

TERMS AND CONDITIONS OF POSTAL SERVICES AND TRANSPORT SERVICES

In force as from 24 July 2025



§ 1. The terms we use in these T&Cs

- 1.1 These Terms and Conditions define the terms and conditions of providing postal and transport services by InPost.
- 1.2 The Services are not public services and they are provided on a commercial basis, in accordance with the provisions of the generally applicable law and these T&Cs.
- 1.3 The T&Cs are available on the Website, in Branches and in Parcel Points or POPs.
- 1.4 The terms used the T&Cs shall mean as follows:
 - 1) **Application** is a web application that enables the Services to be fully handled by the User. It can be used to send, track and manage your parcels as well as to manage your account by controlling your data and settings. The Application is available free of charge once you have created an account on our website. It is the Parcel Manager (MP) for retail customers.
 - 2) **Price List**: the document which determines the prices for the Services offered to Business Customers and Retail Customers, the list of additional fees, and the maximum weight and dimensions of Parcels.
 - 3) **Additional Cover**: our Additional Service, which is described in detail further on in these T&Cs.
 - 4) **Working Day**: Monday to Friday (unless it is a statutory bank holiday in Poland).
 - 5) **Item**: a single package that forms part of a courier or freight shipment. For freight shipments, the sender's and recipient's details on the package must match the details on the freight shipment (including the waybill) to which the package belongs. If the sender's or recipient's details on the package differ from those on the freight shipment, the package will be treated as a separate shipment.
 - 6) **Shipping Label or Label**: Parcel designation containing data necessary to provide the Primary Service, including the shipping code that enables the Parcel tracking from the moment it is dispatched to the moment it is received.
 - 7) **InPost**: we/us, i.e. InPost spółka z ograniczoną odpowiedzialnością. We are based in Kraków at 4 Pana Tadeusza Street, and our postal code is: 30-727. Here are our registration data: we are entered in the Register of Entrepreneurs kept by the District Court for Kraków - Śródmieście in Kraków, XI Business Division of the National Court Register, under entry number KRS: 0000543759, our TIN is: 6793108059, and our share capital amounts to PLN 116 278 450.00. You can contact us via our hotline at 722-444-000 or 746-600-000 (calls from landlines and mobile phones are charged as per your operator's rates) or via our e-mail address: bok@inpost.pl;
 - 8) **InPost Mobile**: a free app for smartphones and tablets (download here: <https://inpost.pl/en/mobile-application>).
 - 9) **InPost Quick Send**: a functionality that allows ordering the Services from us without the need to register an account, via the <https://inpost.pl/SzybkieNadania/en> website, and with the use of the InPost Mobile App.
 - 10) **Business Customer**: we have concluded a Business Contract with them.
 - 11) **Retail Customer**: we provide Services to them solely on the basis of the T&Cs, without entering into a Business Contract. It could be e.g. a consumer.

- 12) **Consumer:** a natural person who orders Services from us for private purposes, i.e. not in direct connection with their business or professional activity. We treat a sole proprietorship the same way, even when a sole proprietor orders Services from us in connection with their business activity, provided that the content of the agreements concluded with us indicates that these agreements are not of a professional nature for the proprietor.
- 13) **Courier:** a person who collects or delivers Parcels. A Courier may be our employee or subcontractor.
- 14) **Waybill:** a document in electronic or paper form that confirms the conclusion of a freight shipment contract.
- 15) **Sender:** the person with whom InPost has concluded an agreement on the provision of Services (Business Customer or Retail Customer).
- 16) **Recipient:** the person entitled to collect a Parcel.
- 17) **Branch:** a part of our logistics network where Parcels are processed and sorted. A Business Customer may dispatch or collect a Parcel there (if the Business Contract so provides). Some Branches are called "Dispatch Branches" from which Parcels are sent, or „Collection Branches" which deliver Parcels to the addressees.
- 18) **Cash on Delivery (COD):** this is an additional service allowing the Addressee to pay the Sender a specified amount when picking up the Parcel. The amount is then transferred to the Sender's bank account.
- 19) **Postal Law:** the Act of 23 November 2012 – the Postal Law.
- 20) **Transport Law:** the Act of 15 November 1984 – the Transport Law.
- 21) **Report (Damage Report):** a document describing any damage to or shortages in the Parcel.
- 22) **Parcel:** an item packed in accordance with the T&Cs and Packing Guide, which we accept and deliver in accordance with the rules described in the T&Cs.
- 23) **Courier Shipment:** a letter shipment that is a registered shipment or postal parcel, accepted, sorted, transported, and delivered in a manner that collectively ensures:
 - a) that the day and time the shipment is sent is recorded,
 - b) that the shipment is tracked from the moment it is posted until the moment it is delivered,
 - c) that the shipment is delivered within the guaranteed period specified in the T&Cs or a contract concluded with the Sender,
 - d) that the shipment is delivered to the Recipient or a person authorized to receive it at the location specified by the Sender or agreed upon with the addressee, in a way that guarantees the registration of the date and time of delivery.
- 24) **Freight Shipment:** items accepted for transport under a single Waybill. Freight Shipment does not include courier shipments that are the subject of postal services under the Postal Law. A Freight Shipment may consist of one or more Items.
- 25) **Parcel Service Point (POP) or Parcel Point (Paczkopunkt):** a place where you can drop off or pick up your Parcel.
- 26) **Terms and Conditions:** these Terms and Conditions of Postal Services and Transport Services.
- 27) **Force majeure:** these are situations beyond our control that we could not have anticipated, such as:
 - i. violent natural phenomena: earthquakes, hurricanes, floods.
 - ii. social unrest: riots, general strikes, military actions.
 - iii. decisions of the authorities: import/export bans, border blockade, expropriation.
- 28) **Website:** our website at <https://inpost.pl/en> where you will find information about us, a description of our services, related documents, a search engine to find locations within our network, and communication channels.
- 29) **Business Contract:** a separate agreement concluded (in written, electronic or document form) between InPost and a Business Customer.
- 30) **Paczkomat® Parcel Locker:** a machine with compartments/boxes used for dropping off and picking up the Parcels. Our network includes the following types of machines:
 - i. available 24/7: most machines work around the clock (24 hours a day and 7 days a week).

ii. with limited time access: some machines, e.g. in shopping centres, may be used within the opening hours of such facilities.

iii. **App Parcel Lockers:** these Parcel Lockers can be operated via the InPost Mobile App or the QR code scanner.

There may also be machines that can combine different functions, e.g. App Parcel Lockers available 24/7.

The up-to-date list of machines and their capabilities is available on the Website.

31) **Services:** both Primary Service and Additional Service.

32) **Additional Service:** a service that we always provide in connection with the Primary Service as long as it is ordered from us.

33) **Primary Service:** our main service. It consists in accepting, sorting, transporting and delivering the Parcels.

34) **Postal service:** a service consisting in the acceptance, sorting, transport, and delivery of Postal and Courier Shipments, excluding shipments with declared value, under the Postal Law.

35) **Transport Service:** a service consisting in the acceptance, transport and delivery of Shipments that are not Postal shipments under the Transport Law.

36) **Collection of Courier Shipments:** more than one Item that does not individually or collectively form a Freight Shipment. We refer to a collection when the Items are covered by the same order in the Application, placed by a single Sender, which, as Courier shipments: 1) are dispatched together at the same time (in particular, collected by the Courier at the same time), and 2) are addressed to the same Recipient and to the same Recipient's address, and 3) are delivered to the Recipient at the same time.

37) **Ordering Party:** orders us to perform the Service. An Ordering Party can be the Sender, the Recipient or a third party.

§ 2. Basic information on the services we provide

2.1 Please, read the Terms and Conditions before using our service. The service recipient must confirm that they have read the T&Cs, accept their content and shall follow them.

2.2 Not all Parcel Lockers or POPs support Parcels of all sizes and all extra services, e.g. Cash on Delivery. Before choosing the Parcel Locker, check its characteristics and working hours to make sure it meets the requirements of a given dispatch. You can find an updated list of Parcel Lockers and their descriptions on our Website.

2.3 Services are only provided in Poland. If the Polish border must be crossed in order to perform the service, we may refuse to render it.

2.4 The Recipient may perform certain actions using IT tools of InPost partners. The rules of using such tools are determined in their terms and conditions. We are not liable for their availability or correct operation.

2.5 We provide our Services:

- 1) all over the country, including places where our outlets (Parcel Lockers, POPs, Branches) are available,
- 2) on working days, however, we can also provide them on Saturdays, Sundays and bank holidays,
- 3) the time of delivery is counted in working days. Saturdays, Sundays and bank holidays are not included.

2.6 We deliver parcels within the guaranteed period of 5 working days starting from the day following the day a Parcel is dispatched. A Price List or an Agreement may specify a different guaranteed date for the Parcel to be delivered.

2.7 While using our Services you must use our forms and specimens used when performing actions provided for in the Terms and Conditions. This does not apply to your Consumer's rights if a Business Contract provides otherwise.

2.8 Parcels must be properly and safely packed by the Sender, i.e. in a manner which:

- 1) does not allow a Parcel to be opened without damaging the packaging (e.g. adhesive tape broken, cardboard box cut over),
- 2) protects the Parcel contents from damage or loss,
- 3) does not pose a threat to other Parcels.

The Sender must thus follow the "Shipment Preparation and Packaging Rules". An up-to-date version of this document is available on our Website. We can amend this document following the rules described in it and any amendments thereto are not tantamount to amendments to the T&Cs.

- 2.9 Senders may only order Services to be performed through the IT tools that we make available. Such tools can have their own rules and T&Cs.
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§ 3. How to pay for our Services?

