

# InPost Account Agreement

In force as of January 26, 2026.

## Introduction – What is this Agreement about?

1. This **Agreement** concerns the services provided by us, that is InPost Sp. z o.o. with its registered office in Krakow, regarding the InPost Account profile service, which enables you to use our application and digital services (the “**services**”). A list of these **services** is included in **Appendix A** and covers the InPost Mobile app, including among others, the loyalty program and InPost Pay services.
2. This **Agreement** reflects the way InPost conducts its business, the legal regulations that govern it, and the values that we apply in our operations. This **Agreement** helps define the relationship between **InPost** and **the subscriber** who uses our **services**, namely you. Examples of matters described herein include:
  - How we provide and process our **services**,
  - The rules of your use of our **services**,
  - Possible ways of our using content that you use within our **services** – regardless of whether it is content belonging to you or to other people,
  - Other rights and actions you can take when someone violates them.

3. We assume that reading Agreements is not a pleasant activity, but it is worth knowing our **Agreement** to find out what you can expect from us when using the **InPost Account** and what we expect from our **subscribers**.
4. To use the **InPost Account** service and our **services**, you must accept this **Agreement**, therefore we really want you to understand its provisions. We also encourage you to download the **Agreement** so you can refer to it later. The **Agreement** and all its previous versions are always available on our website at: <https://inpost.pl/regulaminy>.
5. In addition to this **Agreement**, we also publish a Privacy Policy and a Cookie Policy, which we make available on our website at: <https://inpost.pl/polityka-prywatnosci>. We encourage you to read them to better understand how to update, export and delete data and how to manage it.
6. Any expressions that we write in bold font have their meaning, which we have explained in **Appendix B** to the Agreement.

## Table of Contents:

1. What is an <b>InPost Account</b> and what is it used for?.....	4
2. Age Requirements.....	4
3. How to Create an <b>InPost Account</b> .....	5
4. How Can You Use the <b>InPost Account</b> ? .....	6
5. How We Ensure the Security of Your <b>InPost Account</b> .....	7
6. What Services Do We Provide? .....	9
7. How Can You Use <b>InPost Services</b> ? .....	9
8. How Do We Process Personal Data?.....	10
9. Terms of this <b>Agreement</b> .....	12
10. What Are We Responsible For, and What Are We Not? .....	14
11. How Do We Change the <b>Agreement</b> ?.....	15
12. What Other Information About the <b>InPost Account</b> is Worth Knowing? .....	18
<b>Appendix A:</b> List of services provided by <b>InPost</b> .....	21
<b>Appendix B:</b> Terms used in the <b>Agreement</b> .....	22
<b>Appendix C: Consumer</b> rights regarding digital content or services.....	31
<b>Appendix D:</b> Template withdrawal form .....	45
<b>Appendix E: InPost Mobile</b> Terms and Conditions .....	47
<b>Including attachments:</b> Loyalty program terms .....	57
<b>InPost Pay</b> terms .....	66

## 1. What is an InPost Account and what is it used for?

- 1.1. An **InPost Account** is a profile created by you, through which we identify you in our digital services and thanks to which you can use them to the full extent, also using **service** personalization on various **devices**, as well as control and manage your **personal data**.
- 1.2. The **InPost Account** is necessary for processing **data** (including its storage in connection with running the **InPost Account** for you) when you use **InPost services** such as using the **application** and services available in it, such as: sending and returning parcels, placing orders in online stores, and others that we offer at any given time and indicate that you can use them while using the InPost Account.
- 1.3. The **InPost Account** has built-in security, which protects your information and personal **data**, but at the same time enables easy access to various **InPost services**.

## 2. Age Requirements

- 2.1. The minimum age required to manage your own **InPost Account** is 13 years. If you are not old enough to manage your **InPost Account** independently, you must have parental or legal guardian consent to use these services. In such a case, please ask your parent or legal guardian to read this **Agreement** with you.
- 2.2. Some of the **services** we offer may require a higher minimum age for lawful usage. The specific age is defined in the terms applicable to each **service** (you can find them in the numbered appendices to this **Agreement**). If you are not old enough to use **InPost services** independently, you must have parental or legal guardian consent to use these **services**. In such a case, please ask your parent or legal guardian to read this **Agreement** with you.

2.3. If your parent or legal guardian allows you to use our **services**, this **Agreement** applies to them, and they are responsible for your activity in our **services**.

## 3. How to Create an InPost Account?

3.1. You can create an **InPost Account** by downloading our **app** onto your **device**. Remember that having an active **InPost Account** is necessary to fully utilize some of our **services**. If a specific **InPost digital service** requires an **InPost Account**, we will inform you when you attempt to access that service. Therefore, if you do not create your **InPost Account** immediately, each time you launch one of our **services**, we will prompt you to set up an account.

3.2. Note that to start the registration process for an **InPost Account**, and for each subsequent login to your **InPost Account**, you must have the Webview feature enabled. If this feature is disabled on your device, you will receive a notification that registration cannot proceed when you click the button to start registration. In such a case, you can only retry registration after enabling the Webview feature on your **device**.

3.3. To create your **InPost Account**, we need:

- your phone number,
- your email address,
- your acceptance of the InPost digital services terms and acknowledgment of the Privacy Policy (therefore, we ask you to read them before accepting),
- registration confirmation to ensure no one is impersonating you – hence, we will send a verification link to the email address you provided.

3.4. When creating an **InPost Account**, you must provide us with accurate information, including your phone number and email address. Otherwise, you will not be able to create an **InPost Account**, or we may not be able to provide you with all or part of the

**services**. Therefore, if you provide incorrect or false information, we are not responsible for the consequences. This is very important to us, which is why we reserve the right to verify that the information you provide is accurate.

- 3.5. After creating your **InPost Account**, we will also ask you to provide your full name and address or confirm that the previously given information is correct if we identify that it already exists in our system. You can skip this step; however, not providing this information will prevent you from using certain **services** or functionalities of the **InPost app**, such as making purchases via InPost Pay.
- 3.6. If you register an **InPost Account** using your Google account or Apple ID, we obtain your name (username) from the service you selected and connect to your account in that service through the available authorization tools. Then, as part of the InPost Account registration process, you can enter a delivery address and will be prompted to complete further steps in accordance with section 3.3.
- 3.7. We do not charge any fees for creating or maintaining an InPost Account.
- 3.8. You may create only one **InPost Account** using the same data. We cannot accept the creation of multiple **InPost Accounts** with the same **data**, and if this occurs, we have the right to delete such additional accounts. Of course, we will inform you of such a situation.

## 4. How Can You Use the InPost Account?

- 4.1. You can use your **InPost Account** on multiple **devices**; however, in such cases, we will request additional authorization for each **device** by sending you an SMS with an authorization code.
- 4.2. The phone number and email address you provide are linked to a unique **InPost Account**, and we cannot assign a different phone number to the same **InPost Account**.

However, you can change the email address associated with your InPost Account. Regardless, you can always create a new **InPost Account** using a different phone number or email address.

#### 4.3. From the moment you register your InPost Account:

- a. You can use our **services** as a **user**; however, remember that each **service** has additional terms, the content of which is included in the appropriate appendix to the InPost Digital Services Agreement. Starting to use a particular service signifies your acceptance of such additional terms and acknowledgment of the privacy policy of that service (if such a document is provided to you), so please read them carefully before using the **service** for the first time;
- b. The function of processing all your payments through InPost Pay will be automatically enabled in the InPost Mobile app unless a service or functionality specifies a different payment method;
- c. You can take advantage of useful features such as autofill data, personalized recommendations, and easy access to key information in any **InPost service** covered by the **agreement**.

## 5. How We Ensure the Security of Your InPost Account

- 5.1. You, as the **user**, are fully responsible for your **InPost Account**. This includes taking reasonable measures to secure your **InPost Account** from unauthorized access, such as theft of login credentials by another person. We recommend regularly updating the security settings on the **device** you use. Remember also that in the case of losing access to the Google or Apple ID account which you used to register your **InPost Account**, you will also lose access to your **InPost Account** unless you provide us with your email address directly during registration, enabling future login to our services without linking

to the above-mentioned accounts.

- 5.2. To enhance the security of your **data** within your **InPost Account**, we will periodically ask you to log in again using our **app**. If in the login data form you notice an unfamiliar email address or one you no longer have access to displayed in the login form, you can contact our Customer Services by clicking the “Get Help” button and choosing your preferred contact method to start the manual account recovery process. Our staff will guide you through the process. We do not save any data obtained during the account recovery procedure. We recommend this same action if you suspect someone is using your **InPost Account** without your consent.
- 5.3. You may also choose to create a new **InPost Account**. In this case, we will delete the previously registered **InPost Account** associated with that phone number and email address, along with the account history and purchases made within it and redirect you to the registration screen to create a new **InPost Account**.
- 5.4. Beyond these recovery procedures, remember not to share your passwords or verification codes with anyone. If you encounter login issues, we encourage you to contact our helpline, which will assist you in the next steps of logging into your **InPost Account** without accessing your **personal data**.
- 5.5. Within your **InPost Account**, you can edit your personal information and update privacy and security settings. Your **InPost Account** is also a central, secure location where you can store all your personal **data** for using **services**, including saving and deleting payment cards used for transactions in InPost Pay. We do not store **card** data; instead, we use a special encrypted **token**, and **card data** is stored only in the secure environments of **payment service providers**.
- 5.6. Changing your **devices** (without simultaneously changing the phone number associated with your **InPost Account**) or logging out of the **app** does not result in the deletion of your **InPost Account**.

- 5.7. You can delete your **InPost Account** by withdrawing from the electronic service agreement with us (in accordance with the provisions of the InPost Digital Services Agreement), for example, by clicking the “Delete Account” button in our **app** and submitting a written or electronic statement of withdrawal from the agreement with us.

## 6. What Services Do We Provide?

- 6.1. The list of **services** provided by **InPost** is included in Appendix A to this **Agreement**.
- 6.2. The correct functioning of our **services** may depend on whether you have the capability to receive text messages (SMS) and access the Internet on your **device**, as on the access settings you have established on your **device**.
- 6.3. Some of our **services** may require the presence of other programs on your **device**, such as an internet browser or PDF readers, which are independent of us.
- 6.4. The detailed terms of use for particular **InPost services** are an integral part of this **Agreement** and do not require your separate acceptance; commencing use of a given **service** implies your acceptance of its terms.

## 7. How Can You Use InPost Services?

- 7.1. If you wish to use our **services**, you must have a **device** that meets certain technical requirements (which we have described later in the Agreement), have the **application** installed (which you can download from platforms like Google Play or App Store), have an **InPost Account** set up, and have Internet access (without Internet, you may not have access to all **services** and functionalities).
- 7.2. We respect legal regulations and care for our users. This is why you may not add any

content or data to your InPost Account and services that:

- a. are unlawful;
- b. constitute malware (viruses, trojans, programs that modify the application's operation);
- c. are an attempt to gain access to **services** or use them in a dishonest or deceptive manner, such as phishing, creating fake accounts or content, including reviews, giving others the misleading impression that AI-generated content was created by a human, providing services that appear to be from the user (or someone else) but are from us, etc.;
- d. intercept data available within the **services**.

7.3. You may not use your **InPost Account and Services** in a manner contrary to public decency, good practices, or in a way that disrupts the proper functioning of these **services**. We also protect our interests, so you cannot use your **InPost Account and Services** in a manner that infringes upon them. In particular, we require you to respect the rights of others (including privacy and intellectual property laws) and not to exploit or harm others or yourself (or threaten or encourage such behavior) – for example, by misleading others, illegally impersonating them, deceiving them, defaming, harassing or stalking.

7.4. If you use your **InPost Account** or any of the **services** in violation of the above prohibitions, we may block your access to them.

7.5. Our additional terms and conditions concerning specific **services**, including rules regarding unauthorized uses of generative AI, contain further information on appropriate conduct that all users of these **services** must adhere to. If you encounter instances of non-compliance with these rules, many of our **services** included options to report abuse, which you can utilize. Upon receiving a report, we investigate the matter.

