the identified "k-dm" pricing conditions may be combined.

If the mail items are posted in the National Logistics Centre, when determining the quantity for dispatch, the number of identified "k-dm" items provided by the sender on one or more posting lists for a single customer code may not be combined with other item types.

The tariffs in the table may be applied if all the posting conditions listed are complied with.

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.

Unless the law otherwise prescribes, advertising in identified "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 identified 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.

If, in the course of checking the address given on a mail item against the details in the electronic posting list, Magyar Posta notices that, due to a difference in the details, the mail item intended for posting appearing on the list cannot be classified as an identified "k-dm" letter (postcard, picture postcard) or the barcode mail identifier does not comply with the specifications of the [Technical Document](#) published on Magyar Posta's website, all the mail items on the electronic posting list will be priced and handled in accordance with the contractual conditions given on the product sheet for the [Contractual Discount Direct Mail \(k-dm\)](#) and in this case the sender will be obliged to pay the difference in price.

Information about the franking methods and indicia is given in point 5

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<sup>3</sup> If an additional service is used, Magyar Posta will treat the mail item in accordance with the contractual conditions given on the product sheet for Contractual Discount Direct Mail (K-DM), and will indicate it as such also on the invoice.



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of the GTC published on Magyar Posta's website as well as the document Postage Paid Indicia.

Information on complaints and indemnity is given in the GTC published on Magyar Posta's website, Points 7 and 9.

The identified k-dm mail item is not a registered mail item despite the fact that it has a barcode item identifier. Thus Magyar Posta will not be liable for compensation in the event that the postal service contract entered into is not performed or not performed in accordance with the contract (in particular if the mail item is destroyed, is partly or fully lost or is damaged), except if the damage is caused by the intentional act of Magyar Posta or a person acting on its behalf.

Magyar Posta does not ensure the availability of information regarding the date of and reason for the unsuccessful delivery attempt of a mail item if, due to an unforeseeable obstacle (e.g. problem in the PDA data connection or network coverage), this information is not available in Magyar Posta's system of records.

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**Delivery**

GTC published on Magyar Posta's website, Point 6

As regards unsuccessful delivery attempts performed at postal service outlets marked as a permanent postal service outlet in the Post Office List published on Magyar Posta's website as well as in the delivery area of such postal service outlets, Magyar Posta will notify senders about their mail item – indicating the individual registration number of the electronic posting list, the barcode item identifier, the date of the unsuccessful delivery, and the reason for non-delivery – using the e-mail address given by the sender on the electronic posting list or, based on the sender's separate instruction about this, enables these to be viewed in a repository provided by Magyar Posta.

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**Transit time**

Detailed information on transit times based on calculations of statistical methodology is given in point 11 of the GTC published on Magyar Posta's website.

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**Name of product/service** 6. Official document

**Product/service definition** A domestic registered mail item which is sent 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.

**Basic fee for the product/service (HUF/piece), method of payment**

The service is VAT exempt.

weight	Official document*	"Official document for delivery to addressee in person"*
0 to 2 kg	1 585	2 380
2 to 20 kg	14 260	15 060
20 to 40 kg	28 525	29 310

The fee for the service can be paid in cash, by bank card payment transaction at workstations stated in information available at postal service outlets and, based on a separate written contract and upon the conditions laid down therein, by bank transfer. The mail items may not be dispatched with postage to be paid by the addressee.

**Contents, packaging, sealing and addressing**

Information on the general conditions of posting with regard to the contents, packaging, sealing and addressing of mail items is given in point 3 of the GTC published on Magyar Posta's website, Appendix 1 as well as the document [Dangerous Goods Excluded from Transportation by Post and Transportable on Certain Conditions](#).

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.

**Size**

- a) for official documents weighing 2 kg at most,
  - Minimum size: 90 x 140 mm;
  - Maximum size: the length, width and thickness added together may be at most 900 mm, but the longest side may not exceed 600 mm;
  - 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.
- b) for official documents weighing more than 2 kg, identical to the specifications on the product sheet for MPL Postal Parcels.

**Weight**

Up to max. 40 kg/item.

**Available at**

- a) for official documents weighing 2 kg at most, postal service outlets classified as acceptance points;
- b) for official documents weighing more than 2 kg, postal

service outlets designated for postal parcels, which are indicated in column "N" of the Post Office List published on Magyar Posta's website;

- c) for customers with a written contract also the acceptance points at operational units

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

The completion of an electronic posting list is necessary to post the mail items.

The electronic posting list may be produced based on the technical guide provided by Magyar Posta or using the ePostingBook business application in accordance with the separate GTC made available by Magyar Posta free of charge.

When dispatched at a postal service outlet marked as a mobile post service in the Post Office List published on Magyar Posta's website, the sender must make available to Magyar Posta

- a) 2 copies of a paper-based posting list containing the details of the mail items indicated on the electronic posting list in the course of the dispatch of the mail items concerned;
- b) Magyar Posta's confirmation acknowledging receipt of the sent electronic posting list also on paper.

The requirements of content and format of the delivery confirmation are contained in the annex following the product sheet.

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**Other posting conditions**

The "Official document to addressee in person" service is not available with mail items which are addressed to an organisation or whose addressing is deemed as such.

The sender undertakes to

- a) legibly mark on the mail item the addresses of the sender and the addressee observing the requirements given in sub-points b) to d) of paragraph 7) or paragraphs 8) to 9) of point 3.5 of the GTC published on Magyar Posta's website;
- b) indicate in every case alongside the address on official documents the type of marking on the notification to be left for or sent to the addressee in the event of an unsuccessful delivery attempt in person;
- c) when using the "Official document for delivery to the addressee in person" service, mark the front of the mail item "saját kézbe" ("to addressee in person") or indicate the "SK" marking;
- d) inform Magyar Posta of the planned posting of an official document weighing more than 20 kg on the working day prior to posting.

Magyar Posta undertakes to attempt to perform the transit time indicated under the "Transit time" heading if the mail items are posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets.

Additionally, for customers with a written contract Magyar Posta also undertakes to attempt to perform the transit time indicated under the "Transit time" heading if the mail items are posted

- a) at the postal service point by the time specified for

- this on the announcement in the customer area;
- b) at the acceptance points indicated in the document Acceptance Points at Operational Units published on Magyar Posta's website within the period for acceptance given there.

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**Additional and supplementary services available**

Certified Paper-Based Copy of the Delivery Confirmation.  
The service includes the postal technology tracking additional service without the payment of a separate fee.

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

Under the service described on this product sheet, Magyar Posta makes available the delivery confirmation described in the annex following this product sheet – in the absence of an additional service requested for a fee through the sender's declaration – in an electronic form

- a) by ensuring it can be viewed in the storage space provided by Magyar Posta,
- b) by the means chosen by the sender for the transfer of data files from the options given in the Technological Guide.

The "Customer's own notes" section on the delivery confirmation described in the annex following the product sheet may not always contain the details given in the electronic posting list or in the ePostingBook if

- a) the sender prepared the official document for posting during the outage time of the availability of the ePostingBook application;
- b) due to an unforeseeable technical obstacle during the acceptance of the official document for dispatch, the electronic posting list's data file cannot be downloaded;
- c) due to an unforeseeable obstacle the information marked in this section is not available in the system controlling the production of the delivery confirmation.

After the delivery of the official document, in addition to making the delivery confirmation available to the sender, Magyar Posta will provide the delivery confirmation, or its details, or a paper-based copy of it against the payment of the fee of

- a) the Certified Paper-Based Copy of the Delivery Confirmation additional service or
- b) the Data Supply supplementary service

dependent on the time when the sender makes the request.

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 by personal handover 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).

If there is no possibility to consult the sender, Magyar Posta will act in accordance with the general rules and will return the official document to the sender.

Information about the franking methods and indicia is given in point 5 of the GTC published on Magyar Posta's website as well as the document

Postage Paid Indicia.

Information related to the postal handling of the posted official document is available on Magyar Posta's website in the possession of the mail identifier.

Information on complaints and indemnity is given in the GTC published on Magyar Posta's website, points 7 and 9.

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## Delivery

GTC published on Magyar Posta's website, point 6

Magyar Posta delivers official documents addressed to a natural person 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 delivered to the address of an organisation – with the exception of the cases described in subpoints aa) and ab) – the organisation's representative or its agent authorised by this representative to receive official documents or all documents shall be entitled to receive such items. Magyar Posta delivers "official documents for delivery to the addressee in person" addressed to an organisation or addressed in a manner regarded as such in accordance with paragraphs 9) to 9/B) of point 6.2 of the GTC published on Magyar Posta's website complying with the general conditions of this product sheet, without fulfilling the special provisions for "official documents for delivery to the addressee in person".

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), and the legible name of the recipient must be marked on the delivery document or the technical device for recording the fact of delivery. Upon delivery of an official document arriving in Hungary from abroad, the recipient's address must be marked on the delivery document or the technical device for recording the fact of delivery 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 at the address or may send a notification about this to the addressee's domestic mobile phone number suitable for receiving text messages, or the addressee's e-mail address or other official electronic means of contact made available to

Magyar Posta. After that, Magyar Posta will retain the official document for the addressee or other authorised recipient at the delivery point indicated on the notification or in the electronic 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 at the address or may send a notification to the addressee's domestic mobile phone number suitable for receiving text messages, or the addressee's e-mail address or other official electronic means of contact made available to Magyar Posta. After that, Magyar Posta will retain the official document for the addressee or other authorised recipient at the delivery point indicated on the notification or in the electronic notification for five working days from the day following the second delivery attempt.

The day of the second delivery attempt of an official document and, if it is unsuccessful, the collection deadline established based on the retention (holding) period following the second delivery attempt is not influenced by the potential use of the "Repeated delivery on an agreed day or at an agreed time" additional service described on a separate product sheet requested by the addressee but completed without success.

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) on the delivery confirmation.

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.

<sup>4</sup>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 provided that Magyar Posta has not attempted to deliver the official document on a second occasion in accordance with the provisions of this subheading. The user acknowledges that the time required for handling may be longer due to the use of the redirecting supplementary service and the consequent change that may arise in the retention (holding) period prior to the second delivery attempt.

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).

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<sup>4</sup> The date of entry into force of the change in accordance with this paragraph is 6 January 2024.

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**Transit time**

Detailed information on transit times based on calculations of statistical methodology is given in point 11 of the GTC published on Magyar Posta's website.

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Annex 1

6.1. -<sup>5</sup>

Annex 2

**6.2. The requirements of format and content for the delivery confirmation for posting official documents<sup>6</sup>**

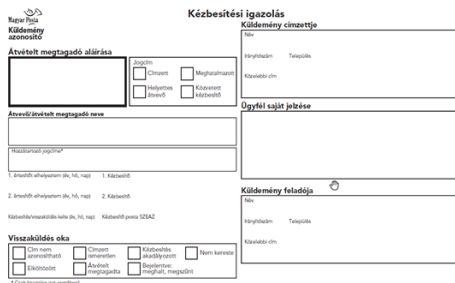
The delivery confirmation shown in this Annex is used by Magyar Posta for official documents sent in Hungary and for foreign official documents to be delivered in Hungary at the request of a foreign court or authority as an electronic document recorded using a technical device for recording the fact of delivery.

The delivery confirmation is an A5 size landscape format two-page electronic document with pdf extension that contains a digital signature and is certified by a date stamp and includes an xml data structure.

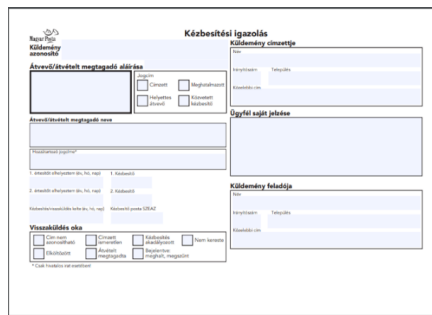
Front:



Back:



Magyar Posta uses the following delivery confirmation template until 30 June 2024 at the latest.



<sup>5</sup> Repealed on 1 July 2020.

<sup>6</sup> Unless stated to the contrary by Magyar Posta, the date of entry into force of the change in this paragraph is 15 September 2023.

### **6.3. Legal consequences of not accepting an official document based on the markings indicated on the notifications defined by the sender**

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

If

- a) the addressee or, in the case of an organisation, the organisation's representative authorised to receive an official document – not classified as an authorised representative – refused to accept an official document (marking: acceptance refused);
- b) 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 (marking: not collected);
- c) Magyar Posta was unable to deliver an official document at the address based on sub-point b) or e) of paragraph 1) of point 6.13. of the GTC published on Magyar Posta's website (marking: addressee unknown or moved to another address),

Magyar Posta will note this fact on the delivery confirmation and will return the official document to the sender.

Pursuant to Act CL of 2016 on general public administration procedures, Section 86(1), unless evidence to the contrary is provided, an official document thus returned must be deemed to be delivered

- a) on the day delivery is attempted if the reason for non-delivery is acceptance refused;
- b) on the fifth working day after the second delivery attempt if the reason for non-delivery is not collected;
- c) on the fifth working day after the delivery attempt if the reason for non-delivery is addressee unknown or moved to another address.

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

If

- a) the addressee refused to accept an official document (marking: acceptance refused);
- b) 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 (marking: not collected);
- c) Magyar Posta was unable to deliver an official document at the address based on sub-point b) or e) of paragraph 1) of point 6.13. of the GTC published on Magyar Posta's website (marking: addressee unknown or moved to another address),

Magyar Posta will note this fact on the delivery confirmation and will return the official document to the sender.

Pursuant to Act CL of 2016 on general public administration procedures, Section 86(1), unless evidence to the contrary is provided, an official document thus returned must be deemed to be delivered

- a) on the day delivery is attempted if the reason for non-delivery is acceptance refused;
- b) on the fifth working day after the second delivery attempt if the reason for non-delivery is not collected;
- c) on the fifth working day after the delivery attempt if the reason for non-delivery is addressee unknown or moved to another address.

### **6.3.3. Notification of the arrival of an official document in a civil, economic, labour and administrative court and conciliation board matter, marked: A/2**

If

- a) the addressee or, in the case of an organisation, the organisation's representative authorised to receive an official document – not classified as an authorised representative – refused to accept an official document (marking: acceptance refused);
- b) 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 (marking: not collected);

Magyar Posta will note this fact on the delivery confirmation and will return the official document to the sender.

Pursuant to Section 137(2) of Act CXXX of 2016 on civil procedure and Section 29/A(4) of Act CLV of 1997 on consumer protection, unless evidence to the contrary is provided, an official document thus returned must be deemed to be delivered

- a) on the day delivery is attempted if the reason for non-delivery is acceptance refused;
- b) on the fifth working day after the second delivery attempt if the reason for non-delivery is not collected.

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

If

- a) the addressee or, in the case of an organisation, the organisation's representative authorised to receive an official document – not classified as an authorised representative – refused to accept an official document (marking: acceptance refused);
- b) 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 (marking: not collected),

Magyar Posta will note this fact on the delivery confirmation and will return the official document to the sender.

Pursuant to Act XC of 2017 on criminal procedure, Section 132(2), unless evidence to the contrary is provided, an official document thus returned must be deemed to be delivered

- a) on the day delivery is attempted if the reason for non-delivery is acceptance refused;
- b) on the fifth working day after the second delivery attempt if the reason for non-delivery is not collected;

- c) on the fifth working day after the delivery attempt if the reason for non-delivery is unidentifiable address, addressee unknown or moved to another address, or delivery hindered.

The fiction of delivery pursuant to subpoint c) is not applicable for official documents addressed to the accused and returned.

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

If

- a) the addressee refused to accept an official document (marking: acceptance refused);
- b) 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 (marking: not collected),

Magyar Posta will note this fact on the delivery confirmation and will return the official document to the sender.

Pursuant to Act XC of 2017 on criminal procedure, Section 132(2), unless evidence to the contrary is provided, an official document thus returned must be deemed to be delivered

- a) on the day delivery is attempted if the reason for non-delivery is acceptance refused;
- b) on the fifth working day after the second delivery attempt if the reason for non-delivery is not collected.
- c) on the fifth working day after the delivery attempt if the reason for non-delivery is unidentifiable address, addressee unknown or moved to another address, or delivery hindered.

The fiction of delivery pursuant to subpoint c) is not applicable for official documents addressed to the accused and returned.

#### **6.3.6. Notification of the arrival of an official document for delivery to the addressee in person in a criminal matter seeking a penal order, marked: A/5**

If

- a) the addressee refused to accept an official document (marking: acceptance refused);
- b) 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 (marking: not collected),

Magyar Posta will note this fact on the delivery confirmation and will return the official document to the sender.

Pursuant to Act XC of 2017 on criminal procedure, Section 132(2), unless evidence to the contrary is provided, an official document thus returned must be deemed to be delivered

- a) on the day delivery is attempted if the reason for non-delivery is acceptance refused;
- b) on the fifth working day after the second delivery attempt if the reason for non-delivery is not collected.

- c) on the fifth working day after the delivery attempt if the reason for non-delivery is unidentifiable address, addressee unknown or moved to another address, or delivery hindered.

The fiction of delivery pursuant to subpoint c) is not applicable for official documents addressed to the accused and returned.

**6.3.7. Notification of the arrival of an official document for delivery to the addressee in person in a civil, economic, labour and administrative court and conciliation board matter, marked: A/6**

If

- a) the addressee refused to accept an official document (marking: acceptance refused);
- b) 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 (marking: not collected),

Magyar Posta will note this fact on the delivery confirmation and will return the official document to the sender.

Pursuant to Section 137(2) of Act CXXX of 2016 on civil procedure and Section 29/A(4) of Act CLV of 1997 on consumer protection, unless evidence to the contrary is provided, an official document thus returned must be deemed to be delivered

- a) on the day delivery is attempted if the reason for non-delivery is acceptance refused;
- b) on the fifth working day after the second delivery attempt if the reason for non-delivery is not collected.

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

With regard to the legal consequences of not accepting an official document and returning an official document with specific reasons for non-delivery, in the case of official documents, the provisions of point 6.3.3 or point 6.3.4, and, in the case of official documents for delivery to the addressee in person, the provisions of point 6.3.5 or point 6.3.7 will apply. The official document thus returned is sent back by the Hungarian court to the foreign court.

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

With regard to the legal consequences of not accepting an official document and returning an official document with specific reasons for non-delivery, in the case of official documents, the provisions of point 6.3.3 or point 6.3.4, and, in the case of official documents for delivery to the addressee in person, the provisions of point 6.3.5 or point 6.3.7 will apply. Information about the legal consequences of the return of the official document may be obtained directly from the sender.

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

If

- a) the addressee or, in the case of an organisation, the organisation's representative authorised to receive an official document – not classified as an authorised representative – refused to accept an official document (marking: acceptance refused);

- b) 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 mail item, do not collect the official document within five working days of the second delivery attempt of the document (marking: not collected),

Magyar Posta will note this fact on the delivery confirmation and will return the official document to the sender.

Pursuant to Act II of 2012 on offences, offence procedure and the register of offences, Section 89(3), unless evidence to the contrary is provided, a document thus returned must be deemed to be delivered

- a) on the day delivery is attempted if the reason for non-delivery is acceptance refused;
- b) on the fifth working day after the second delivery attempt if the reason for non-delivery is not collected.

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

If

- a) the addressee refused to accept an official document (marking: acceptance refused);
- b) 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 (marking: not collected),

Magyar Posta will note this fact on the delivery confirmation and will return the official document to the sender.

Pursuant to Act II of 2012 on offences, offence procedure and the register of offences, Section 89(3), unless evidence to the contrary is provided, an official document thus returned must be deemed to be delivered

- a) on the day delivery is attempted if the reason for non-delivery is acceptance refused;

on the fifth working day after the second delivery attempt if the reason for non-delivery is not collected. **6.3.12. Notification of the arrival of an official document in a disciplinary matter in sport, endorsed: A/10**

If

- a) the addressee or, in the case of an organisation, the organisation's representative authorised to receive an official document – not classified as an authorised representative – refused to accept an official document (marking: acceptance refused);
- b) 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 mail item, do not collect the official document

within five working days of the second delivery attempt of the document (marking: not collected),

Magyar Posta will note this fact on the delivery confirmation and will return the official document to the sender.

Pursuant to Government Decree 39/2004 of 12 March 2004 on disciplinary liability in sport, Section 4(7)-(8), unless evidence to the contrary is provided, a document thus returned must be deemed to be delivered

- a) on the day delivery is attempted if the reason for non-delivery is acceptance refused;

on the fifth working day after the second delivery attempt if the reason for non-delivery is not collected. **6.3.13. 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

- a) the addressee refused to accept an official document (marking: acceptance refused);
- b) 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 (marking: not collected),

Magyar Posta will note this fact on the delivery confirmation and will return the official document to the sender.

Pursuant to Government Decree 39/2004 of 12 March 2004 on disciplinary liability in sport, Section 4(7)-(8), unless evidence to the contrary is provided, an official document thus returned must be deemed to be delivered

- a) on the day delivery is attempted if the reason for non-delivery is acceptance refused;
- b) on the fifth working day after the second delivery attempt if the reason for non-delivery is not collected.



Name of product/service	7. Item containing literature for the blind
<b>Product/service definition</b>	<p>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 as well as mail items containing equipment or a device designed or converted specifically to help combat problems arising from the impairment of the sight of blind persons or partially sighted persons whose sender or addressee is a blind person or a partially sighted person, or an officially recognised institute for the blind. Magyar Posta specifies the contractual conditions regarding mail items with any content intended for dispatch to international destinations outside the EU customs border in this product sheet noting the additional conditions applicable to “mail items with dutiable content” in case special customs clearance rules should also be taken into account concerning the destination country.</p> <p>Detailed information about the contents that can be sent as an item containing literature for the blind – or, if the item is valuable, about the necessary use of the postal parcel service subject to a fee – is given in Appendix 1 and on the link <a href="#">Items containing literature for the blind</a>.</p>
<b>Basic fee for the product/service</b>	<p>Free of charge</p>
<b>Contents, packaging, sealing and addressing</b>	<p>Information on the general conditions of posting with regard to the contents, packaging, sealing and addressing of mail items is given in point 3 of the <a href="#">GTC</a> published on Magyar Posta’s website, Appendix 1 as well as the document <a href="#">Dangerous Goods Excluded from Transportation by Post and Transportable on Certain Conditions</a> and the link <a href="#">Range of Articles Excluded from International Postal Traffic and Articles Transportable on Certain Conditions</a>.</p> <p>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.</p> <p>An adhered or sewn address label may also be used for such mail items.</p>
<b>Size</b>	<p>Domestic mail:</p> <ul style="list-style-type: none"> <li>a) for items weighing 2 kg at most,        Minimum size: 90 x 140 mm.        Maximum size: the length, width and thickness added together may be at most 900 mm, but the longest side may not exceed 600 mm.        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.</li> <li>b) for items weighing more than 2 kg, identical to the specifications on the product sheet for MPL Postal Parcels.</li> </ul> <p>International mail: 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. 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</p>

900 mm.

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**Weight**

At most 7 kg/item.

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**Available at**

Postal service outlets classified as acceptance points.

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

Registered mail item with non-dutiable content intended to be posted in international mail may be posted with a paper-based document certifying dispatch or an electronic posting list that meets the conditions of the [Technological Guide](#) following 1 July 2019.

A mail item with dutiable content may only be dispatched with a paper-based document in proof of dispatch or an electronic posting list that meets the conditions of the [Technological Guide](#) following 10 September 2020. Magyar Posta does not accept for dispatch mail items with dutiable content posted with a paper-based document in proof of dispatch at the acceptance points listed under “Centres” in the document Acceptance Points at Operational Units published on Magyar Posta’s website.

In the course of dispatching mail items indicated in the electronic posting list at postal service outlets marked as a mobile post service in the [Post Office List](#) published on Magyar Posta’s website, two copies of the paper-based posting list containing the particulars of the aforementioned items (printed out following the recording of said data in the electronic posting list) as well as the paper-based confirmation by Magyar Posta of the acceptance of the electronic posting list shall be provided to Magyar Posta.

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**Other posting conditions**

Magyar Posta is only obliged to accept items containing literature for the blind – with the exception of postal parcels subject to a fee intended to be posted with the insured additional service – 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 address.

Items containing literature for the blind may not be posted in a postbox. Mail items marked “Vakok írása” (literature for the blind) placed in a postbox will be handled by Magyar Posta as a mail item with insufficient postage in accordance with the provisions of point 5.3 of the GTC published on Magyar Posta’s website.

Magyar Posta only accepts domestic mail items containing literature for the blind 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.

Addressed international items containing literature for the blind with dutiable content intended for dispatch to countries outside the EU customs border must be accompanied by a customs declaration form (CN 22 or CN 23), which must be completed and signed by the sender. In the event that the physical characteristics of the CN 22 form do not allow the full data content to be entered in its sections, a duly completed CN 23 customs declaration form must be used as an accompanying document.

Magyar Posta undertakes to attempt to perform the transit time indicated under the “Transit time” heading if the mail items are posted before the daily forwarding time specified on the announcement in the customer area of postal

service outlets.

Additionally, for customers with a written contract Magyar Posta also undertakes to attempt to perform the transit time indicated under the “Transit time” heading if the mail items are posted

- a) at the postal service point by the time specified for this on the announcement in the customer area;
- b) at the acceptance points indicated in the document Acceptance Points at Operational Units published on Magyar Posta’s website within the period for acceptance given there.

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**Additional and supplementary services available**

Free of charge: Registered, Advice of Delivery, Certified Paper-Based Copy of the Delivery Confirmation.

The service includes the postal technology tracking additional service without the payment of a separate fee if the mail item was posted as a registered mail item.

For mail items containing literature for the blind intended to be sent in international mail, 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.

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

Dispatching a mail item with dutiable content does not always entail an obligation for the addressee to pay customs duties that are due prior to the delivery of the mail item, because this depends on the clearance rules applied by the country of destination indicated on the address label with regard to the content placed in the given mail item.

In the knowledge of the mail item identifier, information related to the postal handling of registered mail items posted to a domestic or an international destination is available on Magyar Posta’s website.

Information on complaints and indemnity is given in the GTC published on Magyar Posta’s website, points 7 and 9. In establishing the flat-rate indemnity described in paragraph 2) of point 9.1.3 of the GTC published on Magyar Posta’s website, Magyar Posta takes account of the following in calculating the service fee payable:

- a) for a mail item of no more than 2 kg, the fee for a priority and non-priority letter (postcard, picture postcard) of the same weight posted with the same additional services;
- b) for a mail item exceeding 2 kg, the fee for an MPL Postal Parcel of the same weight posted with the same additional services.