- 3.1 Prices of the Services we perform are specified in the Price List valid as at the day a Parcel is shipped.
- 3.2 An up-to-date Price List is made available in all POPs and our Website.
- 3.3 As requested by the Sender, the following parties pay for the Service:
- 1) the Sender,
 - 2) or the Ordering Party who is neither the Recipient nor the Sender.
- 3.4 We reserve the right to verify the fees charged for the Service. We are entitled to verify the weight and dimensions of a Parcel or Item at every stage of our Service. If the Parcel details provided by the Sender do not match the actual parameters of the Parcel, we are entitled to appropriately adjust the price of the Service provided, in line with the Price List.
- 3.5 Business Customers make payments in accordance with the terms specified in the Business Contract, while Retail Customers are required to pay in advance by making a prepayment in the Application. The fee is charged to the Retail Customer's account at the moment the shipping label, dispatch code (available exclusively in the mobile app), or waybill is generated. Retail Customers can top up their account in the App only via electronic payment systems, such as: bank transfer, payment card, and other cashless methods. Funds collected in the account may only be used for the services available in the Application. We can refund unused funds at the Retail Customer's request. We then charge a commission of 1.9% for the refund service. Consumers are exempt from this fee. In addition, at the Retail Customer's request, we may issue a VAT invoice for the top-up amount.
- 3.6 We do not adjust the prices of the Service individually for consumers as part of a single transaction. Neither do we use algorithms to automatically determine prices for consumers. This means that prices are not changed on the basis of:
- 1) the consumer's actions, including previous purchases,
 - 2) the consumer's preferences.
- 3.7 We are entitled to claim compensation from Business Customers for delays in payment of amounts due to us on the basis of the Business Contract and the Terms and Conditions, under the provisions of the Act of 8 March 2013 on counteracting excessive delays in commercial transactions.
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§ 4. Rules of the Cash on Delivery (COD) Additional Service:

- 4.1 COD Parcels can be paid for on collection, with the use of the following payment methods:
- 1) "Pay by Link" (PbL, which supports VISA, VISA Electron, MasterCard, MasterCard Electronic, Maestro, selected e-transfers and other non-cash payment methods),
 - 2) via InPost mobile, as well as
 - 3) by cash or
 - 4) cashless (through payment terminals supporting the following cards: VISA, VISA Electron, MasterCard, MasterCard Electronic, Maestro) at our Branch or at our authorized representative who delivers the Parcel.

- 4.2 We guarantee that the collected amount will be transferred to the Sender's bank account specified in the Application or the Agreement, within 5 working days from payment. The day such funds are transferred is the day on which our bank account is debited.
- 4.3 When sending a Cash on Delivery shipment, the Sender authorizes us to accept payment from the Recipient for and on behalf of the Sender. This means that:
- 1) Payment to us is tantamount to payment directly to the Sender.
 - 2) If we release the Parcel it means we have accepted payment and the Recipient is released from debt towards the Sender irrespective of the place, time and form of payment.
 - 3) An authorization may not be revoked once the Parcel is sent and has priority over other arrangements.
 - 4) The Recipient may invoke the consequences of the authorization granted by the Sender.
 - 5) We may grant further authorizations to delivery agents acting upon our order to perform the aforementioned activities (in such a case, we bear responsibility for their actions and omissions).
 - 6) We are also responsible for actions and omissions of payment service providers.
- 4.4 After we collect the COD amount from the Recipient, the Sender undertakes not to demand payment from the Recipient.
- 4.5 The dispatch of a COD parcel is permitted only if it is related to a separate, paid agreement between the Sender and the Recipient concerning the item contained in the Parcel. The Sender must also inform the Recipient that we are authorised to accept payment for the Parcel. Otherwise, we may refuse to accept the Parcel or the order for the COD service. By sending a COD Parcel, the Sender confirms that this condition is met, and undertakes to provide us with the necessary information at our request. We are entitled to inform the Recipient, in the course of COD parcel delivery procedures (payment collection), that our acceptance of the cash-on-delivery payment is deemed equivalent to payment made directly to the Sender, and that the receipt we issue for the payment is deemed equivalent to a receipt issued by the Sender.
- 4.6 If the Sender is in arrears with payments to us, we have the right to offset any due claims against the amount collected from the Recipient. If we make a deduction, we will inform the Sender about it.
- 4.7 Our liability for the funds collected from the Recipient under the Cash on Delivery (COD) service begins at the moment we confirm the collection of those funds.
- 4.8 If the Recipient of a Cash on Delivery Parcel, who pays by card, requests a refund (chargeback) due to the contents of the Parcel, the Sender is responsible for covering all fees and costs incurred by us in relation to this transaction being cancelled. This applies to the case where the card issuer cancels the transaction, accepting the Recipient's complaint as justified.
- 4.9 COD Parcels that the Recipient did not pay for upon delivery attempt and for which the Sender failed to provide us with instructions to cancel or modify the collection amount, will be returned in accordance with the Terms and Conditions.
- 4.10 In some Parcel Lockers or POPs it is only possible to collect COD Parcels during specific hours or not possible at all. The list of Parcel Lockers and POPs that support cash on delivery shipments, forms of payment and availability hours can be found on our Website. It is possible to return a COD Parcel to a Parcel Locker that does not support cash-on-delivery. A fee may be charged for returning the Parcel to Sender as per the Price List.
- 4.11 The Sender must check whether the Cash on Delivery service is available at the point where the Parcel is to be picked up.
- 4.12 If we have reasonable suspicion of potential violations related to the delivery of a Cash on Delivery Parcel, we have the right to take actions to secure the delivery process. This may include a change in the form of Parcel delivery, while complying with the applicable law.
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§ 5. What are the conditions regarding Parcels, their packaging and content?

- 5.1 The Sender is responsible for packaging the Parcel and must ensure that the packaging is appropriate for its contents. The Sender must thus ensure that the packaging:
- 1) is suitable for the properties of the sent items,
 - 2) meets the weather conditions,

3) reflects the fact that the Parcel will be handled by us together with other Parcels.

5.2 The Sender must properly pack the Parcel, ensuring its safe transport so that it does not damage other parcels and can be delivered without loss or damage. The shipping label (except for parcels dispatched using a code within the Quick Send service) should be attached in a way that prevents it from falling off or being accidentally torn off. The packaging should:

- 1) be closed to prevent the content from being accessed,
- 2) be durable appropriately to Parcel weight and content,
- 3) have internal security devices that prevent its content from being displaced.

The Sender shall comply with the rules regarding the securing of the contents and packaging of parcels in accordance with the document „InPost Shipment Preparation and Packaging Rules”, available on our Website.

5.3 The maximum weight and sizes of Parcels are specified in the Price List. If the total weight of a Freight Shipment consisting of multiple Items does not exceed 20 kg, and its dimensions do not exceed a total of 200 cm, or 300 cm in the case of the sum of the length and the largest circumference measured in a different direction than the length, we treat each Item as a separate Courier Shipment. There are exceptions to this rule if:

- 1) an agreement with the Sender provides otherwise,
- 2) the nature of the Services indicates that these are Transport Services.

5.4 A non-standard parcel is an Item whose one dimension exceeds 120 cm or whose sum of dimensions (L x W x H) exceeds 220 cm. Non-standard parcels also include Items that are round, cylindrical, oval, irregularly shaped, with protruding parts, as well as Items consisting of multiple connected individual packages without external protection (e.g., a cardboard box). A long parcel is not treated as a non-standard parcel. The Price List may specify exceptions to treating an Item as a non-standard parcel.

5.5 A volumetric parcel is an Item whose volumetric weight is greater than actual weight. The dimensions and weight of a volumetric parcel – for operational and settlement purposes – are determined based on volumetric weight calculated as per the following formula: length (cm) x width (cm) x height (cm) / 6000. We reserve the right to charge an extra fee for determining a Volumetric Parcel as well as for every started kilogram of volumetric weight above 50 kg, as per the Price List. If the volumetric weight exceeds 70 kg, the Volumetric Parcel will be treated and evaluated as a palletized shipment (Standard Pallet Service as per the Price List). These rules do not apply to the agreements on the provision of Services concluded with Consumers.

5.6 A long parcel is an Item whose longest side exceeds 200 cm. We have the right to apply an additional fee to the price of a Long Parcel for each started meter of length exceeding 200 cm, provided that the maximum length of the Long Parcel cannot exceed 350 cm and the weight of the Item cannot exceed 30 kg. These rules do not apply to the agreements on the provision of Services concluded with Consumers.

5.7 When determining the weight, the principle of selecting the higher weight of the Item applies: actual weight, volumetric weight, or long parcel weight. The higher weight determines the price due for the Service performed on a parcel with such weight.

5.8 The charging of fees for volumetric shipments and long shipments, along with the rule of applying the higher weight of the Item, does not exclude additional fees if the weight or dimensions provided by the Sender, who is not a Consumer, differ from the actual values we have verified.

