

MPL BUSINESS PARCEL
TRANSPORT SERVICE
GENERAL TERMS AND CONDITIONS

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1. GENERAL DATA, CONTACT DETAILS

1) Name and address of service provider

Name: Magyar Posta Zártkörűen Működő Részvénytársaság
Registered office: 1138 Budapest, Dunavirág utca 2-6
Postal address: 1540 Budapest
Company registration number: 01-10-042463
Tax number: 10901232-4-44
Group identification number: 17784083-5-44

2) Contact details of the Central Customer Service

	Customer Service for private customers	Customer Service for business customers
Customer Service in person	1062 Budapest, Teréz körút 51- 53	
Postal address	3512 Miskolc	
Telephone number	+36-1-767-8282	+36-1-767-8272 Thursday between 5 pm and 8 pm 06-1-767-8282
Fax number	+36-46-320-136	
E-mail	ugyfelszolgalat@posta.hu	uzleti.ugyfelszolgalat@posta.hu
Hours for customer service by phone	Monday to Wednesday and Friday 8 am to 5 pm, Thursday 8 am to 8 pm	
Hours for customer service in person	Monday 7 am to 7 pm, Tuesday to Friday 8 am to 4 pm	

Other Customer Service contact details are given on the Customer Service webpage.

3) Online contact: www.posta.hu

4) Access to the General Terms and Conditions

The General Terms and Conditions relating to the use of the service (hereinafter referred to as the “GTC”) can be found on Magyar Posta Zrt.’s (hereinafter referred to as Magyar Posta) website: General Terms and Conditions.

2. INTRODUCTORY PROVISIONS

1) These GTC set out the detailed terms and conditions for using Magyar Posta’s MPL Business Parcel transport service, as well as the provisions governing the contents, weight and size limits, packaging, and preparation for dispatch of MPL Business Parcels (hereinafter referred to as “shipments”) that may be sent under this service. Magyar Posta may engage a subcontractor in the provision of the parcel transport service, who will perform this activity in the name of, for the benefit of and under the liability of Magyar Posta.

2) With regard to the MPL Business Parcel transport service, matters not governed by these GTC will be governed by a separate written contract, as well as the provisions on transportation in Act V of 2013 on the Civil Code (hereinafter referred to as the “Civil Code”), Decree No 89/1988 of the Council of Ministers of 20 December 1988 on road transport services and the operation of road vehicles, Government Decree No

120/2016 of 7 June 2016 on contracts for the carriage of goods by road (hereinafter referred to as the "Government Decree") and Government Decree No 165/2025 of 24 June 2025 on the promulgation of Annexes "A" and "B" to the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) and on certain issues regarding their domestic application (hereinafter referred to as the "ADR").

3) Magyar Posta provides the service following an assessment of capacity based on the customer's requirements and offers the service exclusively under a separate written contract, which, if need be, will also include specific provisions regarding activities subject to the Electronic Public Road Trade Control System (EKÁER). Magyar Posta provides the option of concluding a separate written contract for the MPL Business Parcel transport service only for legal entities that are not natural persons.

4) If the shipments are dispatched on conditions other than the data provided in advance by the sender in the separate written contract regarding the shipments intended for dispatch and additional costs are thus incurred by Magyar Posta, Magyar Posta may make the acceptance of the shipment contingent upon the reimbursement of costs in an amount agreed with the sender in advance on a case-by-case basis, may apply restrictions upon acceptance of the shipments, and may not fulfil the condition regarding the delivery (handover) time of the shipment.

5) Until the shipment is delivered (handed over) or until the addressee or other authorised recipient instructs otherwise, the sender of the shipment may give a subsequent instruction to change the address details, and, in the case of a shipment sent with a payment for goods additional service, may reduce or cancel the payment for goods amount, or request the return of the shipment prior to its delivery (handover). Based on the sender's subsequent instructions, in accordance with the requirements of good faith and fairness, it is possible to amend the contract in a way that remains compatible with the performance of the original contract already commenced by Magyar Posta. In the event that the sender asks for the shipment to be returned in a subsequent instruction, the provisions of the Civil Code regarding the termination of a contract for services will apply. Magyar Posta can take the sender's instructions into account until the delivery (handover) of the shipment has commenced. Magyar Posta endeavours to fulfil subsequent instructions, but accepts no liability for not performing them due to reasons beyond its control. A subsequent instruction may be given in writing upon presentation of the document in proof of posting. The sender may authorise other persons to give subsequent instructions by providing a letter of authorisation for this purpose. A subsequent instruction may be made upon the payment of the costs incurred by changing the contract as an extra fee. The fees for subsequent instructions are the same as those given in point 4 of the document Other Fees Related to Postal Services. If changing the details of the shipment's delivery address results in the forwarding or returning of the shipment to another postal service outlet, the sender must also pay the fee for forwarding or returning the shipment as a result of the change. If the delivery (handover) of the shipment is unsuccessful, Magyar Posta will return the shipment to the sender in accordance with the sender's instructions for a separate fee.

6) Magyar Posta will process the personal data it learns based on the provisions of the legislation specified in paragraph 2) in connection with the performance of the MPL Business Parcel transport service or during the provision of such service as the data controller in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation). Magyar Posta's data processing and privacy policy can be found on the Privacy Notice page. A list of data processors used in connection with the services provided by Magyar Posta is available on the Privacy Notice page under related information.

7) The contracting parties agree to submit to Hungarian jurisdiction and the exclusive competence of the Hungarian courts in order to settle any disputed matters arising in connection with providing the service.

8) Magyar Posta will announce any amendment to these GTC at least 8 days prior to the change entering into force. Notice of the change will be published on its website.

3. CLASSIFICATION OF THE SERVICE

1) The effective VAT rate is laid down in the legislation currently in force.

4. SERVICE POINTS

1) The shipment specified in point 2 may be posted at the postal service outlets designated for this purpose in the separate written contract, as well as on the doorstep or at the business premises.

5. THE CONTENTS OF THE SHIPMENT

1) Any article that is not excluded from the service pursuant to Chapter I of Appendix 1 to the General Terms and Conditions of Postal Services may be sent as a shipment. Shipments excluded from the service include those covered by the ADR and its applicable implementing regulations which do not qualify for an exemption under the ADR.

2) Under the ADR, the following are completely excluded from transportation by post:

a) explosive substances and articles listed in Class 1;
b) gas cylinders and toxic gases listed in Class 2;
c) infectious substances listed in Class 6.2 except for Category “B” biological substances (UN3373);
d) radioactive materials listed in Class 7, and
e) hazardous wastes listed in Class 9.

3) Furthermore, engines and machinery powered by internal combustion systems or fuel cells that use gaseous fuel are totally excluded from carriage by post, even when they are considered to be free of gaseous fuel.

4) Magyar Posta is under no obligation to check for exclusions. Before handing over shipments to Magyar Posta, the sender is obliged to check that they are not excluded from the service under this point and, in particular, Appendix 1 of the General Terms and Conditions for Postal Services, and must submit a declaration to Magyar Posta to that effect. If in doubt, the sender must request a written statement from Magyar Posta through the contact person specified in the contract which confirms whether or not the contents are suitable for dispatch and carriage by post.

5) Magyar Posta excludes its liability on any grounds whatsoever in respect of the performance of the service for those shipments which, after posting, are found to contain contents that are excluded from the service but which were not indicated either on the address label or in a separate written declaration by the sender.

6) The sender is liable for ensuring that the contents of the shipment are the same as those stated on the address label or as any other contents previously communicated in writing. This liability also extends to incomplete or incorrect declarations by the sender regarding exemption from the rules governing the transport of dangerous goods.

7) Magyar Posta is entitled to refuse carriage if, during or after the acceptance of the shipment, it becomes aware of grounds for exclusion, or if there is reasonable cause to believe that the contents of the shipment are excluded from the service under this point and the grounds set out herein. In such cases, Magyar Posta may, if the situation so warrants and after notifying the sender, remove such already accepted shipments

from carriage and hold them in accordance with the provisions of the Civil Code on possession without just title, and, after reimbursement of the transport fee and any additional costs incurred, return them to the sender or hand them over to the authorities in accordance with the legal regulations. If the sender does not reclaim a shipment containing such items, or if the contents removed from transport pursuant to an official decision are to be treated as waste, the costs of disposal shall also be borne by the sender.