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**Delivery**

GTC published on Magyar Posta’s website, Point 6.

As regards unsuccessful delivery attempts performed at postal service outlets marked as a permanent postal service outlet in the

Post Office List published on Magyar Posta’s website as well as in the delivery area of such postal service outlets, Magyar Posta will notify senders about their mail item posted with the registered additional service - indicating the individual registration number of the electronic posting list, the barcode item identifier, the date of the unsuccessful delivery, and the reason for non-delivery - using the e-mail address given by the sender on the electronic posting list.

Mail items sent by international mail are delivered in accordance with the

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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.

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**Transit time**

Detailed information on transit times based on calculations of statistical methodology is given in point 11 of the GTC published on Magyar Posta's website.

Information on transit times for mail items sent to an international destination is given in the Country Guide.

For mail items containing dutiable goods the period of customs action is not included in the period of the transit time provided by Magyar Posta for information.

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**Other services available with the product/service and the conditions for performing these**

Inbound registered letter-mail items from abroad that are addressed to an organisation or whose addressing is regarded as such in accordance with paragraphs 9) to 9/B) of point 6.2 of the GTC published on Magyar Posta's website and are posted with the "delivery to addressee in person" additional service are delivered by Magyar Posta in compliance with the general guiding conditions (without fulfilling the special provisions of the additional service).

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**Name of product/service** 8. 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/piece), method of payment**

The service is VAT exempt.

weight	
up to 50 g	1 470
up to 500 g	3 495
up to 2 000 g	10 125

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

Austria, Belgium, Croatia, Czech Republic, Finland, France, Greece, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Norway, Poland, Portugal, 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 subpoints 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.

The method of payment is stated in the written contract.

**Contents, packaging, sealing and addressing**

Information on the general conditions of posting with regard to the contents, packaging, sealing and addressing of mail items is given in point 3 of the [GTC](#) published on Magyar Posta's website, Appendix 1 as well as the document [Dangerous Goods Excluded from Transportation by Post and Transportable on Certain Conditions](#) and the link [Range of Articles Excluded from International Postal Traffic and Articles Transportable on Certain Conditions](#).

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.

**Size** Minimum size: 90 x 140 mm.  
Maximum size: the length, width and thickness added together may be at

most 900 mm, but the longest side may not exceed 600 mm.

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  $\pm 2$  mm is permitted.

<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 and for customers with a written contract also the acceptance points at operational units.
<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>	<p>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;</p> <p>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;</p> <p>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;</p> <p>d) Magyar Posta undertakes to attempt to perform the transit time indicated under the "Transit time" heading if the mail items are posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets.</p> <p>Additionally, for customers with a written contract Magyar Posta also undertakes to attempt to perform the transit time indicated under the "Transit time" heading if the mail items are posted</p> <p>da) at the postal service point by the time specified for this on the announcement in the customer area;</p> <p>db) at the acceptance points indicated in the document Acceptance Points at Operational Units published on Magyar Posta's website within the period for acceptance given there.</p>
<b>Other information related to the product/service</b>	<p>The CCRI service is available by entering into a written contract with Magyar Posta.</p> <p>Information on complaints and indemnity is given in the GTC published on Magyar Posta's website, Points 7 and 9.</p>
<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</b>	Detailed information on transit times based on calculations of statistical



methodology is given in point 11 of the GTC published on Magyar Posta's website. Information on the transit times of mail items is given in the Country Guide.

**Other services available with the product/service and the conditions for performing these**

A reply mail item with dutiable contents returned free of charge to the issuer (producer) of the reply mail item located in a country outside the EU customs border must be accompanied by a customs declaration form (CN 22 or CN 23), which must be completed and signed by the sender of the reply mail item. In the event that the physical characteristics of the CN 22 form do not allow the full data content to be entered in its sections, a CN 23 customs declaration form duly completed by the issuer (producer) of the reply mail item or the sender of the reply mail item must be used as an accompanying document.

A reply mail item with dutiable contents that can be returned free of charge to the foreign issuer (producer) of the reply mail item cannot be posted through a postbox.

Name of product/service	9. "M" bag <sup>7</sup>
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<sup>7</sup> Repealed on 1 January 2025.



**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/piece), method of payment**

The service is VAT exempt.

weight	
up to 2 kg	2 605
up to 5 kg	2 950
up to 10 kg	3 130

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.

The fee for the service can be paid in cash, by bank card payment transaction at workstations stated in information available at postal service outlets and, based on a separate written contract and upon the conditions laid down therein, by bank transfer. The mail items may not be dispatched with postage to be paid by the addressee.

**Contents, packaging, sealing and addressing**

Information on the general conditions of posting with regard to the contents, packaging, sealing and addressing of mail items is given in point 3 of the [GTC](#) published on Magyar Posta's website, Appendix 1 as well as the document [Dangerous Goods Excluded from Transportation by Post and Transportable on Certain Conditions](#).

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.

For postal parcels addressed to a postal address, Magyar Posta expects the addressee's domestic mobile phone number suitable for receiving text messages to be included in the addressee's address in order to be able to contact the addressee regarding the additional service related to the Addressee's Instructions (for a domestic postal parcel).

For the purpose of notifying the addressee of the arrival of a postal parcel addressed "Poste Restante", the sender must mark the addressee's domestic mobile phone number suitable for receiving text messages on the address label of the postal parcel, or make the addressee's e-mail address available to Magyar Posta when the address label is produced.

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

- a) senders with a written contract may, based on the technical specifications provided by Magyar Posta, produce the address labels themselves or have them produced using the Address Label Completion application and the MPL API address label electronic service;
- b) using the online Address Label Completion application and recording the appropriate address details as required;
- c) completing the address label available at the post office by hand when posting a postal parcel at a postal service outlet marked as a mobile post service in the Post Office List published on Magyar Posta's website;
- d) when dispatching a postal parcel at postal service outlets marked as a permanent postal service outlet in the Post Office List published on Magyar Posta's website, Magyar Posta uses the Address Label Completion application to complete the address label based on information provided by the sender.

The address label produced in accordance with subpoints a) to d) must contain the parcel's address so it is not compulsory to mark the address on the cover of the mail item. Unless the addressee gives other instructions, Magyar Posta will perform the postal service contract in accordance with the information provided on the address label.

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.

<b>Size</b>	<p>Minimum size of the front: 120 mm x 175 mm; the longest dimension: 2,400 mm; the total of its three dimensions (length + width + height) may not exceed 3,000 mm.</p> <p>A postal parcel whose three dimensions together are more than 1,800 mm but do not exceed 3,000 mm or whose longest dimension is more than 1,000 mm but does not exceed 2,400 mm may be sent using the "Cumbersome" additional service/handling. Parcels which require different handling when placed in a receptacle due to their shape (and in particular they have protuberant or projecting parts that create unusable, empty spaces, e.g. a cylindrical shape), or which 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".</p> <p>If the longest dimension of the postal parcel handled as "Cumbersome" exceeds 2,000 mm, Magyar Posta will only ensure that the parcel can be dispatched dependent on the result of prior consultation and provided such a parcel is entered on a separate electronic posting list.</p>
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<b>Weight</b>	At most 10 kg/parcel.
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<b>Available at</b>	<p>Postal service outlets designated for posting parcels indicated in column “N” of the Post Office List published on Magyar Posta’s website and for customers with a written contract also the acceptance points at operational units.</p>
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	<p>GTC published on Magyar Posta’s website, Point 3</p> <p>If the address label is produced in accordance with subpoint c) of the section “Content, packaging, sealing and addressing”, Magyar Posta places the appropriately completed address label in a self-adhesive plastic pouch used for this purpose, adhering it to the front of the parcel, onto a smooth surface.</p> <p>Senders having a written contract with Magyar Posta may also produce the address label and the electronic posting list themselves or have it produced based on the technical specifications provided by Magyar Posta, but they must be inspected and approved by Magyar Posta before use.</p> <p>Information on the electronic posting list for posting parcels and information on the handover/receipt of data files is given in the <a href="#">Technological Guide</a> published on Magyar Posta’s website.</p>
<b>Other posting conditions</b>	<p>Mail items that are not classified as a postal parcel under the definition of the product/service may be handled and priced by Magyar Posta in accordance with this product sheet, simultaneously taking account of the sender’s written contract if there is one.</p> <p>If the address label is produced by Magyar Posta based on information provided by the sender as described in subpoint d) of “Content, packaging, sealing and addressing”, the sender must ascertain that the details of the address (name, address and other contact details of the sender and addressee) 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>Magyar Posta undertakes to attempt to perform the transit time indicated under the “Transit time” heading if the mail items are posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets.</p> <p>Additionally, for customers with a written contract Magyar Posta also undertakes to attempt to perform the transit time indicated under the “Transit time” heading if the mail items are posted</p> <ol style="list-style-type: none"> <li>a) at the postal service point by the time specified for this on the announcement in the customer area;</li> <li>b) at the acceptance points indicated in the document Acceptance Points at Operational Units published on Magyar Posta’s website within the period for acceptance given there.</li> </ol>
<b>Additional and supplementary</b>	<p>For an additional fee the following are available with this service:</p>

**services available**

insurance up to HUF 2,000,000, advice of delivery, “Cumbersome”, “Fragile”, Addressee’s Instructions (for postal parcels) provided that the addressee’s domestic mobile phone number suitable for receiving text messages is included in the postal address marked on the postal parcel.

The service includes the Postal Technology Tracking additional service without the payment of a separate fee.

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

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 published on Magyar Posta’s website, point 6.9, paragraph 1) sub-points a) and b), the sender is obliged to take into consideration and apply such provisions.

The amount of the flat-rate indemnity payable under the GTC published on Magyar Posta’s website, point 9.1.3, paragraph 2), sub-points a), for postal parcels requiring itemised handling posted without the insured additional service (cremation ashes, toxins) is HUF 50,000.

Information about the franking methods and indicia is given in point 5 of the GTC published on Magyar Posta’s website as well as the document Postage Paid Indicia.

Information related to the handling of mail items is available on Magyar Posta’s website in the possession of the mail identifier.

Information on complaints and indemnity is given in the GTC published on Magyar Posta’s website, points 7 and 9.

**Delivery**

GTC published on Magyar Posta’s website, point 6

The retention (holding) period of the mail item is 5 working days.

When delivered at a delivery point, by way of a notification of the entitlement of an authorised recipient other than the addressee, Magyar Posta accepts the electronic notification for the mail item containing the item’s identification number forwarded to the domestic mobile phone number of such a recipient’s mobile phone suitable for receiving text messages or e-mail address.

Magyar Posta provides the possibility of delivery to an agreed natural person as the authorised recipient in accordance with the provisions of point 6.5.3 of the GTC.

Magyar Posta delivers to an occasional recipient in accordance with the provisions of point 6.7 of the GTC.

**Transit time**

Detailed information on transit times based on calculations of statistical methodology is given in point 11 of the GTC published on Magyar Posta’s website.

Name of product/service	11. Priority and non-priority international postal parcel
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**Product/service definition** 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.

**Basic fee for the product/service (HUF/piece), method of payment**

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 the document Country Guide published on Magyar Posta's website.

The fee for the service can be paid in cash, by bank card payment transaction at workstations stated in information available at postal service outlets and, based on a separate written contract and upon the conditions laid down therein, by bank transfer. The mail items may not be dispatched with postage to be paid by the addressee.

**Contents, packaging, sealing and addressing**

Information on the general conditions of posting with regard to the contents, packaging, sealing and addressing of mail items is given in point 3 of the GTC published on Magyar Posta's website, Appendix 1 as well as the document Dangerous Goods Excluded from Transportation by Post and Transportable on Certain Conditions and the link Range of Articles Excluded from International Postal Traffic and Articles Transportable on Certain Conditions.

The sender, and in the case of subpoint d) Magyar Posta, must prepare the address label for the postal parcel in the number of copies stated in the Country Guide for the country specified as the place of destination as follows:

- a) senders with a written contract may, based on the technical specifications supplied or provided to them by Magyar Posta, using the Address Label Completion application, produce the address labels themselves or have them produced;
- b) using the online Address Label Completion application and recording the appropriate address details as required;
- c) completing the address label by hand when posting a postal parcel at postal service outlets marked as a mobile post service in the Post Office List published on Magyar Posta's website;
- d) when dispatching a postal parcel at postal service outlets marked as a permanent postal service outlet in the Post Office List published on Magyar Posta's website, Magyar Posta uses the Address Label Completion application to complete the address label based on information provided by the sender.

The address must be stated on the cover of the item and also on the produced address label. The data on the item and the 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>	Regulations about size for each country specified as the place of destination
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are given in the Country Guide.

<b>Weight</b>	At most 10 kg/parcel.
<b>Available at</b>	Postal service outlets designated for posting parcels indicated in column "N" of the Post Office List published on Magyar Posta's website, and for customers with a written contract also the acceptance points at operational units.
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	<p>GTC published on Magyar Posta's website, Point 3</p> <p>If the address label is produced in accordance with subpoint c) of the section "Content, packaging, sealing and addressing", Magyar Posta places the appropriately completed address label in a self-adhesive plastic pouch used for this purpose, adhering it to the front of the parcel, onto a smooth surface.</p> <p>Senders having a written contract with Magyar Posta may also produce the address label and the electronic posting list themselves or have it produced based on the technical specifications provided by Magyar Posta, but these must be inspected and approved by Magyar Posta before use.</p>
<b>Other posting conditions</b>	<p>Priority must be indicated on the address label.</p> <p>If the address label is produced by Magyar Posta based on information provided by the sender as described in subpoint d) of "Content, packaging, sealing and addressing", the sender must ascertain that the details of the address (name, address and other contact details of the sender and addressee) are correct and, if need be, point out any inaccuracies for correction.</p> <p>Postal parcels with dutiable contents intended to be sent to an address in a country outside the EU customs border must be accompanied by a CN 23 customs declaration form completed and signed by the sender. The CN 23 customs declaration form is part of the address label set used for the purpose of sending postal parcels.</p> <p>Magyar Posta undertakes to attempt to perform the transit time indicated under the "Transit time" heading if the mail items are posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets.</p> <p>Additionally, for customers with a written contract Magyar Posta also undertakes to attempt to perform the transit time indicated under the "Transit time" heading if the mail items are posted</p> <ol style="list-style-type: none"> <li>a) at the postal service point by the time specified for this on the announcement in the customer area;</li> <li>b) at the acceptance points indicated in the document Acceptance Points at Operational Units published on Magyar Posta's website within the period for acceptance given there.</li> </ol>
<b>Additional and supplementary services available</b>	<p>The Country Guide provides more information about the conditions.</p> <p>Magyar Posta forwards international priority postal parcels by the fastest transport route available to the country which is the item's place of destination.</p>
<b>Other information related to the product/service</b>	<p>Information about the franking methods and indicia is given in point 5 of the GTC published on Magyar Posta's website as well as the document Postage Paid Indicia.</p> <p>Information related to the handling of mail items is available on Magyar Posta's website in the possession of the mail identifier.</p>



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Information on complaints and indemnity is given in the GTC published on Magyar Posta's website, Points 7 and 9.

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**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.

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**Transit time**

Detailed information on transit times based on calculations of statistical methodology is given in point 11 of the GTC published on Magyar Posta's website. The Country Guide provides more information about the conditions. For mail items containing dutiable goods the period of customs action is not included in the period of the transit time provided by Magyar Posta for information.

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**Other services available with the product/service and the conditions for performing these**

Inbound registered postal parcels from abroad that are addressed to an organisation or whose addressing is regarded as such in accordance with paragraphs 9) to 9/B) of point 6.2 of the GTC published on Magyar Posta's website and are posted with the "delivery to addressee in person" additional service are delivered by Magyar Posta in compliance with the general guiding conditions (without fulfilling the special provisions of the additional service). In connection with the delivery of inbound postal parcels from abroad, Magyar Posta provides the Addressee's Instruction prior to First Delivery Attempt additional service with no extra charge provided that the sender has marked the domestic mobile phone number of the addressee's mobile phone capable of receiving text messages on the address label of the postal parcel and has concluded a verbal contract with the addressee with regard to this.

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weight	Zone 1 (EU)		Zone 2 (EU)				Zone 3			
	International parcel	Cumbersome	International parcel	Cumbersome	International priority parcel	Cumbersome	International parcel	Cumbersome	International priority parcel	Cumbersome
up to 1 kg	9 200	18 400	13 700	27 400	14 300	28 600	15 300	30 600	16 100	32 200
up to 2 kg	9 600	19 200	14 200	28 400	14 800	29 600	15 900	31 800	16 700	33 400
up to 3 kg	10 100	20 200	15 500	31 000	16 500	33 000	17 500	35 000	18 400	36 800
up to 4 kg	10 500	21 000	16 600	33 200	17 100	34 200	18 500	37 000	19 400	38 800
up to 5 kg	11 300	22 600	18 100	36 200	19 000	38 000	20 200	40 400	21 300	42 600
up to 6 kg	11 700	23 400	19 100	38 200	20 000	40 000	21 300	42 600	22 400	44 800
up to 7 kg	12 000	24 000	20 400	40 800	21 500	43 000	22 900	45 800	24 100	48 200
up to 8 kg	12 700	25 400	22 000	44 000	22 900	45 800	24 600	49 200	25 900	51 800
up to 9 kg	13 000	26 000	23 000	46 000	24 100	48 200	25 600	51 200	27 000	54 000
up to 10 kg	13 500	27 000	25 400	50 800	26 800	53 600	28 300	56 600	29 900	59 800

The priority and non-priority international postal parcel service is VAT exempt pursuant to Act CXXVII of 2007 ("VAT Act"), Section 102 (1).

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

weight	Zone 4				Zone 5				Zone 6			
	International parcel	Cumbersome	International priority parcel	Cumbersome	International parcel	Cumbersome	International priority parcel	Cumbersome	International parcel	Cumbersome	International priority parcel	Cumbersome
up to 1 kg	16 900	33 800	17 600	35 200	19 800	39 600	20 400	40 800	19 900	39 800	20 400	40 800
up to 2 kg	17 600	35 200	18 300	36 600	20 700	41 400	21 200	42 400	22 800	45 600	23 400	46 800
up to 3 kg	19 300	38 600	20 200	40 400	22 600	45 200	23 300	46 600	25 200	50 400	25 900	51 800
up to 4 kg	20 600	41 200	21 500	43 000	23 900	47 800	24 800	49 600	26 500	53 000	27 600	55 200
up to 5 kg	22 500	45 000	23 400	46 800	26 100	52 200	26 800	53 600	29 000	58 000	30 100	60 200
up to 6 kg	23 600	47 200	24 700	49 400	27 500	55 000	28 300	56 600	30 400	60 800	31 700	63 400
up to 7 kg	25 400	50 800	26 500	53 000	29 600	59 200	30 700	61 400	33 000	66 000	34 200	68 400
up to 8 kg	27 200	54 400	28 400	56 800	31 800	63 600	32 700	65 400	35 100	70 200	36 600	73 200
up to 9 kg	28 400	56 800	29 600	59 200	33 100	66 200	34 200	68 400	36 900	73 800	38 100	76 200
up to 10 kg	31 400	62 800	32 900	65 800	36 600	73 200	38 000	76 000	40 800	81 600	42 100	84 200

The priority and non-priority international postal parcel service is VAT exempt pursuant to Act CXXVII of 2007 ("VAT Act"), Section 102 (1).

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

**Name of product/service 12. -8**
**Name of product/service 13. MPL Business parcel**

**Product/service definition** The MPL Business parcel product/service is a postal parcel containing an article or goods with or without commercial value that can be posted to a domestic destination and for which trackable handling is ensured by Magyar Posta. The postal parcel 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/piece)**

The service is subject to 27% VAT.

Posting / Delivery method	Addressed to a postal address or a parcel storage address	Addressed as "Poste Restante"* and to a Postal Point	Posted at a postal outlet and addressed to a Parcel Terminal	Posted at a Parcel Terminal and addressed to another Parcel Terminal	Posted at a Parcel Terminal and addressed to the same Parcel Terminal *** (parcel retention) <sup>9</sup>
weight	gross	gross	gross	gross	gross
up to 2 kg	2 990	1 490	1 490	1 490	777
up to 5 kg	3 290	1 490	1 490	1 490	777
up to 10 kg	3 590	1 490	1 490	1 490	777
up to 20 kg	4 390	1 490	1 490	1 490	777
up to 30 kg	6 590	1 490**			
up to 40 kg	9 190				

\* Repealed on 1 January 2022.

<sup>9</sup> A separate announcement will be published to provide information on the date of entry into force of the change indicated in the table.

\*For postal parcels addressed as “Poste Restante”, Magyar Posta accepts for handling for the given address mail items with the weight indicated in column “N” of the Post Office List published on Magyar Posta’s website;

\*\*Magyar Posta does not provide the postal service for postal parcels addressed “Poste Restante” weighing more than 20 kg for **senders previously registered** on Magyar Posta’s website as a business having a website for commercial purposes.

<sup>10\*\*\*</sup>The postal service related to postal parcels posted at a Parcel Terminal and addressed to the same Parcel Terminal – and specifically marked as requiring “parcel retention” in the course of producing the address label – is provided by Magyar Posta in accordance with the individual conditions specified in this Product Sheet.

If a separate written contract is signed, the contracting parties may agree on basic fees other than the above and a different maximum quantity per working day to be posted. If the separate written contract does not include the fee for an additional and/or supplementary service, the sender must pay the fee for such services, not containing any unfair surcharge, subsequently announced by Magyar Posta.

<sup>11</sup>**The basic fee for the product/service (HUF/parcel) for senders previously registered on Magyar Posta’s website as a business having a website for commercial purposes**

The service is subject to 27% VAT.

Delivery method	Addressed to a postal address or a parcel storage address	Addressed as “Poste Restante”*, to a Postal Point and to a Parcel Terminal
weight	gross	gross
up to 10 kg	1 990	990
up to 20 kg	2 990	990
up to 40 kg	5 990	

\*For postal parcels addressed as “Poste Restante”, Magyar Posta accepts for handling for the given address mail items with the weight indicated in column “N” of the Post Office List published on Magyar Posta’s website.

### Contents, packaging, sealing and addressing

Information on the general conditions of posting with regard to the contents, packaging, sealing and addressing of mail items is given in point 3 of the [GTC](#) published on Magyar Posta’s website, Appendix 1 as well as the document [Dangerous Goods Excluded from Transportation by Post and Transportable on Certain Conditions](#).

MPL Business parcels may be addressed to a postal address, to a postal service

<sup>10</sup> A separate announcement will be published to provide information on the date of entry into force of the provisions of this paragraph.

<sup>11</sup> The date of entry into force of the changes for businesses having a website for commercial purposes is 28 March 2024.

outlet as “Poste Restante” or using a parcel storage address, to a Postal Point or to a Parcel Terminal. A PO box may not be given for the address of the sender or addressee.

With regard to postal parcels addressed to a postal address, Magyar Posta requires that:

- a) the address label must contain the addressee’s domestic phone number in order to contact the addressee in relation to the Delivery Time Agreed By Phone and the Two Delivery Attempts additional services as well as the Addressee’s instruction prior to the first delivery attempt and the Addressee’s Instructions (for a domestic postal parcel) additional services, and
- b) the addressee’s e-mail address must be made available to Magyar Posta when the address label is produced in the interest of sending an electronic notification of the posting of the mail item.

For the purpose of notifying the addressee of the arrival of a postal parcel addressed “Poste Restante” or to a Postal Point, the sender must mark the addressee’s domestic mobile phone number suitable for receiving text messages on the address label of the postal parcel, or make the addressee’s e-mail address available to Magyar Posta when the address label is produced.

For the purpose of notifying the addressee of the arrival of a postal parcel addressed to a Parcel Terminal and the options for collection, the addressee’s domestic mobile phone number suitable for receiving text messages must be marked on the address label of the postal parcel. Furthermore, the addressee’s e-mail address must be made available to Magyar Posta when the address label is produced.

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 and only one of these addresses may be given.

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

- a) senders with a separate written contract may produce the address labels themselves or have them produced only by using the Address Label Completion application
  - aa) provided to them by Magyar Posta or
  - ab) developed by themselves based on the technical specifications supplied by Magyar Posta or
  - ac) using the MPL API address label electronic service;
- b) using the online Address Label Completion application and recording the appropriate address details as required;
- c) completing the address label by hand when posting a postal parcel at a postal service outlet marked as a mobile post service in the Post Office List published on Magyar Posta’s website;
- d) when dispatching a postal parcel at a postal service outlet marked as a permanent postal services outlet in the Post Office List published on Magyar Posta’s website, Magyar Posta uses the Address Label Completion application to complete the address label based on

information provided by the sender.

The address label produced in accordance with subpoints a) to d) must contain the parcel's address so it is not compulsory to mark the address on the cover of the mail item. Unless the addressee gives other instructions, Magyar Posta will perform the postal service contract in accordance with the information provided on the address label.

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.

<sup>12</sup>When posted at a Parcel Terminal, the address label for the postal parcel can be produced using the online Address Label Completion application. The sender, who - unless this product sheet provides otherwise - may be a natural person or an organisation with a separate written contract, must provide his or her e-mail address to Magyar Posta so that the document in proof of posting can be made available by electronic means as well as his or her domestic telephone number to ensure the availability of the sender's statement needed for performing the postal service contract.

## Size

<sup>13</sup>Postal parcels intended to be posted at a Parcel Terminal can also be addressed to another or the same Parcel Terminal, marked accordingly.

Minimum size of the front: 120 mm x 175 mm; the longest dimension: 2,400 mm; the total of its three dimensions (length + width + height) may not exceed 3,000 mm.

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

A postal parcel whose three dimensions together are more than 1,800 mm but do not exceed 3,000 mm or whose longest dimension is more than 1,000 mm long but does not exceed 2,400 mm may be sent using the "Cumbersome" additional service/handling. Postal parcels which require different handling when placed in a receptacle due to their shape (and in particular they have protuberant or projecting parts that create unusable, empty spaces, e.g. a cylindrical shape), or which 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".

If necessary, Magyar Posta also handles mail items posted together with their receptacle or unit load as "Cumbersome" if their area exceeds 1,200 x 800 mm (any side including the receptacle) or their height exceeds 1,600 mm but their area is under 1,600 x 1,200 mm or the height is under 1,900 mm.

If the longest dimension of the postal parcel handled as "Cumbersome" exceeds 2,000 mm or the height of a mail item posted together with its receptacle or unit load exceeds 1,800 mm, Magyar Posta will only ensure that the parcel can be dispatched dependent on the result of prior consultation and provided such a parcel is entered on a separate electronic posting list.