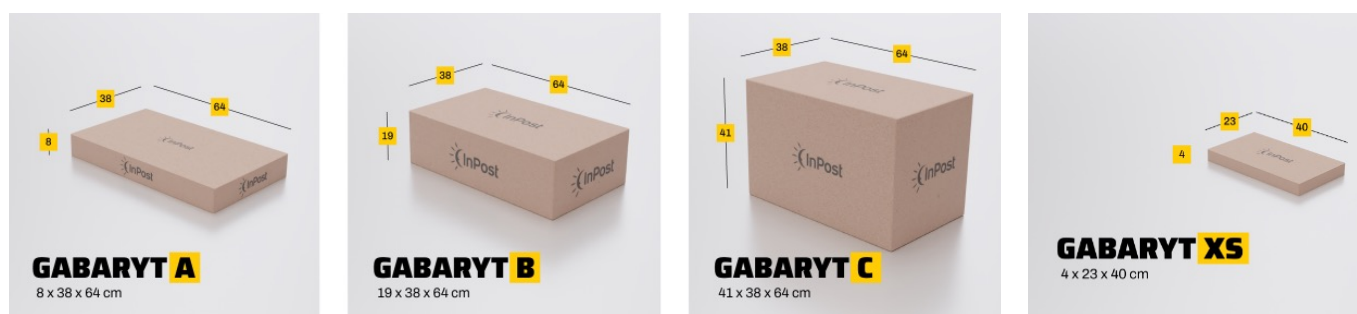
5.9 When sending parcels in line with the Price List for Retail Customers, the dimensions and weight of a single Item must correspond to specific categories:

Parcel size:	Minimum height of the Parcel including packaging (mm)	Maximum dimensions of the Parcel - height x width x length (mm)	Maximum weight of the Parcel (kg)
Small parcel (size “A”)	1	80 x 380 x 640	25
Medium parcel (size “B”)	81	190 x 380 x 640	25
Large parcel (size “C”)	191	410 x 380 x 640	25
Very large parcel (size “D”)		500 x 500 x 800	25

A Retail Customer, using the Quick Send functionality available in the Mobile Application, may send a Parcel classified as size category „XS” (also referred to as „Mini”), in accordance with the parameters specified below. We recommend that Senders use a label of **minimum size 100 x 150 millimetres**. This ensures that the label is properly affixed to the Parcel, in accordance with the Terms and Conditions and the InPost Shipment Preparation and Packaging Rules.

Parcel size:	Minimum height of the Parcel including packaging (mm)	Maximum dimensions of the Parcel - height x width x length (mm)	Maximum weight of the Parcel (kg)
Mini parcel (size „XS”)	1	40 x 230 x 400	3

Presented below are maximum dimensions of Parcels (the graphics used are used as an example only):



For mini, small and medium parcels, Parcel height is its shortest side. In the case of a large Parcel, Parcel height is the medium length side, i.e. the side that is neither shortest nor longest.

The dimensions are rounded up to full integers if the decimal value is equal to or greater than five tenths (e.g. 19.59 = 20.00) or down if the decimal value is smaller than five tenths (e.g. 19.40 = 19.00)

- 5.10 If the Senders send a Parcel with different dimensions than those declared in the Application or InPost Quick Send, the following principles apply:
- Additional fee:** we will charge the Sender an additional fee for verifying the parcel and changing the size. The amount of this fee is determined in the Price List. This fee does not apply to Consumers.
 - Parcels with larger dimensions:** if the Parcel shows larger dimensions than declared by the Sender, we will verify and determine the actual dimensions of the Parcel. In such a case, we will charge a Service fee according to the actual dimensions (e.g. if the Sender declared Parcel Size „A” and the actual Parcel Size was „C”, we will apply the price for Size „C”).
 - Parcels with smaller dimensions:** if the Parcel shows smaller dimensions than declared by the Sender, we will verify and determine the actual dimensions of the Parcel. In such a case, we will charge a Service fee according to the actual dimensions (e.g. if the Sender declared Parcel Size „C” and the actual Parcel Size was „A”, we will apply the price for Size „A”). If this fee is less than the originally declared Parcel Size fee, we will refund the difference.
- 5.11 Sending „Size D” Parcels (maximum dimensions along with packaging: 500 x 500 x 800 mm) is only possible in selected POPs or with an InPost Courier. Such a Parcel cannot be dispatched via a Parcel Locker.
- 5.12 If the maximum permissible weight (25 kg) is exceeded, we will charge the Sender, who is not a Consumer, additional fees in accordance with the Price List:
- for verifying Parcel weight and dimensions,
 - for treating the Parcel and oversized.
- 5.13 If an „oversized” Parcel exceeds any of the maximum dimensions (500 x 500 x 800 mm) or the weight limit of 30 kilograms, an additional delivery fee will be charged to the Sender, provided they are not a Consumer. This fee is separate from the previously mentioned fees and inclusions, and its amount is specified in the Price List.

5.14 When sending a Shipment via a Parcel Locker, the Sender should follow the instructions available on our Website, on the Parcel Locker screen, or in the Mobile Application (for app users). In the case of App Parcel Lockers a Parcel can only be dispatched using the Mobile Application or a barcode scanner.

5.15 It is not permitted to place in any Parcels any items prohibited by the applicable law, and also:

- 1) crime-related items or proceeds of crime,
- 2) money, securities, other payment instruments,
- 3) valuable items (jewellery products, works of art, antiques, collectable coins, etc.),
- 4) weapons, for the purchase and possession of which a permit, registration or registration card is required, in accordance with applicable regulations, including the Act on weapons and ammunition of 21 May 1999,
- 5) ammunitions (referred to in the aforementioned Act), except for bang ammunitions calibre up to 6 mm,
- 6) substances with explosive, flammable, oxidising, irritating, corrosive, sensitising, carcinogenic, mutagenic properties and showing reproductive toxicity,
- 7) other things that may pose a threat to the health of the persons coming in contact with them or may damage other Parcels,
- 8) drugs, psychotropic and new psychoactive substances (the so-called “boosters”),
- 9) cannabis and cannabis products, except for hemp (*Cannabis sativa sativa*) and derivative products, if the THC level is below 0.30%,
- 10) perishable articles,
- 11) products requiring special transport conditions,
- 12) dead or alive animals and plants,
- 13) human corpses, human or animal organs and human or animal secretions or tissues,
- 14) tobacco products, including tobacco and cigarettes, e-cigarettes and their parts.

- The above examples do not cover all possibilities. It is also prohibited to place in the shipment any other items that, in our opinion, may be dangerous or whose transport is prohibited by law. In such a case, we will notify the Sender before accepting the Parcel. Detailed information about what can be placed in parcels is provided in the document “InPost Shipment Preparation and Packaging Rules”, available on our Website. If we have reasonable grounds to suspect that a Parcel may be connected to a crime or poses a threat to people or the environment, we will immediately notify the relevant authorities and hold the Parcel until their arrival. In other cases, we are entitled to refuse delivery of a shipment with prohibited contents and return it to the Sender, in accordance with the fee specified in the Price List.

5.16 In addition to the above, below we present other rules regarding the contents of Parcels and their packaging:

- 1) **Prohibited Contents:** A Parcel must not contain any items not specified in the above description that, in our opinion, cannot be transported safely or in compliance with the law, provided that we notify the Sender about it before accepting the Parcel.
- 2) **Sender's duties:** Detailed information on impermissible content of Parcels is available in InPost Shipment Preparation and Packaging Rules. An up-to-date version of this document is available on our Website.
- 3) **Threats and notifications:** Should there be reasonable grounds to suspect that the Parcel is the subject of a criminal offense or that its contents pose a threat to human or environmental safety, we will promptly notify the competent authorities and will detain and secure the Parcel until an inspection is conducted by the said authorities.
- 4) **Refusal to deliver:** In all other cases, we have the right to refuse delivery of a Parcel that contains prohibited contents and to return it to the Sender in accordance with the rules set out in the Terms and Conditions, with applicable charges as per the Price List.

- 5) **Impact of weather conditions:** The temperature inside Parcel Lockers is close to ambient temperature. During periods of intense sunlight or hot weather, the temperature inside the boxes may be higher than the ambient temperature. On the other hand, in case of frost or low ambient temperature, the thermal conditions inside the boxes in Parcel Lockers may be similar to those outside. Accordingly, the Sender bears full responsibility for placing goods in the Parcel that are sensitive to temperature changes and not resistant to extreme weather conditions, such as high or low temperatures, atmospheric pressure, or specific humidity levels.
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§ 6. What rights do we have?

6.1 We may refuse to conclude an agreement or withdraw from it if:

- 1) The Sender does not meet the requirements specified in the Postal Law (for the Postal Service) or in the Transport Law (for the Transport Service) or in the Terms and Conditions;
- 2) The content or packaging of the Parcel poses a risk of loss to us or third parties;
- 3) The packaging or contents of the shipment contain unlawful materials, such as offensive inscriptions, images, drawings, or other graphic symbols;
- 4) The Service would be provided in an area not covered by the postal operators' registry entry, unless there is a relevant agreement that allows the Service to be performed outside this area;
- 5) Accepting or transporting the Parcel is prohibited by separate regulations.

6.2 We may also:

- 1) Refuse to conclude a service agreement or withdraw from it if the Parcel fails to meet our conditions, including where the Parcel contains items prohibited under the Terms and Conditions, or where the packaging allows the Parcel to be opened without interference, or where the method of packaging may lead to loss of contents or cause damage to the Parcel itself or to other Parcels during transport. We will evaluate is on the basis of the Parcel's external appearance.
- 2) Refuse to conclude a contract for the provision of Services or withdraw from it or suspend performance of the Service (including acceptance of the Parcel) if:
 - i. The service were to be provided, in whole or in part, outside the territory of Poland, or
 - ii. When collecting the parcel from the Sender, their behaviour makes it difficult for the Courier to safely carry out their work, or
 - iii. The Sender is in arrears with payments for the Services we provided,
 - iv. The Parcel contains items deemed prohibited under the Terms and Conditions or has been packaged and prepared in a manner that does not comply with the requirements specified in the InPost Shipment Preparation and Packaging Rules, which are available on our Website;
- 3) Immediately terminate the agreement without a notice period if the Sender or the Ordering Party, who is a Business Customer, dispatches parcels on behalf of third parties without our prior written consent (i.e., acts as a "courier broker"). In order to avoid agreement termination, please obtain the said consent.