8) Dangerous goods that may be transported on certain conditions under one of the following ADR exemptions.
Exemptions:

a) Exemptions under special provisions: certain special provisions in Chapter 3.3 of the ADR partially or completely exempt the transport of certain dangerous goods from the regulations.
b) The carriage of dangerous goods packed in limited quantities (ADR Chapter 3.4). In this case, the weight of a single package may not exceed 30 kg, but the total weight of the shipment must meet or exceed the weight specified in point 6.1 (e.g. cosmetic products).
c) The carriage of dangerous goods packed in excepted quantities (ADR Chapter 3.5). The quantity of dangerous material – primarily samples of substances – is minimal (300–1,000 grams) per package.
d) The carriage of dangerous goods with exemptions related to quantities per transport unit (ADR point 1.1.3.6). The maximum total points for varied dangerous goods that can be transported in one transport unit (vehicle) is 1,000.

9) The transport of dangerous goods covered by the ADR is permitted only in cases where an exemption applies, and only if the sender and Magyar Posta have agreed to this in writing in advance. Separate written contracts for transport are invalid if the sender does not inform Magyar Posta that the shipment is classified as dangerous goods under the ADR. Magyar Posta will not be liable for any damages or consequential damages if the sender has not informed Magyar Posta that the shipment is classified as dangerous or has provided incorrect information regarding the dangerous nature of the shipment. In such cases, the sender will be financially liable for the reimbursement of any successfully enforced claim for damages against Magyar Posta or grievance award made against Magyar Posta that is attributable to the sender's failure to provide information or to the inaccuracy of the information provided.

10) Depending on compliance with ADR regulations and/or the availability of transport capacity, Magyar Posta may restrict the use of certain products/services or additional services if the contents of the shipment constitute dangerous goods as defined in points 1 to 3 of Chapter II/A of the document Appendix 1 of the General Terms and Conditions for Postal Services, published on Magyar Posta's website.

11) When applying the exemption for the carriage of dangerous goods per transport unit (ADR 1.1.3.6), the sender of the shipment must make a declaration that the exemption is applicable to the substance to be carried, and the packing and marking of the package comply with the relevant provisions of the ADR. The sender must also provide the dangerous goods with a transport document in accordance with ADR 5.4.1.1.1, which must be placed on the shipment (e.g. in a plastic pouch) next to the address label. The transport document must also indicate the points calculated based on the transport category of the dangerous goods under the 1000 points rule. A special label provided by Magyar Posta must be affixed to the packaging or wrapping of the shipments.

12) Packages containing the following dangerous goods may only be posted with additional packaging or completely covered (e.g. by sheeting or fibreboard cover) pursuant to ADR 7.5.4:

a) packages bearing a Class 6.1 (toxic substances) label;
b) packages bearing a Class 6.2 (infectious substances) label;
c) packages bearing a Class 9 label which contain substances UN Nos 2212, 2315, 2590, 3151, 3152 or 3245;
d) and the unclean empty packaging for the aforementioned.

13) Shipments with contents covered by Chapter II of Appendix 1 to the General Terms and Conditions for Postal Services may be accepted for delivery on certain conditions and in such cases it is the sender's responsibility to prepare the shipments for transport in compliance with the conditions of use for the service. If, at any stage of performing the service, Magyar Posta establishes that the conditions required for transport regarding the contents of the shipment have not been met, the shipment will not be delivered to the addressee or any other authorised recipient, but will be withdrawn from transport. The sender will be notified accordingly. The costs incurred by this will be borne by the sender. Magyar Posta assumes no liability for withdrawing such a shipment from transport or for not delivering it (handing it over) to the addressee.

6. LIMITS OF WEIGHT AND SIZE

1) These GTC apply to shipments weighing more than 40 kg.

2) The maximum weight of a shipment, including any unit load device (e.g. pallets), may not exceed 1,000 kg.

3) The shipment – subject to the provisions of paragraph 4) and except in cases where a separate written contract expressly contains a different provision to that effect – may be dispatched on a unit load device provided by the sender, specifically on a pallet meeting the conditions laid down in paragraph 5) of point 13.16 of these GTC. The secure fastening of goods placed on the unit load device that allows for material handling using mechanical or manual hydraulic lifts is the responsibility of the sender.

4) The shipment/contents need not be placed on a unit load device in the following cases:

a) -[1]
b) the auxiliary and supplementary devices designed to ensure its integrity (e.g. edge protectors, blocks) make the shipment suitable for safe handling using manual or mechanical hydraulic lifts.

5) The maximum dimensions of a shipment placed on or in a unit load device (including the unit load device itself) are 160 x 120 x 190 cm.

6) Magyar Posta will transport shipments classified as requiring special handling only based on prior consultation conducted before the first shipment, and shipments classified as requiring extra handling only based on prior consultation conducted before each shipment.

7) For the transport of shipments that cannot be moved safely by one person using the available manual material-handling equipment – in particular those dispatched with the "Cumbersome," special handling, and extra handling additional services –, the sender is required to provide the necessary equipment and labour for loading at the time of posting, and the addressee or other authorised recipient is required to provide the necessary equipment and labour for unloading at the time of delivery (handover).

7. FEE FOR THE SERVICE

1) The service fee consists of a basic fee and the fees for additional services. The basic fee for the service is determined using the zone classification set out in the table below, which is based on the pick-up point and delivery (handover) point of the items to be transported. Zone classification is based on a 3-character zone identifier, which is structured as follows: the first character is "Z" (the abbreviation for zone), the second character is the first digit of the postcode of the pick-up point, and the third character is the first digit of the postcode of the delivery (handover) point.

[1] Annulled on 2 March 2026.

Zone identifiers		First digit of the postcode of the delivery (handover) point								
		1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
First digit of the postcode of the pick-up point	**1**	Z11	Z12	Z13	Z14	Z15	Z16	Z17	Z18	Z19
	2	Z21	Z22	Z23	Z24	Z25	Z26	Z27	Z28	Z29
	3	Z31	Z32	Z33	Z34	Z35	Z36	Z37	Z38	Z39
	4	Z41	Z42	Z43	Z44	Z45	Z46	Z47	Z48	Z49
	5	Z51	Z52	Z53	Z54	Z55	Z56	Z57	Z58	Z59
	6	Z61	Z62	Z63	Z64	Z65	Z66	Z67	Z68	Z69
	7	Z71	Z72	Z73	Z74	Z75	Z76	Z77	Z78	Z79
	8	Z81	Z82	Z83	Z84	Z85	Z86	Z87	Z88	Z89
	9	Z91	Z92	Z93	Z94	Z95	Z96	Z97	Z98	Z99

1/A) The service fees for shipments sent by senders who do not have a separate written contract for the use of the transport service under these GTC, and who do not use the “Fragile” and/or “Cumbersome” additional services are listed in the table below according to the zone classification specified in paragraph 1).

The service fee (HUF) is subject to 27% VAT. The fees do not include VAT.

Net fees* (HUF/pallet)		First digit of the postcode of the delivery (handover) point								
		1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
First digit of the postcode of the pick-up point	**1**	21100	20800	30300	32200	26200	26200	30400	31900	24000
	2	21100	20800	30300	32300	26300	26200	30500	31900	24000
	3	31800	31600	18100	43000	37000	37000	41200	42600	34700
	4	29600	29400	38900	18000	34800	34800	39000	40400	32500
	5	22800	22500	32000	33900	13700	21800	32100	33500	25600
	6	22800	22500	32000	33900	21800	13700	32100	33500	25600
	7	30600	30400	39900	41800	35800	35800	17600	41400	33500
	8	31800	31500	41000	42900	36900	36900	41100	17100	34600
	9	27200	27000	36500	38300	32400	32400	36600	38000	15400

* The fees listed in the table do not include surcharges (E-toll and fuel surcharges), which are charged by Magyar Posta in accordance with paragraphs 6) and 7).

2)-[2]

3)-[3]

[2] Annulled on 1 May 2026.
[3] Annulled on 1 May 2026.