## 8. How Do We Process Personal Data?

- 8.1. We are the controller of your **personal data**. To remind you, we are the administrator of your **personal data**. To remind you, we are InPost sp. z o.o., located in Krakow at ul. Pana Tadeusza 4 (postal code: 30-727). You can contact us in writing at the company's address, by phone at +48 722 444 000, +48 746 600 000, or by email at [dane.osobowe@inpost.pl](mailto:dane.osobowe@inpost.pl) or via the chat function available on our [website](#).
- 8.2. We have appointed a Data Protection Officer, whom you can contact by sending an email to [dane.osobowe@inpost.pl](mailto:dane.osobowe@inpost.pl).
- 8.3. We will process your **personal data** as outlined in sections 3.3.-3.6. of this **Agreement** according to the principles described there.
- 8.4. We process your **personal data** for the following purposes:
  - a. Creating and managing your **InPost Account** – the legal basis for data processing is Article 6(1)(b) of the GDPR, which pertains to the performance of the **InPost Account** management agreement. Part of the **service** we provide includes sending **service** notifications and other information, including status communications – this enables us to inform you on how to use our **services**;
  - b. Establishing or pursuing potential claims, as well as defending ourselves against such claims – the legal basis for **data** processing is our legitimate interest under Article 6(1)(f) of the GDPR, which involves protecting and pursuing of claims;
  - c. In the case of a complaint, handling and resolving it, the legal basis for data processing is Article 6(1)(b) of the GDPR the necessity of processing for the performance of the contract concluded with you, to which you refer when submitting your complaint.
- 8.5. In order to provide our **services**, we may send **users** notifications regarding the

functioning of the **services** and other relevant information. Detailed rules regarding the manner and scope of communication with users are set out in this Privacy Policy.

- 8.6. When creating an **InPost Account**, you can consent to receive advertising and marketing information via email, SMS, or “push” notifications on your phone, within the app you are currently using. You can opt out of receiving such information at any time. Simple choose “manage consents” in the app settings and revoke your consents there. If you encounter difficulties withdrawing consent, please email us at [dane\\_osobowe@inpost.pl](mailto:dane_osobowe@inpost.pl).
- 8.7. We process your **personal data** for the time necessary to achieve the purposes specified above. This period may be extended by the statute of limitations on claims if necessary.
- 8.8. Recipients of data, meaning entities to which we may transfer your **data** in accordance with applicable law, include those providing services on our behalf, such as IT service providers, lawyers, accountants, or institutions entitled to obtain personal data under legal provisions.
- 8.9. You may request access to your **data**, as well as its rectification, deletion, restriction of processing, and transfer. You may also object to the processing of your **data** for reasons related to your particular situation. You can exercise these rights, for example, by sending such information to the following e-mail address: [dane\\_osobowe@inpost.pl](mailto:dane_osobowe@inpost.pl) or in writing to our address indicated in section 1. You may lodge a complaint with the supervisory authority –President of the Personal Data Protection Office.
- 8.10. Providing personal data is voluntary but necessary for creating and managing an **InPost Account**. Remember, objecting to **data** processing and requesting **data** deletion also signifies your resignation from the **InPost Account**.
- 8.11. For more information on processing of your **personal data** please refer to our privacy policy available at <https://inpost.pl/polityka-prywatnosci>.

## 9. What Are We Responsible For, and What Are We Not?

- 9.1. The applicable **consumer** protection laws ensure **InPost's** responsibility for the compliance of the **services** we provide with the agreement. Under this obligation, we are responsible for any lack of compliance detected:
  - a. within 2 years from a single delivery of content or **services** (such as purchasing a movie, service voucher, etc.);
  - b. at any time during the “continuous” provision of content or **services** to you (such as the **app**, **InPost Account**, other **services**, and their functionalities).
- 9.2. As a **user**, you have the right to expect high-quality **services** and the provision of means to resolve potential issues. As a **consumer**, you are entitled to all rights granted under applicable laws and any additional rights provided in this **Agreement** or the additional terms related to specific **services**.
- 9.3. We strive to provide you and other **users** with the best possible experience when using our **services**. However, there are situations and events beyond our control. Below are situations and events for which we are not responsible:
  - a. **Force majeure**,
  - b. Providing false **personal information**, especially when creating your **InPost Account**,
  - c. Sharing access to the **app** and your **InPost Account** with others,
  - d. Your device does not meet the technical requirements described in section 4,
  - e. The manner and quality of service provision by telecommunications operators with whom you have agreements (including internal service). We are also not responsible for fees for services provided by these operators.
  - f. Errors and issues with Android or iOS as well as software installed on the **device** that

is not from us.

- 9.4. If you believe we have not adequately fulfilled our obligations (for example, if something hasn't worked or we haven't delivered a **service** you selected), you can file a complaint using one of the contact methods listed at: <https://inpost.pl/kontakt/zloz-reklamacje>.
- 9.5. When filing a complaint, we may ask for **information** to confirm your identity and a description of the issue. Keep in mind that we may not be able to assist you if you do not provide sufficient information or description of your issue.
- 9.6. We will address your complaint as quickly as possible, but no later than 30 days from its receipt. When you submit a complaint, we will send you confirmation of receipt on the same day.
- 9.7. We will inform you of the resolution of your complaint via the e-mail address you provided when submitting it.

## 10. Terms of this Agreement

- 10.1. We understand that the rules set forth in this **Agreement** significantly change how you use our **service**. For this reason, we will apply them as specified in the subsequent provision of section 11.
- 10.2. Starting September 8, 2025, registering an **InPost Account** requires providing the full range of data specified in section 3.3, that is, your phone number and email address. After verifying the **InPost Account**, new **users** will also be asked to provide their name and home address. **Users** have the right to skip this step of providing additional **data**, but they will not be able to use the InPost Pay feature until these details are provided.
- 10.3. **Users** who have used the **InPost Mobile app** and had an active InPost Pay account before September 8, 2025, will not need to take any additional actions other than accepting this **Agreement** (within the **app**). Their existing account in the **InPost Mobile**

**app** will automatically become a full **InPost Account**, and their existing account in InPost Pay will automatically become part of that **InPost Account**. However, if you use one of the older versions of the **InPost Mobile app**, you may deactivate InPost Pay during the transition period by contacting our Customer Service.

- 10.4. Users who used the **InPost Mobile app** before September 8, 2025, but did not have an active InPost Pay account, will be asked to provide their e-mail address for full activation of the **InPost Account** after accepting this **Agreement** (within the **app**). Such **users** have the right to skip this step, but they will not be able to use the **InPost Pay** feature until these details are provided.
- 10.5. Skipping the provision of an e-mail address will be possible during that transition period, which will last from September 8, 2024, to February 28, 2026, inclusive. During that transition period, **users** can use the **InPost Mobile app** according to the existing rules, except for the InPost Pay feature, which requires full **data** provision. Each time a **user** attempts to use InPost Pay without completing the data, they will be prompted to do so.
- 10.6. On March 1, 2026, all **users** who have not provided an e-mail address will be automatically logged out of the **InPost Mobile app**. To reuse **InPost Mobile app**, users will need to complete full registration on the **InPost Account** through Webview, providing all the required data according to section 3.3 of this **Agreement**.

## 11. How Do We Change the Agreement?

- 11.1. We provide the current version of the **Agreement** electronically within each of the services listed in **Appendix A** to the **Agreement**.
- 11.2. We may amend the **Agreement** for important reasons, which include:
  - a. new or amended legal regulations that affect the content of the **Agreement**,

- b. obligations imposed on us by public authorities or courts that relate to the content of the **Agreement**,
- c. changes in the range of functionalities available within the **InPost Account**, such as extending the scope of service we provide using the **InPost Account** or their removal,
- d. changes in the operation of our **applications** that may affect your rights and obligations within the **InPost Account** and need to be described in the **Agreement**,
- e. the need to improve support for you and other **users** - this also includes improving the complaint submission process,
- f. changes in the operation of the **application** itself that may affect your rights and obligations and must be described in the **Agreement**,
- g. the necessity to enhance the protection of your privacy and the privacy of other **users**, as well as the security of **personal data**
- h. editorial changes, including the correction of typos, an incorrect usage of words or numbers,
- i. changes in technical, economic conditions, or market trends related to our **service**,
- j. changes in our name or registration and contact details,
- k. updating links to websites.

11.3. If we intend to change the **Agreement**, we will notify you via the mobile applications you may use and our website: <https://inpost.pl/regulaminy>; we may also send you a separate e-mail notification.

11.4. We will announce changes to the **Agreement** no later than 14 days before they take effect, giving you time to familiarise yourself with the changes. There are 4 exceptions to this rule when we may implement changes sooner:

- a. If new or amended legal regulations arise so quickly that we cannot maintain the minimum 14-day period before the amended **Agreement** comes into effect,
- b. If public authorities or courts impose obligations on us that must be fulfilled so quickly that we cannot adhere to the 14 days,
- c. If we grant you new rights or expand existing ones without imposing any obligations or burdens,
- d. If we introduce entirely new **services** that do not worsen or replace existing services.

11.5. From time to time, we may ask for your explicit acceptance of the amended **Agreement** directly within one of the **InPost applications**. In such a case, if you do not accept the **Agreement** in any of the applications you use, we will not have a basis to continue providing you access to any of them, and we cannot ensure this access. In such a case, we ask that you refrain from using our **digital services**.

11.6. If you use more than one **InPost app (service)** and we change the main content of the **Agreement** and request your acceptance, the acceptance of the amended **Agreement** in one of the **services** you use will automatically be transmitted to the remaining **services**, meaning you do not need to accept the same **Agreement** more than once.

11.7. If a change applies only to one **service** (an appendix covering the terms of use for that **service**), you will be asked to accept the changed **Agreement** only within the **application** that provides that **service**.

11.8. If, despite our request and notification, you do not accept the agreement in any of the **applications** you use, we will not have a basis to continue providing you access to any of them, and we cannot ensure this access. In such a case, we ask that you refrain from using our **services**.

## 12. What Other Information About the InPost Account is Worth Knowing?

- 12.1. Your **InPost Account** may occasionally be unavailable due to technical maintenance. We strive to ensure our **services** are available 24/7, but sometimes we need to schedule maintenance. In such cases, we will inform you when the maintenance is to occur and how long it will last.
- 12.2. We may terminate our agreement with you and delete your **InPost Account** if you violate the terms of the **Agreement** or if we cease to provide **services** – we will not do this immediately but will inform you with one month's notice.
- 12.3. **Consumers** using the **InPost Account** are entitled to specific rights described in the **Consumer Rights Act**. We have outlined these rights in **Appendix C** to the **Agreement**. Below, we provide some additional information regarding these rights:
  - a. The **Consumer Rights Act** defines “digital services” as services allowing the **consumer** to: “a) create, process, store or access data in digital form; b) share data in digital form transmitted or created by the consumer or other users of the **service**, c) engage in other forms of interaction through digital data”,
  - b. The **services** we provide are not linked to the acquisition by the **consumer** of goods containing digital content or digital services (or linked in such a way that the absence of **digital content** or services would impede its proper functioning,
  - c. **Appendix C** applies to the agreement (or terms) under which we are obliged to deliver digital content or **services** (and other provisions) only when the **agreement** or terms pertain to digital content or **services**,
  - d. **Appendix C** does not apply when the consumer is solely obliged to provide personal data, and such data is processed by us solely:

- for the purpose of performing the agreement (or terms) or a statutory obligation, or
- to improve security, compatibility, or other interoperability of software offered under an open and free license.