## 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

<sup>12</sup> A separate announcement will be published to provide information on the date of entry into force of the change described in this paragraph.

<sup>13</sup> A separate announcement will be published to provide information on the date of entry into force of the change described in this paragraph.

postal service outlets concerned and postal service outlets with restricted weight limits see column “N” of the Post Office List published on Magyar Posta’s website.

Postal parcels intended to be posted at a Parcel Terminal, or addressed to a Postal Point or to a Parcel Terminal: at most 20 kg/item.

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**Available at**

The acceptance points indicated in the document Acceptance Points at Operational Units published on Magyar Posta’s website, the postal service outlets designated for posting parcels, and on the doorstep or at the premises in areas belonging to the postal service outlets indicated in the document entitled Parcel Services Information published on Magyar Posta’s website, 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 column “N” of the Post Office List published on Magyar Posta’s website, Magyar Posta must be advised on the working day prior to posting.

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

Senders with a separate written contract may only post the postal parcel using a printed address label produced after and based on weighing during preparation for posting and an electronic posting list. Senders with a separate written contract may produce the address label (except when posting at a Parcel Terminal) and the electronic posting list themselves or have them produced only

- a) using the software provided by Magyar Posta free of charge or
- b) using an address label completion software developed by themselves based on the technical specifications provided by Magyar Posta which, however, must be inspected and approved by Magyar Posta before use.

Information on the electronic posting list for posting parcels and information on the handover/receipt of data files is given in the [Technological Guide](#) published on Magyar Posta’s website.

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**Other conditions**
**posting**

- a) Mail items that are not classified as a postal parcel under the definition of the product/service may be handled and priced by Magyar Posta in accordance with this product sheet, simultaneously taking account of the sender’s written contract if there is one;
- b) 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;
- c) A separate condition for the placement of cremation ashes in a mail item is the use of the Inverz (return goods) service with itemised handling and the “Fragile” additional service/handling;
- d) The sender of a postal parcel posted at a Parcel Terminal may be
  - da) a natural person (self-employed persons cannot post parcels in that capacity) or
  - <sup>14</sup>db) for a postal parcel posted at a Parcel Terminal and addressed to another Parcel Terminal, in addition to subpoint da), may also be an organisation with a separate written contract;

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<sup>14</sup> A separate announcement will be published to provide information on the date of entry into force of the change described in this subpoint.



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- e) For items intended to be posted at or addressed to a Parcel Terminal the amount of insurance and payment for goods may be HUF 400,000 at most;
  - f) In the case of posting at a Parcel Terminal, the sender must remove any indications stated on the cover of the item and on the packaging material as well as the address label used for any previous postal handling of the item;
  - g) Posting is only possible at a Parcel Terminal using an address label which is recorded exclusively with Magyar Posta's web-based Address Label Completion application and after the dispatch code made available by Magyar Posta has been entered;
  - h) In the case of posting at a Parcel Terminal, Magyar Posta provides the electronic document in proof of dispatch in connection with posting/accepting the postal parcel using the data recorded by the sender through the use of Magyar Posta's web-based Address Label Completion application . This is sent subsequently based on the records in Magyar Posta's IT system to the email address given by the sender. However, the postal service contract is only concluded when the postal parcel has been transferred to the sole supervision of Magyar Posta;
  - i) Magyar Posta undertakes the next-working day delivery of parcels posted with the 1-working day time guarantee or time-window delivery (time guarantee) additional service, and endeavours to fulfil the transit time specified under the subheading "Transit time" provided the parcels are posted
    - ia) before the daily forwarding time specified on the announcement in the customer area of postal service outlets;
    - ib) by 2 pm on a working day at a Parcel Terminal
  - j) for customers with a written contract, Magyar Posta undertakes the next-working day delivery of parcels posted with the 1-working day time guarantee or time-window delivery (time guarantee) additional service, and endeavours to fulfil the transit time specified under the subheading "Transit time" also when the parcels are posted
    - ia) at the postal service outlet by the time specified for this on the announcement in the customer area;
    - ib) within the period for the acceptance of mail at the acceptance points given in the document Acceptance Points at Operational Units published on Magyar Posta's website.
  - k) for customers with a written contract Magyar Posta does not guarantee that parcels with the 1-working day time guarantee or time-window delivery (time guarantee) additional service posted after the time specified in the written contract will be delivered on the next working day.
  - l) senders dispatching at least 4,000 postal parcels per acceptance point per month with a separate written contract are required to supply data on a weekly basis by 2 pm on Thursday each week. The data must show the quantity of postal parcels planned for dispatch for each day starting from the Saturday after the date of supplying the data to the Friday of the following calendar week. The sender takes
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note that

la) Magyar Posta continuously compares and analyses the planned quantity for dispatch indicated by the sender in the supplied data with the volume of postal parcels actually transported by or handed over to Magyar Posta for dispatch on each day of the week;

lb) Magyar Posta may exercise the following options: if in the data supplied in advance in connection with the quantity of the postal parcels planned for dispatch

lba) the volume of postal parcels transported by or handed over by the sender for dispatch on a given day is over 10% more than the forecast quantity, Magyar Posta may apply restrictions on accepting the mail items for postal handling in respect of the volume of parcels in excess of the forecast (under subpoint a) of paragraph 2/A) of point 4.3.1 of the current GTC, completing the preparations for the acceptance of mail items for postal handling may be postponed until the following working day at the latest) and may exclude the use of the 1-working-day time guarantee or time-window delivery (time guarantee) additional service;

lbb) the total volume of postal parcels transported by or handed over on each day by the sender for dispatch in a given week is over 10% less than the forecast quantity, Magyar Posta will use the arithmetic average of the quantity of postal parcels actually handed over for postal dispatch during the previous two calendar weeks to estimate the daily quantity of postal parcels intended for dispatch in the next period based on the data supplied by the sender – disregarding the quantity forecast in the data supplied by the sender –, and may apply the option of restriction or exclusion described in subpoint lba) on that basis and as a possible consequence of that.

- m) if a sender with a separate written contract does not meet, or does not meet satisfactorily, the conditions for preparing mail items for posting, and in particular the requirements laid down in point 3 of the GTC published on Magyar Posta's website and in the separate written contract with regard to the contents, packaging, sealing and addressing of mail items as well as the use of receptacles and the placement of mail items in them, or if there is a difference between the data featured in the electronic posting list and the data of the mail items actually handed over for posting, Magyar Posta may make the acceptance of the mail items conditional on the payment of the separate charges specified in the document Other Fees Related to Postal Services published on Magyar Posta's website;
- n) a condition of using the extra handling additional service is to record the postal parcels intended for dispatch using this service in a separate electronic posting list;
- o) for a sender with a separate written contract, if the contract contains no provision for delivery on the doorstep or at the premises, the sender must indicate the requirement for an ad-hoc delivery by 3 pm on the working day preceding delivery using the address label

completion program. Magyar Posta undertakes to fulfil ad-hoc requirements dependent on capacity, in accordance with the contents of the confirmation (the time for delivery undertaken in the confirmation may potentially be for the working day following the planned delivery).

### Payment methods

In cash or by bank card payment transaction at workstations stated in information available at postal service outlets through the application of the provisions of the GTC for Magyar Posta's MyPost Loyalty Card Programme and upon conditions laid down by written contract by bank transfer.

If the postal service contract is concluded after posting the postal parcel at the Parcel Terminal, the service charge can only be paid by a payment transaction using 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 400,000) may only be settled by a payment transaction using a bank card.

### Additional and supplementary services available

The service includes the following additional and supplementary services for no additional charge: Track and Trace, Two Delivery Attempts, Retention Time Options, for postal parcels addressed to a postal address Delivery Time Agreed by Phone, Addressee's instruction prior to first delivery attempt (provided that the sender has marked the domestic mobile phone number of the addressee's mobile phone capable of receiving text messages on the address label of the postal parcel and has concluded a verbal contract with the addressee with regard to this), Addressee's Instructions (for a postal parcel) (if the addressee requests a second delivery attempt in accordance with the concurrently ordered Two Delivery Attempts additional service).

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 a postal parcel posted at a Parcel Terminal, the service fee, for natural persons, includes the 1-Working-Day Time Guarantee additional service without the payment of a separate fee irrespective of whether the choice of this additional service has been indicated in Magyar Posta's online Address Label Completion program when preparing the mail item for dispatch.

Additional and supplementary services available for postal parcels posted at a Parcel Terminal for a separate fee<sup>15</sup> – unless this product sheet provides otherwise: Insurance from HUF 50,001 to HUF 400,000, Payment for Goods up to HUF 400,000, Day Certain Delivery, "Fragile", 10-Working-Day Retention Period, Delivery to Addressee in Person, Saturday Delivery, Time Window Delivery (time guarantee), Addressee Pays, and, for senders with a separate written contract, the Itemised Delivery of Goods, Store Delivery and Exchange Parcel additional services.

<sup>16</sup>Additional services for a separate fee available for postal parcels posted at a Parcel Terminal and addressed to the same Parcel Terminal, and specifically marked as requiring "parcel retention" in the course of producing the address label: Insurance from HUF 50,001 to HUF 400,000, Payment for Goods up to

<sup>15</sup> A separate announcement will be published to provide information on the date of entry into force of the change of the supplementary condition described in this subpoint.

<sup>16</sup> A separate announcement will be published to provide information on the date of entry into force of the change described in this paragraph.

HUF 400,000, "Fragile".

<sup>17</sup>For natural person senders, the service includes the Doorstep Pick-Up additional service free of charge and, for senders with a separate written contract, Magyar Posta provides pick-up on the doorstep or at the premises for quantities of over 3 items per occasion.

Other additional and supplementary services available for an additional fee: 1-Working-Day Time Guarantee (except for postal parcels posted at a Parcel Terminal by a natural person), Day Certain Delivery, 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 (only for natural person addressees), "Fragile", "Cumbersome", Addressee Pays, Time-Window Delivery (time guarantee), Saturday Delivery, 10-Working-Day Retention Period, Addressee's Instructions (for a postal parcel) (if the addressee does not request a delivery attempt in accordance with the concurrently ordered Two Delivery Attempts additional service).

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, Closed System Loading.

Other additional and supplementary services available for an additional fee with a written contract: Store Delivery, Address Label Personalisation, Document Management, Itemised Delivery of Goods, Call-Off Order, Individual Handling, Extra Handling, Exchange Parcel, Pallet Exchange.

**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 subpoint d) of "Content, packaging, sealing and addressing", the sender must ascertain that the details of the address (name, address and other contact details of the sender and addressee) are correct and, if need be, point out any inaccuracies for correction;
- c) Magyar Posta undertakes without the payment of a separate fee
  - ca) to notify the addressee electronically of the posting of a mail item provided that the sender has made the addressee's e-mail address available to Magyar Posta at the time of producing the address label;
  - cb) to notify the sender of the delivery of a mail item provided the sender has marked his or her domestic mobile phone number suitable for receiving text messages on the address label of the postal parcel or has made available his or her e-mail address to Magyar Posta at the time of producing the address label.
- d) <sup>-18</sup>
- e) Magyar Posta undertakes, as a postal intermediary, to pick up parcels, which is free of charge for quantities of 4 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

<sup>17</sup> The date of entry into force of the amendment under this subheading is 28 March 2024.

<sup>18</sup> The separate written contract lays down the provisions contained in this sub-point.

does not occur, Magyar Posta will charge a pick-up fee;

- f) 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, Return Service, Store Delivery, Itemised Delivery Of Goods, Document Management, Pallet Exchange, Pallet Delivery, Saturday Delivery, Time-Window Delivery (time guarantee), "Cumbersome", Individual Handling, Extra Handling, Exchange Parcel;
- g) when addressed "Poste Restante", the following additional and supplementary services are not available at the same time: Optional Retention Time 0 Days, Store Delivery, Pallet Exchange, Pallet Delivery, Time-Window Delivery (time guarantee), Saturday Delivery;
- h) when addressed to a Parcel Terminal <sup>19</sup> – unless this product sheet provides otherwise –, the following additional and supplementary services are not available at the same time: insured over HUF 400,000, payment for goods over HUF 400,000, Advice Of Delivery, Delivery To Addressee In Person, "Cumbersome", Store Delivery, Itemised Delivery Of Goods, Pallet Exchange, Document Management, Saturday Delivery, Addressee Pays, Return Service, Consignment Delivery, Individual Handling, Extra Handling, Exchange Parcel;
- i) in the case of postal parcels intended to be posted using the individual handling 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.
- j) under the subsequent instruction option described in point 4.3.2 of the GTC published on Magyar Posta's website, Magyar Posta can only change the address details of a mail item and, for mail items posted with the "Payment for Goods" additional service, the options featured on the relevant product sheet are provided.

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 published on Magyar Posta's website, Point 6.9, paragraph 1) sub-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 by marking the appropriate icon on the address label if the addressee made a declaration about this.

Information about the franking methods and indicia is given in point 5 of the GTC published on Magyar Posta's website as well as the document Postage Paid Indicia.

Information on complaints and indemnity is given in the GTC published on Magyar Posta's website, Points 7 and 9.

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## Delivery

GTC published on Magyar Posta's website, Point 6.

If the addressee has used the addressee's instruction prior to the first delivery

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<sup>19</sup> A separate announcement will be published to provide information on the date of entry into force of the change of the supplementary condition described in this subpoint.



attempt supplementary service or a postal parcel addressed to a Parcel Terminal is delivered at a postal service outlet, during delivery at the postal address according to the delivery point attributed to the address marked on the address label of the postal parcel, the addressee can prove his or her entitlement to accept the parcel by a verbal declaration to this end and by showing the electronic notification containing the postal parcel's ID number sent to the addressee's domestic mobile phone number suitable for receiving text messages.

In the event of delivery at a delivery point, as notification of the entitlement to receive mail of an authorised recipient other than the addressee, an electronic message containing the mail item's ID number sent to the addressee's domestic mobile phone number suitable for receiving text messages or e-mail address and forwarded to this other authorised recipient is also accepted.

Magyar Posta delivers mail items addressed to an organisation or addressed in a manner regarded as such in accordance with paragraphs 9) to 9/B) of point 6.2 of the GTC published on Magyar Posta's website complying with the relevant general conditions, without taking into account the special provisions regarding "mail items posted with additional service to be delivered to addressee in person".

Magyar Posta provides the possibility of delivery to an agreed natural person as the authorised recipient in accordance with the provisions of point 6.5.3 of the GTC.

Unless otherwise instructed, the retention (holding) period of an item starts from the working day following the first delivery attempt and, dependent on the sender's instruction, is 0 or 5 working days or, where the additional service for an extra fee is requested by the sender, 10 working days.

<sup>20</sup>The retention period of 0 days is not available for postal parcels addressed "Poste Restante" or to a Postal Point, only 5 working days or, where the additional service for an extra fee is requested by the sender, 10 working days. For postal parcels posted at a Parcel Terminal and addressed to the same Parcel Terminal, and specifically marked as requiring "parcel retention" in the course of producing the address label, the retention (holding) period can only be 5 working days.

For mail items addressed to a Parcel Terminal the deadline for collection from the Parcel Terminal is the date and time (day, hour and minute) given by Magyar Posta in the SMS text message sent to the addressee's domestic mobile phone number 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 message sent to the addressee's domestic mobile phone number suitable for receiving text messages and in another 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 (0 or 5 working days or, where the additional service for an extra fee is requested by the sender, 10 working days) and the option to collect the mail item according to the above.

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

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<sup>20</sup> A separate announcement will be published to provide information on the date of entry into force of the change described in this paragraph.

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 (0 or 5 working days or, where the additional service for an extra fee is requested by the sender, 10 working days) in an SMS text message sent to the addressee's domestic mobile phone number 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 given as the secondary address 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 published on Magyar Posta's website. Should the above also prove to be ineffective, the parcel will be handled in accordance with the provisions of paragraphs 7) to 10) of point 4.3.4 of the GTC.

<sup>21</sup>For postal parcels posted at a Parcel Terminal and addressed to the same Parcel Terminal, and specifically marked as requiring "parcel retention" in the course of producing the address label, the provisions described in this subheading will be applied with the following exceptions:

- a) if the period of time ensured prior to the retention period in accordance with subpoint b) up to the date and time (day, hour, minute) given in the electronic notification sent to the addressee's domestic mobile phone number suitable for receiving SMS text messages and in the electronic message sent to the addressee's email address passes to no effect, Magyar Posta will notify the addressee;
- b) if the period of retention for collection ensured for the addressee at the Parcel Terminal and thereafter at the delivery point designated by Magyar Posta passes to no effect, Magyar Posta will notify the sender

in an electronic notification about where their parcel can be collected and the options for doing so during a 5-working-day retention period sent to their domestic mobile phone number in an SMS text message and in an electronic message sent to their email address.

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**Transit time**

Detailed information on transit times based on calculations of statistical methodology is given in point 11 of the GTC published on Magyar Posta's website.

**Other services available with the product/service and their conditions of use**

Furthermore, Magyar Posta ensures under the Inverz (return goods) service that customers of the contracting party may post mail items up to 40 kg to the contracting party free of charge. In this case the contracting party undertakes to fully accept all the mail items posted to its address and to pay the fee for the service subsequently.

- a) The address label necessary for using this service may be produced by the contracting party, or made accessible on the contracting party's website; the address label produced by the contracting party may be made available to the sender electronically or in a printed form, or, in accordance with paragraph six subpoints b) to d) of the subtitle "Content, packaging, sealing and addressing" it may be produced by the sender or by Magyar Posta commissioned by the sender. If the contracting party decides that the Inverz address label may be produced by the sender and Magyar Posta as well, by doing so the contracting

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<sup>21</sup> A separate announcement will be published to provide information on the date of entry into force of the provisions described in this paragraph.



party consents to its details given for addressing the Inverz parcel (addressee's name, place of destination, further address details) being featured and made available on Magyar Posta's website in the Address Label Completion application.

- b) The sender of the Inverz parcel may use the Inverz parcel (return goods) service as well as the insurance, doorstep pick-up, "Cumbersome" and "Fragile" additional services/handling without paying an extra charge.
- c) Magyar Posta ensures that Inverz parcels may be posted
  - ca) at all postal service outlets;
  - cb) through Magyar Posta's representative at the address at the same time as and based on a request indicated at the time of the delivery of the parcel;
  - cc) through doorstep pick-up (only in settlements indicated in the document entitled Parcel Services Information published on Magyar Posta's website);
  - cd) for customers with a separate written contract, at the acceptance places indicated in the document Acceptance Points at Operational Units published on Magyar Posta's website.

Name of product/service	14. International EMS express mail
<b>Product/service definition</b>	<p>An international registered and time-guaranteed 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 (e.g. a deed, memorandum, invoice or contract) (exceptions are documents with a value in excess of HUF 20,000, e.g. an air ticket). Information stored on data carriers (e.g. floppy disc, CD) is also considered an item containing documents;</li> <li>b) Goods (Pack): all items which cannot be considered to be Print mail items under the previous subpoint a).</li> </ul>
<b>Basic fee for the product/service (HUF/piece), method of payment</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 the document Country Guide published on Magyar Posta's website.</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> <p>The fee for the service can be paid in cash, by bank card payment transaction at workstations stated in information available at postal service outlets, through the application of the provisions of the GTC for the MyPost Loyalty Card Programme published on Magyar Posta's website and, based on a separate written contract and upon the conditions laid down therein, by bank transfer. The mail items may not be dispatched with postage to be paid by the addressee.</p>
<b>Contents, packaging, sealing and addressing</b>	<p>Information on the general conditions of posting with regard to the contents, packaging, sealing and addressing of mail items is given in point 3 of the <a href="#">GTC</a> published on Magyar Posta's website, Appendix 1 as well as the document <a href="#">Dangerous Goods Excluded from Transportation by Post and Transportable on Certain Conditions</a> and the link <a href="#">Range of Articles Excluded from International Postal Traffic and Articles Transportable on Certain Conditions</a>.</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, or the sender can prepare the address label in the number of copies stated in the Country Guide for the country specified as the place of destination as follows:</p> <ul style="list-style-type: none"> <li>a) senders with a written contract may, based on the technical specifications supplied or provided to them by Magyar Posta, using the Address Label Completion application, produce the address labels themselves or have them produced;</li> <li>b) using the online Address Label Completion application and recording</li> </ul>

the appropriate address details as required;

- c) completing the address label by hand when posting a postal parcel at postal service outlets marked as a mobile post service in the Post Office List published on Magyar Posta's website;
- d) when dispatching a postal parcel at postal service outlet marked as a permanent postal service outlet in the Post Office List published on Magyar Posta's website, Magyar Posta uses the Address Label Completion application to complete the address label based on information provided by the sender.

If the sender uses the address label supplied by Magyar Posta, this must be completed legibly using the information provided for this purpose.

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.

The address label produced must contain the parcel's address so it is not compulsory to mark the address on the cover of the mail item. Unless the addressee gives other instructions, Magyar Posta will perform the postal service contract in accordance with the information provided on the address label.

The item can be addressed to a post office box.

<b>Size</b>	<p>For the mail item</p> <ul style="list-style-type: none"> <li>a) the minimum size of its front side is 210 mm x 140 mm;</li> <li>b) items smaller than this may also be sent if their total dimensions allow them to be placed in a 220 mm x 150 mm pouch;</li> <li>c) the largest dimension in any direction may not be more than 1,500 mm, and the total of the item's three dimensions (length + 2x width + 2x height) may not exceed 3,000 mm.</li> </ul> <p>Size limits other than these are given for each country in the Country Guide or information may be requested from Customer Service on (1) 333-7777.</p>
<b>Weight</b>	<p>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.</p>
<b>Available at</b>	<p>Items may be posted at postal service outlets where the EMS service is available, which are indicated in column "P" of the Post Office List published on Magyar Posta's website, and, for postal service outlets also providing the doorstep/premises pick-up service based on a request by phone or in a written form, at the sender's premises.</p> <p>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 Post Office List published on Magyar Posta's website, Magyar Posta must be advised on the working day prior to posting.</p> <p>For customers with a written contract also the acceptance points at operational units.</p>
<b>Document in proof of dispatch, address label, accompanying document,</b>	<p>The address label specifically for this service both functions as the dispatch document and address label for the mail item. If the sender uses the address label supplied by Magyar Posta, this must be completed ensuring that the</p>

<b>technical specifications</b>	<p>details completed are legible even on the last copy of the self-copying document.</p> <p>Senders having a written contract with Magyar Posta may also produce the address label and the electronic posting list themselves or have it produced based on the technical specifications provided by Magyar Posta, but these must be inspected and approved by Magyar Posta before use.</p>
<b>Other posting conditions</b>	<p>The service is available for the countries listed in the document Country Guide published on Magyar Posta's website.</p> <p>Mail items with dutiable contents intended to be sent to an address in a country outside the EU customs border must be accompanied by a CN 23 customs declaration form completed and signed by the sender. The CN 23 customs declaration form is part of the address label set used for the purpose of sending postal parcels.</p> <p>Magyar Posta undertakes delivery by the deadline given under the subtitle "Time guarantee" if the items are posted before the deadline determined with regard to dispatch on the day in question stated on the announcement posted in the customer area at the postal service outlet, or in the case of the acceptance points indicated in the document entitled Acceptance Points at Operational Units published on Magyar Posta's website within the period of acceptance given there.</p> <p>If the address label is produced by Magyar Posta based on information provided by the sender as described in subpoint d) of "Content, packaging, sealing and addressing", the sender must ascertain that the details of the address (name, address and other contact details of the sender and addressee) are correct and, if need be, point out any inaccuracies for correction.</p>
<b>Additional and supplementary services available</b>	<p>The service includes the following additional and supplementary services without paying any additional fee: for Print mail items Insurance up to HUF 20,000; for Pack mail items Insurance up to HUF 50,000 if the sender has marked the amount on the address label of the postal parcel, Track and Trace, Doorstep Pick-Up, Two Delivery Attempts.</p> <p>For an additional fee: Insurance – for items not containing documents – from HUF 50,001 to HUF 1,000,000.</p>
<b>Other information related to the product/service</b>	<p>If during the aviation security screening at the airport a mail item is unambiguously established to contain an article excluded from transportation by air, Magyar Posta may attempt to transport the mail item to the destination country using and dependent on the availability of road transport connections.</p> <p>Magyar Posta undertakes without the payment of a separate fee to notify the sender of the delivery of a mail item provided the sender has marked his or her own e-mail address on the address label of the postal parcel.</p> <p>Information about the franking methods and indicia is given in point 5 of the GTC published on Magyar Posta's website as well as the document Postage Paid Indicia.</p> <p>Information related to the handling of mail items is available on Magyar Posta's website in the possession of the mail identifier.</p> <p>Information on complaints and indemnity is given in the GTC published on Magyar Posta's website, Points 7 and 9. The deadline for submitting a complaint or a claim for compensation is four months from the date of</p>

dispatch of the item. As regards the delivery of an item, a request for data may be made for four months from the date of dispatch.

**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.

**Time guarantee**

The Country Guide provides more information about the delivery deadlines undertaken by Magyar Posta. For mail items containing dutiable goods the period of customs action is not included in the period of the time guarantee undertaken for delivery by Magyar Posta.

**Other service available with the product/service and its conditions of use**

Magyar Posta will first attempt the delivery of a mail item arriving from abroad to Hungary on the first working day following the mail item's acceptance by Magyar Posta and, based on the addressee's prior written instruction to this end, at designated postal service outlets on Saturdays<sup>22</sup>. Information about the date the mail item was accepted by Magyar Posta is given under INFORMATION on Magyar Posta's website. For mail items containing dutiable goods, the period of time required for customs action is not included in the delivery time undertaken by Magyar Posta for the first delivery attempt, which is provided for information only. If the first delivery attempt is unsuccessful, Magyar Posta will attempt to contact the addressee about the date and time of the repeated delivery attempt using the addressee's phone number indicated on the address label, and based on this Magyar Posta will perform the second delivery attempt.

<sup>22</sup> The availability of the Saturday delivery attempt is made possible by Magyar Posta in accordance with the information given in the separate announcement on this service.