4) If a shipment is classified as “Cumbersome” (point 13.7), or as requiring special handling (point 13.8), or extra handling (point 13.9) due to any of its dimensions, Magyar Posta will handle it subject to the compulsory use of the additional service and charge the fee accordingly.

5) Fees payable for rectifying deficiencies in the preparation of shipments for dispatch are the same as those specified in point 1/A) of the document on Other Fees Related to Postal Services.

6) In addition to the service fee, the sender must also pay a surcharge based on the fuel price, as well as the electronic toll (E-toll).

7) The basis for calculating the fuel surcharge and the E-toll surcharge is the basic fee specified in the separate written contract. The specific amount of the fuel surcharge depends on the gross price of diesel fuel determined by the National Tax and Customs Administration valid on the first working day of each month. Unless the separate written contract provides otherwise, the base rate for calculating the fuel surcharge is HUF 390.

8) The service fee may only be paid by bank transfer.

9) For senders who have a separate written contract for the use of the transport service under these GTC, the contracting parties may agree on basic fees other than those set out in paragraph 1/A),

a) taking into account the zone classification set out in paragraph 1) based on the pick-up point and delivery (handover) point of the shipments for dispatch,

b) and the base area of the shipment placed on the unit load device/pallet as listed in the table below, by considering these parameters jointly.

Name of category	Base area of the shipment placed on the unit load device/pallet
Mini	at least 0.09 m^2 but does not exceed 0.72 m^2
Midi	is larger than 0.72 m^2 but smaller than the standard EUR1 pallet
Standard EUR	is the same as the base area of a standard EUR1 pallet (0.96 m^2)
Cumbersome	is larger than the standard EUR1 pallet but does not exceed 1.2 m^2
Maxi	is larger than 1.2 m^2 but smaller than 1.92 m^2

8. PACKAGING

1) The sender is required to pack the shipments to be transported in a manner appropriate to their nature and weight – depending on the contents of the shipment – as specified in Appendix 1 of the General Terms and Conditions for Postal Services. The packaging must be such that the quality and integrity of the contents are protected in the course of transport of the professional standard expected of the carrier, as well as during manual or mechanical handling. The packaging and/or the packed shipment may not damage other items, or material movement or transport equipment, and the shipment and its contents may not threaten human life, or the physical well-being or health of handlers, nor damage the environment. The packaging must also ensure that the internal temperature requirements of the contents are met throughout the entire duration of postal handling, even under extreme external temperature conditions that may arise (-25°C to +65°C). The goods must be placed on or in the unit load device (e.g. pallet or container) in a way that ensures that they do not protrude beyond the edge of the unit either widthways or lengthways. Furthermore, for goods stacked on one another in multiple rows, the packaging must ensure the protection of the goods in the bottom row (e.g. they must not collapse due to the heavy weight). When dispatching dangerous goods, the packaging

and its markings must comply not only with the provisions set out in these GTC but also with the relevant ADR regulations.

2) The packaging (outer and inner packaging) and sealing are considered adequate if they ensure that the contents cannot be accessed without damaging the packaging, and if they are suitable for protecting the shipment from damage that may arise from handling, lifting, and securing during collection (acceptance), storage and (onward) transport.

3) The packaging unit must be filled with internal packaging protecting the contents and material entirely filling the void to the cover.

4) Articles which are not usually wrapped in commercial practice (e.g. tyres, plastic barrels, metal/plastic cans, plastic carboys, closed suitcases, handbags or travel bags) or not wrapped based on a separate written contract with the sender and whose integrity together with the health and physical well-being of natural persons participating in the performance of the service, and the integrity of other objects, shipments and postal equipment can be ensured without separate packaging do not need to be packed. Multiple items without packaging may not be bundled together, except as provided for in Appendix 1 to the General Terms and Conditions of Postal Services on articles transportable on certain conditions and the conditions for posting them.

5) If the outer packaging of the shipment consists of a crate (packing case), the contents (e.g. flat or sheet items) must be wedged and properly secured to prevent movement within the crate.

6) If the shipment contains fragile, delicate, or perishable items or materials, and if any law prescribes special packaging requirements for its acceptance, transport, storage, or forwarding, or if the nature of the contents warrants special handling, the sender is required to clearly indicate this upon the shipment's acceptance at the premises or warehouse and to note it on the appropriate part of the address label, as well as to package the shipment in accordance with the regulations.

7) If the packaging is incomplete or inadequate, Magyar Posta may refuse to accept the shipment for dispatch (to take it into its handling at the business premises).

8) If it becomes apparent after acceptance of a shipment that the packaging or the information necessary for handling it is incomplete, Magyar Posta will notify the sender of this circumstance. Unless the sender gives explicit instructions for forwarding, Magyar Posta is not obliged to forward the shipment. If the sender instructs Magyar Posta to forward the shipment, Magyar Posta may request an appropriate guarantee to cover the event of damage that may occur due to deficiencies in the packaging or the information necessary for handling the shipment, or if liability towards another person may arise. If the sender does not provide instructions or adequate security, Magyar Posta may terminate the separate written contract.

8.1. Special packaging requirements for certain goods

The packaging requirements for shipments that may be transported in special packaging are set forth in Chapter II/B of Appendix 1 to the General Terms and Conditions of Postal Services, published on Magyar Posta's website, jointly with the provisions of this point. The provisions set out in Chapter II/B of Appendix 1 to the General Terms and Conditions for Postal Services, published on Magyar Posta's website, will also apply to shipments subject to these GTC.

1) Unit loads
Individual goods must be packaged and secured in accordance with the weight, type, and nature of the goods contained in the unit load device (e.g. pallet). When placing dangerous goods on or in a unit load device, the ADR regulations regarding overpacks must be followed.

2) Headlamps, lamps
Headlamps and lamps must be packed in accordance with the packaging regulations for fragile articles.

3) Hub caps
Hub caps must be packed individually in cardboard boxes, and the contents must be marked as fragile.

4) Windscreens, car windows
In addition to the packaging requirements for fragile articles, automotive windscreens must be packed in a multi-layer corrugated cardboard box or wooden packing case, secured against movement, and clearly marked as fragile. The windscreen must be placed into the packing case and secured against movement so that the packing case covers the entire surface of the windscreen.

5) Refrigerators, water heaters, shower cubicles
In addition to the packaging requirements for fragile articles, such items must be packed in a corrugated cardboard box or wooden packing case so that the contents are secured against movement.

6) Fragile items, perishable goods, and liquids
The packaging requirements for shipments containing fragile items, perishable goods, and liquids are set out in Chapter II/B of Appendix 1 to the General Terms and Conditions of Postal Services, published on Magyar Posta's website.

7) Spoilers
Spoilers for cars must be packed in such a way that the packaging box protects the contents from friction, and the contents must be marked as fragile.

8) Bottles, jerricans
These must be packed individually and shrink-wrapped in a unit load to prevent them from shifting, tipping over, or spilling their contents inside the packaging.

9) Vehicle tyres
If the outer tyres and inner tubes are dispatched together and "integrated" into one unit, the outer tyre casing must be tied or strapped in several places.

10) Batteries
Batteries (which may contain liquid or gel) may be transported only when placed on or in a unit load device, irrespective of the number of units, and the following conditions must be met (ADR 3.3, Special Provision 598):

a) their cases are undamaged;
b) they are secured – using film or strapping to prevent them from shifting – in such a way that they cannot leak, slip, fall or be damaged;
c) they are provided with carrying devices, unless they are suitably stacked;
d) there are no dangerous traces of alkalis or acids on the outside;
e) they are protected against short circuits.

During preparation for dispatch, items containing batteries must be placed separately on a unit load device for each destination (one unit load device per destination). The unit load device is an integral part of the shipment.
Lithium (lithium-ion, metallic lithium) batteries/cells may only be posted in an uncharged state and as postal items for road transport, provided that the packaging requirements set out in points 5.4 and 5.5 of Chapter II/A of Appendix 1 to the General Terms and Conditions for Postal Services are met.

11) Oils
Smaller quantities may be transported in plastic bottles packed in corrugated cardboard boxes, as well as in metal drums of various capacities. If the oils are subject to ADR regulations, the packaging and its markings must comply with not only the provisions set out in these GTC but also with the relevant requirements of the ADR.