12.4. **Consumers** in the European Economic Area (EEA) are entitled to withdraw from the **service** agreement, i.e., this **Agreement**, under the **consumer** protection laws applicable in the EEA, under the following conditions:

- a. You have the right to withdraw from the agreement with us within 14 days without providing any reason; you can use the withdrawal form template included in **Appendix D** of this **Agreement**, but it is not mandatory for the withdrawal to be effective,
- b. The withdrawal period expires 14 days after the conclusion of the agreement, i.e., the first acceptance of this **Agreement**,
- c. To exercise the right of withdrawal, you must inform us of your decision to withdraw from the agreement through an unequivocal statement (e.g., a letter sent by post or email). You can contact us by emailing [oswiadczenie@inpost.pl](mailto:oswiadczenie@inpost.pl), zadzwonić pod numer 746 600 000 lub 722 444 000, starting a chat provided by us, or sending a letter to: InPost sp. z o.o., ul. Pana Tadeusza 4, 30-727 Kraków. You may use the withdrawal form template (**Appendix D** of the **Agreement**), but it is not obligatory. You can also complete and send the withdrawal form or any clear statement electronically on our website: [www.inpost.pl/kontakt](http://www.inpost.pl/kontakt). If you use this option, we will promptly send you confirmation of receipt of your withdrawal notice on a durable medium (e.g., by email),
- d. To meet the withdrawal deadline, it is sufficient to send information regarding your exercise of the right to withdraw before the withdrawal period expires.
- e. Withdrawal from the agreement equates to a request to delete the **InPost Account**

(in accordance with data retention rules), which will prevent further use of **services**.

- 12.5. If you have questions, requests, concerns or comments, you can always contact us using the form available at: <https://inpost.pl/kontakt>, chat with us, or call our helpline as indicated above.
- 12.6. **The Agreement** includes appendices that regulate specific **services** which are more detailed, and thus require precise descriptions of their provision. These appendices are part of the **Agreement** and include:
  - a. Appendix A: List of **services** provided by **InPost**,
  - b. Appendix B: Terms used in the **Agreement**,
  - c. Appendix C: **Consumer** rights regarding digital content or services,
  - d. Appendix D: Template withdrawal form,
  - e. Appendix E: **InPost Mobile** Terms and Conditions, including the loyalty program terms and **InPost Pay** terms.
- 12.7. The **InPost Account** is intended for **users** in Poland; therefore we apply Polish law.
- 12.8. The **Agreement** is effective from January 26, 2026 and replaces the previous Agreement, which was effective from September 23, 2025.

## Appendix A: List of services provided by InPost

1. InPost Mobile app – including:

- a) Loyalty program;
- b) InPost Pay.

## Appendix B: Terms used in the Agreement

Below we explain (in alphabetical order) the meanings of terms used in the **Agreement** and its appendices. It does not matter whether these terms are used in singular or plural, or if the letters are capitalized:

---

<b>Active Participant</b>	This term refers to a user who has completed at least one of the following activities:
---------------------------	--

- 1) Given marketing consents – in the form of PUSH/mail/SMS,
- 2) Completed any **additional task** from the list of all available tasks,
- 3) Redeemed a reward in the program.

<b>App or InPost Mobile</b>	This is our mobile application, which you can use after creating an <b>InPost Account</b> .
-----------------------------	---

<b>Payment Gateway</b>	A technological service that allows you to pay for purchases at an online store of your chosen <b>retailer</b> , with <b>delivery</b> provided by <b>InPost</b> . The <b>payment gateway</b> is available within the <b>app</b> as part of the <b>InPost Pay</b> function and includes <b>payment</b> methods visible in the <b>app</b> during <b>order placement</b> . <b>Payment</b> options may vary depending on the <b>retailer</b> , <b>cart contents</b> , and your technical capabilities. Some methods, such as deferred payment, may require you to accept additional terms and confirm that you meet the conditions set by the provider of that
------------------------	--

# InPost Account Agreement

In force as from January 26, 2026



method.

## Personal Data

This refers to the information you have provided to us, such as your name, surname, phone number, email address and delivery address, when registering an **InPost Account** or using **InPost digital services**, but only if they are personal data as defined by GDPR (i.e., the Regulation of the European Parliament and Council (EU) 2016/679 of April 27, 2016, on the protection of individuals concerning the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)).

## Delivery

This is a service provided by us, involving the transportation and delivery of goods you have purchased from a **retailer** to the address specified when placing your **order** through **InPost Pay**.

## Payment Gateway

### Provider

A company that supplies the **payment gateway** for the **InPost Pay** services and handles **payments** based on authorization to operate in Poland or another EU country.

## InBox

A **reward** in the **program** in the form of an electronic box containing random prizes (both virtual and tangible). **InBox** is an additional reward that may occasionally appear in the **program** – if it does, we will provide details in separate regulations which will be available to you in the

# InPost Account Agreement

In force as from January 26, 2026



app. Using **InBox** may require acceptance of additional terms or privacy policies, as well as additional declarations or provision of **personal data** from you.

## InCoins

Points that you earn for various **tasks** undertaken within **InPost Mobile**. If the terms of a given service allow, **InCoins** may be exchanged for specific benefits.

## InPost

That is us, InPost Sp. Z o.o. We are located in Krakow at ul. Pana Tadeusza 4, postal code: 30-727. Here are our registration details: We are registered in the business register by the District Court for Kraków – Śródmieście in Krakow, in the XI Commercial Division of the National Court Register under KRS number: 0000543759, our tax identification number (NIP) is: 6793108059, and our share capital amounts to 116,278,450.00 PLN. You can contact us via our helpline at 722-444-000 or 746-600-000 (from landline and mobile phones, but calls are charged according to your operator's tariff) or via our email address: [bok@inpost.pl](mailto:bok@inpost.pl).

## InPost Pay

This is a technological service that assists customers and **retailers** in managing the online shopping process. When you shop in an online store, the **InPost Pay** feature redirects you to the **app**, where you can create a **cart** and complete the purchase, including payment through the **payment gateway** provided by the **payment gateway**

# InPost Account Agreement

In force as from January 26, 2026



provider.

**Payment Card or Card** A card issued by an authorized company that allows for cashless **payments**.

**Reward Catalog** A list of **rewards** available in the loyalty program under the “Reward Catalog” section.

**Consumer** A person defined by law as a “natural person”. Such a person, if using **InPost digital services** in a way that is not directly related to their business or professional activity, is granted specific rights by law, which we will highlight in the **Agreement**. In some situations, these rights will also apply to a natural person who runs a business and has concluded an agreement with us directly related to that business, but the agreement is not professional in nature for such a person (as indicated by its content).

**InPost Account** A profile created by you, through which we identify you in our **digital services** and enable you to use our **mobile apps** and other services without needing additional registration.

**Cart** A service that allows you to order selected products or services from a retailer through the **app**, using **InPost Pay**, in accordance with the terms.

# InPost Account Agreement

In force as from January 26, 2026



<b>Coupon</b>	A unique electronic code stored in your <b>account</b> , which allows you to redeem a <b>reward</b> with us or a <b>program partner</b> .
<b>Limits</b>	Information provided in the <b>program</b> about the maximum number of <b>tasks</b> you complete that will be rewarded with <b>InCoins</b> and within what time. Detailed information about <b>limits</b> can be found on the <b>task</b> card.
<b>Rewards</b>	You can obtain them by exchanging <b>InCoins</b> in the <b>program</b> , provided they are available in the <b>reward catalog</b> .
<b>Parcel</b>	A shipment that we accept and deliver according to other agreements under which we provide <b>courier services</b> .
<b>Partner</b>	An entity from which we receive <b>rewards</b> .
<b>Payment</b>	Your online transaction conducted through the <b>payment gateway</b> , where the <b>retailer</b> receives money from you for the <b>order</b> .
<b>Program</b>	The service we have detailed in Appendix 1, which constitutes our loyalty program (of which we are the organizer), aimed at <b>users</b> .
<b>Point Promotion</b>	A temporary action in the <b>program</b> where, for a specified

time, you can earn an increased number of **InCoins** for completing **regular or periodic tasks**.

**Technical Break:** We implement this when a failure occurs or when we are updating **InPost Mobile** or maintaining our servers. During a **technical break**, using the **InPost Account** or **services** may not be possible.

**Agreement** This document, which regulates rights and obligations, both ours and Yours.

**Courier Terms** This is what we call the separate terms that define the rights and obligations related to sending and delivering parcels, i.e., providing courier services.

**Strong Authentication** Securing your data by using at least two different verification methods, such as something you know, something you have, or your distinctive characteristics.

**Force Majeure** This refers to an event beyond your or our control, which has occurred outside of our influence and could not be predicted or prevented by either party. Examples include natural disasters (earthquakes, hurricanes, floods), as well as riots, general strikes, armed actions, and governmental actions (such as import/export bans and port blockades, expropriations).

# InPost Account Agreement

In force as from January 26, 2026



<b>Seller</b>	A company or individual conducting business that offers the possibility to place an <b>order</b> using <b>InPost Pay</b> in their online store. You can find a list of sellers and their sales terms in the <b>app</b> , in the section related to <b>InPost Pay</b> , both before and after creating an <b>InPost Account</b> .
<b>Payment Token or Token</b>	A unique encrypted code that replaces your <b>payment card</b> data, provided by an independent external entity operating under appropriate authorizations and permissions.
<b>Your Parcel</b>	A <b>parcel</b> addressed to you. We know this because the sender of the <b>parcel</b> has provided us with the recipient's phone number, which matches the phone number you provided when registering your <b>InPost Account</b> .
<b>Device</b>	A smartphone or tablet that meets the technical requirements described in the <b>Agreement</b> , enabling you to use specific <b>InPost digital services</b> .
<b>Paczkomat® Device</b>	A device belonging to our network equipped with lockers from which you can collect a <b>parcel</b> or through which you can send one.
<b>Acquiring Service</b>	A service that allows for the acceptance of <b>payment cards</b> and the handling of transactions, including authorization and transmission of payment orders to transfer funds to

the recipient.

**Payment Token Storage Service** A service provided by us within the **app**, involving the storage of **payment tokens** for use in **payments** via **InPost Pay**.

**Services** The **services** and functionalities provided by us in digital form, available electronically, as listed in **Appendix A** to the **Agreement**.

**Courier Services** Services provided by us in relation to **parcels**, involving their acceptance, sorting, transportation and delivery. We provide these based on separately concluded courier service agreements, and their basis can be, for example, the **courier terms**.

**Payment Services Act** The Act of August 19, 2011, on payment services.

**User** Refers to you and other individuals who use our digital services. In this **Agreement**, we address you directly, and other individuals using our digital services are referred to as “users”.

**Tasks** Refers to **periodic tasks** or **permanent tasks**.

**Periodic Task** Referred to as “Challenges” in the **InPost Mobile app**. If you complete them, you will receive a specified number of

# InPost Account Agreement

In force as from January 26, 2026



---

**InCoins.** **Periodic tasks** are only available for completion within a certain timeframe, after which they cannot be completed in exchange for InCoins.

## Permanent Tasks

Also referred to as “Challenges” in the **app**. If you complete them, you will receive a specified number of **InCoins**. **Permanent tasks** can be completed at any time and are not time-limited.

## Order

Your purchase of goods or services offered by a **seller**, within the **app**, using **InPost Pay** and in accordance with the **Agreement**.

---

## Appendix C: Consumer rights regarding digital content or services

Full Text on Consumer Rights (according to the Consumer Rights Act):	Summary of Key Information:
<p><b>Article 43j</b></p> <ol style="list-style-type: none"><li>1. The entrepreneur shall provide the consumer with digital content or a digital service promptly after the conclusion of the contract, unless the parties have agreed otherwise.</li><li>2. Digital content is considered delivered when the content itself or the means to access or download the digital content has been made available to the consumer or a physical or virtual device chosen by the consumer for this purpose, or when the consumer or such device has gained access to it.</li><li>3. A digital service is considered delivered when the consumer or a physical or virtual device chosen by the consumer for this purpose has gained access to it.</li><li>4. If the entrepreneur has not delivered the digital content or digital service, the consumer may request its delivery. If the entrepreneur does not deliver the digital content or digital service promptly or within an additional, explicitly agreed timeframe by the parties, the consumer may withdraw from the contract.</li></ol>	Services that qualify as "digital content" or "digital services" are provided to you promptly unless we have informed you of a different delivery time before you select them. If, despite selecting the digital content/service, you do not have access to it, you may request its delivery from us. You also have the right to withdraw from the contract under the terms described in the summarized provision.