**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	gross	gross
up to 0,25 kg	8 400	9 300
up to 0,5 kg	8 500	9 400
up to 1 kg	8 600	9 500
up to 1,5 kg	8 700	9 700
up to 2 kg	9 200	10 100
up to 3-30 kg	same as EMS Pack tariffs	
EMS Pack items		
zone	1	2
weight	gross	gross
up to 1 kg	13 100	15 400
up to 2 kg	13 500	16 200
up to 3 kg	14 500	18 300
up to 4 kg	15 100	18 600
up to 5 kg	15 800	19 200
up to 6 kg	17 100	20 500
up to 7 kg	17 600	22 600
up to 8 kg	18 400	25 300
up to 9 kg	18 900	26 600
up to 10 kg	19 600	28 000
up to 11 kg	23 100	30 900
up to 12 kg	24 500	35 000
up to 13 kg	27 300	37 800
up to 14 kg	28 600	40 900
up to 15 kg	31 400	43 600
up to 20 kg	41 700	58 300
up to 25 kg	49 500	72 700
up to 30 kg	55 500	87 100

\* 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	7 900	8 400	9 100	10 200
up to 0,5 kg	8 000	8 600	9 200	10 300
up to 1 kg	8 100	8 800	9 400	10 700
up to 1,5 kg	8 400	9 400	10 400	11 700
up to 2 kg	8 600	9 600	11 100	12 700
up to 3-30 kg	same as EMS Pack tariffs			
EMS Pack items				
zone/weight	3	4	5	6
up to 1 kg	17 600	21 200	21 800	24 700
up to 2 kg	18 400	21 800	23 000	28 300
up to 3 kg	20 100	24 100	25 000	31 300
up to 4 kg	21 500	25 600	26 400	33 100
up to 5 kg	23 300	28 100	28 800	36 100
up to 6 kg	24 600	29 300	30 500	37 900
up to 7 kg	26 400	31 500	32 800	41 000
up to 8 kg	28 500	33 800	35 200	43 800
up to 9 kg	29 500	35 300	36 600	45 800
up to 10 kg	32 700	39 100	40 600	50 800
up to 11 kg	33 400	40 300	42 300	51 500
up to 12 kg	36 300	43 800	45 900	56 300
up to 13 kg	39 300	47 500	49 800	61 000
up to 14 kg	42 200	51 100	53 800	65 700
up to 15 kg	45 200	54 600	57 500	70 100
up to 20 kg	60 300	66 500	76 500	93 200
up to 25 kg	75 400	78 900	92 600	108 500
up to 30 kg	90 300	93 100	109 700	116 900

**Name of product/service**      **15. Európa+ parcel**

**Product/service definition**      The Európa+ parcel (Europe+ parcel) is a parcel that can be tracked containing articles or goods which may only be posted with the insured additional service to a destination abroad.

**Basic fee for the product/service (HUF/piece), method of payment**

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 the document Country Guide published on Magyar Posta's website.

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.

The fee for the service can be paid in cash, by bank card payment transaction at workstations stated in information available at postal service outlets, through the application of the provisions of the GTC for the MyPost Loyalty Card Programme published on Magyar Posta's website and, based on a separate written contract and upon the conditions laid down therein, by bank transfer. The mail items may not be dispatched with postage to be paid by the addressee.

**Contents, packaging, sealing and addressing**      Information on the general conditions of posting with regard to the contents, packaging, sealing and addressing of mail items is given in point 3 of the [GTC](#) published on Magyar Posta's website, Appendix 1 as well as the document [Dangerous Goods Excluded from Transportation by Post and Transportable on Certain Conditions](#) and the link [Range of Articles Excluded from International Postal Traffic and Articles Transportable on Certain Conditions](#).

The address must be stated on the address label used specifically for the item.

The sender or Magyar Posta in subpoint d) must prepare the address label for the Európa+ parcel in the number of copies stated in the Country Guide for the country specified as the place of destination as follows:

- a) senders with a written contract may, based on the technical specifications supplied or provided to them by Magyar Posta, using the Address Label Completion application, produce the address labels themselves or have them produced;
- b) using the online Address Label Completion application and recording the appropriate address details as required;
- c) completing the address label by hand when posting a postal parcel at postal service outlets marked as a mobile post service in the Post Office List published on Magyar Posta's website;
- d) when dispatching a postal parcel at postal service outlet marked as a permanent postal service outlet in the Post Office List published on Magyar Posta's website, Magyar Posta uses the Address Label Completion application to complete the address label based on information provided by the sender.

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.

The address label produced must contain the parcel's address so it is not



compulsory to mark the address on the cover of the mail item. Unless the addressee gives other instructions, Magyar Posta will perform the postal service contract in accordance with the information provided 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>	<p>For the postal parcel</p> <ul style="list-style-type: none"> <li>a) the minimum size of its front side is 205 mm x 155 mm;</li> <li>b) the longest dimension may not exceed in any direction 1,500 mm, and the total of its three dimensions (length + 2x width + 2x height) may not exceed 3,000 mm.</li> </ul>
<b>Weight</b>	At most 30 kg/ parcel
<b>Available at</b>	<p>Postal service outlets designated for posting parcels listed in column "N" of the Post Office List published on Magyar Posta's website.</p> <p>To dispatch postal parcels weighing over 20 kg at the postal service outlets marked with "x up to 20 kg" in column "N" of the Post Office List published on Magyar Posta's website, Magyar Posta must be advised on the working day prior to posting.</p> <p>For customers with a written contract also the acceptance points at operational units.</p>
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	<p>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.</p> <p>The address label must be completed ensuring 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.</p>
<b>Other posting conditions</b>	<p>The service is available in the countries specified in the document Country Guide published on Magyar Posta's website.</p> <p>The required additional and supplementary services included in the basic fee must be marked on the address label of the postal parcel.</p> <p>A post office box address cannot be given as the sender or the addressee on the item.</p> <p>If the address label is produced by Magyar Posta based on information provided by the sender as described in subpoint d) of "Content, packaging, sealing and addressing", the sender must ascertain that the details of the address (name, address and other contact details of the sender and addressee) are correct and, if need be, point out any inaccuracies for correction.</p> <p>Postal parcels with dutiable contents intended to be sent to an address in a country outside the EU customs border must be accompanied by a CN 23 customs declaration form completed and signed by the sender. The CN 23 customs declaration form is part of the address label set used for the purpose of sending postal parcels.</p>

Magyar Posta undertakes to attempt to perform the transit time indicated under the “Transit time” heading if the mail items are posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets.

Additionally, for customers with a written contract Magyar Posta also undertakes to attempt to perform the transit time indicated under the “Transit time” heading if the mail items are posted

- a) at the postal service point by the time specified for this on the announcement in the customer area;
- b) at the acceptance points indicated in the document Acceptance Points at Operational Units published on Magyar Posta’s website within the period for acceptance given there.

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**Additional and supplementary services available**

Magyar Posta includes the Track and Trace and Insured additional 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 amount of the insured value must be indicated in every case.

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

Information about the franking methods and indicia is given in point 5 of the GTC published on Magyar Posta’s website as well as the document Postage Paid Indicia.

Information related to the handling of mail items is available on Magyar Posta’s website in the possession of the mail identifier.

Information on complaints and indemnity is given in the GTC published on Magyar Posta’s website, Points 7 and 9.

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**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.

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**Transit time**

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. For mail items containing dutiable goods the period of customs action is not included in the period of the transit time provided by Magyar Posta for information.

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**Other services available with the product/service and their conditions of use**

Magyar Posta attempts the delivery of inbound mail items coming from abroad on one occasion.

With the Inverz (return goods) service Magyar Posta ensures that mail items that can be tracked containing goods ordered from an international e-commerce retailer may be returned free of charge if the e-retailer is contracted to 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 Inverz (return goods) service may only be used together with the insured additional service. If a sender in Hungary uses the Inverz (return goods) service when not entitled to do so, Magyar Posta will return the parcel to the sender charging the fee given in the document Other Fees Related to Postal Services published on Magyar Posta's website. By using the return service, the sender undertakes to renounce its right to indemnity in favour of the addressee of the item.

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	Zone 1 (EU)	Zone 2 (EU)	Zone 3 (Europe)
weight	Európa+ parcel gross	Európa+ parcel gross	Európa+ parcel
up to 1 kg	10 100	13 700	15 000
up to 2 kg	10 500	14 200	15 600
up to 3 kg	11 000	15 800	17 200
up to 4 kg	11 300	16 700	18 400
up to 5 kg	12 400	18 100	19 800
up to 6 kg	12 900	19 200	20 900
up to 7 kg	13 400	20 500	22 600
up to 8 kg	13 900	22 100	24 300
up to 9 kg	14 200	23 100	25 300
up to 10 kg	14 700	25 600	28 000
up to 11 kg	16 700	26 400	28 700
up to 12 kg	18 300	28 900	31 300
up to 13 kg	19 800	31 300	33 900
up to 14 kg	21 300	33 600	36 400
up to 15 kg	22 600	36 000	39 200
up to 20 kg	30 300	47 900	52 000
up to 25 kg	37 500	59 600	64 600
up to 30 kg	45 000	71 600	77 800

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.

**Name of product/service 16. MPL Europe Standard parcel**

**Product/service definition** The MPL Europe Standard parcel product/service is a mail item that can be tracked for posting articles and goods to a destination abroad.

**Basic fee for the product/service (HUF/piece), method of payment**

The service is subject to 27% VAT.

Zone 1 (EU)	
weight	gross
up to 2 kg	8 600
up to 5 kg	10 100
up to 10 kg	12 000
up to 15 kg	15 400
up to 20 kg	20 700
up to 25 kg	26 500
up to 31.5 kg	33 300

If a written contract is signed, the contracting parties may agree on basic fees other than those stated in the separate table. 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.

The fee for the service can be paid in cash, by bank card payment transaction at workstations stated in information available at postal service outlets, through the application of the provisions of the GTC for the MyPost Loyalty Card Programme published on Magyar Posta's website and, based on a separate written contract and upon the conditions laid down therein, by bank transfer. The mail items may not be dispatched with postage to be paid by the addressee.

**Contents, packaging, sealing and addressing** Information on the general conditions of posting with regard to the contents, packaging, sealing and addressing of mail items is given in point 3 of the [GTC](#) published on Magyar Posta's website, Appendix 1 as well as the document [Dangerous Goods Excluded from Transportation by Post and Transportable on Certain Conditions](#), Range of Articles Excluded from International Postal Traffic and Articles Transportable on Certain Conditions and the link on RESTRICTIONS.

As regards the contents that may be placed in mail items as well as their preparation for posting, and in particular the packaging to be applied, restrictions are listed in Appendix 1.

The sender can prepare the address label for the parcel as follows:

- a) senders with a written contract with the Address Label Completion application provided for them by Magyar Posta;
- b) with the online Address Label Completion application, recording the appropriate address details.

The address label produced in accordance with subpoints a) and b) must contain the parcel's address so it is not compulsory to mark the address on the cover of the mail item. Unless the addressee gives other instructions, Magyar Posta will perform the postal service contract in accordance with the information provided on the address label.

In order to ensure successful delivery (to contact the addressee), the sender may mark the addressee's telephone number and/or e-mail address on the address

label as well.

Furthermore, it is advisable for senders to place their own address and the addressee's address inside the parcel.

<b>Size</b>	<p>For the mail item</p> <ol style="list-style-type: none"> <li>a) the minimum size of the front is 105 mm x 205 mm,</li> <li>b) the longest dimension may not exceed in any direction 1,200 mm, and the size in the other two directions (width and height) may not exceed 600 mm each.</li> </ol> <p>Regulations about the size for each country specified as a place of destination are given in the Country Guide .</p>
<b>Weight</b>	<p>At most 31.5 kg/parcel</p>
<b>Available at</b>	<p>Postal service outlets marked as a permanent postal service outlet in the Post Office List published on Magyar Posta's website.</p> <p>To dispatch postal parcels weighing over 20 kg at the postal service outlets marked with "xx" in column "N" of the Post Office List published on Magyar Posta's website, Magyar Posta must be advised on the working day prior to posting.</p> <p>For customers with a written contract also the acceptance points at operational units.</p>
<b>Document in proof of dispatch, address label, accompanying document, technical specifications</b>	<p>The address label completed appropriately using the Address Label Completion application must be placed on the front (flat surface) of the mail 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 bar code necessary for posting parcels themselves or have it produced, but the prior permission of Magyar Posta's representative must be obtained for the use of such address labels.</p> <p>Hanging address labels must be attached to the items in a way that they cannot become detached during postal handling.</p>
<b>Other posting conditions</b>	<p>The service is available for the countries specified in the document Country Guide published on Magyar Posta's website.</p> <p>The use of any required additional and supplementary services included in the basic fee of the service must be indicated separately on the parcel's address label using the Address Label Completion application.</p> <p>A post office box address cannot be given as the sender or the addressee on the item.</p> <p>Magyar Posta undertakes to attempt to perform the transit time indicated under the "Transit time" heading if the mail items are posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets.</p> <p>Additionally, for customers with a written contract Magyar Posta also undertakes to attempt to perform the transit time indicated under the "Transit time" heading if the mail items are posted</p> <ol style="list-style-type: none"> <li>a) at the postal service point by the time specified for this on the announcement in the customer area;</li> <li>b) at the acceptance points indicated in the document Acceptance</li> </ol>

Points at Operational Units published on Magyar Posta's website within the period for acceptance given there.

**Additional and supplementary services available**

The service includes the following additional and supplementary services for no extra charge: Insurance if the sender has marked the amount on the address label of the postal parcel, as well as Track and Trace and Two Delivery Attempts.

The insured value can be a maximum of HUF 150,000 for all countries specified as the place of destination uniformly.

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: Doorstep pick-up.

If a written contract is signed and for an additional fee, the following additional and supplementary services can be used: "Cumbersome".

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

Magyar Posta only enters into a written contract with legal entities not classified as natural persons. However, no written contract may be concluded for this product/service at postal service outlets operated by Postal Partners and neither may additional or supplementary services requiring this be used.

Information about the franking methods and indicia is given in point 5 of the GTC published on Magyar Posta's website as well as the document Postage Paid Indicia.

Information related to the handling of mail items is available on Magyar Posta's website in the possession of the mail identifier.

Under the Inverz (return goods) service based on a written contract, Magyar Posta ensures that the addressee of mail items posted in this way has the possibility of returning goods ordered in international e-commerce free of charge to the e-retailer in a contractual relationship with certain foreign postal operators.

The fee of the MPL Europe Standard parcel posted under the Inverz service is paid by its addressee (the e-retailer with a written contract) subsequently.

Information on complaints and compensation is given in the GTC published on Magyar Posta's website, Points 7 and 9. The deadline for submitting a complaint or a claim for compensation is one year from the date of dispatch of the item. As regards the delivery of an item, a request for data may be made for one year from the date of dispatch.

**Delivery**

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 Country Guide and the foreign postal operator's general terms and conditions.

**Transit time**

Magyar Posta attempts to deliver MPL Europe Standard parcels 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.

**Other service available with the product/service and its conditions of use**

Magyar Posta will attempt the delivery of mail items arriving from abroad to Hungary twice.

The retention (holding) time of mail items arriving from abroad to Hungary is 10 working days.



As regards the delivery of a mail item arriving in Hungary from abroad, Magyar Posta may provide an additional or supplementary service undertaken by the foreign postal operator which Magyar Posta does not provide for mail items addressed to an international destination.

In connection with the delivery of inbound postal parcels from abroad, Magyar Posta provides the Addressee's instruction prior to first delivery attempt additional service with no extra charge provided that the sender has marked the domestic mobile phone number of the addressee's mobile phone capable of receiving text messages on the address label of the postal parcel and has concluded a verbal contract with the addressee with regard to this. Magyar Posta ensures under the Inverz (return goods) service that mail items that can be tracked containing articles or goods ordered in international e-commerce are forwarded as return goods exclusively by road to foreign e-retailers in a contractual relationship with specific postal operators. Based on a valid address label provided by the e-retailer, the customers of the contracting party (the senders of the returned goods) may post mail items to the e-retailer free of charge. Details about the availability of the address label are given in the information in the mail item containing the goods ordered through e-commerce or on the retailer's website. In this case the contracting party undertakes to fully accept all the mail items posted to its address and to pay the fee for the service subsequently. The address label provided by the e-retailer for the sender of the Inverz parcel can only be used for one Inverz mail item sent as return goods. If a sender in Hungary uses this 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 published on Magyar Posta's website.

The sender of the Inverz mail item containing the return goods renounces the right to compensation in favour of the addressee of the item (the e-retailer).

The sender of the Inverz parcel may use the Inverz parcel (return goods) service as well as the doorstep pick-up and the "Cumbersome" additional service/handling without paying an extra charge.

Magyar Posta ensures that Inverz parcels may be posted

- a) at all postal service outlets;
- b) through Magyar Posta's representative at the address at the same time as and based on a request indicated at the time of the delivery of the parcel;
- c) through doorstep pick-up (only in settlements indicated in the document entitled Parcel Services Information published on Magyar Posta's website);
- d) for customers with a separate written contract, at the acceptance places indicated in the document Acceptance Points at Operational Units published on Magyar Posta's website.

Inverz items sent as return goods are delivered in accordance with the delivery rules of the foreign postal operator in the item's destination country indicated in International Zone Classifications which is cooperating with Magyar Posta and appeared as the accepting postal operator on the MPL Europe Standard parcel delivered previously to the sender of the Inverz item now being returned. Details of these rules are given in the foreign postal operator's general terms and conditions.

In connection with the delivery of inbound return parcels from abroad, Magyar Posta provides the Addressee's instruction prior to first delivery attempt additional service with no extra charge provided that the address label of the returned postal parcel has the domestic mobile phone number of the mobile phone capable of receiving text messages of the addressee of the returned goods and the addressee takes advantage of this.

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

### 17.1 Registered

#### Fee in HUF for the additional service

The fee for the additional service is VAT exempt.

When sent to a domestic destination:

Registered	725
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The above fee is only valid with the use of an electronic posting list. When dispatched at postal service outlets marked as a mobile post service in the Post Office List published on Magyar Posta's website, Magyar Posta only applies the above fee if 2 copies of the paper-based posting list containing the details of the mail items indicated in the electronic posting list are handed over in the course of dispatch and additionally a printed copy of the confirmation of receipt by Magyar Posta of the sent electronic posting list is also made available by the sender to Magyar Posta.

The fee below applies to using paper-based documents in proof of dispatch (dispatch receipt, posting list, dispatch book) prepared in accordance with paragraph 1) of point 3.6.1 of the GTC published on Magyar Posta's website and the requirements contained in the Collection of Specimens:

Registered	800
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When sent to an international destination:

Registered	2 600
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A mail item with non-dutiable content intended to be posted in international mail with additional service based on this product sheet may be posted with a paper-based document certifying dispatch or an electronic posting list that meets the conditions of the [Technological Guide](#) following 1 July 2019.

A mail item with dutiable content using electronic posting list may only be dispatched with an electronic posting list that meets the conditions of the [Technological Guide](#) following 10 September 2020.

In the case of dispatching mail items at postal service outlets marked as a mobile post service in the [Post Office List](#) published on Magyar Posta's website, the above fees are only applied by Magyar Posta if two

#### 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.

In domestic mail, Magyar Posta delivers

- a) letter-mail items,
- b) mail items containing literature for the blind

posted with this additional service, i.e. recorded letter-mail items – except for mail items that cannot be delivered to a letterbox due to their size –, to a letterbox used for this purpose or by placement to a delivery point instead of delivering in person and records the fact of delivery on the delivery document or the technical device for recording the fact of delivery.

In international mail, the additional service is available only if the letter-mail item or the mail item containing literature for the blind is posted as priority. In international mail, the delivery of mail items posted with this additional service takes place in accordance with the rules of delivery undertaken by the foreign postal operator cooperating with Magyar Posta in order to perform the service in the destination country. Further information is available about this in the general terms and conditions of the foreign postal operator.

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

More information about the conditions is given in the GTC published on Magyar Posta's

copies of the paper-based posting list containing the particulars of the items specified in the electronic posting list are submitted at the time of dispatch of the items, and the sender provides Magyar Posta with the paper-based confirmation by Magyar Posta of the acceptance of the electronic posting list.

website, Point 3, and the product sheets for the services.

## 17.2 Insured items

### Fee in HUF for the additional service

The fee for the additional service is VAT exempt.

domestic	letter-mail items
MPL Postal Parcel - for every HUF 10,000 commenced of the insured value	320
international postal parcel - for every HUF 5,000 commenced of the insured value	655

### 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 - expressed in Hungary's currently valid legal currency - on the address label of postal parcels intended to be 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 together with the method of marking the insured amount on the address label, but the insured values may not be greater than the true market value of the contents with the exception of contents with non-commercial (intellectual) value.

More information about the conditions is given in the GTC published on Magyar Posta's website, Point 3, and the product sheets for the services.

## 17.3 Advice of delivery

### Fee in HUF for the additional service

The fee for the additional service is VAT exempt.

When sent to a domestic destination:

Domestic letter-mail items	590
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The above fee is only valid with the use of an electronic

### 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, the name of the authorised recipient and the fact of delivery, or makes available to the sender as delivery confirmation (in

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posting list which complies with the conditions of the Technological Guide valid after 1 July 2019. When dispatched at postal service outlets marked as a mobile post service in the Post Office List published on Magyar Posta's website, Magyar Posta only applies the above fee if 2 copies of the paper-based posting list containing the details of the mail items indicated in the electronic posting list are handed over in the course of dispatch and additionally a printed copy of the confirmation of receipt by Magyar Posta of the sent electronic posting list is also made available by the sender to Magyar Posta.

The fees below apply to using paper-based documents in proof of dispatch (dispatch receipt, posting list, dispatch book) prepared in accordance with paragraph 1) of point 3.6.1 of the GTC published on Magyar Posta's website and the requirements contained in the Collection of Specimens or when an electronic posting list that complies with the conditions of the Technological Guide valid before 1 July 2019 is used:<sup>10</sup>

Domestic letter-mail items	645
MPL Postal Parcel	415

In the course of posting an MPL postal parcel, the advice of delivery must be made available to Magyar Posta in paper form and produced in compliance with the requirements of the Collection of Specimens.

When sent to an international destination	1 305
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In the course of posting outbound international registered mail items, the advice of delivery must be made available to Magyar Posta in paper form and produced in compliance with the requirements of the Collection of Specimens.

electronic format) the data recorded by the technical device recording the fact of delivery in the course of the delivery of a domestic letter-mail item to be delivered by personal handover or, in the case of a postal parcel or international registered mail item, the advice of delivery.

If the sender uses an electronic posting list meeting the conditions of the [Technological Guide](#) prior to 1 July 2019, the delivery confirmation can only be viewed at the repository provided by Magyar Posta.

<sup>23</sup>For international mail items, it is available only if the letter-mail item or the mail item containing literature for the blind is posted as priority.

In international mail the postal service providers of some countries do not undertake to fulfil the advice of delivery additional service or to obtain the signature of the addressee upon the delivery of mail items posted with the advice of delivery additional service. Detailed information on these restrictions is available in the Country Guide. If the foreign postal service provider does not undertake to obtain the signature of the addressee in order to fulfil the advice of delivery additional service, the fact and date of delivery will be verified with a postal signature and date stamp imprinted on the advice-of-delivery form. The address given as the return address on the advice of delivery or in the electronic posting list and the address of the sender marked on the cover of the mail item do not have to be the same but the return address may only be an address outside Hungary 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 or in the electronic posting list provided it is written in a clear and legible manner as described in sub-points b) to d) of paragraph 7) or paragraphs 8) to 9) of Point 3.5 of the GTC published on Magyar Posta's website. Magyar Posta expects the section intended for the purpose of entering the return address on the advice of delivery not to contain any other data (e.g. tax number) apart from the address- whether completing the form by hand or computer or applying a stamp impression - and the return address only to appear within this specific section.

When preparing postal parcels and outbound

<sup>23</sup> The date of entry into force of the change described in this paragraph is 13 January 2025.

international registered mail items for dispatch, the completed advice of delivery form must be affixed to the mail item with its front side face up only using the self-adhesive strips. If this is not done, Magyar Posta will refuse to conclude a service contract pursuant to the contents of point 4.3.3 of the GTC published on Magyar Posta's website.

The "Customer's own notes" section on the delivery confirmation containing data recorded while delivering a domestic letter-mail item to be delivered by personal handover may not always contain the details given in the electronic posting list or in the [ePostingBook](#) in accordance with the separate GTC if

- a) the sender prepared the letter-mail item for posting during the outage time of the availability of the [ePostingBook](#) application;
- b) due to an unforeseeable technical obstacle during the acceptance of the letter-mail item for dispatch, the electronic posting list's data file cannot be downloaded;
- c) due to an unforeseeable obstacle the information marked in this section is not available in the system controlling the production of the delivery confirmation.

After the delivery of the domestic letter-mail item sent with the advice-of-delivery additional service, in addition to making the delivery confirmation available to the sender, Magyar Posta will provide the delivery confirmation, or its details, or a paper-based copy of it against the payment of the fee of

- a) the Certified Paper-Based Copy of the Delivery Confirmation additional service or
- b) the Data Supply supplementary service dependent on the time when the sender makes the request.

More information about the conditions is given in the GTC published on Magyar Posta's website, point 3, and the product sheets for the services.



17.4 <sup>-24</sup>

## 17.5 Information related to postal handling (postal technology tracking)

**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.

Based on the individual identifier of a registered mail item, Magyar Posta provides information about the date of the mail item's acceptance and delivery as information available online for at most one year from the date of dispatch of the mail item.

 17.6 <sup>-25</sup>

## 17.7 Special Christmas postmark

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

The fee for the additional service is VAT exempt.

domestic, international	80
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Magyar Posta marks and forwards mail items with a specially designed Christmas postmark.

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 priority and non-priority letters (postcards, picture postcards) and priority and non-priority identified letters (postcards, picture postcards) intended for dispatch to domestic and international addresses from the first day of Advent until 26th December.

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

<sup>24</sup> Repealed on 29 June 2020.

<sup>25</sup> The provisions given in this point are contained in point 18.3 as of the date of entry into force of the modification (1 January 2021).

## 18. Additional services available under the postal service

### 18.1 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 three months after the working day following the last event that occurred to the item.

### 18.2 Insured items (when using a non-universal postal service)

#### Fee in HUF for the additional service

The service is subject to 27% VAT.

	gross
MPL Business Parcel for each HUF 10,000 over HUF 50,000	470
International EMS express mail between HUF 50,000 and 1,000,000, for each HUF 10,000 commenced	762

#### Definition of the additional service

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

Unless otherwise stated on the separate product sheets, Magyar Posta undertakes this additional service for a separate fee.