12) Painted and unpainted vehicle body parts

Painted and unpainted vehicle body parts must be packed in multi-layer cardboard or bubble wrap; edges and corners must be separately protected, and the shipment may only be sent with the “Fragile” additional service/handling. If the sender uses a packing case for packaging painted and unpainted vehicle body parts, the contents must be placed inside the packing case and secured against movement in such a way that the packing case covers the entire surface of the painted and unpainted body parts.

13) Heavy metal shipments

These items must be packed in a box. A container made of wood, plywood, or fibre board, plastic, metal, or a combination of these materials, which is closed on all sides but open at the top is also considered a box.

14) Drums

Drums with a volume greater than 40 litres must be placed on a pallet and secured.

15) Bags

To ensure that bagged goods are securely closed, they must be tied or sewn shut so that their contents cannot be damaged (or spill out) during loading or transport.

Cardboard must be placed on the pallet beneath bags loaded onto the unit load device to ensure, for example, that the pallet’s slats or protruding nails do not damage the bags. It must also be ensured that the bagged goods are secured against shifting by being wrapped in plastic film or strapped (in the case of big-bag sacks, securing to the pallet may only be done by strapping).

16) Rolls, bales

The goods must be packaged in such a way as to protect the contents from contamination and mechanical damage during loading and transport while their sealing must prevent opening during handling. Multi-layer outer packaging must be used.

17) Packaging containing dangerous goods

Dangerous goods must be packed in good-quality packaging that complies with ADR requirements and is strong enough to withstand the stresses and impacts encountered under normal conditions of carriage, including during transshipment between means of transport and loading from the vehicle into a warehouse, as well as those that may occur when the items are removed from a pallet or from an overpack for further manual or mechanical handling. The parts of the packaging that come into direct contact with the dangerous goods must not be attacked or significantly weakened by the dangerous goods, and these parts must not cause any hazardous effects, such as catalyzing a reaction or reacting with the dangerous goods. Packages containing dangerous goods must also bear the markings specified in the ADR.

9. PICKING UP SHIPMENTS FROM THE SENDER

1) The pick-up point for shipments is the location specified in the service order. Shipments cannot be handed in at Magyar Posta's acceptance points.

9.1. Additional conditions related to unit load devices used to transport shipments to the point of use[4]

9.2. Closed-system loading

1) Closed-system loading is the act of the sender loading a shipment into a truck provided by Magyar Posta in a way that, at the time of the pick-up, Magyar Posta's representative is unable to verify the preparation of individual shipments for dispatch (including, in particular, their contents, packaging, sealing, and addressing), their quantity and weight, as well as the placement and securing of the shipment within the unit load or unit load device used for transport, and the placement and securing of the unit loads and unit load devices within the truck.

2) The sender is obliged to note the use of the closed-system loading method on the waybill or other accompanying shipping documents.

3) Magyar Posta accepts the shipments for dispatch at the postal service point subsequently without the sender being present. The sender takes note that

a) Magyar Posta may refuse to accept shipments if, when preparing for dispatch, the sender has not complied with the conditions set out in these GTC and in Appendix 1 of the General Terms and Conditions for Postal Services, published on Magyar Posta's website;
b) Magyar Posta assumes no liability for any damage resulting from the destruction, full or partial loss of, or damage to the shipment during the period between its pick-up and acceptance for dispatch;
c) any additional costs arising from official measures related to the use of closed-system loading as well as any damage caused to the truck provided by Magyar Posta will be borne by the sender.

4) Magyar Posta will provide the option of closed-system loading only if a separate written contract contains a provision to that effect.

9.3. Loading

1) Unless otherwise specified by Magyar Posta, the sender is responsible for loading the shipment and must ensure that goods placed on the unit load device are safely secured and that the unit load device is properly secured against shifting within the truck. With regard to loading, Magyar Posta is entitled to give instructions concerning the placement of the shipment.

10. SEALING

1) The sender is responsible for sealing the shipments.

2) For individual goods, secure sealing means closing the openings of the outer packaging with plastic adhesive tape of any width bearing the company's logo, or wrapping it with plastic film in such a way that the contents cannot be accessed without obviously damaging the packaging.

[4] Annulled on 5 October 2026.

3) For goods placed in or on a unit load device, secure sealing means tight strapping that intersects perpendicularly, where necessary with multiple straps of either plastic or metal on each side.

4) The following is also considered secure sealing: when all exposed sides of the cargo placed on the pallet are wrapped circularly with stretch or shrink film, secured to one of the pallet's blocks in a way that the goods placed on the pallet are completely wrapped and that the unit load is also properly secured against shifting during the carriage and material handling necessarily associated with the performance of the service. Then custom plastic adhesive tape of any width bearing the company's logo or an individual pattern must be adhered crosswise to the plastic wrap.

11. ADDRESSING, ADDRESS LABEL, ELECTRONIC POSTING LIST

1) A condition for using the service is the production of the address label – which must include the address specified in paragraph 11) – and the electronic posting list in accordance with the conditions set out in the applicable separate document, and sending these to the designated electronic address prior to the commencement of acceptance for dispatch. The sender must produce the address label and the electronic posting list using the software provided free of charge by Magyar Posta, or using a program developed in-house based on the technical guidelines provided by Magyar Posta. Furthermore, the sender may also use these to generate the barcode required for returning the document.

2) To comply with ADR regulations, the total point value of shipments eligible for exemption based on the quantity transported per transport unit may not exceed 1,000 per posting list.

3) The shipment may be addressed to the addressee's address or business premises. Each shipment must be labelled with a separate address label. The address of a permanent postal service outlet – except for items whose content is specifically related to the economic or other activities of that service point – as well as the address of a post office box, Postal Point or Parcel Terminal may not be provided as the sender's (return) address.

4) The sender may produce the address label for the shipment using the address label maker application provided by Magyar Posta, entering the required sender and addressee information as appropriate.

5) The address label is a label that is self-adhesive on the back side, which must be affixed (adhered) to the outer packaging of the shipment without creases.

6) The address label must be affixed ensuring that any strapping, adhesive tape or labels indicating special handling that form part of the packaging do not obscure the address, even partially.

7) For parcels, the address label must be placed on top of the item; while for shipments placed in or on a unit load device, if it is no taller than 130 cm, the label must be placed on top, or if it is taller, the label must be placed on the side where it is clearly visible.

8) The address label must include the sender's email address, and the address must contain the addressee's name, the exact address details (postcode, destination town, street, house number, floor, door number), and the addressee's email address. In addition, the sender may include the domestic phone number of the addressee's mobile phone capable of receiving SMS text messages. The address label must also include warnings regarding special handling (e.g. "Fragile," payment for goods), and the "Information" section must include:

a) in the case of an exemption for dangerous goods in limited quantities, the "Commercial description of the goods";
b) in the case of an exemption for dangerous goods packed in excepted quantities, the "Commercial description of the goods" and "Dangerous goods in excepted quantities";

c) in the case of the carriage of dangerous goods with exemptions related to quantities per transport unit, “ADR data on the attached transport document”.

9) Address labels must be attached in a way that they cannot become detached during carriage.

10) An adhered, sewn or hanging address label can also be used for shipments which have no packaging.

11) Upon acceptance for dispatch, Magyar Posta will verify the accuracy of the weight and size limits indicated on the address label and that they are consistent with the data given in the electronic posting list prepared in accordance with the conditions specified in the applicable separate document, and, where necessary, Magyar Posta will correct any incorrect data with data determined by it. If there is a discrepancy between the address label and the electronic posting list regarding the requested additional services, Magyar Posta will give precedence to the instruction on the address label and will correct the electronic posting list accordingly. The corrected, actual electronic posting list, which also provides the basis for pricing and invoicing, will be returned by Magyar Posta to the sender via email if the posting list was originally sent via email. Magyar Posta will also print a summary based on the corrected, actual electronic posting list and, upon request, provide this to the sender.

12) The sender may also attach their own documents to the shipment. The attached customer documents are not related to the service provided by Magyar Posta, thus Magyar Posta assumes no liability for their content, and the information contained in them does not affect postal handling.
The following documents may be included as customer documentation:

a) an invoice issued by the seller;
b) a delivery note issued by the sender;
c) a document acknowledging receipt of the goods issued by the recipient (only upon delivery/handover);
d) other non-postal documents; e.g. a safety data sheet for dangerous goods.