# InPost Account Agreement

In force as from January 26, 2026



5. The consumer may withdraw from the contract without requesting the delivery of digital content or a digital service if:
  - 1) It is clearly evident from the entrepreneur's statement or circumstances that they will not deliver the digital content or service, or
  - 2) The consumer and entrepreneur agreed, or it is clearly evident from the circumstances of the contract conclusion, that a specified delivery date of the digital content or service was significant for the consumer, and the entrepreneur did not deliver them within that date.
6. The burden of proof for the delivery of digital content or a digital service lies with the entrepreneur.
7. In the event of the consumer withdrawing from the contract, the provisions of Article 43o apply accordingly.
8. The provisions of paragraphs 1-7 do not apply if the contract stipulates the delivery of digital content via a tangible medium.

## Article 43k

1. Digital content or digital services are considered compliant with the contract if, in particular, their:
  - 1) Description, type, quantity, quality, completeness, functionality, compatibility, interoperability, and

Examples of whether the digital product offered to you is compliant with the terms are provided in the summarized provision. This also applies to updates of

availability of technical support and updates are consistent with the contract;

2) Suitability for a particular purpose that the consumer needs, which the consumer informed the entrepreneur of no later than at the time of contract conclusion and which the entrepreneur accepted.

2. Additionally, for digital content or digital services to be deemed compliant with the contract, they must:

1) Be suitable for purposes for which digital content or services of the same type are normally used, considering applicable legal provisions, technical standards, or good practices;

2) Be provided in such quantity and possess such features, including functionality, compatibility, availability, continuity and security, as are typical for digital content or services of the same type, which the consumer can reasonably expect, taking into account the nature of the digital content or service and public assurances made by the entrepreneur, their legal predecessors, or persons acting on their behalf, particularly in advertising or labeling, unless the entrepreneur demonstrates that:

a) They did not know about the public assurance and, reasonably assessing, could not have known about it;

b) The public assurance was corrected before the contract was concluded, maintaining the conditions

digital content or services (which are necessary to maintain compliance with the terms). We are not responsible for any non-compliance of the digital content/service with the contract (or terms) if, before your selection (e.g., before creating an InPost Account), we clearly informed you that a feature of the product deviates from those described in paragraph 2 of the summarized provision, and you accepted this in a clear and separate manner. Additionally, if we informed you about the necessity of performing updates and the consequences of skipping them (and did not provide incorrect instructions on how to carry out the update), and you still did not perform the update within a reasonable time, we are also

and form in which the public assurance was made, or in a comparable manner;

c) The public assurance did not influence the consumer's decision to conclude the contract;

3) Be provided with accessories and instructions that the consumer can reasonably expect to be delivered;

4) Be consistent with the trial version or announcement made available to the consumer by the entrepreneur before contract conclusion.

3. The entrepreneur informs the consumer about updates, including security updates, necessary to maintain compliance of the digital content or service with the contract and provides them to the consumer for the duration:

1) specified in the contract for the continuous delivery of digital content or services, or

2) reasonably expected by the consumer, considering the type of digital content or service and the purpose for which they are used, and the circumstances and nature of the contract if the contract provides for the delivery of digital content or services as a single event or in parts.

4. If the consumer does not install updates provided by the entrepreneur within a reasonable time according to paragraph 3, the entrepreneur is not liable for non-compliance of the digital content or service with the

not responsible for any non-compliance of the digital content/service with the contract (or terms) resulting solely from the lack of updates.

contract resulting solely from the lack of updates, provided that:

1) the consumer was informed about the update and the consequences of not installing it;

2) non-installation or incorrect installation of the update was not due to errors in the installation instructions provided by the entrepreneur.

5. The entrepreneur is not liable for non-compliance of the digital content or service with the contract concerning paragraphs 2 or 3 if the consumer, no later than at the time of contract conclusion, was explicitly informed that a specific feature of the digital content or service deviated from the compliance requirements specified in paragraphs 2 or 3, and explicitly and separately accepted the lack of a specific feature of the digital content or service.

6. If the contract provides for the continuous delivery of digital content or services, the digital content or service must remain compliant with the contract for the duration specified in the contract.

7. Digital content or services are delivered in the latest version available at the time of contract conclusion unless the parties agree otherwise.

8. For the integration of digital content or services, the provisions of Article 43b paragraph 5 apply accordingly.

## Article 43I

1. The entrepreneur is responsible for non-compliance with the contract of digital content or digital services delivered as a single event or in parts, which existed at the time of delivery and manifested within two years from that moment. It is presumed that any non-compliance with the contract that becomes apparent within one year of delivery existed at the time of delivery.
2. The entrepreneur cannot rely on the expiration of the time period to identify non-compliance of digital content or services with the contract as specified in paragraph 1 if they have fraudulently concealed the non-compliance.
3. The entrepreneur is responsible for non-compliance with the contract of digital content or digital services delivered continuously, which occurred or manifested during the period they were supposed to be delivered according to the contract. It is presumed that any non-compliance that becomes apparent during this period occurred at that time.
4. The entrepreneur is responsible for non-compliance with the contract of digital content or services in the scope regulated by Article 43k paragraph 3, which occurred during the period specified in that provision.
5. The presumptions specified in paragraphs 1 and 3 do not apply if:

We are responsible for any non-compliance of digital content/services with the contract (terms) if it manifests within two years from the time of delivery. Regulations protect your rights, but in certain situations, this protection is limited (as described in paragraph 5 of the summarized provision).

- 1) the consumer's digital environment is not compatible with the technical requirements that the entrepreneur clearly and understandably communicated before the contract was concluded;
- 2) the consumer, clearly and understandably informed before the contract was concluded of the obligation to cooperate with the entrepreneur to determine whether the non-compliance of digital content or services with the contract is due to the characteristics of the consumer's digital environment, fails to fulfill this obligation.

## Article 43m

1. If digital content or services are not compliant with the contract, the consumer may request that they be brought into compliance with the contract.
2. The entrepreneur may refuse to bring the digital content or services into compliance with the contract if doing so is impossible or would incur excessive costs for the entrepreneur.
3. When assessing the excessiveness of costs for the entrepreneur, all circumstances of the case are considered, including the significance of the non-compliance and the value of compliant digital content or services.
4. The entrepreneur shall bring the digital content or services into compliance with the contract within a

If the digital content/service is not compliant with the contract (or terms), you can request that we correct the non-compliance. We may address the non-compliance within a reasonable time and without undue inconvenience to you, unless bringing the digital content/service into compliance with the contract (or terms) is impossible or would incur excessive costs on our part.

reasonable time after being informed by the consumer of the non-compliance, without undue inconvenience to the consumer, considering their nature and purpose. The costs of bringing the digital content or services into compliance with the contract are borne by the entrepreneur.

## **Article 43n**

1. If digital content or a digital service is not compliant with the contract, the consumer may issue a statement for a price reduction or withdrawal from the contract when:

1) bringing the digital content or service into compliance with the contract is impossible or would incur excessive costs, as per Article 43m paragraphs 2 and 3;

2) the entrepreneur has not brought the digital content or service into compliance with the contract according to Article 43m paragraph 4;

3) the non-compliance of the digital content or service with the contract persists despite the entrepreneur's attempts to bring it into compliance;

4) the non-compliance of the digital content or service with the contract is significant enough to justify a price reduction or withdrawal from the contract without prior use of the remedy specified in Article 43m;

5) it is clearly evident from the entrepreneur's statement or circumstances that they will not bring the

In the situations described by the provision, you can request a price reduction or withdraw from the contract. You cannot withdraw from the contract if the digital content/service is paid for and the non-compliance with the contract (or terms) is insignificant - but it is our responsibility to prove that the non-compliance is indeed insignificant.

digital content or service into compliance with the contract within a reasonable time or without undue inconvenience to the consumer.

2. The reduced price must be proportional to the price in the contract, reflecting the value of the non-compliant digital content or service compared to the value of compliant digital content or service. If the contract states that the digital content or service is delivered in parts or continuously, the price reduction should consider the period during which the digital content or service was non-compliant with the contract.

3. The consumer cannot withdraw from the contract if the digital content or service is provided in exchange for payment of the price, and the non-compliance with the contract is insignificant. It is presumed that the non-compliance of digital content or service with the contract is significant.

## Article 43o

1. After withdrawing from the contract, the entrepreneur cannot use content other than personal data provided or created by the consumer during the use of digital content or services provided by the entrepreneur, except for content that:

1) is useful only in connection with the digital content or service that was the subject of the contract;

The provision describes how and to what extent we can process the data you provided if you withdraw from the contract in accordance with your rights, as outlined in this appendix. It also specifies how you can access these data. Furthermore, the provision

2) relates solely to the consumer's activity during the use of the digital content or service that was the subject of the contract;

3) has been combined by the entrepreneur with other data and cannot be separated without undue difficulty;

4) was created by the consumer jointly with other consumers who can still use it.

2. The entrepreneur must provide the consumer, upon request and at the entrepreneur's expense, within a reasonable time and in a commonly used machine-readable format, content created or provided by the consumer during the use of digital content or services, other than personal data, except for content referred to in paragraph 1 points 1-3.

3. The entrepreneur may request the return of the physical medium on which the digital content was delivered within 14 days from the day of receiving the consumer's statement of withdrawal from the contract. The consumer must return the medium immediately and at the entrepreneur's expense.

4. The entrepreneur is not entitled to request payment for the time during which the digital content or service was non-compliant with the contract, even if the consumer actually used them before withdrawing from the contract.

establishes rules for refunding the price for non-compliant digital content/services if you exercise the right of withdrawal described in the appendix.

5. The entrepreneur is obligated to refund the price only in the part corresponding to the non-compliant digital content or service and the digital content or service that no longer needs to be delivered due to withdrawal from the contract.
6. The entrepreneur must refund the price due to the consumer as a result of exercising the right of withdrawal from the contract or price reduction promptly, no later than within 14 days from the day of receiving the consumer's statement of withdrawal from the contract or price reduction.
7. The entrepreneur shall refund the price using the same payment method used by the consumer unless the consumer explicitly agrees to another refund method, which does not involve any costs for them.

## Article 43p

1. The entrepreneur may change digital content or services that are not necessary to maintain their compliance with the contract only if the contract provides for such changes and only for justified reasons indicated in the contract. However, the entrepreneur cannot change digital content or services delivered as a one-time event.
2. Implementing a change mentioned in paragraph 1 cannot involve any costs for the consumer.

If we provide you with digital content/services continuously or in parts, we may make changes if the contract (terms) allows for such changes and justifies them. The change will not involve any costs on your part. We will inform you about this change.

3. The entrepreneur must inform the consumer clearly and understandably about the change mentioned in paragraph 1.

## Article 43q

1. If the change mentioned in Article 43p paragraph 1 significantly and negatively affects the consumer's access to or use of digital content or services, the entrepreneur must inform the consumer with appropriate advance notice on a durable medium about the characteristics and timing of the change and the rights mentioned in paragraphs 2 or 3.

2. In the case mentioned in paragraph 1, the consumer may terminate the contract without notice within 30 days from the day the change mentioned in Article 43p paragraph 1 was made or informed about, if the notification occurred later than the change. Article 43o applies accordingly.

3. Paragraph 2 does not apply if the entrepreneur has provided the consumer with the right to retain, at no additional cost, the digital content or services compliant with the contract in an unchanged state.

If we intend to make a change to the digital content/service that is significant and negatively impacts your access to or use of the digital content/service, we must notify you in advance in an appropriate manner. If you cannot maintain the digital content/service in its unchanged state without incurring additional costs, you have the right to terminate the contract.