6.3 If we refuse or terminate the agreement for reasons specified above, we will return the Parcel to the Sender at their expense and also refund the fee for the unperformed Service.

6.4 If we accept a Parcel it does not mean that its content complies with the T&Cs. If we have reasonable grounds to suspect that the Parcel does not meet the requirements specified in the Terms and Conditions, we may inspect its contents in accordance with applicable regulations. On the basis of such an inspection we can decide on the following:

- 1) Refusal to accept, acceptance for execution, or withdrawal from the contract and termination of the service, returning the shipment to the Sender at their expense in accordance with the Price List and the regulations specified above.
- 2) If we withdraw from the contract, the charged service fee will be used to cover the cost of returning the Parcel.
- 3) In exceptional cases, if the content poses a threat, we may destroy it in line with the legal regulations.

- 4) The content of the Parcel is checked in the presence of the Sender or, if this is not possible, persons invited by us, in accordance with the Postal Law. After checking, the Parcel will be provided with a special label.
- 6.5 Where the content or defective packaging of the Parcel has caused:
- 1) the need to secure our property, e.g. by using specialised means to dispose of the Parcel content or by calling the appropriate emergency services,
 - 2) harm to the health of our employee that resulted in injury or required that they interrupt their work in order to be provided with medical assistance.
 - 3) the need to evacuate our employees or the necessity to permanently or temporarily decommission the means of transport (including vehicles) carrying the Parcel, as well as the tools used for transporting, delivering, or storing the Parcel;
 - 4) damage sustained in the process of moving, transporting, sorting, or delivering another Sender's Parcel;
- we may impose a contractual penalty on the Sender (if they are not a Consumer), as specified in the Price List, for the first Parcel that caused such an incident, as well as a contractual penalty (also specified in the Price List) for each subsequent Parcel that causes the above-mentioned incident within a year. Furthermore, the Sender is required to bear all costs associated with the securing and disposal of the Parcel that we have specified. These contractual penalties do not exclude our right to claim damages that exceed the amount of the stipulated contractual penalty.
- 6.6 Notwithstanding the foregoing, each Sender shall indemnify us for any damages incurred as a result of improper packaging of the Parcel or the inclusion of prohibited contents, particularly where such damages have resulted in the situations outlined above. In this case, the Sender is liable for these damages on general principles.
- 6.7 If we find out that the Parcel packaging is damaged in a way that may cause even more damage (and, for example, cause deficiencies in the Parcel contents):
- 1) we have the right to secure such a Parcel against further damage, so that we can continue handling it without any obstacles. In this case, we will make a report.
 - 2) however, if the damage to the Parcel packaging is so severe that it prevents us from continuing the provision of Service, we will contact the Sender (per e-mail) and notify them of the damage and the security measures taken. The message will also include a request for further instructions from the Sender regarding the Parcel. If the Sender does not provide instructions within 3 working days from the date they receive the message, we will return the Parcel to the Sender in accordance with the Terms and Conditions.
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§ 7. Can we establish a lien on a Parcel?

- 7.1 Applicable regulations grant us a lien on Parcels to secure our claims arising from the service agreement, as well as other legitimate claims, including but not limited to customs duties or additional service-related costs resulting from the fault of the Sender or the Recipient.
- 7.2 We do not execute the right of lien when the Recipient of the Parcel is a public authority.
- 7.3 Should our claims secured by the postal lien remain unsettled, we shall notify the Sender or the Recipient in writing of our intention to sell the contents of the Parcel. Upon the lapse of 14 days from such notification, the Parcel shall be opened in the presence of an authorized commission, and its contents shall be sold. We do not send a notification if it turns out that the Parcel contains live animals, or dangerous or perishable items.
- 7.4 The amount obtained from the sale of the Parcel contents will be transferred to the Sender at the Sender's expense, having deducted our claims which were secured by the postal lien.
- 7.5 If the above amount, even after deduction, does not cover the claims, we can pursue them from the Sender. Where it is not possible to sell the Parcel contents, the provisions of the Postal Law shall apply to unsold Parcel contents.

§ 8. How to order a Service and send a Parcel?

8.1 A Parcel may be accepted for transport (transfer and delivery) upon a prior request sent via the Application or InPost Quick Send in the following way:

- 1) at a Parcel Service Point (taking into consideration limitations concerning the size of Parcels and availability of Additional Services),
- 2) via a Parcel Locker (taking into consideration limitations related to the features of a given Parcel Locker, this option is not available for Business Customers),
- 3) at a Branch – only if so specified in a Business Contract,
- 4) once the Parcel is picked up by the Courier at the address specified by the Sender.

8.2 Cut off times for dispatching Parcels on business days are as follows:

Zone "A"	until 4:00 p.m.
Zone "B"	until 3:00 p.m.
Zone "C"	until 2:00 p.m.
Zone "D"	until 1:00 p.m.

A Parcel is considered dispatched on the working day on which it was placed in a Parcel Locker, a POP or handed over in a Branch. The condition is that it must be dispatched before the cut-off time specified for the given location, which is determined based on the postal code assigned to the respective zone. If the Parcel was placed or handed over after this time, the Parcel may be picked up by the Courier on the next working day. In the case of dispatch on a non-working day, the Parcel will be considered dispatched on the next working day.

8.3 The zoning, as defined in the table, depends on the location of the Parcel Locker, POP, or Branch where the Sender places or hands over the Parcel, as well as on the assigned postal code. The Sender can check their location zone on our Website. We reserve the right to change the postal code ranges for each zone, which will be announced on our Website at least 10 days prior to change. Such changes do not form an amendment to the T&Cs. We recommend that Senders verify the zone of their location before dispatching the Parcel to ensure that the Parcel will be sent in accordance with the specified cut-off times.

8.4 If the Sender and the Ordering Party are not the same person, the Sender is deemed to be acting on behalf of the Ordering Party.

8.5 In order to dispatch a Parcel, it must be properly addressed as per the template provided at the Parcel Service Point, by the Courier, in the Mobile Application, or in the InPost Quick Send Form. The Sender is also responsible for choosing the method of dispatch, considering the Parcel's weight and dimensions, the scope of additional services, as well as any limitations associated with the drop-off or delivery location (Parcel Locker, POP), as provided on our website prior to placing the service order.

8.6 A correctly addressed Parcel should feature:

- 1) Sender's details: business name/full name, correct address (street, building/flat number, postal code, and city/town), and contact information (phone number and optionally e-mail address);
- 2) Recipient's details: business name/full name, correct address (street, building/flat number, postal code, and city/town), and contact information (phone number and optionally e-mail address);
- 3) information on the Parcel (dimensions, weight, value and detailed information on its contents).

8.7 The Sender:

- 1) represents that they know what contents of Parcels are prohibited by the legal provisions or Terms and Conditions,
- 2) shall not place such contents in the Parcel or use our Services to transport it,
- 3) must provide us with their data and the Recipient's data which, to the best of their knowledge, are true,
- 4) is aware that providing false information or misleading as to the content of the Parcel and their data or the Recipient's data, as well as transferring to us the Parcel with items prohibited by law or Terms and Conditions, may result in their liability.

- 8.8 In order to accept a Parcel, we must verify it first. The verification is run by the Courier, an Employee of the department or an Employee of a Parcel Service Point. We check whether address details specified on the Parcel are correct, whether they are in conformity with the Waybill or the Shipping label and check whether it is possible to perform the Service. We also check whether the Parcel can be delivered without destroying or damaging its content. Such an evaluation is only based on what can be seen outside of the packaging of the Parcel. Agreement on the provision of Service is confirmed by us in the form of a Waybill or a label. It may be an e-mail, a computer printout or another document which features data in line with these Terms and Conditions or provisions.
- 8.9 The Parcel value determined by the Sender (Ordering Party) may not exceed its actual value and should be confirmed with documents, such as invoices or bills. If the Parcel value exceeds PLN 200, the Sender who is not a consumer, must buy an extra protection. Without this service, if the Parcel is lost or damaged, our liability is limited to PLN 200.
- 8.10 The Sender may use the option of sending the Parcel via courier mail (also referred to as Parcel collection by courier). We provide this service as per the following rules:
- 1) A precondition for us to commence this service is that the Sender orders it via PM on a Working Day before the cut-off time (specified for the zone in which the Parcel is handed over, in accordance with the table above).
 - 2) This cut-off time is also the deadline for placing orders in PM by the Sender to have the Parcel picked up by a courier. If the order is placed after the cut-off time, the Parcel will be picked up on the next Working Day.
 - 3) The day of sending the Parcel picked up by the courier is the day on which the courier picked the Parcel up from the Sender. The courier will attempt to pick up the Parcel:
 - a. on the Working Day on which the Sender placed the order to pick up the Parcel before the cut-off time, or
 - b. on the Working Day following the Working Day on which the Sender placed the order to pick up the Parcel, if the order was placed after the cut-off time, or
 - c. on the Working Day following the non-working day on which the Sender placed the order to pick up the Parcel,
 - 4) The zoning depends on the place of the Parcel pick-up by the courier and the postal code assigned to this place. The zone of a given pick-up location may be found by the Sender on our Website. We may change the assignment of postal codes to zones, of which we will notify at least ten days in advance (such a change does not form an amendment to the T&Cs).
 - 5) Orders for courier pick-ups may only be placed by the Sender on Working Days. Courier pick-ups will take place on Working Days, but we may also do that on other days, after prior arrangements made with the Sender. Other rules may apply to Additional Services (e.g. "Weekend Delivery" services),
 - 6) The cut-off times specified in the table above do not apply to regular courier pickups that we have agreed upon with the Business Client under a separate agreement (i.e., they do not apply to the one-time courier pickup service described here).
 - 7) If we were unable to collect the Parcels on a given day due to force majeure or reasons attributable to the Sender (e.g., when the Sender violates the Terms and Conditions or legal regulations), Parcels will be collected on the next Working Day following the cessation of the above-mentioned reasons. In this case, this particular day will be the day of Parcel dispatch. If, on this next day, it will not again be possible to pick up Parcels for the aforementioned reasons, the pickup order will be cancelled, and a new order for the courier pickup service described in this paragraph will need to be submitted by the Sender.
 - 8) Parcels must be in conformity with the requirements specified in the Terms and Conditions.
 - 9) The price for a courier pick-up is set out in the Price List or Business Contract.
- 8.11 The courier pickup service is included in the shipment fee if the Sender places an order for the dispatch of 5 or more Parcels or Items at one time. At the same time, Parcels sent on the basis of the Terms and Conditions are combined with parcels dispatched under the current Terms and Conditions of "InPost 24/7 Parcel Locker" Service Provision . (thereinafter referred to as the "24/7 Parcel Locker Parcels").
- 8.12 A condition for using the courier pickup service is that the Sender must independently create the order. The Courier may not create an order on behalf of the Sender.