13) The true value of the shipment – which cannot be zero and may not exceed HUF 2,000,000 – must be indicated on the address label.

12. ADDITIONAL SERVICES PROVIDED AT NO EXTRA CHARGE

12.1. Doorstep pick-up for 4 or more items

1) Pick-up from the sender’s doorstep or business premises may be requested on a one-off or regular basis.

2) If the separate written contract does not contain a provision concerning pick-up from the customer’s doorstep or business premises, the sender must submit their one-off transport request to the email address mplraklap@posta.hu no later than 2 pm on the working day preceding the requested pick-up. Magyar Posta undertakes to fulfil the one-off request depending on capacity, as stated in the confirmation (the pick-up time specified in the confirmation may, in some cases, apply to the working day following the originally requested date of the pick-up).

3) In order to regularly use the additional service of pick-up at the customer’s premises, the separate written contract must contain a provision to that effect.

4) If the sender fails to cancel or modify the shipment on a one-off basis

a) in the case of regular use, by the time and using the contact details specified in the separate written contract;
b) in the case of one-off use, prior to pick-up

and therefore the pick-up of the shipment does not occur, Magyar Posta will charge a cancellation fee.

12.2. Sender and addressee notifications

1) Magyar Posta undertakes, without charging a separate fee, to notify:

a) the addressee electronically about the dispatch of the shipment, provided that the sender has included the addressee's email address on the shipment's address label;

b) the sender about the delivery (handover) of the shipment or, in the case of an undelivered shipment, about the reason for non-delivery, provided that the sender has indicated the domestic phone number of their own mobile phone capable of receiving SMS text messages or their email address on the shipment's address label.

12.3. Track and trace

1) Track and trace is the technology used by Magyar Posta to provide information based on a shipment's individual ID code which can be accessed on the Internet or is received in a documented text message sent by an electronic telecommunications network. This information states at least the place and date of the acceptance of the shipment for dispatch, the date of its delivery (handover), the status of the person receiving it, or, if delivery is unsuccessful, the further handling of the shipment.

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

12.4. Delivery (handover) time

1) Magyar Posta undertakes to deliver (hand over) the shipment in accordance with the transit time specified in paragraph 2) – unless a provision in the separate written contract setting a condition regarding interest in delivering (handing over) the shipment by the deadline stipulates otherwise.

2) The transit time is the period of performing the service, calculated based on statistical methodology, extending from the time of acceptance for dispatch of the shipment accepted under these GTC until the delivery (handover) of, or the attempted delivery of, that shipment.

3) Magyar Posta undertakes to deliver (hand over), or attempt to deliver, the shipment – provided that it is posted at the postal service point, on the doorstep, or at the business premises specified in the separate written contract by the time specified in the contract – in accordance with the following transit time indicators:

a) at least 90% of the shipments by the end of the fourth working day after dispatch;

b) at least 95% of the shipments by the end of the fifth working day after dispatch.

12.5. Delivery time agreed by phone

1) If the addressee's telephone number is marked on the address label, after an unsuccessful first delivery (handover) attempt, Magyar Posta will phone the addressee to agree a time and place for the second delivery (handover) attempt. If the shipment cannot be delivered, – provided the sender's phone number has been given on the address label – Magyar Posta will inform the sender of the reason for the non-delivery (with the exceptions of "reported: deceased/dissolved" and "refused delivery") prior to returning the shipment, and consult about what should happen to the shipment.

12.6. Two delivery attempts

1) Magyar Posta will only attempt to deliver (hand over) shipments twice if the addressee expressly requests this after the first delivery (handover) attempt.

2) If the delivery (handover) attempt is unsuccessful, prior to leaving behind a notification, Magyar Posta will attempt to arrange a time for the second delivery (handover) with the addressee – provided the sender has given the addressee's phone number on the address label in addition to the postal address –, which may be scheduled no later than the third working day following the date of the first delivery attempt, between 8 am and 5 pm on the given working day.

3) In the absence of a phone number or if the attempt to consult the addressee is unsuccessful, Magyar Posta will leave a notification of the arrival and the attempted delivery (handover) of the shipment, noting the date (month, day, time) of the delivery attempt, as well as the phone number and email address where the addressee can subsequently submit a request for a second delivery (handover) attempt, and may arrange with Magyar Posta the time for this, which may be scheduled no later than the third working day following the date of the first delivery attempt, between 8 am and 5 pm on the given working day.

4) In accordance with paragraph 3), the addressee may submit a request for a second delivery (handover) attempt only between 7 am and 6 pm on the first or second working day following the first delivery (handover) attempt, using the contact information provided on the notification.

5) If arranging the second delivery attempt initiated by Magyar Posta, as described in paragraph 2), is not possible or is unsuccessful, and if, based on the provisions of paragraphs 3) and 4), the addressee has not subsequently submitted a request for the second delivery (handover) attempt, Magyar Posta will return the shipment to the sender without attempting a second delivery (handover) of the shipment.

6) Shipments cannot be picked up at the delivery point between the two delivery attempts.

7) The two delivery attempts and the pallet exchange additional services are mutually exclusive simultaneously with respect to a given shipment.

12.7. Consignment delivery

1) Shipments posted simultaneously to the same address can only be delivered (handed over) together at the same time. If shipments for joint delivery (handover) are not received together at the delivery point responsible for the destination address, Magyar Posta will not hand them over to the addressee or other authorised recipient separately unless the sender subsequently gives a specific instruction to do so.

12.8. Reporting system

1) Magyar Posta provides information to the sender every day by email on the status of the dispatched shipments and the amount collected as payment for goods.

12.9. -[5]

13. ADDITIONAL SERVICES AVAILABLE FOR A SEPARATE FEE

13.1. Doorstep pick-up (for 1 to 3 items)

1) Pick-up from the sender’s doorstep or business premises may be requested on a one-off or regular basis.

2) If the separate written contract does not contain a provision concerning pick-up at the customer’s doorstep or business premises, the sender must submit their one-off transport request by 3 pm on the working day preceding the requested pick-up, using the address label maker. Magyar Posta undertakes to fulfil the one-off request depending on capacity, as stated in the confirmation (the pick-up time specified in the confirmation may, in some cases, apply to the working day following the originally requested date of the pick-up).

3) In order to regularly use the additional service of pick-up at the customer’s premises, the separate written contract must contain a provision to that effect.

[5] The provisions set out in this point are contained in point 13.16, effective as of the date of entry into force of the amendment (1 September 2023).

4) If the sender fails to cancel or modify the shipment on a one-off basis
   a) in the case of regular use, by the time and using the contact details specified in the separate written contract;
   b) in the case of one-off use, prior to pick-up

and therefore the pick-up of the shipment does not occur, Magyar Posta will charge a cancellation fee.

13.2. Payment for goods

1) Magyar Posta delivers (hands over) the shipment to the authorised recipient after collecting the payment for goods amount specified by the sender. Magyar Posta transfers the collected payment for goods amounts to the addressee listed as the sender on the shipment daily in a single sum to the bank account number specified by the sender in the separate written contract, or delivers the amount in cash, on a per-shipment basis, to the sender's address using the payment voucher system. If required to do so by an authority's decision issued based on an objection and report filed with the authority by the addressee indicated on the shipment or another authorised recipient, Magyar Posta will only withhold the amount of payment for goods that has already been collected but not yet transferred or paid to the sender.

2) The payment for goods amount stated may not be more than HUF 2,000,000.

3) Payment for the goods may be made upon delivery (handover) at the delivery address in cash or by bank card payment transaction to a delivery person equipped with a POS terminal.

13.3. Advice of delivery[6]

1) Magyar Posta will make the addressee or other authorised recipient acknowledge on the advice of delivery slip that the delivery (handover) of the shipment has taken place, and return the document to the sender.

13.4. Delivery to addressee in person

1) This additional service is not available for shipments addressed to organisations or addressees classified as an organisation.

2) Under the service, the shipment may only be delivered to the addressee in person or to the addressee's representative authorised to receive such shipments.