## Article 32a

1. In the event of withdrawal from the contract for the delivery of digital content or services, the entrepreneur, from the day of receiving the consumer's statement of withdrawal from the

The provision outlines the rules for our use of information (other than personal data) in the event that you withdraw from the contract for the

contract, cannot use content other than personal data provided or created by the consumer during the use of digital content or services provided by the entrepreneur, except for content that:

1) is useful only in connection with the digital content or service that was the subject of the contract;

2) relates solely to the consumer's activity during the use of digital content or services provided by the entrepreneur;

3) has been combined by the entrepreneur with other data and cannot be separated or can only be separated with disproportionate efforts;

4) was created by the consumer jointly with other consumers who can still use it.

2. Except for the cases referred to in paragraph 1 points 1-3, the entrepreneur must provide the consumer, upon request, with content other than personal data that was provided or created by the consumer during the use of digital content or services provided by the entrepreneur.

3. The consumer has the right to retrieve digital content from the entrepreneur free of charge, without obstacles by the entrepreneur, within a reasonable time and in a commonly used machine-readable format.

4. Upon withdrawal from the contract, the entrepreneur may prevent the consumer from further

delivery of digital content/services, as well as our rights to block access to digital content/services. It also specifies your rights to retrieve the content you provided.

# InPost Account Agreement

In force as from January 26, 2026



using digital content or services, especially by blocking access to digital content or services or blocking the user account. This provision does not affect the consumer's rights mentioned in paragraph 2.

## Appendix D: Template withdrawal form

**Us:**

InPost sp. z o.o.  
ul. Pana Tadeusza 4  
30-727 Kraków

### **Template Statement of Withdrawal**

(please fill out and return this form only if you wish to withdraw from the contract)

Location, Date:

#### **How to Withdraw?**

You have 14 (fourteen) days to withdraw (days counted from the date of receipt of goods).

The completed withdrawal form should be sent to the email address: [bok@inpost.pl](mailto:bok@inpost.pl) or to our address indicated above.

Please send the paid shipment to our address indicated above.

Name and Surname:

Email Address:

Phone Number:

# InPost Account Agreement

In force as from January 26, 2026



## Statement of Withdrawal from Contract

I hereby declare, based on the Consumer Rights Act of May 30, 2014, that I withdraw from the digital services contract with InPost sp. z o.o., concluded on ..... (date, year).

Signature

(Name and Surname)

# Appendix E: InPost Mobile Terms and Conditions

In force as of January 26, 2026

These **Terms and Conditions** apply to the **InPost Mobile App** designed for smartphones and tablets. This **App** was developed, is maintained and offered by us, i.e. InPost Sp. z O.O. with its registered office in Krakow at ul. Pana Tadeusza 4, to the **user**, i.e. you.

The **Terms and Conditions** determine our and your rights and obligations related to the use of InPost Mobile.

## Table of contents:

What Services are Available in the <b>App</b> ?.....	48
How Can One Use <b>InPost Mobile</b> ? .....	50
What Are the Technical Requirements for Using <b>InPost Mobile</b> ? .....	50
How Do We Process <b>Personal Data</b> ?.....	51
What Are the Licensing Terms?.....	53
What are We Not Responsible For? .....	53
How to File a Complaint About <b>InPost Mobile</b> or <b>Services</b> Provided Within It? .....	54
What Other Information About <b>InPost Mobile</b> is Worth Knowing? .....	55
<b>Appendix (a): Loyalty program terms</b> .....	57
<b>Appendix (b): InPost Pay terms</b> .....	66

## 1. What Services are available in the App?

- 1.1. You can use the **InPost Mobile App** to access **services** such as, in particular:
  - 1) Setting up and maintaining an **InPost Account**,
  - 2) **Parcel** status and its history in our network,
  - 3) Tools to facilitate **Parcel** Pick-up, including remote opening, selection of the Easy Access Zone, or the possibility of sharing pick-up data with you or another person,
  - 4) Observed **parcel** - when you add a **third-party parcel** (other than **your parcel**) number to the **App**, you will get information about it and its current statuses (but you will not be able to collect it),
  - 5) Notifying of any changes to our **services**,
  - 6) Notification that there is a **Parcel Locker** nearby, containing **your parcel**,
  - 7) Purchase of services such as Extension of the parcel storage time to pick up a **parcel** from the **InPost Parcel Locker** or to dispatch a parcel (based on the courier Agreement),
  - 8) Making payments for cash-on-delivery service or for the contracts referred to above, using the payment methods available in the **App**,
  - 9) Providing you with marketing messages (of course only if you agree to this beforehand), managing your consents to specified means of communication,
  - 10) Supporting the actions you take when dispatching, picking up or returning a **Parcel**,
  - 11) Locations of **Parcel Lockers** and other pick-up shops in the InPost network,
  - 12) Carbon footprint information,
  - 13) Noting your activity in **InPost Mobile** by awarding **InCoins**,
  - 14) **Program**, the terms and conditions of which are described in the Appendix to these **Agreement**,
  - 15) **InPost Pay**, upon providing additional information and **personal data** and accepting the terms and conditions of this service, which constitutes Appendix 2 to this **Agreement**.

- 1.2. Correct operation of our **services** may depend on whether you have and have activated on your **device** the modules such as: CSM, LTE or CPS, as well as on the access rules to **InPost Mobile**, which you selected and set up on your **device**.
- 1.3. Some of our **services** may require you to have other programs installed on your **device** that are independent of us, such as a web browser or PDF file readers.
- 1.4. Many of our **services** are related to **courier services** that we provide when handling **parcels**. This applies, for example, to extending the **parcel** storage time to pick up a parcel from an **InPost Parcel Locker**. To get to know these conditions, please refer to the **courier Agreement**.
- 1.5. If **your parcel** has not yet been delivered to a **Parcel Locker**, you can choose to place it in the 'Easy Access Zone', i.e. in the bottom row of compartments in the **Parcel Locker**. You can select this service in the **parcel** details in the InPost Mobile App. Here are the conditions for this functionality:
  - 1) you can choose this option no later than when the **parcel** is handed over for delivery (as per the relevant parcel status available in **InPost Mobile**). Due to the fact that we do not have rigid hours for parcel receiving, handling and delivering, and the hours of our **courier services** also depend on the time the parcels are dispatched by our customers or by you, handing over a **parcel** for delivery may take place at different times.
  - 2) We cannot guarantee that we will deliver the **parcel** to the Easy Access Zone, as these zones may already be filled with other **parcels**. In this case, we will deliver **your parcel** to an available compartment.
- 1.6. Certain **services** may be provided to you only after you take additional actions specified in the **Agreement**, e.g. when you provide additional **personal data** necessary for a given **service** to be supplied.
- 1.7. As part of the **app's** development, we may introduce, modify, or remove additional functionalities. We will inform you about significant changes in this regard in the manner specified in the **Agreement**. We may also provide services or content delivered

by independent third parties. Using these services may require your acceptance of separate terms and conditions or privacy policies of those entities. Please note that we are not a party to any agreements concluded between you and external service providers and we are not responsible for these services or their compliance with the law.

- 1.8. Among other things, we may provide functionalities based on artificial intelligence (AI) technologies, both our own and those supplied by external partners. The purpose of these tools is to provide you with additional support and expand the **app's** capabilities. Please remember that AI technologies, including language models, have their limitations. Content, suggestions, and responses generated by AI tools may be incomplete, inaccurate, outdated, or even incorrect. AI-generated content is for informational and assistive purposes only; it does not constitute binding advice (e.g., legal, medical, financial) and should not be treated as the sole source for your decision-making. Therefore, we do not provide any guarantees regarding the accuracy, reliability, completeness, or usefulness of AI-generated content within the **app**. You use these tools at your own risk and are obliged to independently verify the information obtained.
- 1.9. Input data you provide to AI tools (including text, files, attachments and other data) remains your property unless otherwise specified by separate terms of use for a given tool. By submitting data, you declare that it does not infringe the rights of third parties. Remember that you should not enter any special categories of data (e.g. health data), children's data, biometric data, or data enabling access to accounts (passwords, SMS codes, tokens), payment card data, trade secrets or other confidential information into AI tools – to the extent that it is not necessary to use the application. Depending on the external provider's technology, this data may be processed to improve AI models, in accordance with the provider's privacy policy. We disclaim any liability for damages resulting from the use or inability to use AI-based functionalities.
- 1.10. As one of the supporting tools in the **app**, we provide an AI chat functionality, based

on the Bielik.ai artificial intelligence model and adapted to the characteristics of the **services** we provide. The chat function is part of **services** provided and is intended for real-time communication with you. The chat is handled by an automated assistant, not a human. The AI assistant analyzes your questions and prepares responses based on data patterns to make communication fast and accurate. Please note that due to the nature of generative technology, chat responses may be incomplete, outdated, misleading, or irrelevant to your situation. You may use the chat only to obtain information, in accordance with the rules set out in the Privacy Policy. Please remember that any content you send via the chat must comply with the law, good practices, and must not infringe the rights of third parties. In particular, we do not allow illegal, vulgar, hateful, violent, or other prohibited content to be posted in the chat. It is also prohibited to use the chat for harmful activities, abuse, security testing without our consent, attempts to circumvent security measures, or generate content in a manner that is illegal. We may use security mechanisms (e.g., content filtering, topic restrictions) to prevent abuse and the generation of content that violates the terms and conditions, and may temporarily restrict or block your access to the AI chat if you violate the terms and conditions or if necessary for security reasons.

- 1.11. AI tools may utilize third-party technology or services. In such cases, separate terms and conditions of those providers may apply to your use of those services. We are not responsible for the acts or omissions of those third parties, to the extent permitted by law. The provisions of the terms and conditions regarding exclusions and limitations of liability apply accordingly to AI tools.
- 1.12. By using the AI tools we provide, you retain your rights to the input data to the extent you are entitled to them, and you are granted a non-exclusive license to use the output data (AI tool responses) to the extent permitted by the application functionality and applicable law.
- 1.13. If we sell **services** via **InPost Mobile**, their prices will not be individually tailored to you, in particular based on your behavior or preferences. We do not use such mechanisms.

1.14. From the moment **InPost Pay** is activated, all your payments within the app (as described in the **Agreement**) will automatically be processed through **InPost Pay**. You have the option to revert to the previously used payment method within the **app** at any time by clicking the “Skip” button in the **InPost Pay** login panel.

## 2. How can one use InPost Mobile?

- 2.1. If you want to use InPost Mobile, you must have a device that meets our technical requirements (which we describe later in this Agreement), have the app installed (you can download it from stores like Google Play or the App Store), have an InPost Account set up (how to do this is detailed in a separate section above), and have Internet access (without Internet, InPost Mobile may not offer all its services and functionalities).
- 2.2. We respect legal regulations and care for our **users**. Therefore, you may not add content or data to **InPost Mobile** that:
  - 1) is unlawful,
  - 2) constitutes malware (viruses, trojans, programs that modify the **app's** operation),
  - 3) intercepts data available in **InPost Mobile**.
- 2.3. You may not use **InPost Mobile** in a manner that contravenes social norms, good practices, or disrupts the proper functioning of the **app**. We also protect our interests, so you cannot use **InPost Mobile** in a way that infringes upon them.
- 2.4. If you use **InPost Mobile** in violation of the above prohibitions, we may block your access to **InPost Mobile**.

## 3. What Are the Technical Requirements for Using InPost Mobile?

- 3.1. To use **InPost Mobile** seamlessly, you need:
  - 1) a mobile phone number registered in a mobile network,

- 2) an Internet connection,
- 3) a device with Android or iOS.

3.2. For smooth use of **InPost Mobile**, we recommend using the most up-to-date version of the system software on your **device**. However, don't worry if you don't meet the Android or iOS version requirements or have an older version of the software on your **device**. This does not mean you are violating the **Agreement**. There is a chance you might be able to run **InPost Mobile** on such a **device**. However, we cannot guarantee that **InPost Mobile** will launch or operate smoothly on **devices** with older versions of Android or iOS. Therefore, we are not responsible for **app** issues related to using older versions of Android or iOS.

3.3. The current **Agreement** always refers to the latest version of **InPost Mobile**, so we recommend that you regularly update the **app**. We do not support older versions of **InPost Mobile** or ensure their proper functioning.