### 18.3 Certified paper-based copy of the delivery confirmation

#### 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.

	gross
Domestic letter-mail items	83

Issuing a copy of delivery confirmation for at most 200 mail items posted with a paper-based document in proof of

#### Definition of the additional service

Based on the sender's declaration made prior to entering into the postal service contract and for a fee, Magyar Posta provides for domestic letter-mail items posted with the advice of delivery additional service a certified paper-based copy of the delivery confirmation produced through the KEÜSZ (Central Electronic Administration Services) conversion service converting electronic

dispatch, not based on a separate written contract, is free of charge. documents into certified paper-based documents.

18.4 <sup>-26</sup>

## 18.5 Doorstep pick-up

### 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

The sender may request by phone or in person that a mail item be collected within a specified period of time from a specific address (doorstep/premises pick-up):

- a) for MPL Business Parcels, and MPL Europe Standard Parcels as well as MPL Business Parcels or MPL Europe Standard parcels posted as return goods under the Inverz service: at the postal service outlets listed in the document Parcel Services Information published on Magyar Posta's website,
- b) and for international EMS express mail items: at the postal service outlets listed in column "P" of the [Post Office List](#) published on Magyar Posta's website.

<sup>27</sup>Only available on working days (for MPL Business Parcels dispatched by natural person senders). 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 will advise the sender of the planned time of the pick-up in a separate notification stating a 3 hour period on the working day previously agreed with the sender.

During doorstep/premises pick-up, 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 will refuse to accept the item.

If, in the absence of measuring devices, the exact weight and size of the mail item cannot be established in the course of acceptance, Magyar Posta will weigh and measure the

<sup>26</sup> Repealed on 16 October 2021

<sup>27</sup> The date of entry into force of the amendment under this product sheet is 28 March 2024.

item under official conditions at the postal service outlet and record the weight of the item on the accompanying document.

If the weight or size of the mail item provided by the sender during doorstep/premises pick-up differs from the result of weighing and measuring the item under official conditions at the 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 mail item established under official conditions exceeds the maximum weight or size limits, the mail item will be returned to the sender and the postage fee collected for the unperformed additional service will be refunded.

## 18.6 Cumbersome

### Fee in HUF for the additional service

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

The extra charge for the “Cumbersome” additional service/handling for a postal parcel sent by domestic mail is an amount identical to the basic fee of the dispatched parcel and the fee given in the Country Guide for parcels sent by international mail.

For items to be posted with both “Cumbersome” and “Fragile” additional services/handling, of the additional charges for the “Cumbersome” and “Fragile” additional service/handling, only the fee for the “Cumbersome” additional service/handling will be charged. However, the item must be packed in compliance with the special conditions for the characteristics and nature of the fragile content.

If a written contract is concluded, the contracting parties may agree a fee other than that stated above.

### Definition of the additional service

Postal parcels whose three dimensions together are more than 1,800 mm but do not exceed 3,000 mm or whose longest dimension is more than 1,000 mm but does not exceed 2,400 mm may be sent by domestic mail using the “Cumbersome” additional service/handling. Parcels which require different handling when placed in a receptacle due to their shape (and in particular they have protuberant or projecting parts that create unusable, empty spaces, e.g. a cylindrical shape), or which 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”.

If necessary, Magyar Posta also handles mail items posted together with their receptacle or unit load as “Cumbersome” if their area exceeds 1,200 x 800 mm (any side including the receptacle) or their height exceeds 1600 mm, but their area is under 1,600 1,200 mm or the height is under 1,900 mm.

If the longest dimension of the postal parcel handled as “Cumbersome” exceeds 2,000 mm or the height of a mail item posted together with its receptacle or unit load exceeds 1,800 mm, Magyar Posta will only ensure that the parcel can be dispatched dependent on the result of prior consultation and provided such

a parcel is entered on a separate electronic posting list.

For international mail sent using the “Cumbersome” additional service/handling, the other conditions laid down for domestic dispatch apply, noting that the size limits for mail items posted in this way are given in the Country Guide.

## 18.7 Fragile

### Fee in HUF for the additional service

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

The additional charge for the “Fragile” additional service/handling for a postal parcel sent by domestic mail is an amount identical to 75% of the basic fee of the dispatched parcel.

For items to be posted with both the “Cumbersome” and the “Fragile” additional services/handling, of the additional charges for “Cumbersome” and “Fragile” additional service/handling, only the fee for the “Cumbersome” additional service/handling will be charged.

If a written contract is concluded, the contracting parties may agree a fee other than that stated above.

### Definition of the additional service

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 published on Magyar Posta’s website must 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.

## Other additional services available with postal parcels posted under the MPL Business Parcel

### 18.9 Advice of delivery (when using a non-universal postal service)

#### Fee in HUF for the additional service

The service is subject to 27% VAT. The gross fee below includes 27% VAT.

	gross
Advice of delivery	415

#### Definition of the additional service

Identical to the general and MPL Postal Parcel-related information for compulsory additional services provided under the universal postal service.

### 18.10 Delivery to addressee in person

#### 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.

	gross
Delivery to addressee in person	420

#### Definition of the additional service

Magyar Posta undertakes to deliver registered mail items posted with the delivery to the addressee in person additional service appearing in the tariff table for this additional service that are addressed to a natural person only in person to the addressee or to the authorised representative of the addressee who is entitled to receive specific mail items or all mail items.

Magyar Posta delivers mail items addressed to an organisation or addressed in a manner regarded as such in accordance with paragraphs 9) to 9/B) of point 6.2 of the GTC published on Magyar Posta's website complying with the relevant general conditions, without taking into account the special provisions for mail items posted with "Delivery to addressee in person" additional service.

### 18.11 Addressee pays

#### Fee in HUF for the additional service

The service is subject to 27% VAT.

	gross
Addressee pays	1 325

#### Definition of the additional service

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

- a) the fee for postage and the fee for this additional service;
- b) <sup>28</sup>

to Magyar Posta in the course of successful delivery

- A. during delivery at the address in cash or by payment transaction using a bank card to a delivery person equipped with a POS terminal for this purpose indicated in the document Parcel

<sup>28</sup> Repealed on 1 September 2018.



Services Information published on Magyar Posta's website;

- B. during delivery at a postal service point in cash, and at workstations given in information available at postal service points by payment transaction using a bank card.

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 doorstep/premises pick-up, 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.

## 18.12 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 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.

The payment-for-goods amount is payable

- a) during delivery at the address in cash or by payment transaction using a bank card to a delivery person equipped with a POS terminal for this purpose indicated in the document [Parcel Services Information](#) published on Magyar Posta's website;
- b) during delivery at a [Postal Point](#) in cash or by payment transaction using a bank card, and at postal service points in cash and at workstations given in information available at postal service points by payment transaction using a bank card;
- c) during delivery of a postal parcel addressed to a [Parcel Terminal](#) only by payment transaction using a bank card, also taking into account that, in the event of the payment in cash of the payment-for-goods amount, Magyar Posta is not obliged to accept more than 50 coins in HUF when delivering at an address.

Based on the sender's request made as a subsequent instruction as provided for under point 4.3.2 of the [GTC](#) published on Magyar Posta's website, the payment-for-goods amount for an MPL Business parcel may be reduced or cancelled prior to the delivery of the mail item.

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

Magyar Posta undertakes to transfer payment-for-goods amounts to a recipient indicated as the sender who 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 undertakes to transfer several payment-for-goods amounts to be transferred to the same bank account to recipients indicated as the sender who require the transfer of the payment-for-goods amounts to a bank account – and become entitled to the payment-for-goods amounts after the delivery of several mail items – in a single daily remittance handling these as combined irrespective of the number of mail items unless the person entitled to the payment-for-goods amounts instructs otherwise. Any claim related to the combined payment-for-goods amount of mail items delivered on a given day will be regarded as a single-amount claim and claims will be enforced bearing this in mind.

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 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 must be the same, and only the other details of the address may be different.

### Fee in HUF for the additional service

The service is subject to 27% VAT.

Payment for goods	by bank transfer	in cash
	gross	gross
up to HUF 50 000	565	920
up to HUF 100 000	1 010	1 310
up to HUF 200 000	1 445	2 000
up to HUF 500 000	2 320	2 910
up to HUF 1 000 000	3 940	4 450
up to HUF 2 000 000	8 025	8 260

### Other information related to the additional service

On the address label of mail items intended to be posted using the payment-for-goods service, the amount which the sender instructs Magyar Posta to collect from the addressee must be marked in numbers.

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 unjustified possession.

- a) 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 [Postal Financial Services GTC](#) on Magyar Posta’s website to cover the costs incurred by retention;
- b) 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.

### 18.13 1-working-day time guarantee

#### Fee in HUF for the additional service

The service is subject to 27% VAT.

		gross
1-working-day guarantee*	time	110

When posted at a Parcel Terminal, no separate fee needs to be paid.

#### Definition of the additional service

Unless the addressee instructs otherwise, Magyar Posta guarantees to deliver, attempt to deliver, or forward parcels posted with the 1-working-day time guarantee to the address given by the sender on the address label on the 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 by 2 pm on working days when posted at a Parcel Terminal, or by the time of acceptance specified in the written contract for acceptance of mail in the case of acceptance points indicated in the document Acceptance Points at Operational Units published on Magyar Posta's website. 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, noting that delivery on the doorstep or at the premises may also be attempted on the first working day after posting which is a public holiday but is considered by Magyar Posta as a delivery day following prior notification sent to the addressee (provided that the sender has indicated the domestic telephone number of the addressee necessary for the notification on the address label or has made the addressee's e-mail address available to Magyar Posta at the time of producing the address label).

If the addressee has used the addressee's instruction prior to the first delivery attempt supplementary service, Magyar Posta undertakes to deliver or attempt to deliver the postal parcel

- a) on the same day at the delivery point attributed to the address marked on the address label of the postal parcel, or
- b) on the next working day at the address marked on the address label of the postal parcel.

Magyar Posta does not provide the service for postal parcels with contents for which Appendix 1 excludes using the time guarantee service.

This additional service cannot be used for postal parcels addressed as "Poste restante" to postal service outlets marked in column "Q" of the Post

Office List published on Magyar Posta’s website. If the sender gives the address of a postal service outlet marked in column “Q” of the Post Office List in the address of the postal parcel prepared for dispatch and simultaneously indicates that he or she wishes to use this additional service, Magyar Posta will accept the parcel for handling but will not provide the additional service. In such cases the postal parcel will not be deemed a mail item sent with the 1-working-day time guarantee.<sup>29</sup>

The 1-working-day time guarantee and the day certain delivery additional services cannot be used together at the same time for the same postal parcel.

### 18. 14 Time-window delivery (time guarantee)

#### Fee in HUF for the additional service

The service is subject to 27% VAT.

Delivery attempt	gross
between 7-9 am	4 465
between 8 am-12 noon	3 000
between 12 noon-4 pm	3 000
between 5-8 pm	3 845

#### Definition of the additional service

Magyar Posta guarantees, unless the addressee instructs otherwise, to attempt to deliver postal parcels posted to the addressee’s postal address in an inner urban area at the address indicated on the address label by the sender for the first time in the time window indicated by the sender on the address label

- a) on the working day following the day of acceptance provided that the postal parcel is posted before the daily forwarding time specified on the announcement in the customer area of postal service outlets or by the time of acceptance specified in the separate written contract for acceptance of mail in the case of acceptance points indicated in the document [Acceptance Points at Operational Units](#) published on Magyar Posta’s website, in accordance with the information given in the document [Parcel Services Information](#) published on Magyar Posta’s website – unless the sender has instructed otherwise by requesting the Day Certain Delivery additional service;
- b) on the second working day following the day of acceptance if the postal parcel is posted after the specified daily forwarding time or on a public holiday or non-working day or, for customers with a separate written contract, after the time of acceptance specified in the contract – unless the sender has instructed otherwise by requesting the Day Certain

<sup>29</sup> The date of entry into force of the amendment in this paragraph is 3 July 2023.

### Delivery additional service.

If the sender has requested the Day Certain Delivery additional service, Magyar Posta will attempt to deliver the postal parcel for the first time on the working day provided for by this additional service in the time window indicated by the sender on the address label. If the sender has not requested the Day Certain Delivery additional service, Magyar Posta will attempt to deliver the postal parcel for the first time in accordance with the 1-working-day time guarantee additional service, without charging the separate fee.

The customer may choose from the following time windows during dispatch:

- a) between 7-9 am or
- b) between 8 am-12 noon or
- c) between 12 noon-4 pm or
- d) between 5-8 pm.

In the event that the first delivery attempt is unsuccessful and agreeing with the addressee about the time for the second delivery is not possible, the second attempt to deliver the postal parcel will be made during any period on the first working day after the period for retention (holding time) specified by the sender or based on the additional service requested for a separate fee has ended.

Magyar Posta only undertakes to attempt delivery in a time window in the towns indicated in the document Parcel Services Information published on Magyar Posta's website.

The time-window delivery (time guarantee) and the Saturday delivery additional services are mutually exclusive with regard to the same postal parcel.

## 18.15 Saturday delivery<sup>30</sup>

### Fee in HUF for the additional service

The service is subject to 27% VAT.

	gross
Saturday delivery	1 945

### Definition of the additional service

For parcels addressed to the towns listed in the document

Parcel Services Information published on Magyar Posta's website, based on the sender's instruction given in the appropriate section of the address label or indicated on the address label itself, Magyar Posta attempts to deliver parcels on the first Saturday (or on the first day with Saturday working hours) following their dispatch between 8 am and

<sup>30</sup> Magyar Posta provides the additional service described on this product sheet in accordance with the information given in a separate related announcement.

12 noon in order to ensure successful delivery. Magyar Posta may also attempt to deliver the mail item before the time undertaken but, if this delivery attempt is unsuccessful, Magyar Posta will again attempt the delivery of the parcel on the first Saturday (or on the first day with Saturday working hours) after dispatch. If the first delivery attempt on a Saturday (or a day with Saturday working hours) is unsuccessful and agreeing with the addressee about the time for the second delivery is not possible, Magyar Posta will attempt the delivery of the parcel for the second time during any period on the next working day.

If a parcel is posted on a Friday, the delivery attempt on Saturday (or a day with Saturday working hours) is only guaranteed with the simultaneous use of the 1-working-day time guarantee additional service.

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

The Saturday delivery and the time-window delivery (time guarantee) additional services are mutually exclusive with regard to the same postal parcel.

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## 18.16 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 on the doorstep or at the premises on two occasions unless the addressee instructs otherwise after the first delivery attempt.

Magyar Posta attempts delivery on the doorstep or at the premises between 8 am and 5 pm on working days, and may also attempt delivery on days that are not considered working days but are considered by Magyar Posta as delivery days following prior notification sent to the addressee (provided that the sender has indicated the domestic telephone number of the addressee necessary for the notification on the address label or has made the addressee's e-mail address available to Magyar Posta at the time of producing the address label).

If the first delivery attempt on a working day is not successful, Magyar Posta will try to arrange a time for a second delivery attempt, using the addressee's domestic phone number stated on the address label, before leaving a notification of the arrival of the postal parcel at the address (or sending a notification to the addressee's domestic mobile phone number suitable for receiving SMS text messages indicated by the sender on the address label or to the addressee's e-mail address made available to Magyar Posta by the sender at the time of producing the address label). The time for a second delivery attempt may be a working day agreed with the delivery person taking into account the period of retention (holding) specified by the sender or requested as an additional service for a separate fee.

If the first delivery attempt on a working day is unsuccessful and Magyar Posta successfully arranges a time for the second delivery attempt, Magyar Posta will, unless otherwise stated on this product sheet, leave or send a notification of the date of the delivery attempt (month, day, time). Should the working day of the second delivery attempt agreed with the addressee (in accordance with the conditions set out in the Product Sheet for the Addressee's Instructions supplementary service) be the 1st to 3rd working day following the first delivery attempt, the postal parcel cannot be collected between the two delivery attempts. If the second delivery attempt thus agreed with the

addressee is also unsuccessful, or if the working day of the second attempt agreed with the addressee by the delivery person in accordance with the above is not the 1st to 3rd working day following the first delivery attempt, the delivery point from where the postal parcel may be collected by the addressee (or an authorised recipient) and the length of the applicable retention (holding) period will be indicated on the notification left at the addressee's address or sent by e-mail or text message.

If the first delivery attempt on a working day is not successful and Magyar Posta is unable to arrange a time for the second delivery attempt, Magyar Posta will, unless otherwise stated on this product sheet, leave a notification of the arrival of the postal parcel and its attempted delivery at the address or send a notification to the addressee's domestic mobile telephone number suitable for receiving SMS text messages given by the sender on the address label or to the addressee's e-mail address made available to Magyar Posta by the sender at the time of producing the address label. The notification will provide details of the date (month, day, time) of the attempted delivery and the domestic mobile telephone number at which the addressee can request - until 4 pm on the working day of the first delivery attempt - a second attempt at delivery for the following 1st to 3rd working day. If the second delivery attempt thus agreed with the addressee is also unsuccessful, Magyar Posta will leave at the addressee's address or send to the addressee's e-mail or mobile number another notification indicating the delivery point from where the postal parcel may be collected by the addressee (or an authorised recipient) and the length of the applicable retention (holding) period.

If the first delivery attempt on a working day is unsuccessful and the addressee's domestic mobile telephone number is not indicated on the address label of the postal parcel, or if the time of the second attempt at delivery has not been agreed with the addressee as described above for any other reason, or if an obstacle arises to the notification being placed in the receptacle provided by the addressee (e.g. the letter box cannot be reached due to a locked gate), Magyar Posta will make a second attempt to deliver the parcel on a working day indicated in a separate notification sent to the addressee after the end of the retention (holding) period specified by

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the sender or requested as an additional service for a separate fee. Between the two delivery attempts, the postal parcel may be collected at the delivery point indicated by Magyar Posta on the notification left at the addressee's address or sent to the addressee's e-mail address or phone number, taking into account the retention (holding) period specified by the sender.

If the first attempted delivery on a day that is not a working day is not successful, Magyar Posta will – unless the addressee gives a different verbal instruction during the telephone consultation initiated by either the addressee or the delivery person to establish the date and time for the second attempted delivery – attempt delivery for the second time on the first working day following the first delivery attempt (the postal parcel cannot be collected between the two delivery attempts). If the second delivery attempt arranged or taking place as described above is also unsuccessful, Magyar Posta will leave a notification at the addressee's address or send an electronic notification to the addressee indicating the delivery point from where the postal parcel may be collected together with the length of the applicable retention (holding) period based on the sender's instruction if one was given.

### 18.17 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 charge.

#### Definition of the additional service

The retention (holding) period of an item after an unsuccessful delivery attempt starts from the working day following the first unsuccessful delivery attempt and, unless otherwise stated in this product sheet, dependent on the sender's instruction, is 0 or 5 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, only 5 working days.

### 18.18 Day certain delivery

#### Fee in HUF for the additional service

The service is subject to 27% VAT.

#### Definition of the additional service

Under this additional service Magyar Posta undertakes to attempt the delivery of a postal parcel

	gross
Day certain delivery	665

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 at the address a notification or send the addressee (to the domestic mobile phone number suitable for receiving SMS text messages indicated by the sender on the address label or to the addressee's e-mail address made available to Magyar Posta at the time of producing the address label) a notification of the arrival of the postal parcel and its attempted delivery providing details of the date of the attempted delivery (month, day, time) and, if the endeavour by Magyar Posta to arrange a time for the second delivery attempt after the first unsuccessful attempt fails, the domestic mobile telephone number the addressee can call to arrange the working day on which the second delivery will be attempted.

If no arrangement is made in the way described above, the second delivery of the postal parcel will be attempted on the working day indicated in a separate notification sent to the addressee after the retention (holding) period specified by the sender or requested as an additional service for a fee has elapsed.

Postal parcels may be collected from the delivery point between the two delivery attempts.

If the first delivery attempt occurs after the working day requested by the sender, Magyar Posta will pay flat-rate indemnity in accordance with sub-point c) of paragraph 1) of point 9.1.4 of the GTC published on Magyar Posta's website.

The day certain delivery and the 1-working-day time guarantee additional services cannot be used together at the same time for the same postal parcel.

## 18.19 Consignment delivery

### Fee in HUF for the additional service

Included in the basic service without the payment of a separate fee if the product sheet describing the content of the basic service specifically provides for this.

### Definition of the additional service

Postal parcels posted simultaneously to the same address are delivered together at the same time. If postal 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.

## 18.20 Reporting system

### Fee in HUF for the additional service

Included in the basic service without the payment of a separate fee if the product sheet describing the content of the basic service specifically provides for this.

### 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.

## 18.21 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

Based on a notification left at the address or sent to the domestic mobile phone number suitable for receiving SMS text messages indicated by the sender on the address label or to the addressee's e-mail address made available to Magyar Posta at the time of producing the address label during an unsuccessful first delivery attempt, at the addressee's request, the delivery worker will phone the addressee to agree a time and place for the second delivery attempt. If the postal parcel cannot be delivered, provided the sender's domestic telephone number is also given on the address label, Magyar Posta will advise the sender of the reason for non-delivery (except when the reason is "reported deceased / terminated" and acceptance refused) prior to returning the postal parcel.

## 18.22 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, when mail items dispatched by users for delivery to a store are handed over (delivered) to the store or warehouse in the period of time agreed with them, Magyar Posta's representative (the delivery personnel) will be present at the address after delivery of the mail item to witness the counting and recording of the inner contents (at most to the level of the multipack) by the addressee or other authorised recipient based on the delivery note/invoice immediately after handover.

When using the store delivery service, the itemised delivery of goods additional service cannot be used.

## 18.23 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 in a physical and 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 (e.g. signature, completion) 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.

## 18.24 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

With regard to mail items dispatched by users for itemised delivery of goods, Magyar Posta undertakes to ensure that its representative (the delivery personnel) will be present at the address after delivery of the mail item to witness the itemised handover and receipt of the items (at most to the level of the multipack) by the addressee or other authorised recipient upon handover (delivery) in accordance with the delivery note/invoice. If during the handover (receipt) of the mail item the addressee or other authorised recipient raises an objection due to the partial loss of or damage to the mail item, Magyar Posta's representative will be present as a witness while records are made of this fact and the related circumstances.

## 18.25 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)
2,401-2,500	3,000	40
2,501-3,000	3,500	20
3,001-5,000	5,500	10

The size of the goods placed on or in a receptacle (e.g. unit box, pallet, container) 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 1,900 mm.

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

Magyar Posta is entitled to suspend this additional service in justified cases in a period specified in a separate notification.

## 18.26 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, its shortest side may not exceed 300 mm and its total maximum dimensions may not exceed 5,500 mm.

If the base area of the goods placed on or in a receptacle (e.g. unit box, pallet, container) exceeds



2,000 x 1,200 mm (together with the receptacle), 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 2,200 x 1,200 mm and its height may not exceed 1,900 mm.

Magyar Posta performs the additional service only dependent on the result of consultations held before posting the item.

Magyar Posta is entitled to suspend this additional service in justified cases in a period specified in a separate notification.

### 18. 27 Exchange parcel

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

The service is subject to 27% VAT.  
Its fee is the sum fixed in the separate written contract.

#### Definition of the additional service

Under this additional service Magyar Posta undertakes only to deliver the postal parcel posted with this additional service to the addressee if, prior to its handover, the addressee hands over to the postal employee an Inverz postal parcel bearing a printed address label made available to the addressee by the sender (either in advance or as an attachment to the parcel being delivered and sent with the exchange parcel additional service) to be returned to the sender.

### 18. 28 10-working-day retention period

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

The service is subject to 27% VAT.

	gross
10-working-day retention period	320

#### Definition of the additional service

Under this additional service, Magyar Posta undertakes to hold the mail item for a period of 10 working days (retention period) after the first unsuccessful delivery attempt, during which time the addressee or other authorised recipient will be able to collect the mail item at the delivery point indicated on the notification left behind during the unsuccessful delivery attempt.

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

### 19.1 Post Office box rental

#### Definition of the supplementary service

At designated postal service outlets Magyar Posta undertakes to deposit in a post office box mail items (including recorded letter-mail items as well) which arrive addressed to the addressee's post office box and, in accordance with the provisions of a written contract, addressed

- a) to the addressee's permanent or habitual address if the addressee is a natural person;
- b) to the address of the addressee's registered office if the post office box holder is not classified as a natural person (is an organisation) and – if it has one – to the address of the organisation's premises located in an area that complies with the conditions specified in this product sheet,

as well as 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 and notifications of the arrival of money orders irrespective of their amount, and makes possible the collection of the mail items and the amount of the money orders during the opening hours of the postal service outlet providing the PO box rental service and at postal service outlets marked in column "T" of the Post Office List published on Magyar Posta's website, for post office boxes where available capacity permits, 24 hours a day, seven days a week. Unless the GTC published on Magyar Posta's website 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, method of payment

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 by applying a minimum fee that is higher than given below

	gross
Quarterly PO box rent for natural person holders	15 795
Monthly PO box rent for natural person holders	5 265
Quarterly PO box rent for holders not classified as natural persons (organisations)	17 998
Monthly PO box rent for holders not classified as natural persons (organisations)	5 999

##### Free of charge

- a) if the PO box holder subscribes to and pays the relevant fee for the supplementary service for all mail items arriving at the PO box in question (including those addressed to the sub-PO box holder) to be delivered 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).

	gross
Quarterly sub-PO box rent for natural person sub-holders	15 795
Monthly sub-PO box rent for natural person sub-holders	5 265

Quarterly sub-PO box rent for sub-holders not classified as natural persons (organisations)	17 998
Monthly sub-PO box rent for sub-holders not classified as natural persons (organisations)	5 999

a) Magyar Posta does not charge rent for sub-PO boxes

aa) for redirecting to a PO box rented by a natural person mail items addressed to addressees whose registered address is the same as the address of the PO box holder and who have an alternative recipient relationship with the PO box holder (point 6 of the GTC published on Magyar Posta's website);

ab) if the PO box is rented by an organisation and the box holder allows common use as sub-holders to its organisational unit(s) with no independent legal entity<sup>31</sup> (e.g. departments, directorates, non-independent premises) whose relationship with the organisation renting the PO box can be established without doubt from credible documentary evidence handed over by the box holder organisation to Magyar Posta (e.g. Organisational and Operational Rules, Deed of Foundation, Articles of Association).

ac) if the sub-PO box holder uses the redirecting service simultaneously with the sub-PO box rental (i.e. is entitled to indicate the PO box address (the rented sub-PO box address) as a new address for redirecting) and is able to prove this by presenting the order sheet for the redirecting service or, in the event of ordering the redirecting service online, by presenting the e-mail sent by Magyar Posta in confirmation of the placement of the order.