13.5. Addressee pays[7]

1) Magyar Posta undertakes to provide the service in such a way that, in the event of the successful delivery (handover) of the shipment, the addressee pays the postage and the fee for this additional service. In the event of unsuccessful delivery, the sender will be liable for the combined total of the postage, the fee for this additional service, and the return delivery fee. When the "addressee pays" additional service is required at the same time as doorstep/business premises pick-up, the sender must pay the fee for the pick-up when the shipment is dispatched.

2) The amount payable pursuant to paragraph 1) by the addressee during delivery (handover) – or, where applicable, by the sender – may be paid in cash or by bank card payment transaction to a delivery person equipped with a POS terminal.

3) Magyar Posta considers the sender's conduct to be in violation of the principle of good faith and fairness if the sender repeatedly refuses to accept the return delivery of shipments posted with this additional service

[6] Magyar Posta will not provide the additional service under this point from the date the amendment comes into force (2 March 2026), but will provide information about the possibility of using it again in a separate announcement.
[7] Magyar Posta will not provide the additional service under this point from the date the amendment comes into force (2 March 2026), but will provide information about the possibility of using it again in a separate announcement.

whose delivery to the addressee was unsuccessful, or if the sender fails to pay the postage and return delivery fee.

13.6. Fragile

1) To ensure the integrity of shipments posted with the “Fragile” additional service/handling, Magyar Posta handles them separately from non-fragile shipments. When applicable, the request for fragile handling must be marked on the address label and, if possible, on the shipment itself.

2) The requirements for shipments that may be sent with the “Fragile” additional service/handling are set out jointly in Chapter II/B of Appendix 1 to the General Terms and Conditions of Postal Services, published on Magyar Posta’s website, and in point 8 of these GTC.

3) The separate fee for the “Fragile” additional service/handling used for one-off shipments is HUF 10,149 net per shipment.

13.7. Cumbersome

1) Magyar Posta handles a shipment with the “Cumbersome” additional service/handling if its longest side is greater than 100 cm but does not exceed 240 cm, or if the sum of its three dimensions (length + width + height) together is greater than 180 cm but does not exceed 300 cm, or if, due to its nature, it cannot be stacked with other shipments or requires different handling (e.g. a bicycle, a piece of furniture, a barrel, a plant). Magyar Posta also handles shipments placed in or on a unit load device as being sent with the “Cumbersome” additional service/handling if any of its dimensions, including the unit load device, is larger than 120 x 80 x 160 cm, but does not exceed 160 x 120 x 190 cm.

2) If the longest side of a shipment handled with the “Cumbersome” additional service/handling exceeds 200 cm, or if the height of a shipment together with a unit load device exceeds 180 cm, Magyar Posta will only accept the shipment dependent on the outcome of prior consultation and provided that such shipment is entered in a separate posting list.

3) The separate fee for the “Cumbersome” additional service/handling used for one-off shipments is HUF 10,912 net per shipment.

13.8. Individual handling[8]

1) Magyar Posta treats any shipment not placed on a unit load device whose longest side exceeds 240 cm but does not exceed 250 cm, and whose total dimensions do not exceed 300 cm as shipment requiring individual handling.

2) The size of the goods placed on a unit load device (e.g. pallet or container) must extend beyond an area of 160 x 120 cm (on any side, together with the unit load device) but must not exceed an area of 200 x 120 cm, and its height must not exceed 190 cm.

3) Magyar Posta will provide the additional service subject to the outcome of consultations made at the time of the conclusion of the separate written contract or prior to the dispatch of a shipment that meets the above dimensions on the first occasion.

4) In justified cases, Magyar Posta is entitled to suspend the provision of the additional service during a period specified in a separate notice.

[8] Magyar Posta will not provide the additional service under this point from the date the amendment comes into force (2 March 2026), but will provide information about the possibility of using it again in a separate announcement.

13.9. Extra handling[9]

1) Any shipment that exceeds any of the dimensions specified for the size category defined as a condition of use for the individual handling additional service may be dispatched as shipment requiring extra handling. However, in this case, the longest side of the shipment may not exceed 400 cm, the shortest side may not exceed 30 cm, and the maximum total dimensions may not exceed 550 cm.

2) If the base area of the goods placed on a unit load device (e.g. pallet or container) is greater than 200 x 120 cm (including the unit load device), the shipment may be dispatched as requiring extra handling. However, even in this case, the base area may not exceed 220 x 120 cm, and the height may not exceed 190 cm.

3) Magyar Posta will only provide the additional service dependent on the outcome of consultations held prior to shipment.

4) An additional condition for using the extra handling service is that a shipment sent in this manner must be listed in a separate posting list.

5) In justified cases, Magyar Posta is entitled to suspend the provision of the additional service during a period specified in a separate notice.

13.10. Repeated delivery[10]

1) Following a second unsuccessful delivery attempt, addressees may submit a request for the “repeated home delivery” of shipments addressed to them by calling the phone number given on the notification left at their address. Subsequently, Magyar Posta will attempt to deliver the shipment again in a manner agreed upon with the addressee.

13.11. Itemised delivery of goods[11]

1) Magyar Posta undertakes that, for shipments dispatched by senders for itemised delivery, after acknowledgement of receipt of the shipment and based on the delivery note/invoice, its representative (the delivery person) will be present as a witness when upon delivery (handover) the addressee or other authorised recipient takes receipt of the shipment on an item-by-item basis (up to the depth of at most a group package). If, during the delivery (receipt) of the shipment, the addressee or other authorised recipient raises an objection due to the partial loss of or damage to the shipment, the representative of Magyar Posta will be present as a witness while a report documenting this fact and the related circumstances is drawn up.

13.12. Store delivery[12]

1) Magyar Posta undertakes that, for shipments dispatched by senders for store delivery, upon delivery (handover) to the store or warehouse at the designated address within the time period agreed with them, after acknowledgement of receipt of the shipment, its representative (the delivery person) will be present as a witness when, immediately after delivery (handover), the addressee or other authorised recipient counts and takes receipt of the internal contents on an item-by-item basis (up to the depth of at most a group package) based on the delivery note/invoice. The store delivery and itemised delivery of goods additional services are not available together.

[9] Magyar Posta will not provide the additional service under this point from the date the amendment comes into force (2 March 2026), but will provide information about the possibility of using it again in a separate announcement.
[10] Magyar Posta will not provide the additional service under this point from the date the amendment comes into force (2 March 2026), but will provide information about the possibility of using it again in a separate announcement.
[11] Magyar Posta will not provide the additional service under this point from the date the amendment comes into force (2 March 2026), but will provide information about the possibility of using it again in a separate announcement.
[12] Magyar Posta will not provide the additional service under this point from the date the amendment comes into force (2 March 2026), but will provide information about the possibility of using it again in a separate announcement.

13.13. Document management

1) If the separate written contract contains a provision regarding the use of this additional service, Magyar Posta undertakes, provided that it is not unlawful, to check the specified points of a document, contract and itemised delivery list for the dispatched parcel based on the sender's instructions, to credibly verify the identity 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 either physically or physically and electronically at the frequency specified in the separate written contract. The sender is obliged to affix the document management identifier featured on the address label to the documents, and to indicate the document handling instructions (signature, completion, etc.) on the shipment or on a label affixed to the envelope/pouch containing the documents. The documents must be placed and secured on the outer packaging of the shipment in such a way as to allow for the handling of the documents, and the envelope/pouch must be sealed in such a way that the contents cannot be accessed without obvious tampering. If the addressee or other authorised recipient fails to fulfil the sender's instructions (signature, completion, stamping, etc.), Magyar Posta will not deliver (hand over) the shipment to the addressee.

13.14. Personalising address labels[13]

1) Magyar Posta undertakes for a fee to record data provided by the sender, to produce address labels, and to place these on the shipments.

13.15. Call-off order

1) In the case of a call-off order, the contracting party undertakes to:
   a) pay the fee for the service used by the sender specified by the contracting party;
   b) produce the address label for the shipment and deliver it to the sender or to an acceptance point other than the contracting party's own premises or address;
   c) send the transport order specifying the pick-up point for the shipment to Magyar Posta.

2) The service is available at the postal service outlets specified by the separate written contract.