8.13 If an Item is dispatched whose weight exceeds 30.00 kg, the following rules apply:

- 1) If the Item weighs from 30 kg to 50 kg and is not palletized, it must be dispatched on a "side-to-side" basis. This means that the Courier picks the Parcel up in a place they can reach with a delivery van and the Sender must deliver the Item to this place.
 - 2) If the Item is delivered on a pallet and weighs from 30 to 50 kg, it can be dispatched on the "side-to-side" or "dock-to-dock" basis. The "side-to-side" delivery means that the Courier picks the Parcel up in a place available for a delivery van and the Sender delivers the Item to this place. The "dock-to-dock" delivery means that the Sender loads the Item on the Courier's vehicle using their own tools, such as loading docks or forklift trucks,
 - 3) We recommend that the Sender have the resources necessary to dispatch the Item in accordance with the previously described rules. The lack of such resources may result in the Courier refusing to accept the Item.
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§ 9. What are the conditions of Parcel delivery?

9.1 The Sender selects the manner in which the Parcel is to be delivered, by choosing one of the available options:

- 1) delivery to the specified address;
- 2) delivery to the Parcel Service Point (to be picked by the Recipient themselves).

9.2 We provide an additional service for Business Customers that ensures delivery of Parcels on working days by a specified time (by 10:00 a.m., by 12:00 p.m., or by 5:00 p.m.). Deliveries are only effected from 9:00 a.m. to 5:00 p.m. Parcels with delivery by 12:00 p.m. are available only in selected areas, whereas Parcels with delivery by 5:00 p.m. are delivered all over the country. You can also order the „Timed Delivery" service, which guarantees delivery within 30 minutes before the specified time.

9.3 We also offer an additional service which makes it possible to deliver Parcels to the Addressee on Saturdays. The Service applies to Parcels dispatched on Fridays to towns or cities with branches of our courier network. The list of such towns and cities is available at www.inpost.pl.

9.4 Shipments are delivered directly to the Recipient or an authorized representative at the address specified on the Waybill. In the case of Postal Service, a Parcel may also be delivered to an adult household member or other persons authorized in accordance with the provisions of the Postal Law.

9.5 If operationally possible, we may allow the Recipient to change the delivery location to a Parcel Locker, POP or another location different from the one originally specified. This option, referred to as "Dynamic Parcel Redirection" indicated on the Waybill or Shipping Label, is available under the following terms:

- a) delivery place changed to Parcel Locker or POP:
 - i. The Parcel Locker or POP must be within the area of the Branch that was originally responsible for delivering the Parcel to the initially specified address. If the selected place is not within this area, the Recipient will be notified while placing an order.
 - ii. The Parcel must meet the requirements in terms of weight and dimensions for the Parcel Locker.
 - iii. The Parcel cannot be dispatched as part of SmartCourier or Standard Pallet service.
 - iv. The Sender must specify the Recipient's phone number. If only a phone number is available, Dynamic Parcel Redirection is possible if the Sender has purchased the „SMS Service" or if the Recipient uses the Mobile Application.

- Should any of the aforementioned conditions not be fulfilled, the Recipient will be offered the possibility to redirect the parcel under alternative terms, as outlined in the next section.
- b) In order to change the place of delivery to a different address, certain address details such as postal code, town or city and street must remain unchanged. Dynamic Parcel Redirection to an address on a different street than the one specified in the Waybill or Shipping Label is not possible.
- c) A change of the delivery location by the Recipient in the case of a Freight Shipment is only possible if the Sender has not specified otherwise in the Waybill.

- d) A different delivery location can be agreed through a dedicated link or the "Redirect" button that leads to our Website. The link is available in a text message, an e-mail or the Mobile Application if Dynamic Parcel Redirection is possible. It is valid until the Parcel is delivered or made available for collection from the Parcel Locker or POP.
- e) The list of available Parcel Lockers or POPs to which a Parcel can be redirected is made available based on their current availability. Therefore, at the moment of placing a redirection request, not all Parcel Lockers or POPs in our network may be available for selection by the Recipient.
- f) The functionality of changing the delivery address is made available to the Recipient free of charge.
- g) To use Dynamic Parcel Redirection, the Recipient's end device must be connected to the Internet and have an up-to-date web browser installed. The fee for connecting to the Internet is in accordance with the telecommunications operator's rates.
- h) Dynamic Parcel Redirection may be permanently or temporarily unavailable if the Parcel has a status that prevents redirection due to legal, technical, or operational reasons, such as detection of prohibited contents or delivery,
- i) We do not apply the mode referred to in item 9.6. for Dynamic Parcel Redirection.
- j) If a Parcel Locker or POP is full, out of order, unavailable, or under maintenance and this prevents delivery through Dynamic Parcel Redirection, we will place the Parcel in a temporary POP or Parcel Locker no more than two kilometres from the originally selected redirection location. In this case:
 - i) the period of storing the Parcel in the storage place is as follows:
 - One calendar day after placing the Parcel in a temporary POP or Parcel Locker,
or
 - If the day the Parcel is placed falls directly before a public holiday, the storage period also includes that day and the public holidays immediately following it. In such a case, storage takes place exclusively in a temporary Parcel Locker
or
 - If the day the Parcel is placed falls before a calendar day that is immediately followed by a public holiday and subsequent public holidays, the storage period also includes that calendar day and the public holidays. In such a case, storage takes place exclusively in a temporary Parcel Locker. "Public holiday" referred to above is a day off work as per the Polish law (except Sundays, unless the Public holiday falls on Sunday, e.g. Easter Sunday).
 - ii) If the Parcel is placed for storage in a temporary POP or Parcel Locker, we will send a text message, an e-mail or a Mobile App notification to the Recipient with the following information:
 - that the Parcel has been placed in a temporary POP or Parcel Locker,
 - that the storage period has finished and delivery to the place covered by Dynamic Redirection has started,
 - that the Parcel has been placed in its target redirected location once the process is completed.
 - iii) During the Storage Period, we offer the possibility to pick up the Parcel from the temporary POP or Parcel Locker, excluding periods when these facilities are out of service. If the Recipient fails to collect the Parcel within this time, we will retrieve it from the storage location on the day following the end of the Storage Period in order to deliver it to a location covered by Dynamic Redirection. The Recipient may pick the Parcel up before we pick it up. Once the storage is completed, we apply general rules of delivery.
 - iv) If storage rules need to be applied because of maintenance work on systems supporting POPs or Parcel Lockers, we will treat the maintenance day as a public holiday. The storage period is determined in line with the principles concerning public holidays. System maintenance must not take more than one calendar day. We will inform you at least 7 days in advance through a notice on our Website, and we may also send notifications via the Mobile App, e-mail, or SMS.

9.6 If the Recipient has chosen to use Dynamic Parcel Redirection and meets the conditions specified in the Terms and Conditions, they may, in certain cases, be eligible for weekend delivery of the Shipment. They will have such a possibility if:

- a) the following conditions are met jointly:
 - i) the Parcel was sent by the Sender on Friday – within the applicable cut-off times. The Parcel will be considered dispatched if it has been handed over by the Sender to the Parcel Locker or POP, or if the Sender has placed a courier pickup order before the cut-off time, provided the Sender does not use a regular courier pickup system, or if we made an unsuccessful delivery attempt to the Recipient on Friday, which resulted in a delivery notice being left.
 - ii) The Branch which was supposed to deliver the Parcel must be equipped with an automatic sorting device.
 - iii) The Parcel will meet other conditions that make it possible to use Dynamic Parcel Redirection.
- b) When using the weekend delivery option, it will not be possible to redirect the Parcel to another address or location. Address details specified in the Waybill and Shipping Label must remain unchanged. In this regard, Dynamic Parcel Redirection for weekend delivery to an address other than that specified on the Waybill or Shipping Label is not possible.
- c) The POP to which the Parcel is to be redirected must also be open on Saturdays to enable us to deliver the Parcel there on that day.
- d) Recipients eligible for the Dynamic Parcel Redirection functionality with the option of weekend delivery will be notified via a PUSH notification sent through the Mobile Application. If they don't use the application, they receive a text message,
- e) using the aforementioned functionality by the Addressee is free of charge.