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 by Magyar Posta in agreement with the PO box holder. If the PO box holder ensures the delivery of mail items addressed to more than one organisation through sub-PO box rental, a separate sub-PO box has to be rented for each organisation.

Post office box holders must pay the rent of the PO box in cash or by bank card payment transaction at workstations stated in information available at postal service outlets and post office box holders who have a permanent address, registered seat or business premises in Hungary must pay the rent of the PO box by bank transfer based on the schedule chosen by the holder in the 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.

If the PO box rental enters into force by the twentieth day of the given month based on the written contract, the rent is payable for this fraction of the month (considering it as a full month) and for the remaining period based on the frequency of payment undertaken. For written contracts entering into force after the twentieth day of the given month, no rent needs to be paid for the fraction of the month. 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.

### 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.

In the separate written contract, the following may be provided as the PO box holder's name:

<sup>31</sup> Organisational units or organisations which have their own individual company registration number, other registration number or tax number (e.g. subsidiaries or organisations with entirely or partly the same owner) cannot be regarded as such entities, not even if they operate at the same premises

- a) if an organisation, the name variations (e.g. abbreviated name) assigned to its tax number;
- b) if a natural person, the name variations (e.g. birth name, married name)

up to a maximum of 5 variations in total which may be used as address details for the items sent to the holder and which Magyar Posta is expected to take into account when providing the additional service.

The written contract may be concluded in person or through an authorised representative with general powers in accordance with paragraph 13) of point 6.5 of the GTC or a representative authorised for specific cases.

If the PO box is rented by a natural person, Magyar Posta will deliver all mail items addressed to an addressee who has an alternative recipient relationship with the PO box holder and is registered at the same address as the PO box holder (charging a fee stipulated by contract) together with the mail items addressed to the PO box holder in accordance with the general rules of delivery provided the relatives concerned grant their consent through their signature in the written contract, appearing in person at the postal service outlet providing the PO Box rental service (redirecting to a PO box address). If the verbal statement regarding this capacity of the relatives concerned is doubtful, Magyar Posta may request further evidence to confirm this. In the case of an alternative recipient, the identical address with that of the post office box holder must also be verified.

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 expense 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 not marked in column "T" of the Post Office List published on Magyar Posta's website 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.

If the post office box holder so requests in a separate written contract, with the exception of mail items addressed to a post office box rented at a postal service outlet operated by a Postal Partner, Magyar Posta will

- a) notify the post office box holder of the arrival of mail items to the PO box on the day of their arrival using the e-mail address given by the post office box holder. The notification contains the fact of arrival for non-registered items and also the number of items received for registered mail items;
- b) provide information in a specified file format about certain details laid down in a separate written contract of registered mail items delivered to the addressee's PO box by the electronic means chosen by the post office box holder on the day in question for mail items received by 12 noon and on the next day for mail items received thereafter;
- c) send notification of the approaching due date of the payment of the service fee for the PO box rental to the post office box holder by e-mail on a date prior to that chosen by the holder.

Magyar Posta provides the Receipt by Authorised Recipient additional service without charging a separate fee for addressees who rent a post office box at a postal service outlet indicated in column "V" of the Post Office List published on Magyar Posta's website provided that the request for the service is made in accordance with the provisions of the separate Product Sheet.

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); in the course of this to return to Magyar Posta any mail items erroneously placed in the PO box by Magyar Posta referring to misdelivery as well as notifications on the arrival of mail items not addressed to the PO box, 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;
- c) to use the PO box in accordance with the PO box rental properly for its intended purpose, and not to

place any item in the PO box that is not connected with the delivery of mail items.

Magyar Posta retains non-registered mail items delivered to the PO box but not collected by the authorised recipient and recorded letter-mail items as well as notifications of arrival of other registered items deposited in the PO box for the authorised recipient for thirty 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 published on Magyar Posta's website.

The post office box holder may instruct Magyar Posta to deliver mail items addressed to the address of the holder's registered office or business premises (with the exception of postal parcels and registered letter-mail items whose size exceeds 324 x 229 x 24 mm sent to Hungary from abroad) to the post office box (by redirection to the post office box) provided that the holder's registered office or business premises

- a) is located within the urban area of the **Delivery Area** of the postal service outlet providing the post office box service or at an inhabited place outside the urban area served by the delivery area of the postal service outlet providing the post office box, or
- b) is located in the same settlement as the postal service outlet providing the post office box but not featured in the **Delivery Area** description (and, if the settlement has districts, within the same district).

In circumstances other than those listed in points a) and b), Magyar Posta will apply the rules of redirecting for delivery, and the fee for the redirecting supplementary service (flat rate and individual fee) must also be paid. The post office box holder accepts the potentially longer handling time arising from the redirection to a PO box address.

Magyar Posta delivers or attempts to deliver mail items addressed to a PO Box (including recorded letter-mail items), as well as registered mail items and/or mail items that cannot be placed in a PO Box due to their size, and notifications of the arrival of money orders, regardless of the amount, by ensuring that the transit times specified in point 11 of the GTC published on Magyar Posta's website are met. By delivering non-registered mail items and recorded letter-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 and/or mail items that cannot be placed in a PO box due to their size as well as of the arrival of money orders irrespective of their amount by depositing information about this or a notification of arrival for each such item in the PO box. The delivery of the mail items takes place by handing them over in person at the counter designated for this purpose in accordance with the provisions of Point 6.10.2 of the GTC published on Magyar Posta's website. (Money orders are delivered according to the general rules laid down in the Financial Terms and Conditions in the absence of an agreement to the contrary concluded between Magyar Posta and the user after 1 March 2019, and Magyar Posta does not undertake to transfer the amounts of money orders to the post office box holder's bank account.) If, based on the notification, the delivery of the registered mail items and/or mail items that cannot be placed in a PO box due to their size as well as money orders does not occur on the day of their arrival at the postal service outlet, Magyar Posta, in addition to depositing separate notification(s) for their arrival in the post office box, retains such 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 Point 6.8.1 of the GTC published on Magyar Posta's website as well as in the Financial Terms and Conditions.

Magyar Posta returns mail items and money orders which have not been 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 three working days unless the GTC published on Magyar Posta's website provide otherwise) to the post office box holder's registered seat or premises in a mail item posted with the advice of delivery additional service. If the delivery of the reminder was unsuccessful because the addressee moved or did not collect the document during the postal retention (holding) period (i.e. the document is returned endorsed as "moved" or "not collected"), the document will be deemed to have been delivered by Magyar Posta on the fifth working day after the working day following the day on which the delivery of the document was attempted.



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

- a) on the thirtieth day of the receipt of the reminder if the post office box holder who has a permanent address or a registered seat or business premises in Hungary is in arrears with the rent and fails to comply with the reminder sent to the post office box holder's permanent address, registered seat or premises calling upon the PO box holder to pay the arrears within thirty 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 thirtieth day of the attempt to deliver the mail item containing the reminder described in subpoint a) sent to the post office box holder's permanent address, 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;
- c) on the day after the expiry of the deadline specified in the reminder if the post office box holder who has a permanent address, or a registered seat or business premises in Hungary is in arrears with the rent and fails to accept the reminder on settling the arrears posted to the post office box holder's address with the advice of delivery additional service or fails to settle the arrears by the deadline specified despite accepting the reminder provided that Magyar Posta does not exercise its right to terminate the contract with immediate effect stipulated in the written contract.

If the post office box holder does not use the PO box in accordance with the terms of the PO box rental, Magyar Posta accepts no liability for damages arising from the PO box's improper use and will terminate the post office box rental contract with immediate effect.

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 non-registered mail items and recorded letter-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 published on Magyar Posta's website. Magyar Posta will destroy notifications of the arrival of registered mail items to be delivered by personal handover which cannot be placed in a PO box due to their size and will retain notified 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 6.13 or paragraph 7) of point 4.3.4 of the GTC published on Magyar Posta's website dependent on whether or not the sender's address details are available.

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 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.

## 19.2 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 these 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, method of payment

The service is subject to 27% VAT.

	gross
quarterly fee	33 950
monthly fee	11 320

The user of the service may pay the fee for the parcel storage in cash, by bank card payment transaction at workstations stated in information available at postal service outlets 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 Post Office List published on Magyar Posta's website. The written contract may be concluded in person or through an authorised representative with general powers in accordance with paragraph 13) of point 6.5 of the GTC or a representative authorised for specific cases.

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.

## 19.3 Pick-up and/or delivery

### Definition of the supplementary service

Magyar Posta undertakes regularly or on an occasional basis to forward in the interest of delivery (under the delivery service) large quantities of mail items to the premises specified by the user of the supplementary service at an agreed time or in an agreed period of time and/or to receive for acceptance to take place later at the postal service outlet (under the pick-up service) mail items prepared and marked in accordance with the conditions of these GTC. The user accepts that the time required for the handling period may be longer than usual due to the use of this supplementary service.



### Fee in HUF for the supplementary service, method of payment

The service is subject to 27% VAT.

	gross
basic fee per occasion	12 875

In the case of the occasional use of the supplementary service, in addition to the basic fee, or in the case of regular transport the fee set in the separate written contract, unless otherwise provided for in the 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.

For customers who have a separate written contract for the use of the supplementary service, Magyar Posta will deliver parcels to the address of the parcel storage address or addressed as “poste restante” free of charge if the customer makes a statement to that effect.

The fee for the pick-up and delivery service used on an occasional basis can be paid in cash or by bank card payment transaction at workstations stated in information available at postal service outlets.

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

For occasional pick-up and delivery no written contract is necessary, but the user must inform Magyar Posta in writing when the need arises and Magyar Posta must advise the user of the fee for the service also in writing. The sender must indicate the need for an occasional pick-up to Magyar Posta by 2 pm on the working day preceding posting at the latest.

Regular pick-up and delivery is available by prior agreement with Magyar Posta dependent on existing postal capacity and the frequency of use indicated by the user (e.g. non-daily use). For users with a separate written contract for the use of the regular pick-up and delivery service, based on their need as it arises and notified in writing at least 10 working days before the start of the application of the provisions hereof, Magyar Posta undertakes, for a transitional period of at most three consecutive calendar months and upon unchanged conditions for the payment of the service fee, to be available at the indicated premises at a frequency less than the frequency of the pick-up and delivery service provided for in the separate written contract or at times other than the specified times on the given working days.

The shortest period of time the pick-up and delivery service may be suspended for is five consecutive working days and the longest period of time is 30 consecutive working days. The user must report the starting and ending dates of the suspension in writing to Magyar Posta 10 working days 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 a period of time which is less than the shortest possible period of suspension for the pick-up and delivery service cannot be taken into consideration. If the user rents a post office box, Magyar Posta will apply the provisions applicable to post office box rental to mail items that are received for the user during the period of suspension of the additional service. If the user does not rent a post office box, the delivery rules set out in point 6 of the GTC published on Magyar Posta’s website will prevail during the period of suspension. The terms and conditions for

the pick-up and delivery additional service will apply to mail items received after the expiry of the period of suspension.

The personnel and material conditions arising on the postal side 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 (and in particular help provided for loading and unloading) 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 quantity of mail handled in the course of pick-up and delivery only fits into two or more receptacles or the weight of the material exceeds 20 kg, the sender is obliged to provide additional help with the material movement.

Magyar Posta provides transport receptacles (unit boxes, sacks) for the pick-up and delivery free of charge. The sender takes delivery of the transport receptacles handed over by Magyar Posta in an empty state by the piece, acknowledging receipt by 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 may be placed in the transport receptacle accepted in the above manner and in those used by Magyar Posta in the course of delivery. The sender is obliged to periodically return to Magyar Posta any receptacles no longer used for pick-up and delivery to be found at its premises in an intact, undamaged and clean state, and Magyar Posta will acknowledge their receipt in writing. Magyar Posta may check the number of and use of transport receptacles and their intact, undamaged and clean state at the user's premises and for this purpose the user must grant entry to its premises and provide assistance to Magyar Posta's representative 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 Magyar Posta is unable to perform the pick-up and delivery service 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 the GTC published on Magyar Posta's website (e.g. does not fully return the advice-of-delivery forms of items or potentially misdelivered items at the time of the pick-up but at the latest on the working day following delivery), Magyar Posta will remind the user in writing of contractual behaviour.

### **Special conditions for pick-up**

The packaging, sealing, addressing and contents of each mail item intended for dispatch must comply with the conditions of posting laid down in point 3 of the GTC published on Magyar Posta's website, and, with the exception of mail items that cannot be placed in receptacles due to their size, the sender must place the mail items in transport receptacles (boxes, sacks) sealed with a label adhered and signed or stamped by the sender.

The sender must enter the data of mail items placed in receptacles and of those which cannot be placed in receptacles due to their size in a paper-based or electronic document in proof of posting and, in the event that a paper-based document in proof of posting is used, that must be placed in the receptacle together with the mail items. If the sender uses a database recorded in an electronic format as the document in proof of posting, simultaneously with the handover of the receptacles, the sender must provide the identification number given in the e-mail sent by Magyar Posta as confirmation of the receipt of the electronic posting list.

Using a bag label or box marker provided by Magyar Posta on the sealed receptacles (boxes, sacks), the sender must mark the date and time of the delivery together with the name of the sender and, for postal parcels intended to be posted with the insured additional service, the number of the postal parcels.

If during the inspection of the receptacles Magyar Posta finds any deficiency in relation to the preparation of the pick-up of mail items intended for posting, the sender will be required to rectify this prior to acceptance for posting. Magyar Posta will acknowledge in writing the receipt of the receptacles containing mail items intended for posting as well as mail items that cannot be placed in a receptacle due to their size, which, however, is not yet deemed acceptance for posting.

If the handover of items only happens after the time specified in the written contract due to a reason attributable to the user, Magyar Posta will only forward the picked up items, including priority letter-mail

items, on the working day following the pick-up.

The sender acknowledges that the acceptance for posting of the mail items received by Magyar Posta in the course of the pick-up will not occur in the presence of the sender but will be performed at the postal service outlet. Magyar Posta will provide the sender with a paper-based document in proof of posting containing verification of the mail items' acceptance for posting subsequently. If the sender uses a database recorded in an electronic format as the document in proof of posting, Magyar Posta will provide information about any transactions concerning the data files (receipt or potential fault of the electronic posting list) to the sender automatically via electronic means.

### **Special conditions for delivery**

Mail items sent to a post office box or parcel storage address and mail items for delivery to postal addresses as well as notifications of the arrival of money orders irrespective of their amount are delivered and can be collected at the time and in the manner specified by the written contract. Magyar Posta undertakes the delivery of mail items as well as notifications of the arrival of money orders irrespective of their amount to the premises observing the delivery rules specified in the GTC published on Magyar Posta's website, Point 6, with regard to types of mail, value and persons entitled to receive mail. (Money orders are delivered according to the general rules laid down in the Financial Terms and Conditions in the absence of an agreement to the contrary concluded between Magyar Posta and the recipient after 1 March 2019, and Magyar Posta does not undertake to transfer the amounts of money orders to the recipient's bank account.)

In the event that, in accordance with the provisions of the separate written contract, Magyar Posta ensures the receipt of the mail items for the user of the delivery service (hereinafter for the purposes of this product sheet "addressee") without the presence of its representative performing the delivery and the addressee does not use the e-Receipt at Premises business application pursuant to the separate GTC, the type and number (alphanumeric code) of the document in proof of the recipient's identity and the entitlement for receiving the mail item (except when it is received by the addressee) is written on the delivery document by the person authorised to receive the mail item, who must also ensure that the time and date of delivery written on the delivery document and the advice-of-delivery document matches the actual time and date of delivery (i.e. the time and date the given mail item was delivered). The addressee must make the delivery document and the advice-of-delivery documents available to Magyar Posta at the time of the next pick-up and delivery. If the addressee returns the delivery document and/or the advice-of-delivery document with incomplete data content, the deficiencies must be rectified immediately if possible. If this does not happen, the deficiencies must be rectified at the time of the next pick-up and delivery at the latest.

If the addressee uses the e-Receipt at Premises business application pursuant to the separate GTC, at the time of the handover the addressee records one by one the quantity of the sealed transport receptacles and the fact of delivery of any other mail items that cannot be placed in the receptacle due to their size on the technical device for recording the fact of delivery (PDA). The data to be given on the technical device for recording the fact of delivery (PDA) and, if necessary, on the advice-of-delivery document must be entered in accordance with the general rules in point 6 of the GTC published on Magyar Posta's website, with special attention to ensuring that the time and date of delivery matches that of the actual delivery. In this case the addressee specifically notes that, with regard to the handover of the sealed receptacle, the data given on the technical device for recording the fact of delivery (PDA) are the data for acknowledging the delivery of all the mail items in the sealed receptacle (checked by the addressee prior to their receipt) unless, bearing in mind the provisions of the GTC, the addressee or another authorised recipient makes a separate declaration in writing on the delivery document placed in the receptacle refusing to accept the mail item or establishing a misdelivery.

In the event that, in accordance with the provisions of the separate written contract, Magyar Posta ensures the receipt of the mail items for the addressee in the presence of its representative performing the delivery, the document containing the data to be indicated on the technical device recording the fact of delivery (PDA) and, if necessary, on the advice-of-delivery form must be presented in accordance with the general rules specified in point 6 of the GTC published on Magyar Posta's website, and the addressee must ensure upon acceptance that the details of the mail items agree, the advice-of-delivery documents are removed from the mail items and any fees related to delivery (e.g. for mail items posted with the "addressee pays" or "payment for goods" additional

services) are paid. Magyar Posta records the type and alphanumeric code of the document verifying the recipient's identity on the delivery document or the technical device for recording the fact of delivery. After delivery, Magyar Posta will return the details with regard to the handover of the receptacles (sacks and boxes) recorded on the technical device for recording the fact of delivery (PDA) (the name of the recipient) to the senders electronically.

Organisations which receive mail items at their premises in separate receptacles under a written contract may only record the fact of delivery of a different number of non-registered mail items than that marked on the delivery document placed in the receptacles after consultation with Magyar Posta. In other words, the quantity given in advance may only be changed with Magyar Posta's approval.

If the delivery service is requested by a post office box holder, in relation to mail items arriving to the PO box, Magyar Posta will

- a) not send notifications included in the basic fee for the PO box rental service;
- b) provide information on the details of registered mail items delivered to the PO box address through the query function of the e-Receipt at Premises business application pursuant to the separate GTC.

This supplementary service is not available at postal service outlets operated by Postal Partners.

## 19.4 Redirecting

### Definition of the supplementary service

Under this supplementary service, observing the provisions of this product sheet and the conditions undertaken in the separate written contract for the service, Magyar Posta redirects mail items to a new address given by the addressee and attempts delivery – even despite the sender's potential instruction to the contrary – at the addressee's new address. A "Poste Restante" address may not be given as an address for redirecting. The user acknowledges that the time required for postal handling may be longer than usual due to redirecting.

This supplementary service may be used by a natural person with legal capacity who is 16 years old or over, or an organisation (hereinafter "customer").

Unless these 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 the law or for which the fulfilment of redirecting is not possible under these GTC.

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, and postal parcels dispatched in Hungary, as well as inbound international letter-mail items, mail items containing literature for the blind and international postal parcels, international EMS express mail items, Európa+ parcels and MPL Europe Standard parcels dispatched in foreign countries;
- b) to a new address abroad only 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, method of payment

The service is subject to 27% VAT.

Flat rate of domestic redirecting	
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	gross
quarterly fee for natural person customers	13 485
monthly fee for natural person customers	4 495
quarterly fee for customers not classified as natural persons (organisation)	17 998
monthly fee for customers not classified as natural persons (organisation)	5 999

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, MPL Postal parcels, MPL Business parcels as well as domestic EMS express mail and international EMS express mail arriving in Hungary from abroad or for return delivery.

Flat rate of international redirecting	
	gross
quarterly fee	62 625
monthly fee	20 875

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

The flat-rate fee for the service may be settled in cash; by bank card payment transaction at workstations stated in information at postal service outlets; for online orders by bank card payment transaction only (by giving an instruction to this end by electronic means), and for clients paying by postage on credit by bank transfer.

For online orders Magyar Posta prepares an electronic invoice for the fee paid by bank card and sends it to the e-mail address previously given by the customer in the course of registration on the MyPost web page.

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.

If the customer has concluded the separate written contract for an indefinite term, the flat-rate for the service can at most be paid in advance for 1 year and the earliest date the payment of the flat rate for the period of continuous use can be initiated is 3 months prior to the date when payment is due.

Magyar Posta accepts cancellation in writing by the customer of the written contract at postal service outlets



where concluding a separate written contract for the use of the supplementary service is ensured based on the provisions of this product sheet. Cancellation will take effect two 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.

In the event of the cancellation of a service contract that was concluded on an online page by completing and submitting an electronic order, Magyar Posta will repay the flat rate for the period following the month of termination by bank transfer on condition that the customer makes the electronic invoice and his or her bank account number available to Magyar Posta simultaneously with initiating the termination of the contract ([ugyfelszolgalat@posta.hu](mailto:ugyfelszolgalat@posta.hu)).

### Other information related to the supplementary service

In order to use the supplementary service the conclusion of a written contract must be initiated

- a) by the addressee in person or through an authorised representative with general powers in accordance with paragraph 13) of point 6.5 of the GTC or a representative authorised for specific cases by completing (manually or electronically) in duplicate the order form for this purpose, which is available on the web page under FORMS, and submitting it at a postal service outlet other than those indicated in column "R" of the Post Office List published on Magyar Posta's website, or
- b) by customers who have registered on Magyar Posta's web page [www.posta.hu](http://www.posta.hu) (MyPost) in advance and hold a MyPost Loyalty Card – only with regard to mail items sent (addressed) to the customer in his/her capacity as a natural person, as well as mail items sent to the address of a close relative with the same address who entrusted the card holder to do this – by completing and sending an electronic order online, or
- c) <sup>32</sup>by the natural person authorised to use this eService on behalf of an organisation that was previously registered and verified the registration in accordance with the separate GTC, by completing and submitting an online electronic order form.

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 for a minimum of one calendar month and at least 30 days. The duration of a fixed term written contract which has not yet expired – except for a joint order made by close relatives living in a joint household or at the same address – may be extended upon request by providing an end date which is at the end of a calendar month constituting a new period of at least 30 days but at most for a period of 5 years calculated from the date of performance of the first order. To do so, the original order form for the service must be shown to Magyar Posta. In the absence of this, a new written contract must be concluded. If the customer has concluded the separate written contract for an indefinite term, the combined period of time for extending the service period by further payments of the fee can at most be 5 years, after which a new separate written contract must be concluded. If the period specified in a written contract signed jointly by close relatives living in a joint household or at the same address expires, a new separate written contract must be signed with the customer in order to continue to use the supplementary service. However, the relatives' consenting signature may be entered on the order form necessary for this in advance without Magyar Posta's presence provided that, with the exception of the period of the order, all the other details contained in the previous contract are unchanged.

The extension of the fee payment period of a contract concluded for an indefinite period of time by completing and submitting an electronic order through an internet page, or possibly terminating such a contract, can only be done using the same method as for concluding the contract.

<sup>32</sup> The date of entry into force of the change described in subpoint c) is 10 January 2022.

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 provided it does not last for more than six 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 fall between the second working day and the ninetieth day after ordering,
- until the expiry of the written contract or of the order placed online, taking into account the potential extension of the performance period for a contract concluded for an indefinite period of time.

The period of time for fulfilling the redirecting service is

- a) for a fixed term contract: at least 30 days and at most 1 year calculated from the first day of performing the redirecting service noting that the full period of time of performance considering the total duration of all contract extensions is at most 5 years;
- b) for an indefinite term contract: at least 30 days and at most 5 years calculated from the first day of performing the redirecting service.

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) not forward items addressed "Poste Restante" to a new address under the redirecting service;
- d) under the scope of the written contract redirect
  - da) mail items not classified as official documents and
  - db) <sup>33</sup>official documents - even if the addressee gave instructions to the contrary - provided that it has not left a second notification of its arrival at the destination address before the starting date of the application of the service, to the addressee's new domestic address featuring in Magyar Posta's register for the redirecting service and attempt delivery there; moreover, after the potential expiry of the holding (retention) period, return the mail items to the sender marking the reason for non-delivery, and simultaneously may provide information to the sender about the name and redirection address of the customer and close relatives living in the same household or at the same address as stated on the mail item;
- 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 single separate written contract concluded with the customer ordering the service, charging the fee due for one contract, provided a general authorisation in accordance with paragraph 13) of point 6.5 of the GTC or a specific authorisation that also covers ordering the redirecting service which is signed by each of the relatives affected by the move (not necessarily in Magyar Posta's presence) and given to the customer ordering the service is made available to Magyar Posta during the ordering process;
- g) if redirecting is ordered by one of a number of persons with the same name who live at the same address, 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

<sup>33</sup> The date of entry into force of the change under this paragraph is 6 January 2024.



the sender marked as undelivered in accordance with subpoint b) of paragraph 1) of Point 6.13 of the GTC published on Magyar Posta's website;

- h) if a request is received from a customer for redirecting mail items from several addresses to one address, charge the redirecting fee for each address redirection is requested from;
- i) if a request is received from an organisation and a natural person for redirecting mail items from the same address to the same new 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, only redirect mail items to the new address and deliver them there provided the fee for domestic redirection is paid and the conditions for the post office box rental are simultaneously fulfilled (e.g. for a postal parcel the redirection address cannot be a post office box), thus:
  - ja) Magyar Posta can only perform the redirection of mail items to a post office box address and deliver them there if the customer classified as a natural person rents the post office box appearing as the redirection address or is its sub-PO box holder based on a free sub-PO box rental connected to the PO box rental contract;
  - jb) Magyar Posta can only perform the redirection of mail items addressed to a natural person who is classified as the representative of an organisation to a post office box address rented by the organisation and deliver them there if the natural person is the sub-PO box holder of the post office box rented by the organisation given as the redirection address based on a free sub-PO box rental connected to the PO box rental contract;
  - jc) the delivery of mail items addressed to the organisation's premises which are located
    - jca) in another town or
    - jcb) in another district (if the city or town is divided into districts) or
    - jcc) outside the delivery area of the postal service outlet providing the post office box and which are used by an organisational unit that belongs to the organisation proven by a credible document is provided through a central post office box rented by the organisation;
  - jd) Magyar Posta can only perform the redirection of mail items addressed to an organisation to a post office box rented by another organisation and deliver them there if the organisation ordering the redirecting service is a sub-PO box holder of the post office box rented by the other organisation and given as the redirection address based on a free sub-PO box rental connected to the PO box rental contract.
- 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 or the information obtained by establishing contact as undertaken on the separate product sheet in connection with the performance of the service, make available mail items to be delivered at such a redirection address for collection for the period of retention given in point 6.8.1 of the GTC published on Magyar Posta's website at the delivery point designated for the redirection address without leaving a written notification of their arrival at the actual address or sending notification electronically;
- l) if the redirection address is the address of an organisation's premises (seat or branch office), fulfil the redirection by applying the provisions of paragraphs 9) to 9/B) of Point 6.2 of the GTC published on Magyar Posta's website;
- m) if mail items may arrive for a customer addressed using a name given in a different style from that appearing in the official document in proof of identity (e.g. the indication or omission of a title preceding the surname or several forenames), and the customer states that no other person under the same name lives at the address marked on the mail item, redirecting will be fulfilled in accordance with such a statement made by the customer;
- n) if the customer cancels the separate written contract for redirecting, from the second working day thereafter Magyar Posta will deliver, or attempt to deliver, the mail item at the address indicated by

the sender on the mail item without forwarding it to the redirection 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 fifth 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;
- d) when placing the order, to indicate as the name of the addressees affected by redirecting:
  - da) for organisations, the name variations associated with the given tax number (e.g. abbreviated company names);
  - db) for natural persons, all possible name variations known to the customer (e.g. birth name, married name) which may appear in the addressing of mail items sent to such addressees and which Magyar Posta is expected to take into account when performing the supplementary service.