3) The contracting party must provide Magyar Posta with the information necessary for the pick-up of the shipments at the business premises at the same time as submitting the transport order. If the contracting party entrusts Magyar Posta with printing the address label, the address label must still be affixed to the shipment by the person handing it over.

4) The contracting party or another person or organisation may feature on the shipment as the sender or addressee. There is an option for the shipment to be accepted at, delivered (handed over) or returned to an address other than the contracting party's business premises/address.

13.16. Pallet exchange

1) Magyar Posta undertakes to provide the sender with an EUR-standard replacement pallet that is identical to the EUR-standard pallet used by the sender for packaging the shipment if the pallet to be replaced is deemed to be undamaged based on an inspection without opening the shipment's packaging.

1/A) Fee for the additional service (HUF)
The fee for this service is subject to 27% VAT.

	gross
exchange/pallet	1 420

[13] Magyar Posta will not provide the additional service under this point from the date the amendment comes into force (2 March 2026), but will provide information about the possibility of using it again in a separate announcement.

Where a written contract is entered into, the contracting parties may agree on a fee that differs from that specified above.

2) Under this additional service Magyar Posta will deliver (hand over) a shipment dispatched on an EUR pallet if the addressee or other authorised recipient simultaneously hands over in exchange an undamaged replacement pallet of standard quality that is identical to the one used for the shipment's packaging, or agrees to unload the contents of the shipment in the presence of Magyar Posta's representative and to make that pallet available to Magyar Posta within a period of not more than 10 minutes in compliance with the provision on the delivery (handover) of shipments set out in paragraph 4) of point 14.

3) If, at the time of the delivery (handover) of the shipment, the addressee or other authorised recipient does not provide a replacement pallet of the appropriate quality and free of damage in exchange as described above, or if the contents of the shipment are not unloaded in the presence of a representative of Magyar Posta within the period specified in paragraph 2), Magyar Posta will deliver (hand over) the shipment only if the addressee or other authorised recipient expressly acknowledges the failure to provide a replacement pallet in a signed statement to that effect recorded on the delivery note. In this case, Magyar Posta will reduce the number of pallets to be provided to the sender based on the use of this additional service by the number of pallets specified in the delivery note and will perform the additional service accordingly.

4) If the pallet

a) has a damaged bottom deckboard or leading board, or screws or nails are visible;
b) has a missing, broken or damaged block, or screws or nails are visible;
c) has a completely or partly missing, warped or broken deckboard;
d) has no EUR identification mark or this mark is not visible;
e) is in a general condition that does not permit loading in accordance with the standard;
f) is contaminated with a foreign substance that is a hazard to the goods stored on the pallet;
g) does not meet the conditions set out in paragraph 5),

the additional service cannot be used (a pallet cannot be provided in exchange). The sender acknowledges that, if the addressee or other authorised recipient unloads the contents of the shipment within the period specified in paragraph 2) in the presence of a representative of Magyar Posta, and it is then determined that the pallet does not meet the required quality standards based on any of the reasons listed in subparagraphs a) to g), then in this case as well, a pallet cannot be provided in exchange, a fact which the addressee or other authorised recipient must confirm in a signed statement to that effect recorded on the delivery note.

5) A pallet complies with the EUR standard referred to in paragraph 1) if

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

5/A) Magyar Posta undertakes

a) to deliver the EUR-standard pallets used for shipments posted using this additional service to the premises designated by it and to store them there temporarily until the date specified by the sender in the request for their return;
b) to keep an inventory of the EUR pallets stored in accordance with subparagraph a), indicating the quantity of EUR pallets due to be returned to each sender;

c) in accordance with the provision set out in paragraph 6), subparagraph a), to provide the sender with monthly data by the 15th day of the month following the month in question at the latest on the quantity of EUR pallets to be returned to the sender.

6) The sender takes note that:

a) due to the natural wear and tear of the EUR-standard pallets used as packaging for shipments, the quantity of pallets to be returned to the sender under the additional service, taking into account the inventory kept in accordance with paragraph 5/A), subparagraph b), will be reduced by 5%;

b) if a pallet compliant with the EUR standard used for packaging the shipment is damaged at any stage of performing the service due to packaging deficiencies – in particular, poor securing or overloading –, Magyar Posta will reduce the number of pallets to be returned to the sender under this additional service in the inventory kept in accordance with paragraph 5/A), subparagraph b), by the number of pallets damaged,

and will perform the additional service accordingly.

7) The sender acknowledges that, under this additional service, the provision of replacement pallets by Magyar Posta to the sender is to be carried out retrospectively in accordance with the terms agreed upon, in quantities determined by individual settlement taking into account the above provisions (natural wear and tear, classification, failure of the recipient to hand over a replacement pallet, damage during storage), for which, as a delivery fee for the return of such pallets, Magyar Posta will charge for each unit described in paragraph 7/A), subparagraph b), an amount based on the zone identifier established on the basis of the Z1 pick-up point and the first digit of the postcode of the delivery (handover) point at the sender's premises in accordance with the conditions for charging fees set out in point 7 of these GTC.

7/A) The sender undertakes:

a) to provide confirmation (e.g. by e-mail) within 5 working days of the receipt of the data provided by Magyar Posta under paragraph 5/A), subparagraph c), either acknowledging or raising an objection to the data reported, and to request the return of the pallets concerned within a period of not more than 1 month from the date of the receipt of the data provided in accordance with the provisions of subparagraphs b) to d);

b) to request in writing, as described in subparagraph c), that Magyar Posta return the EUR-standard pallets temporarily stored by Magyar Posta in accordance with paragraph 5/A), subparagraph a), acknowledging that the quantity of the EUR pallets concerned can only be requested in units comprised of at most 10 pallets;

c) to prepare a transport order for the return of the EUR pallets described in subparagraph b) and to provide a separate address label for each unit requested;

d) to indicate on the address label the details for the pick-up of the shipment in the following manner: sender's name: BILK; address: 1239 Budapest, Európa utca 6.; contact person's details: e-mail address: Posta@waberers.com; phone number: +36308706537.

8) The additional services of pallet exchange and two delivery attempts are mutually exclusive simultaneously with respect to a given shipment.

14. THE DELIVERY (HANDOVER) OF SHIPMENTS

1) Persons authorised to receive the shipment:

a) the addressee (the natural person or organisation designated as the addressee on the shipment's address label);

b) the addressee's authorised representative (a natural person or organisation holding a valid power of attorney);

c) a relative of the addressee, as defined by the Civil Code, at the address indicated on the shipment who has reached the age of 14 (spouse, a lineal relative, an adopted child, a stepchild or foster child, an adoptive parent, a stepparent, or a foster parent, as well as a sibling, a domestic partner, the spouse of a lineal relative, a lineal relative or sibling of the spouse, and the spouse of a sibling);
d) the landlord of the property at the address or the person providing accommodation to the addressee provided they are natural persons;
e) an occasional recipient: if the sender has given instructions on the address label of the shipment, Magyar Posta will consider – in addition to the persons authorised to receive the shipment as described under the term "authorised recipient" above – the addressee's neighbours, or, when a shipment is addressed to a workplace, the addressee's colleagues, to be authorised to accept the shipment.

2) If both the name of a natural person and the name of an organisation are listed as the addressee, Magyar Posta will consider the organisation to be the recipient. The manager of the organisation and, without power of attorney, the agent authorised to receive service, the process server, the liquidator and the administrator are classified as representatives. For the purposes of these GTC, a senior manager, company manager, employee in a managerial position and any other person authorised to sign for or generally represent the company are classified as the manager.

3) With regard to receiving shipments, Magyar Posta regards the following persons as representatives of an organisation even without a power of attorney:

a) in the course of delivery (handover) in the organisation's business premises or other premises open to customers, any employee or member of the organisation who is present;
b) if the organisation has a post room, the natural person employed there;
c) if the organisation has a reception desk, the natural person employed there.