3.4. If you notice any errors or vulnerabilities in InPost Mobile, we encourage you to report them at: <https://inpost.pl/kontakt>.

## 4. How Do We Process Personal Data?

4.1. We are the administrator of your **personal data**. To remind you, we are InPost sp. z o.o., located in Krakow at ul. Pana Tadeusza 4 (postal code: 30-727). You can contact us in writing at the company's address, by phone at +48 722 444 000, +48 746 600 000, or by email at [dane\\_osobowe@inpost.pl](mailto:dane_osobowe@inpost.pl), or via the chat function available on our [website](#).

4.2. We have appointed a Data Protection Officer, whom you can contact by sending an email to [dane\\_osobowe@inpost.pl](mailto:dane_osobowe@inpost.pl).

4.3. We will process your **personal** identification **data** and data related to the management and operation of the **InPost Account**, as well as other data necessary for handling **services** associated with the **account**, including personal data provided within the

**Loyalty Program** and related to the use of **InPost Pay** according to the principles described in dedicated **terms** and [privacy policies](#).

- 4.4. We process your personal data for the following purposes:
  - 1) Registration, operation, and management of the **InPost Account**, access to other functionalities such as the loyalty program and InPost Pay—the legal basis for data processing is Article 6(1)(b) of GDPR, which pertains to execution of the agreement for managing and operating the **Account** and associated **services**. Part of the service we provide includes sending **service** notifications and other information, including status communications—this allows us to inform you about how to use our **services**;
  - 2) Establishing or pursuing potential claims, as well as defending against such claims—the legal basis for processing **personal data** is our legitimate interest under Article 6(1)(f) of GDPR, which involves protecting and pursuing claims;
  - 3) Handling and resolving complaints—the legal basis for processing **personal data** is our legitimate interest under Article 6(1)(f) of GDPR, which involves complaint handling.
- 4.5. When creating an **InPost Account**, you can consent to receive advertising information via email, SMS, or "push" notifications on your phone, within the app you are currently using. You can opt out of receiving such information at any time. Simply choose "manage consents" in the **app** settings and revoke your consents there. If you encounter difficulties withdrawing consent, please email us at [dane.osobowe@inpost.pl](mailto:dane.osobowe@inpost.pl).
- 4.6. We process your **personal data** for the time necessary to achieve the purposes specified above. This period may be extended by the statute of limitations on claims if necessary.
- 4.7. If you make payments via the **app** and are not a registered InPost Pay user, or if you are a registered InPost Pay user but chose to make payments without using InPost Pay, your **personal data** will be transferred to our payment intermediary partner, PayPro S.A., based in Poznań. PayPro S.A. will process **personal data** as its administrator for the purpose of providing a one-time payment service and fulfilling legal provisions related to the prevention of money laundering and financing of terrorism. More information is

available at: <https://www.przelewy24.pl/polityka-prywatkosci>.

- 4.8. If you make payments using the InPost Pay service, **personal data** will be processed according to the detailed rules described in the InPost Pay service Agreement, which you accepted upon registering as a user.
- 4.9. You may file a complaint with the supervisory authority—the President of the Office for Personal Data Protection.
- 4.10. More information about how we process your personal data can be found in our [Privacy Policy](#).
- 4.11. Providing **personal data** is voluntary but necessary for creating and managing an **InPost Account** and using services associated with the **InPost Account**.

## 5. What Are the Licensing Terms?

- 5.1. We (or companies affiliated with us) own the rights to **InPost Mobile**, including the source code, content used in the **app**, graphics, and other elements. These are protected by law, and you must not engage in activities that infringe upon our rights. Since we own the rights to **InPost Mobile**, we grant you a license to use it.
- 5.2. When you download **InPost Mobile**, we grant you a license to use the **app** according to its intended purpose, including installing the **app** on other **devices**.
- 5.3. You cannot grant or transfer this license to someone else. You also cannot sell, transfer or distribute **InPost Mobile**.
- 5.4. The license expires when you delete your **InPost Account**.

## 6. What Are We Not Responsible For?

- 6.1. We strive to provide you and other **users** with the best experience using **InPost Mobile**. However, there are situations and events beyond our control. Below are situations and events for which we are not responsible:

- 1) **Force majeure**,
- 2) Providing false **personal information**, especially when creating your **InPost Account**,
- 3) Sharing access to **InPost Mobile** and your **InPost Account** with others,
- 4) Your **device** not meeting the technical requirements described in section 4,
- 5) The manner and quality of service provision by telecommunications operators with whom you have agreements (including Internet services). We are also not responsible for fees for services provided by these operators,
- 6) Errors and issues with Android or iOS, as well as software installed on the **device** that is not from us.

## 7. How to File a Complaint About InPost Mobile or Services Provided Within It?

- 7.1. If you believe we have not adequately fulfilled our obligations regarding **InPost Mobile** (for example, if something hasn't worked or we haven't delivered a **service** you selected), you can file a complaint using one of the contact methods listed at: <https://inpost.pl/kontakt/zloz-reklamacje>, or via chat in **InPost Mobile** (under "Help" → "Contact").
- 7.2. When filing a complaint, we may ask for information to confirm your identity and a description of the issue. Keep in mind that we may not be able to assist you if you do not provide sufficient information or description of your issue.
- 7.3. We will address your complaint as quickly as possible, but no later than 14 days from its receipt. When you submit a complaint, we will send you confirmation of receipt on the same day.
- 7.4. We will inform you of the resolution of your complaint via the email address you provided when submitting it.

# InPost Account Agreement

In force as from January 26, 2026



## 8. What Other Information About InPost Mobile is Worth Knowing?

- 8.1. InPost Mobile may be unavailable due to **technical maintenance**. We strive to ensure the **app** is available 24/7, but if we need to schedule **maintenance**, we will inform you in **InPost Mobile** when it is to occur and how long it will last.
- 8.2. If you no longer wish to use **InPost Mobile**, you can delete the **app** from your **device** at any time. This does not automatically delete your **InPost Account**. If you want to delete your **InPost Account**, you can do so by contacting us via the helpline (at 722-444-000 or 746-600-000 from landline and mobile phones, but calls are charged according to your operator's tariff) or via our email address: [bok@inpost.pl](mailto:bok@inpost.pl). You can do this at any time without providing reasons and without incurring any costs.
- 8.3. We may terminate the above agreement where the **Agreement** explicitly allows it. We may also terminate it if we cease supporting **InPost Mobile** - we will not do this immediately but will inform you with one month's notice.
- 8.4. Changing your **device** (without simultaneously changing the phone number associated with the **app**) or logging out of the app does not result in the deletion of your **InPost Account**.
- 8.5. Since some of the **services** we provide are "digital services," **consumers** using them are entitled to specific rights described in the Consumer Rights Act. We have outlined these rights in Appendix C to the **InPost digital services Agreement**, available on our website at: [www.inpost.pl/regulaminy](http://www.inpost.pl/regulaminy). We also provide additional information regarding "digital services" and these rights.
- 8.6. If you have questions, requests, concerns or comments, you can always contact us using the form available at: <https://inpost.pl/kontakt>.
- 8.7. The Agreement includes appendices that regulate those among our Services that are more detailed and thus require precise descriptions of their provision. These appendices are part of the **Agreement** and include:

# InPost Account Agreement

In force as from January 26, 2026



1) Appendix (a): Loyalty Program.

2) Appendix (b): InPost Pay Terms.

**8.8. InPost Mobile** is intended for **users** in Poland, therefore according to Polish law.

8.9. The **Agreement** is effective from January 26, 2026, and replaces the previous Agreement, which was effective from August 1, 2025. **InCoins** earned by you before February 1, 2026, remain valid for 24 months in accordance with the previous version of the Agreement. When you redeem or use **InCoins**, they are deducted starting from the oldest to the newest.

# Loyalty Program Terms and Conditions

## I. What Are the Assumptions of the Loyalty Program?

1. This appendix outlines the rules of your participation in the **program**. Participation is voluntary.
2. By joining the **program**, you accept its terms as described in the **Agreement** and this appendix.
3. The current app terms and **program** rules can be found within the **app**.

## II. Who Is a Participant in the Loyalty Program?

1. If you use the **app** with access to the program version "3.30" or higher, you are participating in the **program**.
2. To participate in the **program**, you must:
  - 1) have an **InPost Account**,
  - 2) accept the **Agreement** (when creating an **InPost Account** or due to changes in the **Agreement**), and
  - 3) have the **app** version "3.30" or higher with access to the **program**.
3. The most current version of the **app** provides access to all program functionalities. If you have an older **app** version and do not update it to the latest version with **program** access, you may not be able to use all functionalities or even the entire **program**.
4. Using the **app** is necessary for active participation in the **program**.
5. Our employees can also participate in the **program** if they are **app users**.

## III. Where Can You Learn About the Program and Is Active

## Participation Required?

1. **Program** functionalities are available in the **app**, under the "Rewards" section.
2. In the "Rewards" section, you can learn about the **program's** progress, promotions, special offers, and other benefits related to your participation.
3. Additionally, if you provide us with the necessary consent, we will send you information about the **program's** progress (e.g., via push notifications or other communication channels such as email or SMS). You can opt out of these notifications at any time in the **InPost Account** settings.
4. Participation in the **program** does not require any action on your part. You decide independently whether you want to actively participate. If you're not interested, you don't need to complete the activities required to become an "active participant" (as described in Appendix A, defining "active participant") or exchange **InCoins** for **rewards**. You can also opt out of notifications about collected **InCoins** by contacting us at [dane\\_osobowe@inpost.pl](mailto:dane_osobowe@inpost.pl).
5. Using the **program** as an **active participant**, including exchanging **InCoins** for **rewards**, is also voluntary.

## IV. What Can You Do Within the Program?

1. The **program** is an electronic service through which we enable you to:
  - a) collect **InCoinów**,
  - b) view the number of **InCoins** you have and the history of changes in their balance,
  - c) browse the **reward catalog** and exchange accumulated **InCoins** for available **rewards**,
  - d) view available **tasks** for earning **InCoins**,
  - e) access **rewards** exchanged for **InCoins**.
2. We may introduce other technical functionalities within the **program**.
3. We may also organize temporary lotteries, contests, and permanent or temporary promotions, which we will inform you about in the **app**.
4. Lotteries will be organized based on separate terms provided by the lottery organizer.

## V. How Can You Earn InCoins in the Program?

1. You can collect **InCoins** if your **app** version includes **program** access. How to access the **program** in the **app** is explained in section II of this appendix.
2. **InCoins** are awarded for **permanent tasks** and **additional tasks**.
3. Each task available in the **app** includes:
  - a) its name,
  - b) **task** details—what you need to do to earn **InCoins**,
  - c) the number of **InCoins** you will receive for completing the **task**,
  - d) the **limit** - information on the maximum number of **tasks** that will be rewarded with **InCoins** and within what time,
  - e) for **periodic tasks**, the task validity period, i.e., the date range within which the **task** completion will be rewarded with **InCoins**,

- f) a link to the **partner's** website (for tasks conducted in collaboration with a **partner**).
- 4. In addition to **permanent tasks**, we may provide **additional tasks** to all users or specific groups at any time.
- 5. **InCoins** will be awarded for completing specific activities indicated in the **task**.
- 6. We may conduct periodic **point promotions**, where completing **permanent** or **additional tasks** within a specified time will earn you more **InCoins**.
- 7. Information about **point promotions** will be provided with specific **tasks** (in the **app**) and will include the promotion period, the possible number of **InCoins** to earn, and a description of the **task** for which you will receive an increased number of **InCoins**.
- 8. In addition to **permanent** and **additional tasks**, you can also collect **InCoins** through our **partners**, who offer this opportunity in their campaigns, partnership programs, and other organized activities. The possibility of earning **InCoins** from partners and the conditions for granting them are specified in the dedicated regulations for each activity, available from the respective **partner**.