9.7 If one of the situations below occurs:

- a) the Recipient is not available at the specified address while the Parcel is delivered,
- b) there is no person authorized to pick up the Parcel as per item 9.4 above,
- c) the Recipient cannot pay the COD amount in cash or cashless which renders it impossible to release the Parcel sent against cash on delivery,

we will try to reach the Recipient per telephone to agree on another attempt at delivering the Parcel the same day. If it not possible to reach the Recipient or deliver the Parcel the same day, we will take another attempt at delivery on the next working day. In the case of the Recipient's repeated absence, we shall leave a notice of attempted delivery at the delivery address or inform the Recipient via SMS, email, or through the Mobile Application that the Parcel may be collected within the following 72 hours at the location and time specified in the notice.

9.8 Verification of the Recipient in the situation described above is carried out based on the delivery notice or by using the phone number and the code sent by us. Verification at the Parcel Service Point (POP) is done solely based on the Parcel number, phone number, and pickup code. A detailed scope of data required to collect the Shipment is specified every time.

9.9 A notified Parcel may be held only if accurate contact details of the Recipient have been provided.

9.10 A notified Parcel is stored in the specified POP for 72 hours starting from the second attempt at delivery. However, if, during this period, there is a day when the designated pickup location was closed for the entire day, the notification period shall be extended by 24 hours for each such day.

9.11 If the Recipient fails to pick up the Parcel within the specified deadline, we will return it to the Sender in line with the T&Cs.

9.12 The Parcel will also be returned if the Sender refuses to accept it or if the address is wrong.

9.13 When are Parcels not notified?

- a) If, at the time of dispatch, the Sender provided us with Parcel dimensions exceeding 640 x 380 x 410 millimetres. Then, following two attempts at delivery, we will return the Parcel to the Sender and inform the Recipient about it.

- b) If, having accepted the Parcel, we discover that its dimensions exceed 640 x 380 x 410 millimetres (compared to the dimensions provided by the Sender when placing the Service order), and the staff at the designated pick-up point refuse to accept the Parcel due to its size, we reserve the right to return the Parcel to the Sender or take other appropriate action in accordance with our Terms and Conditions. In such cases, we will inform the Recipient that no notification has been issued and will make a third delivery attempt. If this attempt is unsuccessful, the Parcel will be returned to the Sender.

9.14 A Parcel is considered lost if it has not been delivered or notified within 30 days from dispatch.

9.15 A Parcel may be collected during POP's opening hours. Opening hours and information on maximum sizes of Parcels and available services can be found on our Website.

9.16 If an Item is delivered whose weight exceeds 30.00 kg, we apply the following rules:

- 1) The Courier delivers items weighing over 30 kg only to the building entrance if the delivery address is located on an upper floor or in a multi-unit building.
- 2) Non-palletized items weighing between 30 kg and 50 kg are delivered on a "side-to-side" delivery basis. The courier unloads the item at a location accessible to the delivery vehicle, and the Recipient is responsible for any further unloading.
- 3) Palletized items weighing between 30 kg and 50 kg can be delivered on a "side-to-side" or "dock-to-dock" basis. Under the "dock-to-dock" system, the Recipient is responsible for unloading the item from the courier's vehicle using their own resources, such as loading docks and forklift trucks.
- 4) We recommend that the Recipient have their own resources that enable the delivery process to be rendered as above.

9.17 A cash on delivery parcel is only released once full payment has been made.

9.18 Confirmation of Parcel delivery may be done electronically. The Recipient (or another authorized person) confirms receipt by providing a handwritten signature on the courier's terminal or by giving the pickup code to the courier.

9.19 The confirmation of delivery of a COD Parcel also serves as confirmation of payment for the Parcel.

9.20 In accordance with applicable regulations and complaint procedures, any comments regarding the Services or the condition of the Parcel should be reported by the Recipient at the time of receipt by noting them on the delivery confirmation.

9.21 We do not deliver Parcels to post office boxes of the Polish Post.

9.22 Information on Parcels is available via our helpline numbers (722-444-000 or 746-600-000, call charges as per the telecommunications operator's rates). You can obtain information on the status of your Parcel or Additional Services related to it. During the authorization process, we may request the following information: first name, last name, company name (if applicable), telephone number, e-mail address, Shipping Label number, dispatch number, or pickup code.

9.23 Prior to Parcel delivery, the Recipient may request information about the Sender. and in specific cases, we may also provide general information regarding the reason for the failed delivery, unless the Sender has requested the Parcel to be returned or has changed the Recipient. The Recipient may also find out who is the Sender of a Parcel returned due to non-collection. This information may be given to third parties only in compliance with the law.

9.24 If the Recipient's behaviour during delivery violates principles of social conduct and prevents the Courier from performing their work safely, the Courier has the right to discontinue delivery. We will then contact the Sender for further instructions, and if contact is unsuccessful, we will return the Parcel to the Sender.

§ 10. What are the rules of InPost Fast Send service?

10.1 We make it possible for Retail Customers to order Primary Services without having to create separate accounts. We call this functionality "InPost Fast Send" and all the rules set out in the Terms and Conditions apply to it, with the exceptions described below.

10.2 InPost Fast Send service is available:

- 1) at the following address: <https://inpost.pl/szybkienadania/en>, or
- 2) in InPost Mobile.

10.3 In the case of Fast Send we do not provide any Additional Service:

- 1) We do not apply the Terms and Conditions to the extent it concerns the Application.
- 2) We do not render Cash on Delivery service.
- 3) We do not provide the courier pick-up service.
- 4) We do not separately offer the Additional Cover service, but this service – up to PLN 5,000, is included in the price of the Primary Service ordered as part of Fast Send services.

10.4 Payment for Fast Send services:

- 1) The price for the Service ordered via Fast Send is shown in the Price List and where you can use Fast Send (i.e. on the inpost.pl/szybkienadania/en website and InPost Mobile).
- 2) The fee for the service ordered via Fast Send must be paid in advance at the time of its finalisation. Payment is made through a payment administrator with whom we have a contract for handling the payment process and who provides various payment methods.
- 3) The fee has been paid when the Sender (where it is possible to use Fast Send) makes a payment for the Service as per the Price List. Payment cannot be made via the Parcel Locker or at POP.
- 4) We will issue a VAT invoice when the Retail Customer selects the appropriate check-box when ordering the Service. The VAT invoice will be sent to the e-mail address, which the Retail Customer provided on the website inpost.pl/szybkienadania/en or in InPost Mobile.

10.5 When ordering the Service via Fast Send, the Sender must provide the following details of both the Sender and the Recipient:

- 1) full name,
- 2) e-mail address,
- 3) telephone number.

10.6 Full liability for providing wrong details rests with the Sender.

10.7 Designation of the Parcel:

- 1) When ordering a Service via Fast Send, the Sender may choose whether they wish to send the Parcel:
 - a) with a Label (which should be affixed to the Parcel packaging in accordance with the Terms and Conditions – in the InPost Mobile app, a shipping code is used instead of a Label) or
 - b) with a digital shipping code (which must be entered in the Parcel Locker and written on the Parcel packaging). The shipping code can also take the form of a QR code and can be used in Parcel Lockers equipped with a QR code reader (in the case of App Parcel Lockers, using the QR code is the only way to dispatch a Parcel). The Terms and Conditions concerning Labels do not apply to shipping codes.
- 2) If the Label or shipping code has not been used within the validity period (even after extension at the Sender's request), we will refund the fee for the Service ordered via Fast Send, if the Sender requests it. The refund is made within 14 days from the date of submitting the request by the Sender, through the payment administrator. A request for a refund can be made via the online form: : <https://inpost.pl/en/contact-form>.

10.8 The refund method described above for the Label is also applied to refunds related to payment for Fast Send Services.

10.9 A Parcel sent via Fast Send can be returned to the Dispatch Parcel Locker or Dispatch POP or to the Branch that operates the above Parcel Locker or POP.

§ 11. How to return Parcels?

11.1 The return of undelivered or uncollected Parcels is chargeable at a rate equivalent to the Primary Service fee – the Parcel dispatch fee – unless otherwise provided for in the Price List.

11.2 Returns are sent to:

- 1) the Parcel Locker in which the Shipment was dispatched,
- 2) the Parcel Point in which the Parcel was dispatched; if such a Parcel Point does not support deliveries, we return the Parcel to its dispatch address,
- 3) the address of the Sender's premises or headquarters from which the courier picked up the Parcel, if it was sent via a Courier,
- 4) the address agreed on with the Sender if the Dispatch Parcel Locker is located in a fast track security zone at an airport.

11.3 Unclaimed Parcels sent without a Label are returned to the Dispatch Parcel Locker or to the address agreed by us with the Business Customer.

11.4 If we have not specified other exceptions, the Sender collects returned Parcels on the principles analogous to their delivery (the rules and methods of Parcel delivery are described above):

- 1) in the case of returns to Parcel Lockers and Parcel Points, the delivery rules stipulated for these facilities will apply accordingly,
- 2) in the case of return to the address of the Sender's premises or headquarters, the delivery rules stipulated for the Primary Service will apply,

11.5 A Parcel is considered undeliverable and is directed to our Undeliverable Parcels Warehouse in the following cases:

- 1) no address or wrong address of the Sender or
- 2) refusal to accept the Parcel by the Sender (also when the Sender did not provide the address for returning the Parcel) or did not pay the fee or surcharge for returning the Parcel).

11.6 We will attempt to determine the address of the Sender or the Recipient by opening the Parcel and verifying its contents, in accordance with applicable laws.

11.7 Business Customers who have a business agreement with us may receive returned parcels directly to their headquarters. This service is subject to a fee and returning a single Parcel costs as much as the basic shipping fee.