The customer acknowledges that, if the customer orders the service with regard to mail items addressed to a close relative with an identical address on the MYPOST web page without being instructed to do so, the liability related to the performance of the redirecting service is borne by the customer in relation to the mail items arriving for the addressee concerned, and Magyar Posta has no liability in this regard.

## 19.5 Repeated delivery on an agreed day or at an agreed time<sup>34</sup>

Fee in HUF for the supplementary service, method of payment	Definition of the supplementary service
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The service is subject to 27% VAT.

	gross
in case of instruction for delivery attempt at an agreed time on the same day	2 725
in case of instruction for delivery attempt at an agreed time on another working day	1 510
in case of instruction for delivery attempt on another agreed working day in the usual delivery schedule	635

Magyar Posta provides this supplementary service for domestic and international letter-mail items to be delivered by handover in person, non-registered letters that cannot be delivered to a letterbox due to their dimensions, recorded letters, official documents, priority and non-priority international postal parcels, Európa+ parcels, MPL Europe Standard parcels and money orders.

At the request of the addressee made after the notification of the arrival of a mail item listed above has been made available but not later than on the last day of the period of retention (holding), following an unsuccessful attempt to deliver such a mail item, and after a notification has been left or sent electronically of its arrival, Magyar Posta – provided this is not contrary to the service or additional service requested by the

<sup>34</sup> Magyar Posta provides the supplementary service described in this product sheet also for mail items in accordance with the GTC, point 6.2, paragraph 2/A, irrespective of whether or not delivery at the address has been attempted.

The fee for the service may be settled upon the delivery of the mail item in cash and by bank payment transaction through a delivery person equipped with a POS terminal for this purpose indicated in the document Parcel Services Information published on Magyar Posta's website or, for customers who pay postage on credit by bank transfer.

sender of the mail item – attempts delivery at the address featured in the mail item's address on the same day or, with the exception of official documents, on another working day but not later than the first working day after the expiry of the period of retention (holding) at a time agreed with the addressee or during regular delivery.

The service can be ordered

- a) by phone from the postal service point or delivery point which performs delivery for the address and
- b) for registered mail items to be delivered in person by customers whose registration is validated under the conditions laid down in the separate GTC, also by completing and sending an electronic order through an online page.

Delivery on the same day at an agreed time can only be requested on the MyPost online page by 6 am at the latest, and after that only at the postal service point or delivery point which performs delivery for the address by phone.

This supplementary service is not available at postal service outlets operated by Postal Partners.

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## 19.6 Repeated delivery after the expiry of the collection deadline (for international mail items)

### Fee in HUF for the supplementary service, method of payment      Definition of the supplementary service

The service is subject to 27% VAT.

	gross
international letter-mail items and mail items containing literature for the blind posted with an additional service	1 905
priority and non-priority international postal parcel, international EMS express mail, Európa+ parcel, MPL Europe Standard parcel	2 725

The fee for the service may be settled upon the delivery of the mail item in cash and by bank card payment transaction through a delivery person equipped with a POS terminal for this purpose indicated in the document Parcel Services Information published on Magyar Posta's website or, for customers who pay postage on credit by bank transfer.

At the request of the addressee made after the expiry of the period of retention (holding) marked on the notification of the arrival of a mail item, Magyar Posta undertakes for a separate fee to attempt the repeated delivery to the addressee of an international mail item arriving from abroad 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 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

- a) by phone from the postal service point or delivery point which performs delivery for the address or
- b) for registered mail items to be delivered in person, by customers whose registration is validated under the conditions laid down in the separate GTC, also by completing and sending an electronic order through an online page.

This supplementary service is not available at postal service outlets operated by Postal Partners.

## 19.7 Repeated delivery to a new address<sup>35</sup>

Fee in HUF for the supplementary service, method of payment	Definition of the supplementary service
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The service is subject to 27% VAT.

	gross
in case of instruction for delivery attempt to a new address	1 585

The fee for the service may be settled upon the delivery of the mail item in cash and by bank card payment transaction through a delivery person equipped with a POS terminal for this purpose indicated in the document Parcel Services Information published on Magyar Posta's website or, for customers who pay postage on credit by bank transfer.

Magyar Posta provides this supplementary service for domestic and international letter-mail items to be delivered by handover in person, non-registered letters that cannot be delivered to a letterbox due to their dimensions, recorded letters, priority and non-priority international postal parcels, Európa+ parcels, MPL Europe Standard parcels and money orders.

At the request of the addressee made after the notification of the arrival of a mail item listed above has been made available but not later than on the last day of the period of retention (holding), following an unsuccessful attempt to deliver such a mail item, and after a notification has been left or sent electronically of the arrival of the mail item, Magyar Posta – provided this is not contrary to the service or additional service requested by the sender of the mail item appearing in the tariff table for this supplementary service – attempts 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 but not later than the fifth working day following the period of retention (holding) indicated in the notification of the arrival of the mail item during regular delivery.

The service can be ordered

- a) by phone from the postal service point or delivery point which performs delivery for the address and
- b) for registered mail items to be delivered in person by customers whose registration is validated under the conditions laid down in the separate GTC also by completing and sending an electronic order through an online page.

This supplementary service is not available at postal service outlets operated by Postal Partners.

<sup>35</sup> Magyar Posta provides the supplementary service described in this product sheet also for mail items in accordance with the GTC, point 6.2, paragraph 2/A, irrespective of whether or not delivery at the address has been attempted.

## 19.8 Delivery at an agreed time after two unsuccessful delivery attempts

### Fee in HUF for the supplementary service, method of payment

The service is subject to 27% VAT.

	gross
International EMS express mail	970

The fee for the service may be settled in cash or by bank card payment transaction at workstations stated in information available at postal service outlets and through a delivery person equipped with a POS terminal for this purpose indicated in the document Parcel Services Information published on Magyar Posta's website or, for customers who pay postage on credit, by bank transfer.

### Definition of the supplementary service

At the request of the addressee made after the notification of the arrival of a mail item has been made available, following 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 or additional service requested by the sender of the mail item – attempts to repeat delivery at the address featured in the mail item's address again at a time agreed with the addressee.

This service may be requested by phone at the postal service point/delivery point designated for delivery for the address or via customer service on (1) 333-7777 or [customer.service@posta.hu](mailto:customer.service@posta.hu).

This supplementary service is not available at postal service outlets operated by Postal Partners.

## 19.9 Addressee's instruction prior to the first delivery attempt

### Fee in HUF for the supplementary service

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

### Definition of the supplementary service

If the sender has marked the addressee's domestic mobile phone number suitable for receiving text messages on the address label of the postal parcel, Magyar Posta – based on the addressee's choice with regard to the options for acceptance on the basis of information given to the addressee prior to entering into a verbal contract taking into account currently available capacities – will attempt the delivery of the postal parcel in accordance with the verbal agreement made with the addressee even if this contradicts the sender's instruction to this end as follows:

- a) at the delivery point attributed by Magyar Posta to the address marked on the address label of the postal parcel, or
- b) at the address marked on the address label of the postal parcel

at a time agreed with the addressee on the same day or, based on the addressee's instruction, on the next working day.



The user accepts the potential longer handling time arising from the fulfilment of the addressee's instruction prior to the first delivery attempt.

This supplementary service is only available with inbound priority and non-priority international postal parcels as well as MPL Business Parcels, MPL Europe Standard Parcels, and MPL Europe Standard Parcels posted as return goods under the Inverz service.

If the postal parcel is posted with the day certain delivery additional service, Magyar Posta will provide information with regard to the options for acceptance on the day indicated in the sender's instruction, and the addressee may first make instructions with regard to the place and/or time of the first delivery attempt of the postal parcel bearing this in mind for the day specified by the sender at the earliest.

Magyar Posta provides this supplementary service in the period between 1 December and 15 January with regard to addressees deemed to be organisations with the following additions:

- a) the instruction given as the written declaration of the addressee is necessary for the provision of the service;
- b) Magyar Posta applies the instruction to all postal parcels and registered letter-mail items with a weight over 500 g (except official documents) addressed to the organisation;
- c) Magyar Posta will endeavour to deliver the mail items concerned for the first time on the working day indicated in the organisation's written declaration, at the address given on the postal parcel's address label.

## 19.10 <sup>-36</sup>

### 19.11 Postal customs agent service

#### **Definition of the supplementary service, method of payment**

Under the postal customs clearance agent service, Magyar Posta undertakes to arrange import or export customs clearance for mail items containing dutiable goods sent beyond or arriving from outside the EU customs border (including mail items sent by third country senders but arriving from European warehouses without having undergone customs clearance). The service is available for natural persons and organisations (for commercial goods). The rules prescribed by the Civil Code are valid for the use of

<sup>36</sup> Repealed on 1 January 2022.

the service.

### Fee in HUF for the supplementary service

The service is subject to 27% VAT.

The fees for the activities provided by Magyar Posta under the postal customs agent service as well as other provisions related to these are given under the subheading "Other information related to the supplementary service".

### 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) customs border with contents of a HUF value of or exceeding the equivalent of EUR 1,000 and in cases specified by separate law (for mail items with dutiable content), regardless of value at the customer's request, 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 Airport Directorate of the National Tax and Customs Administration (hereinafter referred to as the "Tax Authority") 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.

Due to conducting export customs clearance, mail items with goods subject to duty may be forwarded from the country later than mail items not affected by customs clearance.

If the value of the mail item's contents does not reach the HUF equivalent of EUR 1,000, its handling does not require the use of the postal customs agent service but for such mail items exiting the country (for a potential export customs inspection) a CN 23 customs declaration form, and, for letter-mail items only, a CN 22 customs declaration form, needs to be attached. In the event that the physical characteristics of the CN 22 form do not allow the full data content to be entered in its sections, a duly completed CN 23 customs declaration form must be used as an accompanying document.

The postal customs agent service for export items is not available at postal service points operated by postal partners.

Fees per mail item for the postal customs agent service for exports

	HUF
	gross
Fee for issuing an Export Accompanying Document (EAD) and presenting the goods for dispatch to customs	10 500
Fee for completing the supplementary sheet (for the EAD form) per sheet (3 items per sheet)	3 100

The fee for the service may be settled in cash or by bank card payment transaction at workstations stated in information available at postal service outlets.

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

Under the postal customs clearance agent service, Magyar Posta, with the involvement of the Tax Authority, ensures that customs clearance procedures with release for free circulation and forwarding of goods take place for mail items sent from outside the European Union (EU) customs border to Hungary. In the course of the submission of customs declaration forms, Magyar Posta will conduct

- a) automatic postal customs clearance by using either the Special Arrangement<sup>37</sup> (hereinafter referred to as "SA") VAT payment method or the IOSS<sup>38</sup> VAT payment method, or
- b) the so-called ordered postal customs clearance for customs clearance where the automatic postal customs clearance cannot be applied, or
- c) an "intermediary service" for mail items that do not require the submission of a customs declaration form by Magyar Posta, i.e. mail items that do not undergo postal customs clearance.

With regard to the services listed in subpoints a) to c), Magyar Posta will act in accordance with this product sheet.

If the value of the product placed in the mail item does not exceed EUR 150<sup>39</sup> and the mail item is addressed to a natural person, Magyar Posta will automatically perform customs clearance, uniformly using the 27% VAT rate for SA customs clearance, unless the contents of the mail item justify the use of ordered postal customs clearance (e.g. excise goods, perfumes or goods subject to prohibitive or restrictive measures) or the natural or non-natural person entitled to make a statement in relation to customs clearance to Magyar Posta (hereinafter referred to with respect to the contents of this product sheet as "addressee") indicates to Magyar Posta in advance, prior to the submission of the customs declaration form, an intention not to use Magyar Posta's automatic customs clearance. The addressee can indicate the intention to clear customs by other means through the [Request Forms](#)<sup>40</sup> available on Magyar Posta's website.

Magyar Posta notifies the addressees of mail items requiring customs clearance sent from outside the European Union (EU) customs border to Hungary if the addressee is required to provide additional data or to supply additional documents for the arrangement of customs clearance using automatic or ordered postal customs clearance. Magyar Posta notifies the addressee using the addressee's electronic contact details provided by the sender (and received from the foreign postal operator in the form of system data) by sending a message by e-mail to the addressee's e-mail address or a text message to the addressee's domestic mobile phone number suitable for receiving text messages. In the absence of electronic contact details, the notification is sent by post in a letter sent with the priority and registered additional services. The addressee may send the declaration, order or any missing documents needed for customs clearance

- a) through the [Request Forms](#) available for this purpose on the electronic platform on Magyar Posta's website following the instructions given in the notification or the [Request Forms](#)<sup>41</sup> or
- b) if electronic communication is not used, by completing the form for this purpose available on the page FORMS on Magyar Posta's website and sending it by post to the International Office of Exchange (Magyar Posta Zrt. Nemzetközi Posta Kicserélő Központ Budapest 1005).

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. This may result in a longer customs clearance procedure.

If the Tax Authority imposes a sanction based on the details given on the basis of the addressee's declaration in the customs declaration form or based on the value of the contents placed in the mail

<sup>37</sup> As defined by European Union legislation.

<sup>38</sup> Import One Stop Shop, One Stop Shop arrangement: the amount of the VAT is paid in advance together with the price of the product during purchase.

<sup>39</sup> The Tax Authority also sets an equivalent in HUF of the duty exemption limit expressed in EUR, which is valid for a year.

<sup>40</sup> Submission of preliminary customs clearance orders and instructions.

<sup>41</sup> Mail items addressed to a private person subject to customs clearance / Mail items addressed to a legal person subject to customs clearance.

item, or in relation to any other declaration by the addressee made in the course of the customs clearance procedure, Magyar Posta will pass on the financial liability imposed on it to the addressee.

### Special provisions for automatic postal customs clearance

During the automatic postal customs clearance, Magyar Posta issues the customs declaration form and submits it to the Tax Authority as the declarant

- a) for a natural person addressee (in the absence of the addressee's instructions to the contrary) or
- b) in the case of a declaration submitted by a natural person addressee to supply additional data for mail items with automatic customs clearance, or
- c) -<sup>42</sup>
- d) for customs clearance using IOSS provided that the IOSS identification number has been given in the electronic data sent by the sender in accordance with the required standard and that the addressee is a natural person.

If, based on the details of the customs declaration form, in the interest of obtaining evidence for the value of the contents placed in the mail item, the Tax Authority

- a) has further requirements, Magyar Posta will request the addressee to supply missing information, indicating the required deadline and contents and the required option for replying the addressee must comply with. When the addressee has provided the missing information and Magyar Posta has submitted this to the Tax Authority,
- b) has no further requirements,

the Tax Authority will issue the goods release permit for customs clearance to Magyar Posta.

In the event that the addressee does not provide Magyar Posta with the required information and/or documents by the deadline and with the contents specified in the request for supplying missing information, customs clearance will not be conducted and Magyar Posta will return the mail item to the sender on the expiry of a 20-day retention period without separately informing the addressee of this, or, if the sender has renounced the mail item, Magyar Posta will initiate the destruction of the mail item that requires customs authority action.

After receiving the goods release permit issued for customs clearance sent by the Tax Authority, Magyar Posta will notify the addressee of the VAT and customs duty imposed by the Tax Authority (if applicable) as the joint customs charges payable (for mail items with SA VAT payment, the VAT calculated from the value of the goods and the international shipment fee, for mail items with IOSS VAT payment, VAT payable during customs clearance no longer arises) as well as of the fee for the postal customs agent service in accordance with this product sheet. The notification will be sent electronically if the addressee's electronic contact details are available to Magyar Posta in the form of system data provided to the foreign postal operator by the sender. As regards the settlement of the fees payable, Magyar Posta will offer an online payment option for bank card payment transaction on a site operated by a payment provider in cooperation with Magyar Posta following the rules and security regulations of international bank card companies. Within 48 hours of the notification of the online payment option being sent, the addressee may settle the joint customs charges (except for mail items with VAT paid by IOSS) together with the fee for the postal customs agent service prior to the delivery of the mail item. If the addressee pays the joint amount in the above time period by the above described means, Magyar Posta will attempt the delivery of the mail item in accordance with the postal service contract requested by the sender or will act in accordance with the contents of paragraph 2/A) of point 6.2 of the GTC for a non-registered mail item which cannot be delivered via a letterbox due to its size.

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<sup>42</sup> Repealed on 1 July 2024.

If the addressee's electronic contact details are not available to Magyar Posta in the form of system data provided to the foreign postal operator by the sender or the addressee does not pay the joint amount of the customs charges and the fee for the postal customs agent service within 48 hours of the notification regarding payment, Magyar Posta will attempt to deliver the mail item at the place indicated in the mail item's address through personal delivery or will notify the addressee of the arrival of the mail item in accordance with the contents of paragraph 2/A) of point 6.2 of the GTC for a non-registered mail item which cannot be delivered via a letterbox due to its size. If the delivery attempt at the place indicated in the mail item's address is unsuccessful, Magyar Posta will inform the addressee of the arrival of the mail item and the joint amount of the customs charges and the fee for the postal customs agent service by leaving behind a notification, based on which the mail item will be held for collection by the authorised recipient at the designated delivery point for the period of retention (holding) defined in point 6.8.1 of the GTC. Prior to the delivery of the item, the addressee must pay the joint amount of the customs charges and the fee for the postal customs agent service

- a) in the case of delivery at the place indicated in the mail item's address, in cash or by bank card payment transaction through a delivery person equipped with a POS terminal for this purpose indicated in the document Parcel Services Information published on Magyar Posta's website;
- b) in the case of delivery at the delivery point indicated in the notification, in cash and, at workstations stated in information available at postal service outlets, by bank card payment transaction.

The addressee acknowledges that Magyar Posta will make the goods release certificate issued for customs clearance and the electronic invoice<sup>43</sup> issued for the fee payable by the addressee (hereinafter referred to as the e-Invoice) available to the addressee on the MYPOST page. These documents can be downloaded by the addressee within 60 days of the notification of the availability of these documents without prior registration using the access code provided by Magyar Posta at the time of delivery in person or in the electronic notification advising the addressee of the fee payment.

During automatic postal customs clearance, the provisions regarding the customs agent service are applied separately for each mail item, and in the same way the addressee also has to indicate any intention to clear customs by other means individually for each mail item.

Fees per mail item for automatic postal customs clearances

	Value limit (up to)	Payment by bank card payment transaction	Payment during delivery prior to handover
Automatic postal customs clearance using SA	EUR	HUF	
		gross	gross
	10	710	1 445
	22	890	1 650
	50	1 180	1 950
	100	1 830	2 865
	150	2 990	4 215

<sup>43</sup> The format of the electronic invoice sent by Magyar Posta is a PDF with embedded XML, which meets the requirement of the VAT Act for authenticity of source and data content integrity by complying with Section 175(2)(a) of the VAT Act, i.e. Magyar Posta endorsing the document with a certified electronic signature.



	Value limit (up to)	Payment by bank card payment transaction	Payment during delivery prior to handover
	EUR		HUF
Automatic postal customs clearance using IOSS	150	gross 630	gross 1 270

### Special provisions for ordered postal customs clearance

Magyar Posta will start customs clearance based on a written order by the addressee in the event that

- a) the value of the product placed in the mail item exceeds EUR 150;
- b) the contents placed in the mail item are excise goods or perfume;
- c) goods subject to prohibitive or restrictive measures are placed in the mail item;
- d) the addressee requires customs clearance to be performed as a mail item arriving for an organisation;<sup>44</sup>
- e) the addressee requires the mail item to be cleared as a gift, applying VAT exemption for gift items of EUR 45 at most in value, because both the sender and addressee of the mail item are a natural person and its content is not a product intended for trade;<sup>45</sup>
- f) the addressee requires the mail item to be cleared based on another ground for exemption from customs duty (e.g. the personal property of a foreign student studying full-time),<sup>46</sup> not including mail items of persons repatriating to Hungary or transferring their usual place of residence to the territory of the EU;
- g) the addressee requires the mail item to be cleared under a special procedure (e.g. changing product, repair, handling under guarantee, providing spare parts);
- h) the addressee requires the mail item to be cleared based on a deferred customs payment permit in his own right;
- i) the addressee requires the mail item to be cleared using a tax rate other than 27% (e.g. for books).

In the cases listed in subpoints d) to i), the addressee may indicate a requirement to clear customs by other means – prior to the postal handling of the mail item by the International Office of Exchange – by completing the [Request Form](#)<sup>47</sup> published on Magyar Posta’s website. In the absence of a customs clearance order submitted in advance, before the mail item reached Hungary, the ordered postal customs clearance cannot be applied in the cases under subpoints d) to i), and the mail item will be cleared using the automatic postal customs clearance.

Ordered postal customs clearance can be requested for individual cases (for a single mail item). During ordered postal customs clearance, Magyar Posta may act as an indirect or a direct representative towards the Tax Authority.

If additional documents are required to conduct the ordered postal customs clearance, the file containing the scanned image of the signed order must be returned through the [Request Form](#)<sup>48</sup> on Magyar Posta’s website used for this purpose or in a letter by post within five working days following receipt of the notification at the latest. The customer must attach to the customs clearance order all documents (e.g. invoices) which may be needed in the course of customs clearance. If the addressee

<sup>44</sup> In order to conduct customs procedures with indirect customs representation, the operator submitting the customs clearance order must have an EORI number.

<sup>45</sup> In order to conduct customs procedures with indirect customs representation, the operator submitting the customs clearance order must have a VPID number (operator’s identification number registered with Hungarian customs).

<sup>46</sup> In order to conduct customs procedures with indirect customs representation, the operator submitting the customs clearance order must have a VPID number (operator’s identification number registered with Hungarian customs).

<sup>47</sup> Submission of preliminary customs clearance orders and instructions.

<sup>48</sup> Mail items addressed to a private person subject to customs clearance / Mail items addressed to a legal person subject to customs clearance.



states that he or she wishes to arrange import customs clearance independently, Magyar Posta will act in accordance with the provisions for the intermediary service.

Based on the order signed, scanned and returned by the addressee, Magyar Posta will arrange the mail item's import customs clearance with the Tax Authority. Based on this, the addressee must pay the customs charges (VAT and customs duty) and the fee for the postal customs agent service during delivery at the latest but prior to the mail item being handed over even if the customs clearance procedure has been closed without imposing an obligation to pay VAT and customs duty.

As regards forwarding and delivering mail items and the payment of the service fee, the provisions stated in this product sheet will prevail and are applied by Magyar Posta to the automatic postal customs clearance.

In the event that the addressee of the mail item does not provide the additional documents or information necessary to conduct customs clearance within the period of retention (holding) in accordance with paragraph 3) of point 6.8.1 of the GTC, Magyar Posta will

- a) return the mail item to the sender or
- b) if the sender has renounced the mail item, initiate the destruction of the mail item requiring customs authority action.

Fees per mail item for ordered postal customs clearance

	Payment by bank card payment transaction		Payment during delivery prior to handover	
	HUF			
		gross		gross
Ordered postal customs clearance		10 500		10 500

### Special provisions for ordered postal customs clearance in the event of a request for review

A request for review concerns the amendment of a sum established as the charge payable for a mail item that has undergone automatic or ordered postal customs clearance and has been cleared, and requires the submission of a customs declaration with new data content under a subsequent customs clearance procedure. A subsequent procedure can be started for both delivered mail items and as yet undelivered mail items which have not yet been returned to the sender. If the addressee requests a review of customs clearance of an as yet undelivered mail item for which the customs charges established during the customs procedure have not yet been paid online by bank card payment, the related fee for the postal customs agent service must be paid by the addressee on the closure of the subsequent customs clearance procedure based on an individual notification sent to the customer.

A review can be requested by completing the [Request Form](#)<sup>49</sup> published on Magyar Posta's website and attaching the documents in support of the request within 3 years of the first procedure, i.e. release for free circulation. Based on the request, Magyar Posta examines the contents of the request and notifies the addressee if, as a result of the assessment, an amendment may be initiated in the subsequent customs clearance procedure. The service fee related to the request for review must be paid within 48 hours of the receipt of a request sent by Magyar Posta for a payment transaction, which can only be made online by bank card.

If the addressee pays the service fee within the 48 hours available for payment, Magyar Posta will submit the request to the Tax Authority to conduct the subsequent customs clearance. If the addressee does not pay the fee within that period of time, the subsequent customs clearance cannot be performed and Magyar Posta will not request the Tax Authority to start the procedure.

<sup>49</sup> Submission of request for subsequent amendment of conducted customs clearance.

The Tax Authority reaches a decision within 120 days of the receipt of the request.