## VI. How Are InCoins Calculated and How Long Are They Valid?

- 1. **InCoins** are automatically calculated after completing each task, but no later than 48 hours after receiving or sending a **parcel**.
- 2. Their calculation is confirmed via push notifications unless you have opted out of this form of communication in the **InPost Account** settings.
- 3. You receive **InCoins** only by using the phone number linked to your **InPost Account**, including when providing it during any transactions or orders. If you provided a different phone number, you will not receive **InCoins** (they may be received by the **user** whose phone number was registered for the shipment).
- 4. **InCoins** that you have not exchanged for **rewards** expire after 12 months from the

date of receipt.

5. **InCoins** expire on a monthly cycle, meaning: always on the first day of each new calendar month after full 12 months.
6. When you exchange or use **InCoins**, they are deducted from the oldest to the newest (at the time of exchange for a **reward**).
7. You can receive **InCoins** through complaints in the following situations:
  - a) If you correctly completed a task, but we did not calculate **InCoins** or calculated them incorrectly,
  - b) If we removed **InCoins** before their expiration date,
  - c) If, for reasons beyond your control, you cannot complete the task correctly (you will then receive **InCoins** as specified in that **task**).
9. You can receive **InCoins** through complaints in the following situations:
  - a) If you correctly completed a **task**, but we did not calculate **InCoins** or calculated them incorrectly,
  - b) If we removed **InCoins** before their expiration date,
  - c) If, for reasons beyond your control, you cannot complete the **task** correctly (you will then receive **InCoins** as specified in that **task**).

## VII. How to Check the History of InCoins Credited?

1. At any time, you can check every change in your **InCoins** balance in the **app** under the "InCoins History" section, including:
  - a) Credited **InCoins**,
  - b) **InCoins** exchanged for **rewards**,
  - c) **InCoins** that have expired,
  - d) **InCoins** credited through complaints.
2. We will collect and store the history of your transactions within the **program** for 24 months.

3. You have access to the history of all credited and spent **InCoins** from the last 24 months.
4. Products excluded from the **program**, for which **InCoins** are not awarded, are described in the **app**.
5. To get information about the current number of **InCoins**, you must have an Internet connection.
6. **InCoins** cannot be converted to cash or exchanged for monetary funds.
7. Unused **InCoins** do not lose their validity due to logging out of the **app**.
8. If you want to earn **InCoins** for tasks related to the InPost Fresh **app**, you must have an account in the InPost Fresh app using the same phone number you provided when creating your **InPost Account**. A detailed description of tasks and the rules for awarding **InCoins** to InPost Fresh app users will be specified in the **app**.
9. As an InPost Fresh app user, to earn **InCoins** and exchange them for **rewards**, you must have a version of the **app** that includes the **program** (how to access the **program** in the **app** is explained in section II of this appendix).

## VIII. How to Exchange Points for Rewards and What Rewards Can You Receive?

1. As a program participant, you have access to all available rewards within the **reward catalog** provided in the **app**.
2. You can exchange **InCoins** for **rewards** in the **reward catalog** available in the **app** under the "Rewards" section. Some **rewards** may only be available for a specified period or until supplies last. We will inform you of such situations in the description of the **reward**.

3. We may change the **reward catalog**. You do not lose the rights to **rewards** obtained prior to such changes. The current **reward catalog** is always available in the **app** with **program** access version "3.30" or higher.
4. We may offer participation in periodically organized lotteries, contests or promotions as a **reward**—under the terms described in sections IV.3 and IV.4 of this appendix.
5. As a **reward**, we may also offer you the opportunity to participate in or support campaigns and initiatives, including charitable or social campaigns. These may involve exchanging or donating **InCoins** for specific purposes indicated in the **reward** description in the reward catalog.
6. The **reward catalog** contains information about the number of **InCoins** needed to exchange for a **reward**, the reward's validity date (applies to all **rewards**).
7. To exchange **InCoins** for a **reward**, you must have a sufficient number (required for the exchange, according to the **reward** description available in the **reward catalog**).
8. The **reward** you exchanged for **InCoins** will appear in the "My Rewards" section of the **app**. You can also set the app to send the reward to the email address you provided.
9. You cannot return a **reward** exchanged for **InCoins** or exchange it for money.

## IX. How to Withdraw from the Program?

1. If you do not wish to participate in the **program**, you don't have to be an active participant. We encourage you to read section III.4 of the **Agreement**. This means you can continue using the **app** and skip any functionalities related to the **program**. The **program** is part of the **app**, so if you do not want it to be available, you must stop using the **app** entirely and delete your **InPost Account**. Instructions on how to stop using the **app** are described in section 10.2 of the **Agreement**.

2. If you recreate your **InPost Account**, even using the same or similar **personal data**, we do not restore previously earned **InCoins**.
3. Logging out of the **app** does not mean deleting **InCoins** or stopping their accrual.
4. After logging back into the **app**, you will regain access to your **InPost Account** and transaction history.

## X. Where and How Can You File a Complaint?

1. Complaints are handled according to the **Agreement** and Polish law.
2. If you choose a reward that is a coupon entitling you to receive goods or services from us, we are liable to you in accordance with the Consumer Rights Act regarding non-compliance of goods or services with the contract. The exchange of a reward for a defect-free one occurs if you return the defective reward to us.
3. If you choose a reward that is a coupon entitling you to receive goods or services from a partner, we are only responsible for ensuring the partner will honor such a coupon within its validity period and according to the rules set in the reward catalog. The partner is responsible for the goods or services (including their quality).
4. You can also file a complaint about a reward if its redemption is not possible (for example, if the reward is a discount code that is incorrect or does not activate the discount). If the error occurred on our part, we will return the InCoins you exchanged for the defective reward.
5. We are not liable for non-compliance of a tangible reward obtained through a lottery (i.e., non-compliance of goods or services with the contract). All complaints about rewards from the lottery organizer, including exchanging a defective reward for a defect-free one, should be directed to the organizer of such a lottery.

## XI. What Other Information About the Program Should You Know?

If you commit violations described in sections 2.2 and 2.3 of the Agreement within the program, it may lead to consequences described in section 2.4 of the Agreement. Regardless, in cases mentioned in sections 2.2 and 2.3 of the Agreement—if they pertain exclusively to program violations—we will request you to cease them, providing an appropriate deadline, always not shorter than 7 days (counted from the day after you receive the request). If you do not comply with our request, we may permanently deprive you of part or all of the InCoins you have collected (depending on the nature of the violation). We will justify each decision and communicate it to you in the app. You can file a complaint about such a decision (according to the principles described in the Agreement).

## InPost Pay Terms and Conditions

These terms apply to the service offered within the InPost Mobile app. The InPost Pay service was created, maintained and offered by us, InPost sp. z o.o., based in Krakow at ul. Pana Tadeusza 4, for its user, that is you.

The terms define the rules for providing the InPost Pay service via the app. The conditions of sale of goods or services remotely, concluded between you and the seller, are governed by the seller's sales terms.

Within these terms, we establish our and your rights and obligations related to using the InPost Pay service.

### 1. What is InPost Pay?

- 1.1. InPost Pay enables a quick purchase path in the seller's online store using personal data saved by you, as well as payment and delivery data within the InPost Account.
- 1.2. The InPost Pay service is available for remote sales agreements where delivery is to be made by InPost.
- 1.3. Within the InPost Pay service, we create a cart in the app, which is a digital service that allows you to:
  - 1) place an order in the online store of the chosen seller via the app,
  - 2) enter discount codes to reduce the payment amount for the order according to separate terms,
  - 3) display the order summary (including possible delivery costs),
  - 4) display the expected delivery date of the order,
  - 5) make payment for the order through the payment gateway.

- 1.4. The cart is single-use. The provision of this service ends when you place an order or opt not to place it. However, the cart remembers information about selected goods and services even after ceasing use of the app for the next 30 (thirty) days. Storing the cart's contents for this period does not guarantee the availability of selected goods or services to enable placing an order later.
- 1.5. We may inform you about the saved cart contents without finalizing the order, using messages in accordance with the app terms.
- 1.6. Using the InPost Pay service, including the cart service, is not associated with paying additional fees.
- 1.7. The payment gateway is part of the InPost Pay service. The payment gateway allows you to use selected payment methods for the order. The list of available payment methods is available in the app.
- 1.8. In every case, the sales agreement for goods or services is concluded directly with the seller. Within InPost, we only provide the digital functionality for creating the cart and completing the purchase process within the app.

## 2. How Can You Use InPost Pay?

### A. General Information

- 2.1. To use InPost Pay, you must have an InPost Account, accept the current app terms, and the InPost Pay terms.
- 2.2. Before using InPost Pay for the first time, we will ask you to fill out an interactive form in the app and provide:
  - 1) your name,
  - 2) your e-mail address,
  - 3) your residential address.

- 2.3. You can opt out of using the InPost Pay service at any time. Remember that deleting the app from your device is not equivalent to deleting your InPost Account or InPost Pay service data.

## B. How Does the Purchase Process Work in InPost Pay?

- 2.4. You can start the purchase process with InPost Pay at any chosen seller's online store according to the available options. By clicking the "Add to InPost Cart" button on the selected product or service page on the seller's site, you will issue a command to transfer cart data to the app.
- 2.5. Then:
  - 1) If you have an outdated app version, we will ask you to download and install the latest app version;
  - 2) If you do not have an active InPost Account, we will ask you to register an InPost Account. We may also ask you to indicate preferred delivery and payment methods with InPost Pay;
  - 3) If you have the current app version, an active InPost Account, and are logged into the app, we will guide you through pairing the shopping cart with the app and creating the cart using instructions displayed sequentially on the seller's online store and in the app.
- 2.6. After pairing the shopping cart and creating the cart in the app:
  - 1) You will confirm the delivery and payment method in the app and review and accept the seller's sales terms;
  - 2) You will place the order by clicking the "Order and Pay" button (in app versions older than 3.50, this button reads "Buy and Pay");
  - 3) You will accept the sales terms of the chosen seller.

- 2.7. Acceptance of the seller's sales terms is necessary for us to successfully complete your purchase process.
- 2.8. When you buy products or services from the seller, the sales agreement is concluded according to the seller's sales terms, accepted by you. Usually, when you place an order, it means the sales agreement is concluded. However, sometimes the seller may specify in their sales terms that your order is only a purchase offer. In such cases, the sales agreement is concluded only when the seller, after verifying the availability of the ordered goods, confirms that they accept your order and can fulfill it. Confirmation of the order by the seller means acceptance of your purchase offer and the conclusion of the sales agreement.
- 2.9. If you purchase goods or services from the seller's online store and pay for them through InPost Pay, you automatically select delivery via InPost. You can choose the delivery from the options available in the app.
- 2.10. The seller sends confirmation of the sales agreement along with the sales terms to the email address you provided during InPost Account registration. The seller issues and sends documents confirming the purchase of goods or services through InPost Pay according to their own sales terms.

## C. Hot Products in InPost Pay

- 2.11. Within InPost Pay, we may promote offers and display information encouraging the purchase of selected goods from chosen sellers. We may also use placement mechanisms as defined by the Act on Counteracting Unfair Market Practices, which involves highlighting and specially marking seller offers within the visible "Hot Products" feature in the Shopping section of the Discover tab in the app. These offers are marked as promoted offers in two formats:
  - a. Carousel:

- Offers displayed with the name, store logo, price, and image visible;
- Users can click on an offer to view its details

b. Dropdown List (by clicking "see all") - presents a larger number of offers.

2.12. We highlight Hot Product offers based on specific criteria, such as the popularity of a given item, user interest, and high demand for certain goods. We do not receive any benefit related to the promoted item.

2.13. By clicking "I want this!" on the carousel or "+" on the dropdown list, you will be redirected to the product page on the seller's online store, where you can finalize the purchase - either directly on the seller's website or as a standard purchase through InPost Pay.

2.14. The exact order of display and the promotion period of products within the Hot Products functionality is determined based on:

- a. your history of previous clicks on Hot Product offers;
- b. your purchase history;
- c. your search queries in the app.