§ 12. What are undeliverable parcels?

12.1 A Parcel is considered undeliverable and is directed to our Undeliverable Parcels Warehouse in the following cases:

- 1) no address or wrong address of the Sender or
- 2) the Sender refuses to accept the Parcel or fails to pay the fee or a surcharge for returning the Parcel,

12.2 We will attempt to determine the address of the Sender or Recipient by opening the Parcel and verifying its contents, in accordance with applicable laws.

12.3 If opening the Parcel does not enable its delivery or return to the Sender, or if the Sender refuses to accept the returned Parcel:

- 1) The correspondence and its packaging will be destroyed by us in a manner that prevents any information from being recovered from the Parcel and its packaging, no sooner than 60 days after the Parcel has been opened.
- 2) The remaining content of the Parcel and its packaging will be destroyed by us in a manner that prevents any information from being recovered from the Parcel and its packaging, no sooner than 12 months after the Parcel has been opened. If we receive a complaint regarding this Parcel before the end of this period, we cannot destroy its contents and packaging until our response to the complaint becomes final.

12.4 We do not destroy the following contents of a Parcel:

- 1) money,
- 2) securities,
- 3) valuable items,

- 4) items of historical, scientific, or artistic value,
- 5) military equipment,
- 6) items whose possession requires a permit (in particular, firearms, ammunition, explosives),
- 7) identity documents of any kind,
- 8) items that are antiques or archival material.

In such cases, the provisions of the Act on Found Property and the relevant provisions of the Civil Code shall apply.

12.5 If opening an undeliverable Freight Shipment does not enable its delivery or return to the Sender, the provisions of the Transport Law Act shall apply.

§ 13. What are we responsible for?

13.1 If we fail to perform or improperly perform the Postal Service, the provisions of the Civil Code shall apply, unless the Postal Law or the Transport Law provides otherwise.

13.2 We bear no liability if non-performance or improper performance of the Service resulted from:

- 1) a force majeure event,
- 2) causes on the part of the Sender or Recipient beyond our control,
- 3) infringement of the legal provisions by the Sender or Recipient,
- 4) properties of the Parcel content.

13.3 If we invoke any of the above circumstances, we are obliged to prove that they actually occurred.

13.4 We are liable for the non-performance or improper performance of the Postal Service to the extent specified in the Postal Law and the Terms and Conditions, unless the non-performance or improper performance:

- 1) is a consequence of tort;
- 2) resulted from our deliberate fault;
- 3) results from our gross negligence,

- in such circumstances, these claims shall expire in accordance with the general provisions of law (i.e. including the limitation periods specified in the Civil Code), and our liability in relation to such claims shall not be subject to the limitations set out in the Terms and Conditions or the Postal Law, but shall instead be governed by the general provisions of law, including the Civil Code.

13.5 The following shall be considered non-performance of the service:

- 1) the Parcel was lost (missing or completely destroyed),
- 2) the delivery of the Parcel or the notification of an attempted delivery occurred more than 30 days after the date of dispatch.

13.6 The following shall be considered improper performance of the Service:

- 1) the Parcel was delivered past the guaranteed deadline,
- 2) the shipment was destroyed or its value was diminished,
- 3) we performed the service in a manner inconsistent with the order and the provisions of the Postal Law or the Transport Law.

13.7 A claim for improper performance of the Postal Service expires upon acceptance of the Courier Shipment without reservations. An exception applies when shortages or damages not visible from the outside are discovered by an authorized person after accepting the Parcel and reported to us within 7 days of its receipt. It must be proven that damage occurred between the time the Parcel was accepted by us and delivered to the Recipient. The Recipient may file an electronic damage protocol via the form available at: <https://inpost.pl/en/protocol>.

- 13.8 A claim for shortage or damage to a Freight Shipment expires upon acceptance of the Parcel without reservations, unless:
- 1) the damage was officially recorded in a protocol before the Freight Shipment was accepted by the Recipient,
 - 2) our fault was determined,
 - 3) the shortage or damage resulted from our deliberate fault or gross negligence,
 - 4) the Recipient discovered damage that was not externally visible after accepting the Freight Shipment and, within 7 days, requested an inspection of its condition and proved that the damage occurred between the time the Freight Shipment was accepted for transport and its delivery.
- 13.9 The provisions of Chapters 7 and 8 of the Transport Law apply accordingly to the Operator's liability for the non-performance or improper performance of the Transport Service.
- 13.10 We are not responsible for any other items left in the Parcel Locker Box, other than the Parcels we handle.
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§ 14. Up to what amounts are we responsible?

- 14.1 In the event of non-performance or improper performance of the Primary Service, it is possible to claim compensation:
- 1) for the loss, shortage, or damage of a Parcel (not being a correspondence parcel) – compensation is provided in the amount of the ordinary value of the lost or damaged items;
 - 2) for the loss of a Parcel containing correspondence – compensation is provided in the amount of ten times the fee for the Service, but not less than fifty times the fee for 'treating a letter as registered,' in accordance with the universal price list of the designated operator;
 - 3) exceeding the guaranteed delivery time of the Parcel – compensation in an amount not exceeding twice the fee for the main Service;
 - 4) for the loss of a Parcel with Additional Cover – up to the amount specified in the additional cover amount table for the given Parcel (Additional Cover is described in a later section of the Terms and Conditions).
- 14.2 The rules for determining compensation for non-performance or improper performance of the Transport Service are defined based on the provisions of the Transport Law, taking into account the content of the Terms and Conditions.
- 14.3 We pay compensation upon acceptance of the complaint, provided that the complainant has requested compensation in the complaint. If the amount of compensation has not been specified, and the entitlement to compensation is evident, we will ask the complainant to indicate the amount of compensation they are claiming. This does not mean that we will pay the requested amount, but we will assess it according to the amounts to which we are liable and to which cases this applies.
- 14.4 In the event of non-performance of the Service, we will refund the fee collected for it, regardless of any compensation that may be due to the complainant.
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§ 15. Who can file a complaint, when and how?

- 15.1 In the event of non-performance or improper performance of the Primary Service, the right to file a complaint is held by:
- 1) the Sender or
 - 2) the Recipient:
 - a) when the Sender waives their right to pursue a claim from us, or
 - b) if the Parcel has been delivered to the Recipient.

15.2 A person wishing to file a complaint can do so in the following manner:

1) electronically:

a) by filling out and sending the complaint form (<https://inpost.pl/en/reklamacja>) available on our Website,

or

b) to the following e-mail address: bok@inpost.pl,

or

c) via our MAT Chatbot, which is available on our Website, via InPost Mobile, our official Facebook profile, as well as the WhatsApp application,

2) in writing, by sending or delivering it to the following address: "InPost sp. z o.o., ul. Pana Tadeusza 4, 30-727 Kraków", with a note: "Dział Reklamacji",

or

3) by telephone, by calling the helpline at +48 722-444-000 or 746-600-000 (accessible from both landline and mobile networks, with call charges as determined by the telecommunications operator handling the connection),

or

4) in writing or orally (confirmed in a written report) at a POP.

15.3 A complaint may be filed within 12 months from the day a Parcel is sent at the latest.

15.4 If you want to file a complaint concerning more than one Parcel, you should file a separate complaint for each Parcel. The rule is one Parcel – one complaint.

15.5 In the case of complaints submitted electronically, the person filing the complaint is identified by us based on the data we hold. This information is cross-checked with our system records to verify whether the individual lodging the complaint is duly authorized to submit it. These data include, among others, the Label number, e-mail address or telephone number.

§ 16. What should the complaint contain?

16.1 The complaint must contain at least:

- 1) full name of the Sender or Recipient, or the company name and correspondence address or registered office address of the Sender or Recipient,
- 2) what the complaint is about,
- 3) date and place the Parcel was dispatched,
- 4) Parcel number,
- 5) justification of the complaint,
- 6) amount of compensation, if requested,
- 7) signature of the person making the complaint in the case of a written complaint,
- 8) date of making the complaint,
- 9) list of attached documents,
- 10) telephone number or e-mail address so that we can contact the person making the complaint.

- 16.2 The following documents should be attached to the written complaint, and the envelope should be marked with the complaint number (IPK), if it has already been assigned:
- 1) original or printout of the Parcel dispatch confirmation,
 - 2) statement on the waiver of claims, if the Sender transfers their rights to the complaint onto the Recipient,
 - 3) damage report drawn up on receipt of the Parcel or a copy thereof, or
 - 4) declaration of loss or damage to the Parcel (made by the person accepting the Parcel at the time of receipt),
 - 5) information and evidence of the Parcel shipment or delivery,
 - 6) packaging of the damaged Parcel (if we request it),
 - 7) a statement regarding the discovery of hidden shortages or damages to the Parcel (submitted within the 7-day period for reporting damages not visible from the outside of the Parcel, as specified in the Terms and Conditions above),
 - 8) documents confirming improper performance of the delivery service – for review.
- 16.3 A complaint submitted electronically should be accompanied by copies of the documents indicated above. If necessary, we may ask for the originals of those documents.
- 16.4 Original documents are returned to the person filing the complaint at their request. If no request is filed, we will return the original documents once the complaint procedure is finished at the latest.
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§ 17. Can we respond to the complaint by email?

If an electronic complaint (or an appeal against a complaint) is submitted and the complainant provides their email address, it means the complainant agrees that we send them notices, notifications, responses to the complaint, or responses to the appeal electronically, to the email address provided.

§ 18. W jakim terminie rozpatrujemy reklamację?