4) To facilitate the delivery (handover) of shipments, the addressee is required to ensure easy and safe access to the delivery address (e.g. access to a ramp, stopping in front of the gate, parking in the yard if need be, and compliance with rules for keeping animals). To facilitate the delivery (handover) of shipments arriving at its address, an organisation is obliged to ensure that the authorised recipient pursuant to subparagraphs a) and b) of paragraph 1), and paragraphs 2) and 3) is available and can be contacted in a way that the delivery (handover) of the shipment is not delayed by a disproportionately long waiting time, i.e. more than 10 minutes. If the addressee does not ensure easy and safe access to the address for the delivery (handover) of the shipments, Magyar Posta will, after notifying the addressee, aim to deliver (hand over) the shipment to the addressee or other authorised recipient near the delivery address. If this cannot be arranged for reasons within the addressee's control, Magyar Posta will act in accordance with paragraph 6).

5) During the delivery (handover) of shipments, unloading is the responsibility of the addressee or other authorised recipient in accordance with the provisions of the Civil Code and the Government Decree, while Magyar Posta is entitled to give instructions in connection with this. Magyar Posta will remove the shipment from the vehicle at no additional charge, but will not engage in further material handling. Regarding unloading or removal from the vehicle, Magyar Posta may, if necessary, ask for the assistance of the addressee or other authorised recipient in carrying out this task.

6) If the addressee is unknown, cannot be found at the given address, has delayed the delivery (handover) of the shipment by a disproportionately long waiting time of over 10 minutes, or has refused to accept the shipment, and, if the second delivery attempt is unsuccessful, Magyar Posta will, unless otherwise instructed by the sender during a telephone consultation, return the shipment to the sender and charge a separate fee.

15. COMPLAINTS

1) Complaints must be submitted within a one-year statute of limitations, commencing no later than the second working day following the shipment's dispatch, using the contact details for customer service given in paragraph 2) of point 1.

2) In order to resolve any disputed matter arising from a complaint or claim out of court, a sender who is classified as a consumer[14] under Act CLV of 1997 on consumer protection – under the rules relating to arbitration boards – may also turn to the Arbitration Board with competence for the area where the sender is based. The address of the Budapest Arbitration Board with competence for the area where Magyar Posta's seat is located is 1016 Budapest, Krisztina krt. 99.

16. LIABILITY FOR PERFORMANCE OF SERVICE

16.1. Damage to, full or partial loss of, or destruction of shipments

1) Magyar Posta is liable for damages resulting from damage to, full or partial loss of, or destruction of the shipment during the period from its pick-up until its delivery (handover), unless the damage was caused by:

a) conduct attributable to the sender, or to the addressee or other authorised recipient following notification of the shipment's arrival;
b) postal handling that was in accordance with the sender's, addressee's, or other authorised recipient's inappropriate (unprofessional) instructions but for which Magyar Posta is not at fault;
c) inappropriate material handling of the shipment by the sender upon handover to Magyar Posta or by the person authorised to receive the shipment that does not comply with the instructions given by Magyar Posta as described in paragraph 5) of point 14;
d) inherent properties or specific defects of the contents of the shipment (including, in particular, breakage, rust, spontaneous internal deterioration, drying, seepage, standard loss, or damage caused by insects or rodents);
e) an unavoidable cause beyond the scope of Magyar Posta's activities;
f) a defect in the packaging that is imperceptible from the outside;
g) inadequate or improper marking or numbering of the goods;

or the damage was caused by or in consequence of the fact that:

h) the sender expressly stipulated the use of an open vehicle not covered by a tarpaulin in the separate written contract;
i) the sender, the addressee, or any other authorised recipient, or the accompanying person appointed by them failed to act as expected in the given situation, as well as if the sender did not inform Magyar Posta of the exceptional value of the shipment, which was imperceptible from the outside;
j) the packaging was not appropriate for the properties, nature, shape, weight, or physical state of the contents; the conditions required for transport of shipments upon certain conditions as defined in Appendix 1 of the General Terms and Conditions of Postal Services were not met,

[14] A consumer, as defined in Section 2(10) of Act CLV of 1997, is a natural person acting for purposes outside their professional or economic activity who purchases, orders, receives or uses goods or is the recipient of commercial communication or of offers related to goods. For the purposes of rules governing the arbitration board, with the exception of the application of Regulation (EU) No 524/2013 of the European Parliament and of the Council on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC, in addition to the above, non-governmental organisations, ecclesiastical legal persons, condominiums, housing cooperatives, as defined in separate legislation, acting for purposes outside their independent activities or economic activities which purchase, order, receive or use goods or are the recipients of commercial communication or of an offer related to goods as well as micro, small and medium-sized undertakings (hereinafter referred to collectively as "SMEs") that use public services or, within the framework of retail activities under the Trade Act, purchase or use products or are the recipients of commercial communications or of offers related to such products are also deemed to be consumers.

or if the contents were damaged, spilt, or become contaminated due to deficiencies in the internal packaging of a shipment sent with the “Fragile” additional service/handling;

k) the shipment’s packaging was inappropriate for the seasonal ambient temperature;

l) the sender failed to indicate on the shipment’s address label that the contents were breakable, fragile or perishable.

2) Magyar Posta must prove that the damage was caused by the facts or circumstances listed in subparagraphs a) to h) of paragraph 1).

3) The sender must prove that the damage was not caused by the contents or the inherent properties of the shipment, or due to a packaging defect, and that the request for the additional service was indicated on the shipment’s address label.

4) The sender or the authorised recipient must prove that the damage was not a consequence of improper handling on their part or by an accompanying person appointed by them, and that they provided Magyar Posta with information regarding the shipment’s extraordinary value, which was imperceptible from the outside.

5) Magyar Posta is liable up to the amount of the value which appears on the address label. This amount may not be higher than the actual value of the shipment.

6) In the event of partial loss (loss of contents) and/or damage, Magyar Posta’s liability will be limited to the proportion of the damage and/or loss (loss of contents), up to the amount calculated based on the value indicated on the address label in accordance with paragraph 5).

7) Magyar Posta’s liability does not extend to indirect damages affecting the property of the party concerned or lost profit.

8) Furthermore, Magyar Posta will bear no liability if

a) only the external packaging of the shipment is damaged;

b) a shipment that may be posted without packaging pursuant to paragraph 4) of point 8 and was dispatched as such is soiled, scratched, or has damaged protruding parts (e.g. wheels, rollers, handles);

c) the contents of the shipment are missing yet the packaging and sealing of the unit load device are intact.

9) Magyar Posta does not inspect the internal (individual) packaging of goods placed in group packaging or its compliance, as it does not open the group packaging. In view of this, Magyar Posta will bear no liability for damage that occurs due to an internal (individual) or group packaging defect. In such cases, the sender is obliged to prove the adequacy of the packaging.

10) If any quantity or quality defects are found upon receipt of the shipments (at the time of delivery/handover), a damage assessment report must be drawn up in the presence of Magyar Posta’s representative. If this is not done, the right to make a claim will be forfeited. When the partial loss of or damage to a shipment is not detected immediately upon delivery (handover) or return delivery, Magyar Posta must be notified of this in writing within three working days of the date of delivery (handover) or the right to make a claim will be forfeited. At the same time as the partial loss or damage is reported, Magyar Posta will make a subsequent record concerning the presented shipment. A claim for compensation may be lodged at the same time as submitting the report**.** The entire shipment, including the content and the outer and inner packaging, must be presented to Magyar Posta in order to have the claim for compensation assessed. A sample damage assessment report can be found in Appendix 2. The report is prepared in duplicate, each party involved (sender, Magyar Posta) receiving one copy.

16.2. Submitting claims for compensation

1) Usually, it is the sender who is entitled to assert a claim for compensation. The addressee is entitled to assert a claim for compensation if they have accepted the shipment, or if the sender has assigned the right to assert the claim for compensation to the addressee. Asserting the claim by either entitled party extinguishes the other party's right of enforcement. Claims for compensation must be submitted using the form entitled "Claim for Compensation" (Appendix 1) to the postal address below:

Magyar Posta Zrt.
Customer Service Directorate
3512 Miskolc

2) The sender (or the addressee) must in every case attach to the submitted claim for compensation – in the manner described on the form – all available invoices, receipts, documents, and other evidence supporting the claim.

3) Pursuant to the separate written contract, claims for compensation – except for damage caused intentionally or through gross negligence – may be submitted to Magyar Posta in writing within a one-year statute of limitations. The starting date for calculating the limitation period is the date of delivery (handover) of the shipment to the addressee or other authorised recipient, or the date on which the shipment should have been delivered to the addressee.