There is no option to change the status of the declarant and representative between the first and subsequent customs clearance procedures, and such customs clearance requests will be rejected by the customs authority pursuant to Articles 173, 174 and 175 of Regulation (EU) No 952/2013 laying down the Union Customs Code, and Article 148 of Commission Delegated Regulation (EU) 2015/2446, under which a subsequent customs clearance procedure can be conducted based on a request for review in the following cases:

- a) for natural and non-natural persons' mail items if the first procedure was conducted by ordered postal customs clearance;
- b) for natural persons' mail items if the first procedure was conducted by automatic postal customs clearance and the purpose of the review is to apply a different tax rate from that applied in the first procedure (e.g. for books), not including grounds for exemptions from customs duty;
- c) for natural persons' mail items if the first procedure was conducted by automatic postal customs clearance and the purpose of the review is to conduct the customs clearance at a value differing from the first procedure;
- d) for non-natural persons' mail items if the first procedure was conducted by automatic postal customs clearance and the purpose of the review is to conduct a procedure ending in a customs administration decision establishing a payment obligation in a manner that the party appearing as the declarant on the decision is not Magyar Posta's customer (the addressee) but Magyar Posta in view of the fact that no change in the declarant/representative status is possible and, as a result, no VAT certificate will be issued in the name of Magyar Posta's customer.

	Payment by bank card payment transaction	
	HUF	
		gross
Ordered postal customs clearance in the event of a request for review		15 400

### **Special provisions for the customs clearance of returning mail that contain returned goods and have an unchanged item identifier**

In the course of import customs clearance, Magyar Posta carries out the customs clearance of mail items that were accepted by Magyar Posta and forwarded to an address at a destination outside the EU customs border but which have been returned to Hungary for return delivery within 3 years in an unaltered state (with the original item identifier ending with the "HU" country code and intact packaging) on the ground of returned goods. Magyar Posta arranges the presentation and clearance of such items to customs without charging the fee for the customs agent service and without any customs duty being levied.

Magyar Posta issues the customs declaration and submits it to the Tax Authority during the customs clearance of the returned goods.

Magyar Posta initiates the customs procedure on the basis of a written order given to it by an addressee who is not a natural person (originally the sender of the item) and acts as a direct representative, and, in the case of an addressee who is a natural person, initiates the customs procedure without receiving an order, acting as declarant.

If, based on the information indicated in the customs declaration form, the Tax Authority

- a) has further requirements in order to obtain evidence for the value of the contents placed in the mail item, Magyar Posta will request the addressee (the original sender of the returned mail item) to provide further (missing) information, indicating the required deadline and contents and the required option for replying that the addressee must comply with. When the addressee has provided the missing information and Magyar Posta has additionally submitted this to the Tax Authority,
  - b) has no further requirements,
- the Tax Authority will issue the goods release permit for customs clearance to Magyar Posta.

In the event that the addressee of the mail item does not supply the (missing) information necessary for customs clearance within the period of retention (holding) in accordance with point 6.8.1(3) of the GTC, Magyar Posta will, without attempting to return the item, treat the item as undeliverable in accordance with point 4.3.4 of the GTC without attempting return delivery and without notifying the addressee separately.

### Special provisions for intermediary service

In the event that the addressee states in advance an intention to clear import customs by means other than the automatic or ordered postal customs clearance through the Request Form<sup>50</sup> available on Magyar Posta's website,

- a) if, based on the addressee's instructions, customs clearance is performed by a third party (intermediary, customs agent other than Magyar Posta, broker, the Tax Authority's eVÁM), Magyar Posta will make available the information required for customs clearance to the addressee by electronic means, except for customs clearance initiated by natural persons on the Tax Authority's eVÁM (eCustoms) platform. Magyar Posta will retain (hold) the mail item in accordance with paragraph 3) of point 6.8.1 of the GTC. If Magyar Posta receives notification in electronic form from the third party acting as the intermediary in customs clearance that the customs clearance has been performed, following confirmation from NAV, Magyar Posta will release the mail item from retention and attempt to deliver it in person. The intermediary service fee payable by the addressee must be settled during delivery in cash or by bank card payment transaction through a delivery person equipped with a POS terminal for this purpose indicated in the document Parcel Services Information published on Magyar Posta's website. In the event that Magyar Posta receives no notification about the customs clearance having taken place, it will handle the mail item in accordance with the sender's instructions with regard to the potentiality that the mail item cannot be delivered to the addressee.
- b) Magyar Posta will handle the mail item – if its addressee is an organisation or a natural person whose parcel is cleared through customs under the duty-free treatment of “personal property belonging to natural persons transferring their usual place of residence from a third country to the Community” – in the framework of goods forwarding based on a declaration with such content issued by the organisation or a natural person. Magyar Posta will forward the mail item to the delivery point designated based on its address, where it will be retained for the authorised recipient for the period of retention (holding) specified in paragraph 2)(c) of point 6.8.1 of the GTC. When the addressee wishes to collect the mail item, the CN 23 customs declaration form validated (endorsed) by NAV in the course of customs clearance must be handed over to Magyar Posta. Magyar Posta will inspect if the CN 23 customs declaration form is correctly endorsed (i.e. whether the notes section contains the customs authority's registration number, the date and the text confirming that it can be issued to the customer (“Címzett részére kiadható”) as well as the customs authority's seal and signature. If the inspection finds the document to be compliant,

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<sup>50</sup> Submission of preliminary customs clearance orders and instructions.

prior to the mail item's delivery, the fee for goods forwarding payable by the addressee must be settled in cash or, at workstations stated in information available at postal service outlets, by bank card payment transaction;

- c) Magyar Posta will make the e-Invoice about the service fee payable by the addressee based on subpoints b) and c) in accordance with this product sheet available to the addressee on the MYPOST page. The e-Invoice can be downloaded by the addressee within 60 days of the notification of its availability without prior registration using the access code provided by Magyar Posta at the time of delivery in person.

#### Fees per mail item for the intermediary service

	Value limit (up to)	Payment during delivery prior to handover
	EUR	HUF
		gross
Goods forwarding		11 900
Customs clearance performed by intermediary (broker)		11 900
Customs clearance initiated through eVÁM (eCUSTOMS)	150	1 270

#### Special provisions for refunding customs charges

The service for refunding customs charges may be used when the goods content of a mail item that previously underwent customs clearance, i.e. was released for free circulation, has been finally returned to the original foreign sender in a verified manner, approved by the Tax Authority.

Under the provisions of the Union Customs Code, mail items for which the addressee requests the repayment or refund of the customs duty or other charges also need to have an Export Accompanying Document attached to the CN 23/CN 22 customs declaration irrespective of whether the value of the goods reaches EUR 1,000 or not. At the request of the sender of the mail item to be returned, Magyar Posta will issue the Export Accompanying Document based on a written Export Customs Clearance order against the fee applied in export traffic published in the GTC in relation to the postal customs agent service.

A refund of previously paid VAT and/or customs duty can be initiated by completing the REQUEST FORM<sup>51</sup> available on Magyar Posta's website, sending the related documents and submitting the request for the refund.

Based on the request for the refund, Magyar Posta examines the contents of the request and notifies the person requesting the refund if, as a result of the assessment, a subsequent customs procedure may be initiated. A condition of starting the subsequent customs procedure is the payment of the fee for the refund of the customs duty by bank transfer based on an individual e-mail notification. The Tax Authority typically reaches the final decision on refunding the customs duty within 90 days. If the request is deemed to be justified, the previously paid sum of the VAT and/or customs duty is repaid to the person requesting the refund with the assistance of Magyar Posta.

	Fee payable
	HUF
	gross

<sup>51</sup> Request for information about postal customs agent service

Customs duty refund	7 000
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The fees for the customs duty refund can only be settled by payment by bank transfer.

## 19.12 Data supply

### Definition of the supplementary service

Magyar Posta provides data related to the performance of a postal service and mail items in writing only at the written request of the sender or the addressee (or other authorised recipient), or persons entitled to know the data, and bodies authorised by law at most until the end of the period of data processing pursuant to paragraph (2) of point 8 of these GTC unless otherwise stated on this product sheet. 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, method of payment

The service is subject to 27% VAT.

Fee for data supply	gross
Per mail item	2 195

If a separate written contract has been concluded, the contracting parties may agree on a fee other than the above.

The fee for the supplementary service can be paid at a postal service point in cash, by bank card payment transaction at workstations stated in information available at postal service outlets or for customers who pay postage on credit by bank transfer.

Magyar Posta does not charge the fee for the supplementary service (and will reimburse any fee paid already) in the following cases:

- when fulfilling requests for data supply of juridical bodies unless these concern making available an additional certified paper-based copy of the delivery confirmation in the absence of a declaration of the sender of the official document to this end made prior to entering into the postal service contract or through its amendment as a subsequent instruction;
- when fulfilling requests for data supply concerning a mail item posted to an international destination;
- when fulfilling requests for data supply concerning the delivery of mail items posted with the advice of delivery additional service if the sender affixed a completed advice-of-delivery slip to the postal parcel or a registered mail item posted to an international destination but the advice-of-delivery slip has not been returned to the sender, and the sender requests a replacement (the issue of a replacement advice-of-delivery slip);
- if the sender requests the delivery confirmation to be provided because a postal investigation established that the original delivery confirmation was not made available to the sender;
- when fulfilling requests for data supply of a mail item whose delivery, based on the outcome of the request, did not comply with the provisions of the GTC;
- when fulfilling requests for data supply whose outcome established the loss of the mail item.

### Other information related to the supplementary service

The data supply supplementary service can be requested at postal service outlets other than those indicated in column "R" of the Post Office List published on Magyar Posta's website

- for mail items with an identification number, by giving at least the item's individual ID number and, if necessary, its address and other characteristics (e.g. contents, packaging), and – if possible – by presenting the document in proof of posting;
- for postal parcels sent to a domestic address, issuing a copy of the advice-of-delivery slip can be



requested by showing the advice-of-delivery slip containing the data completed by the sender on the advice of delivery (and at the same time the presentation of the document in proof of dispatch is expected)

within 15 days of posting the mail item at the earliest.

If a third person other than the sender or the addressee (or other authorised recipient) wishes to use the supplementary service by providing the individual identification number of the mail item, together with the names of the sender and addressee, as well as the address of the mail item, but, despite this, Magyar Posta doubts the entitlement of the person to learn the available details in connection with performing the service, available data will be supplied on condition that a document in proof of the entitlement is provided.

Magyar Posta will provide an answer in writing within 30 calendar days of receiving the request for data supply at the latest for domestic mail items and for international mail items within 15 calendar days of the date of receiving the reply of the foreign postal operator concerned.

With regard to the delivery of mail items sent to an international destination, a request for data supply may be submitted – unless the separate Product Sheet provides otherwise – for six months from the date of dispatch.

With regard to a mail item, the data requested by the person using the additional service but at most the following information can be provided by Magyar Posta subsequently:

- a) the date and place of posting, the postage, and requested additional and supplementary services of a mail item;
- b) 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);
- c) the date of and reason for a mail item's return delivery;
- d) all data in addition to the above which is available to Magyar Posta and may be supplied legally.

Under the data supply service, against the payment of the above fee the following is available:

- a) the issue of a duplicate copy of the document proving the posting of a registered mail item which may be requested at the time of dispatch at the postal service outlet accepting the mail item and within the period of data processing pursuant to paragraph (2) of point 8 of these GTC by presenting the original document proving dispatch;
- b) for official documents and domestic letter-mail items posted with the advice-of-delivery additional service, in the absence of a declaration of the sender to this end made
  - ba) prior to entering into the postal service contract or
  - bb) through its amendment as a subsequent instruction,the additional issue of a certified paper-based copy of the delivery confirmation which may be requested by the end of the period of data processing pursuant to paragraph (2) of point 8 of these GTC by giving proof of dispatch while providing the address for the sending of the certified paper-based copy;
- c) for official documents, and domestic letter-mail items posted with the advice-of-delivery additional service, the repeated provision of data which were already indicated on the delivery confirmation provided to the sender previously, or, in addition to such data, providing any other data available to Magyar Posta inasmuch as this is permitted by the law;
- d) for official documents, and domestic letter-mail items posted with the advice-of-delivery additional service, the repeated issue as an electronic document of the delivery confirmation already available to the sender within six months of the date of dispatch by giving the item identifier.

The data supply may be requested at Magyar Posta's central CUSTOMER SERVICE and at postal service outlets.

At postal service outlets operated by Postal Partners, this supplementary service is not available with the exception of issuing a duplicate copy of the document proving posting.



### 19.13 Delivery report

#### Fee in HUF for the supplementary service, method of payment

The service is subject to 27% VAT.

	gross
electronic data file per item HUF/piece	8

#### Definition of the supplementary service

For a separate fee Magyar Posta provides senders who have a separate written contract with certain information available in relation to the postal handling of domestic registered letter-mail items on a daily basis – on the 5<sup>th</sup> working day after posting at the earliest and on the 21<sup>st</sup> working day after posting at the latest – arranged in a report format as an electronic data file.

The file can contain the following data:

- a) list identifier;
- b) agreement code;
- c) date of acceptance;
- d) mail item identifier;
- e) date of delivery;
- f) recipient's entitlement;
- g) date of return;
- h) reason for return;
- i) sender's own identifier.

Magyar Posta undertakes to provide other individual data in addition to the data given in sub-points a) to i) under a separate written contract and against the payment of a separate fee specified therein.

For data transfer using the postal server, the sender must have a storage space linked to Magyar Posta's FTP server.

### 19.14 Pallet exchange

#### Definition of the supplementary service

If this supplementary service is used, Magyar Posta undertakes to provide for the sender another identical pallet of the same standard in exchange for the EUR standard-compliant pallet used by the sender for the packaging of the consignment in accordance with the following conditions:

- a) the supplementary service can only be used if the pallet is damage-free and compliant with the EUR standard based on the result of an inspection without opening the packaging,
- b) the supplementary service is performed in accordance with the classification of the pallet at the time of the receipt of the mail item as new/almost new ("white") or used/repaired ("not white").

#### Fee in HUF for the supplementary service, method of payment

The service is subject to 27% VAT.

	gross
pallet exchange/piece	4 572

If a written contract is concluded, the contracting parties may agree a fee other than that stated above.

### Other information related to the supplementary service

Magyar Posta will deliver the consignment posted on the EUR pallet using this supplementary service if the addressee or another authorised recipient simultaneously provides in exchange an identical damage-free pallet of the same standard quality used as the packaging for the consignment classified under subpoint b) of the definition of the supplementary service, or undertakes to unload the contents of the consignment straight away still in the presence of the representative of Magyar Posta and to make the pallet available to Magyar Posta.

If the addressee or another authorised recipient does not provide simultaneously with the delivery of the consignment a damage-free pallet of the same standard quality in accordance with the above or the contents of the consignment are not unloaded in the presence of the representative of Magyar Posta, Magyar Posta will only deliver the consignment if the addressee or another authorised recipient explicitly acknowledges failure to provide an exchange pallet by signing the Declaration in accordance with Appendix 3 of the GTC for the MPL Business Parcel shipping service. In this case Magyar Posta will reduce the number of pallets to be supplied for the sender based on the supplementary service by the number of pieces appearing in the Declaration and perform the supplementary service accordingly.

If the pallet

- a) has a damaged bottom deckboard or leading board, or visible screws or nails;
- b) has a missing, broken or damaged block, or visible screws or nails;
- c) has a completely or partly missing, warped or broken deckboard;
- d) has no EUR identification mark or such mark is not visible;
- e) cannot be loaded in accordance with the standard due to its general condition;
- f) is contaminated with a foreign substance that is a hazard to the goods stored on the pallet;
- g) does not comply with the conditions contained in the other information related to the supplementary service,

the supplementary service may not be used, in other words, an exchange pallet may not be provided. The sender acknowledges that it is not possible to provide a pallet exchange if the addressee or another authorised recipient unloads the contents of the consignment immediately still in the presence of the representative of Magyar Posta and at that time it can be established that the pallet cannot be classified as having standard quality based on the reasons described in sub-points a) to g). Magyar Posta will inform the sender of this fact on the basis of a DECLARATION confirmed by the signature of the addressee or other authorised recipient.

The sender acknowledges that

- a) due to the natural wear and tear of the EUR standard pallets used for packaging the consignment, the quantity of pallets to be supplied for the sender for use based on the supplementary service will be reduced by 5%;
- b) if the EUR standard pallet used for packaging the consignment is damaged due to the shortcomings of the packaging – and in particular faulty fixing or overloading – in any phase of performing the service, Magyar Posta will reduce the quantity of pallets to be supplied for the sender for use based on the supplementary service by the number of damaged pieces,

and will perform the supplementary service accordingly.

The sender acknowledges that, based on the supplementary service, exchange pallets will be supplied by Magyar Posta to the sender subsequently as agreed in the quantity in accordance with the individual settlement taking account of the above provisions (natural tear and wear, classification, failure to hand over an exchange pallet by the addressee).

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:

- a) the European standard pallet mark, the letters EUR in an oval frame, on the corner block on the

right side,

- b) mark of the approving agency (PK, DB, MÁV) on the corner block on the left side,
- c) six-digit code on the centre block which includes the mark of the certifying body and the date of production.

This supplementary service may only be used with the MPL Business parcel.

The pallet exchange and the two delivery attempts additional services simultaneously exclude each other with respect of the same consignment.

This supplementary service cannot be entered into at postal service outlets operated by Postal Partners.

### 19.15 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 for the MPL Business parcel and completing them with data provided by the user.

### 19.16 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 mail items and to convey them to the sender and Magyar Posta, and to send a transport order to Magyar Posta about the acceptance point of the mail items.

#### 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 for posting MPL Business parcels at the postal service outlets marked as a permanent postal service outlet in the [Post Office List](#) published on Magyar Posta's website or at the postal service outlets specified in the written contract. If the items need to be received from the premises, the contracting party must send the necessary information regarding the receipt to Magyar Posta. Even if the contracting party entrusts Magyar Posta with printing the address labels, the address labels must be affixed to the mail items by the customer posting the items.

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

### 19.17 Closed system loading

#### Fee in HUF of the supplementary service

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

#### Definition of the supplementary service

The loading of mail items into a lorry or van provided by Magyar Posta in a way that, upon receipt of the mail items, the representative of Magyar Posta has no possibility of checking the preparation for dispatch of the individual mail items (in particular their contents, packaging, sealing, addressing) as well as the

quantity and weight of the mail items, and the placement and fixing of the mail items in or on the receptacle or unit load used for transport or the placement and fixing of the receptacle or unit load in the vehicle.

The sender must record the fact of requesting the use of closed system loading on the consignment note or other accompanying document.

Magyar Posta performs the acceptance of the mail items for postal dispatch subsequently at the postal service outlet in the absence of the sender. The sender acknowledges that

- a) Magyar Posta may refuse the acceptance of the mail items if in the course of preparing the mail items for dispatch the sender failed to comply with the conditions specified in these GTC and in Appendix 1 published on Magyar Posta's website;
- b) Magyar Posta is not liable for damages due to the destruction, partial or full loss or damage to the mail items occurring in the period between the receipt of the mail items and their acceptance for postal dispatch;
- c) any potential extra costs arising from official measures related to the use of the closed system loading supplementary service as well as any damage possibly caused to the vehicle provided by Magyar Posta will be borne by the sender.

Magyar Posta only provides the possibility of using the closed system loading supplementary service based on a written contract.

The supplementary service is only available with the MPL Business Parcel.

## 19.18 Receipt by authorised recipient (for PO box rental)

### Definition of the supplementary service

At designated postal service outlets, Magyar Posta undertakes to receive, and accept as an authorised recipient, registered mail items affected by the provisions of the rental contract of the post office box in question – including redirecting to a post office box – that can be placed in a post office box based on their size (maximum size 324x229x24 mm) – except recorded letter-mail items – during their delivery, acknowledge receipt accordingly on the delivery document and delivery confirmation, and then make the mail items available during the opening hours of the postal service outlet providing the post office

box through placement in the post office box omitting personal handover. Unless this Product Sheet provides otherwise, the rules of the Civil Code are applicable to the use of this supplementary service.

### **Fee in HUF of 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**

Magyar Posta ensures the use of this supplementary service only at the postal service outlets indicated in column "V" of the Post Office List published on Magyar Posta's website in accordance with the provisions of the separate Product Sheet for post office box holders (the basic service of this supplementary service is the Post Office box rental).

In order to use this supplementary service, the post office box holder needs to authorise Magyar Posta as an organisation to receive and accept mail items using a separate form for this purpose and specifically acknowledging the conditions for the service. As regards giving an authorisation for receiving mail items (including especially, for authorisations granted by an organisation, verification of the organisation's representative and his or her entitlement to represent the organisation) and its validity (including options for fixed term and indefinite validity), the detailed provisions of point 6.5 of these GTC are applicable, noting the following:

- a) the scope of the authorisation, excluding the option of the post office box holder to restrict this, covers all mail items to be delivered through the post office box in question which are not subject to a payment obligation on delivery (including "Official documents for delivery to the addressee in person");
- b) the authorisation can be cancelled by a statement of the post office box holder even with immediate effect;
- c) the authorisation can be terminated at the initiative of Magyar Posta as the authorised organisation following, and in accordance with the conditions described in, a written notice given in advance.

In connection with granting an authorisation to Magyar Posta, the post office box holder expressly acknowledges that the representative of Magyar Posta's postal service outlet concerned, as the representative of the premises of the authorised organisation, will provide further authorisation(s) on behalf of Magyar Posta to the natural person(s) actually performing the receipt of the mail items without requesting a separate statement in this regard from the post office box holder.

The legal consequences related to the delivery of the mail items accepted by Magyar Posta as the authorised recipient are tied to the time and day when the authorised recipient accepted the mail items (which is the date when the given mail item arrives at the postal service outlet providing the post office box rental) irrespective of when anyone with access (a key) to the given post office box rented by the PO box holder collects it.

The post office box holder may obtain information

- a) about recorded letter-mail items directly delivered by Magyar Posta by placement in the post office box holder's PO box and, apart from these,
- b) about official documents received by Magyar Posta, as the authorised recipient, based on this supplementary service and registered mail items posted using the additional service

from an e-delivery list that is available based on a separate written contract related to the post office box rental. If the post office box holder notices a discrepancy between the registered mail items listed in sub-point b) featuring in the e-delivery list and the registered mail items actually collected by the post office box holder from the post office box, the post office box holder may advise Magyar Posta of this by providing the identification number within 15 days of Magyar Posta making the relevant e-delivery list available to the PO box holder. Based on the report, Magyar Posta will conduct an investigation and advise the post office box holder of its outcome.

The extent of liability for compensation in the event. of the non-performance or non-contractual

performance of this supplementary service is established by paragraph 3/A of point 9.1.5 of these GTC, which, however, does not apply to registered mail items described in sub-point a) – directly delivered by placement in the post office box holder’s PO box – featuring in the e-delivery list.

In the event that Magyar Posta is temporarily unable to perform the supplementary service (e.g. the natural person(s) actually performing the receipt of mail items based on authorisation(s) is/are hindered in performance), Magyar Posta will ensure the delivery of the registered mail items concerned on the basis of the provisions of the PO box rental contract in question, by omitting receipt by the authorised recipient.

## 19.19 Handling postal parcels in quantities other than forecast<sup>52</sup>

### 19.20 Addressee’s Instructions (for domestic postal parcels)

#### Fee in HUF of the supplementary service

#### Definition of the supplementary service

The VAT classification for the supplementary service is the same as that of the basic service.

After the first unsuccessful delivery attempt of an MPL Postal Parcel or MPL Business Parcel, if the sender has indicated the domestic mobile phone number of the addressee’s mobile phone suitable for receiving text messages on the address label of the parcel, Magyar Posta will contact the addressee to agree the next delivery of the parcel or possibly to retain the parcel, and will provide the addressee with the option of giving an instruction to this end. Magyar Posta will make a second attempt to deliver the parcel in accordance with the verbal contract resulting from the agreement with the addressee or the declaration made by an addressee having validated registration as provided for in the separate GTC on the interface for giving instructions provided by Magyar Posta

For MPL Postal Parcels:

	gross
in case of instruction for second delivery attempt on an agreed day	555
in case of instruction for third or more delivery attempt on an agreed day	555
in case of instruction for delivery attempt to new address	1 430

- a) on the 1st to 3rd working day after the first delivery attempt, as agreed by the addressee directly with the delivery worker, at the address indicated on the parcel, or
- b) on the indicated working day of the retention (holding) period instructed by the addressee within the period of time indicated by Magyar Posta in a separate notification sent to the addressee, at the address indicated on the parcel,
- c) on the working day indicated by the addressee, at the earliest on the working day after the first delivery attempt unless

for MPL Business Parcels:

	gross
in case of instruction for second delivery attempt on an agreed day	free*
in case of instruction for third or more delivery attempt on an agreed day	555
in case of instruction for delivery attempt in an agreed time window on an agreed day	1 350

<sup>52</sup> Repealed on 1 January 2025.



in case of instruction for delivery attempt to new address	1 430	otherwise specified in the information available on the interface for giving instructions provided by Magyar Posta, and within the period of time indicated by Magyar Posta in a separate notification sent to the addressee, at the new address provided by the addressee.
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\*because the second delivery attempt is included in the “Two Delivery Attempts” additional service.

The fee for the service may be settled upon the delivery of the mail item in cash and by bank card payment transaction through a delivery person equipped with a POS terminal for this purpose indicated in the document Parcel Services Information published on Magyar Posta’s website.

In addition to the above, for MPL Business Parcels sent to an address in the inner urban area of municipalities indicated in the document Parcel Service Information published on Magyar Posta’s website, the addressee may also instruct that a second delivery be attempted during the time window indicated by the addressee.

The addressee may give the instruction for a second delivery attempt in the cases described in (b) and (c) above and during a time window

- a) on the online interface for giving instructions provided by Magyar Posta for persons having validated registration as provided for in the separate GTC, or
- b) at the designated delivery postal service point or delivery point for the address.

The addressee acknowledges that if

- a) the second attempted delivery of the postal parcel is agreed upon directly between the addressee and the delivery worker to take place on the 1st to 3rd working day after the first delivery attempt, Magyar Posta will not provide the retention (holding) period and the possibility of collecting the parcel at the delivery postal service point or delivery point designated for the address;
- b) the second attempt to deliver the postal parcel to the new address provided by the addressee is unsuccessful, Magyar Posta will, in the notification left at the addressee’s postal address or sent by e-mail or text message, indicate the retention (holding) period and the delivery point determined by Magyar Posta based on the original address given on the address label of the postal parcel where and by when the postal parcel may be collected by the addressee;

- c) carrying out the instruction requested by the addressee is prevented and the impediment arises for reasons beyond the control of Magyar Posta, the fee for the instruction will be charged to the addressee (i.e. the person who gave the instruction). In the event that Magyar Posta does not carry out the instruction in accordance with the undertaken terms and conditions of this Product Sheet, the fee for the instruction will not be charged.

If the addressee does not require this supplementary service, the postal parcel will be delivered in accordance with the general rules.

This supplementary service is not available at postal service outlets operated by Postal Partners.

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