2.15. You initiate the purchase of a product from a promoted offer within the Hot Products functionality in the selected online store. After starting this process, you may - but are not required to - pair your cart with InPost Pay and continue placing the order in the app.

## 3. What Are the Technical Requirements for Using InPost Pay?

3.1. The InPost Pay service is available on mobile devices with the Android operating system with active Google services or iOS. You can use InPost Pay only after logging into your InPost Account in the app.

3.2. The technical conditions for using the app are defined by its terms.

- 3.3. We do not guarantee the proper functioning of the InPost Pay service if you use hardware and software that do not meet the app's technical requirements.

## 4. How Do You Pay for Your Order in InPost Pay?

- 4.1. When you add goods or services to your cart in the app, you will see their full prices, including all charges such as duties and taxes, including VAT. If there are any payment restrictions for your order, the seller will inform you of them in their online store no later than at the start of placing the order.
- 4.2. Directly before placing the order, that is, before clicking the "Order and Pay" button (in app versions older than 3.50, this button reads "Buy and Pay"), we will show you the total price of the goods or services and any additional charges in the app.
- 4.3. Payments in InPost Pay are processed by external payment service providers. Before paying, familiarize yourself with and accept the payment provider's terms, following the instructions displayed on the screen.
- 4.4. Some payment methods, such as deferred payment, may require you to accept additional terms and undergo additional verification to ensure you meet the conditions set by the provider of that payment method.
- 4.5. If you place subsequent orders through InPost Pay, the app will remember the payment method you previously selected and display it when placing a new order. You can manually change the payment method to another by selecting from the available options on the dropdown list in the order summary in the app.
- 4.6. The seller covers the fees for using the payment methods you choose, except for transaction fees charged by your bank. You bear the costs associated with deferred payment according to the conditions set by the provider of this service. We will inform you of these costs no later than at the start of placing the order in the app.

The payment service provider always provides information regarding these charges.

- 4.7. Payment for goods or services you purchase goes directly to the seller. When placing an order in the app, you can indicate that someone else (e.g., your employer) will pay for you by selecting the appropriate option in the order form.
- 4.8. In the app's cart, you can use vouchers and discount coupons granted to you. You can combine them, but the final amount to be paid by you cannot be less than 1 złoty (PLN). The rules for using vouchers and coupons are defined by separate terms adopted by their issuers. Vouchers and coupons from sellers are applied first, followed by those granted by us at InPost.

## 5. Delivery Terms with InPost Pay

- 5.1. When using InPost Pay, you can select only delivery options offered by InPost. The available delivery options are described in the InPost regulations, which you can find at: <https://inpost.pl/regulaminy> - these include the regulations for the "Paczkomaty 24/7" service by InPost Sp. z o.o. and the app regulations. If you pay for purchases via InPost Pay, you automatically choose delivery through InPost according to the options displayed in the app.
- 5.2. Directly before placing an order in the app, you will see the delivery options, schedules, and costs available for your cart. The seller will inform you of any delivery restrictions no later than at the start of placing the order in their online store.
- 5.3. In your InPost Account, you can add and save delivery addresses to use for future orders in InPost Pay.
- 5.4. You can track your delivery status in the app under the "Tracking Shipments" section.

## 6. Payment Card Terms

### A. General Information

- 6.1. The following provisions apply to your activities in InPost Pay if you consent for InPost to save and store a unique code (token) of your payment card used for purchases in online stores of sellers via InPost Pay.
- 6.2. Within InPost Pay, we provide a service for storing your payment card code (payment token). This service is free of charge.
- 6.3. If you consent to save the payment token, it will constitute an agreement between you and InPost for the provision of electronic services. You do not need to provide this consent to use the app and InPost Pay.
- 6.4. The payment token storage service is available only to app users and is provided according to its regulations.
- 6.5. The rules for using the payment gateway and available payment methods are described in other sections of the regulations.

### B. What Does the Payment Token Storage Service Include?

- 6.6. InPost allows you to save an encrypted payment card code (payment token) in your InPost Account for easier and secure card payments for goods and services purchased from sellers in InPost Pay.
- 6.7. You can use the payment token storage service only for your payment card, for which a token has been previously generated. You cannot use a payment card code belonging to someone else.
- 6.8. You can save more than one payment token in your account.

- 6.9. As part of the payment token storage service, we use a third-party service for generating network tokens in cooperation with globally recognized card organizations, such as Visa and MasterCard. This means that if your payment card expires, a new card issued by your bank will be visible in your InPost Account via the associated token, allowing you to use it for further payments until you delete the saved token from your InPost Account.
- 6.10. InPost does not store full details of your payment card, such as the number, expiration date, or CVC/CVV code.
- 6.11. Payment tokens are stored securely, protected from unauthorized access.
- 6.12. You can generate and save a payment token after making your first card payment in InPost Pay and completing strong authentication, as well as after consenting to save the generated payment token in the app.
- 6.13. Strong authentication is conducted via your bank's or payment institution's website or mobile app, according to the terms of your agreement with them or the payment card's regulations.

## 7. How Can You Use the Payment Token Storage Service?

- 7.1. To use the payment token storage service, you must have the latest app version, create an InPost Account, use InPost Pay, and agree to save the payment card code (payment token) in the InPost Account settings. You can use the payment token storage service only after logging into your InPost Account.
- 7.2. Using the payment token storage service requires you to set a PIN number, which allows access to the InPost Account functions for saving the token.
- 7.3. You can opt out of the payment token storage service at any time by deleting all saved tokens from your InPost Account.

- 7.4. During a purchase via the app, payment by card is the default payment option displayed. You can change it and select another payment method from those available in the payment gateway.
- 7.5. By clicking the "Order and Pay" button (in app versions older than 3.50, this button reads "Buy and Pay") after selecting card payment, you agree to initiate the payment process using the payment token.
- 7.6. The second and each subsequent payment using the payment token does not require strong authentication unless the card issuer deems it necessary.
- 7.7. Card payments are processed and settled by the payment gateway provider.
- 7.8. InPost does not provide payment services to you or your selected seller. At no stage of the purchase process do we have access to payment funds; we do not participate in their processing or settlement and are not responsible for their correct execution.

## 8. What Are We Responsible For?

### A. Scope of InPost Responsibility

- 8.1. Within InPost Pay, we help you complete the purchase of goods or services from the seller via the app. However, the sales agreement for these goods or services is concluded directly between you and the seller, and InPost is not a party to it. The seller is responsible for all matters related to the sales agreement, offer, and purchase warranty.
- 8.2. InPost is responsible for the operation of the app, including InPost Pay, in accordance with the regulations, and for delivery according to separate regulations. Payment confirmation for an order from the seller is sent to you by the entity handling payments through the payment gateway.

- 8.3. By accepting these terms, you agree that:
  - a. The payment gateway may be temporarily unavailable—any such unavailability will be communicated to you as soon as possible via the app;
  - b. The functions of the payment gateway may change;
  - c. If you wish to use the deferred payment service for an order in InPost Pay, you must undergo additional verification. We are not responsible for the inability to fulfill your order if you do not meet the conditions required by the provider of this service or if the payment fails for any other reason.
- 8.4. Our responsibility in other areas of our business related to **InPost Pay** is described in separate regulations concerning postal services and the app regulations, which you can find on our website: <https://inpost.pl/regulaminy>.

## B. What Is the Seller Responsible For?

- 8.5. Within InPost Pay, the seller is responsible for:
  - a. complying with all legal obligations towards you, especially those related to your consumer rights, conformity of goods with the sales agreement, quality guarantee, and the right to withdraw from a remotely concluded agreement;
  - b. clearly informing on their website, at the beginning of the order placement process, about all terms and restrictions related to delivery and payment, especially about delivery costs;
  - c. sending you confirmation of the sales agreement and sales terms according to applicable regulations;
  - d. proper execution of the sales agreement, including delivery of goods to you and ensuring that the goods comply with the sales agreement.
- 8.6. Other rules of the seller's responsibility are defined by their sales terms, which you must accept each time before completing an order in the app.

## C. What Are You Responsible For?

- 8.7. Remember that you are solely responsible for providing correct and complete information during InPost Account registration or updates. This includes account data used for logging into InPost Pay (Google, Apple ID), payment methods, and the delivery address and method.
- 8.8. In connection with using InPost Pay, you are responsible for damages resulting from:
  - a. using the payment token storage service if the payment card encrypted with the token belongs to someone else;
  - b. sharing login data with third parties;
  - c. an unauthorized third party using a mobile device on which you have the app installed or saved login data. Your responsibility is excluded from the moment you report the loss or theft of this device to us and we block the app, or when you change your InPost Account login data.
- 8.9. Your rights and obligations towards the seller related to the purchase of goods or services in InPost Pay are defined by the seller's sales terms and applicable legal regulations.
- 8.10. Your rights and obligations towards the payment gateway provider related to agreements concluded with them are defined by the provider's service terms and applicable legal regulations.

## 9. How to File a Complaint About InPost Pay?

- 9.1. If you have any problems with the app's operation, InPost Pay service, or payment token storage, you can file a complaint online at: <https://inpost.pl/kontakt/zloz-reklamacje>.

- 9.2. The complaint should include your name, surname, email address used for account registration, and a description of the problem. If it concerns payment token storage, also provide the payment card number.
- 9.3. We will review your complaint within 30 days of receipt. On the day we receive the complaint, we will send you an email confirming its receipt.
- 9.4. We will inform you of the complaint resolution via email to the address from which you sent the submission.
- 9.5. Complaints regarding the sales agreement are handled by the seller according to their established terms.
- 9.6. If your complaint concerns the payment service, report it directly to the payment provider, following the principles and deadlines specified in their regulations. If you submit such a complaint to us, we will forward it to the payment provider and inform you.

## 10. What Is the Significance of the Terms and Conditions and How Do We Change Them?

- 10.1. By accepting the terms, you enter into an agreement with us for the provision of electronic services.
- 10.2. If you use InPost Pay in a manner inconsistent with the terms or legal regulations, your InPost Account may be blocked by us at any time and with immediate effect.
- 10.3. If you delete your InPost Account, our agreement with you for using InPost Pay is immediately terminated. You can delete your InPost Account at any time. We may also delete the InPost Account on our initiative in cases specified in the terms, such as when you submit content to the app that violates the law, as well as if we cease operations related to InPost Pay.

- 10.4. If you are a consumer, you have 14 days to withdraw from the agreement with us without giving a reason. You can do this by sending us an appropriate statement. InPost will confirm receipt of your statement via email.
- 10.5. You can stop using InPost Pay at any time. If you do not agree to changes in the terms or privacy policy, you must do so no later than the day before they come into effect.
- 10.6. After deleting your InPost Account, you can recreate it at any time. When you delete your InPost Account, all data about your transactions and cart will be removed from the app, and restoring them is not possible. InPost may store this data in its systems until the complaint deadlines expire. If you create a new InPost Account, you must enter the data from scratch.
- 10.7. The agreement for payment token storage ends immediately when you delete your InPost Account. However, you can stop using the payment token storage service at any time.
- 10.8. We may change the terms if the law or app functions, including InPost Pay, change, and in situations described in the app terms.
- 10.9. We will inform you of any changes to the terms with appropriate notice via notifications in the app. The amended terms will be available on the website: <https://inpost.pl/regulaminy>. Additionally, you will receive an email from us with information about the changes to the address provided during registration. Changes will take effect no earlier than 14 days after their announcement. A change to the appendices to the terms is not considered a change to the terms.

## 11. What Other Information About InPost Pay is Worth Knowing?

- 11.1. All rights to the app, including InPost Pay, and its texts, graphics, photos, videos, programs, tools, databases, trademarks and logos belong to InPost. You cannot

# InPost Account Agreement

In force as from January 26, 2026



copy or share materials from the app without written permission from InPost unless the law allows it.

- 11.2. If something is not expressly regulated in these terms, the principles from other InPost terms apply, which you can find on the website: <https://inpost.pl/regulaminy>.
- 11.3. All matters related to these terms and the use of InPost Pay are governed by Polish law. Disputes will be resolved by the appropriate Polish court.