

A letter is a written message that is delivered in an envelope on which the addressee and sender are inscribed.

A letter to you:

If a registered letter is sent to you and the mail carrier cannot reach you at home, the package is deposited at the post office. You will be notified that the parcel has been deposited by a 'call for collection' - a notice which you will find in your letterbox. However, in some cases, you may not get any notice - for example, someone pulls out the notice or the postman forgets to put it in your letterbox. After 10 days, even if you do not take delivery of the parcel for whatever reason, the parcel is deemed to have been delivered (the so-called "delivery fiction"). The letter may contain a time limit for dealing with the matter, which you may be aware of. If you have a problem with the delivery of parcels, you can set up a post box or a data box at the Czech Post (Česká pošta). If you are expecting an important letter, you can also ask the Czech Post if you a letter have been delivered to you.

It is therefore necessary to HAVE A POSTBOX AND A BELL MARKED AT THE PLACE OF YOUR RESIDENCE.

A letter from you:

If you are sending a letter to someone, it is important to decide whether you want to send it by regular mail (you will not get a confirmation from the post office that you have sent the letter) or by registered mail (=doporučeně). If you are communicating with institutions and authorities, we recommend sending the letter by registered mail. When you send it, you must fill in a delivery slip, which the Czech Post will confirm and return to you. This is for your protection that you have actually sent the letter and also when. It is therefore important to keep it.

The letter that is sent to you may have a different form or colour marking.

Ordinary letter: used in normal communication. A letter is dropped into a letterbox.

Registered letter:

Hand delivery - the parcel is delivered only to the addressee, an authorised person, the addressee's attorney, the addressee's legal representative or the addressee's legal representative's attorney.

Delivery into the addressee's own hands only - the parcel is delivered only into the addressee's hands.

Colour marking of the envelope - coloured stripe on the left side of the envelope:

- blue colour - the envelope can also be accepted by an agent (e.g. a communication from a school, tax or trade office - usually informative). If the envelope is marked 'hand-delivered', it is considered as a letter with a red stripe and can only be received by the addressee.
- red colour - the envelope can be accepted only by the addressee (it is a very important writing, e.g. a summons to the police, a notice from the Social Security Administration...).
- purple colour - letters are sent by the Czech Post to the addressee, they are reserved for DINO services - debt collection of the population.
- green colour - the envelope can only be accepted by the addressee (e.g. a summons to a court hearing, an execution order...)
- yellow colour - the so-called PIN mail, used for sending access data to ISDS (Information System of Data Boxes - used by legal entities registered in the Commercial Register).

Some envelopes have a so-called delivery slip - your signature will confirm receipt of the letter. The sender is given a written confirmation of delivery.

!!! ATTENTION !!!

- **If you are sent a registered letter that has no colour marking, this does not mean that it is a meaningless letter. You still need to pick it up!!**
- **IT IS IMPORTANT TO HAVE THE CORRECT RESIDENTIAL ADDRESS LISTED AT THE OFFICES AND TO HAVE YOUR MAILBOX AND DOORBELL MARKED AT YOUR RESIDENTIAL ADDRESS.**