- 18.1 We review complaints immediately and provide a response within no more than 30 days from the date of receiving the complaint.
- 18.2 The deadline is considered met if we send a response to the complaint within that period. If the complaint has been submitted electronically and an email address for the response has been provided, this is tantamount to a consent to receive correspondence regarding the complaint via electronic means to that address.
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§ 19. What do we do if the complaint is incomplete?

- 19.1 If the complaint is incomplete and cannot be properly reviewed as a result, we will request the complainant to supplement the complaint within 14 days from the delivery of the request, to the address specified in the request. This period is not included in the complaint processing time.
- 19.2 We will leave the complaint unrecognized if the complainant fails to fill out the complaint by the deadline specified above.

§ 20. What do we do if an unauthorized person has filed the complaint?

If the complaint is filed by an unauthorized person, such a complaint is considered unfiled. We will inform that person about this, also indicating who may file the complaint.

§ 21. What is contained in a response to complaint?

21.1 Information on the result of reviewing the complaint contains the following:

- 1) information that the complaint proceedings have been exhausted,
- 2) our details (name and registered address),
- 3) information on whether the complaint has been acknowledged or rejected,
- 4) grounds along with the legal basis being specified,
- 5) amount of compensation (if we have granted it) and information when and how we will pay it (the payment deadline cannot be longer than 30 days from the date of acknowledging the complaint),
- 6) in the case of a refund – specification of the amount to be refunded and information regarding the deadline and method of payment (no later than 30 days from acknowledging the complaint),
- 7) information on the possibility to pursue claims in
 - a) court proceedings,
 - b) in matters of out-of-court consumer dispute resolution before the President of the Office of Electronic Communications,
- 8) right to appeal, indicating the address to which the appeal should be lodged,
- 9) signature of the authorized person responsible for handling the complaint, along with their job title.

21.2 A response to a complaint must additionally include:

- 1) factual and legal justification, where we have refused to acknowledge the complaint in whole or in part,
- 2) reason for retaining the Parcel, for which we had reasonable suspicion that it contained crime-related items or its content posed a threat to humans or the environment (to which we are authorised by the Postal Law).

21.3 If we do not respond to a complaint or appeal within the specified time limit, the complaint is acknowledged, but within the limits of our liability as set out in the Terms and Conditions, the Postal Law and the Transport Law.

§ 22. In what situation and when can an appeal be lodged?

22.1 If the complaint is rejected in whole or in part, the complainant may file an appeal within 14 days from the date of receiving the response to the complaint.

22.2 If an appeal against the complaint decision is submitted after the designated deadline, it will be left unconsidered. We will immediately notify the complainant about it.

§ 23. How and when do we examine an appeal?

23.1 We examine appeals within 30 days. We keep this deadline if we dispatch the Parcel along with a response to the appeal before the end of the period.

- 23.2 The response to the appeal must contain the same information as described above for a response to a complaint.
- 23.3 The response must also include information about completing the complaint procedure and the possibility of pursuing claims in court proceedings or before the President of the Office of Electronic Communications within the framework of out-of-court resolution of consumer disputes.
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§ 24. How do we communicate in the complaint procedure?

Requests, responses to complaints, information on the outcome of an appeal, and notifications are sent by registered mail, except where the complaint or appeal has been submitted electronically. We then communicate per e-mail.

§ 25. When do we pay compensation? Is the complaint procedure obligatory?

- 25.1 We pay compensation within 30 days from the complaint being recognized.
- 25.2 The Sender or the Recipient do not have to go through our complaint procedure and may immediately file a claim against us under the Terms and Conditions before the court or before the President of the Office of Electronic Communications (within the framework of out-of-court resolution of consumer disputes).
- 25.3 The complaint proceedings are exhausted if:
- 1) we refuse to acknowledge the complaint, or
 - 2) we have not paid compensation within the above-mentioned period.
- 25.4 In order for the complaint procedure to be exhausted, it is not necessary to lodge an appeal against the complaint.
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§ 26. What are the rules of the Additional Cover service?

- 26.1 Parcels may be covered with Additional Cover against an extra fee. We offer additional coverage for the Parcel in case of damage, loss, or shortage. The main provisions of the Agreement are available at our Website and at POP at your request. The service prices and the Additional Cover amounts are stated on the Website or in Business Contracts. For Senders who are Consumers, all Parcels are covered up to the amount of PLN 5,000 at no additional cost. We do not offer a protection in excess of this amount to Consumers.
- 26.2 The Additional Cover service for a Freight Shipment or a Collection of Courier Shipments applies to all Items contained within these shipments. The Sender does not need to buy this Service for each Item separately.
- 26.3 In the event of damage, shortage, or loss of a Parcel covered by additional cover, the Sender (or the Recipient, if the Sender has waived the right to claim compensation) is entitled to compensation in the amount of the actual, documented value of the Parcel. For Senders who are not Consumers the compensation may not exceed the amount specified when ordering an extra protection service.
- 26.4 You are entitled to compensation provided for in these Terms and Conditions for lost Parcels not covered by the extra protection.
- 26.5 Parcels covered by the Additional Cover service are governed by the Terms and Conditions, subject to the following amendments:
- 1) The Sender selects the option of Additional Cover in the Application or at a POP and makes payment in line with the Price List.

- 2) A Business Contract with the Business Customer may determine a different mode of payment for the Additional Cover of a Parcel.
 - 3) The Sender must prepare the Parcel so that it is protected against access to content and damage. The Parcel must not contain hazardous or prohibited items, in accordance with the Terms and Conditions.
 - 4) The Sender ensures that the contents of the Parcel comply with the requirements and specifies the amount of additional coverage, which may be:
 - I. up to PLN 5 000.00,
 - II. from PLN 5 001.00 to PLN 10 000.00,
 - III. from PLN 10 001.00 to PLN 20 000.00,
 - IV. from PLN 20 001.00 to PLN 50 000.00 (Business Customers only),
 - V. from PLN 50 001.00 to PLN 100 000.00 (Business Customers only),- in line with the valid Price List,
 - 5) Information about a dispatched Parcel with Additional Cover is displayed in the app used for sending Parcels.
- 26.6 Once you've paid for the Additional Cover service, we'll assign a tracking number to your Parcel.
- 26.7 Complaints related to the Additional Cover service are governed by the Terms and Conditions, subject to the following amendments:
- a) The person submitting the complaint must present documents (in addition to those required by the T&Cs) confirming the actual value of the Parcel (e.g. VAT invoice or other proof of purchase). In the absence of such a document, a written statement of the Parcel contents and other reliable evidence of its value should be provided.
 - b) The complaint and claim for compensation are submitted by the Sender or the Recipient, provided that the Sender waives their claims. This can be done through an authorized representative with appropriate authorization, attaching documents confirming the actual value of the Parcel.
 - c) Compensation is granted for the destruction, damage, or loss of the Parcel in the amount of the actual damage incurred, but not exceeding the amount specified above as the maximum coverage available under additional cover, provided that the additional cover was paid for no later than on the day of dispatch.
 - d) If the entitled person is a VAT payer, the compensation will be paid net without VAT.
 - e) We may request additional information, explanations, and documents from the authorized person, the Sender, and the Recipient in order to clarify and process the complaint.
- 26.8 We reserve the right to apply specific rules regarding additional Parcel protection for different types of Services, particularly those arising from the Business Contract. In such a case, the provisions of the Business Contract prevail.
- 26.9 If the Sender orders the additional Cash on Delivery service, the Parcel must be covered by the Additional Cover service for at least the amount of the Cash on Delivery, in accordance with our policies. If the Parcel is not covered by Additional Cover, the Cash on Delivery additional service will not be performed. The aforementioned principles do not apply to consumers.

§ 27. What are the specific rights of Consumers?

- 27.1 A contract for provision of Services concluded with a Consumer is a distance selling agreement in accordance with the Act of 30 May 2014 on Consumer Rights.
- 27.2 The Consumer may withdraw from the above agreement within 14 days of its conclusion, unless we have fully performed the Service with the Consumer's consent, and the Consumer was previously informed that they would lose the right of withdrawal upon the full performance of the Service by us.
- 27.3 In order to withdraw from the contract, the Consumer must submit a statement, which may be done:
- 1) on the form attached to the Terms and Conditions, sent in writing to our address, or

2) in the content of an e-mail sent to the address: oswiadczenie@inpost.pl (also as an attached scan of the signed form, as described above), or

3) via the form submitted on the Website.

- 27.4 The Consumer who withdraws from the contract covers the cost of the Services to the Operator until withdrawal, as per the Price List.
- 27.5 The Consumer may request performance of the service before the deadline for withdrawal by submitting a statement with such a request in the Application or via the Website.
- 27.6 We provide Consumers with a confirmation of concluding the agreement on electronically supplied Services, to their e-mail address specified in the Application or via InPost Fast Send.
- 27.7 The above rules do not apply if the contract was concluded directly at the Parcel Locker or at a POP.
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§ 28. When is the Service unavailable and what are extraordinary events?

- 28.1 If a governmental authority enacts legal regulations in connection with extraordinary events such as a state of emergency, natural disaster, epidemic threat, epidemic, or state of war, which may pose a risk to the health or life of Senders, Recipients, their personnel, or our personnel, or may threaten the continuity of service provision, we may temporarily suspend, limit, or modify the terms of service provision covered by the Terms and Conditions.
- 28.2 Extraordinary events include: natural disasters (such as drought, fire, earthquake, landslide, flood, storm), war, acts of war (whether declared or undeclared), acts of terrorism, rebellion, revolution, uprising, military or civil coup, riots, civil disturbances, strikes, embargoes, biological or radioactive contamination, lockouts, blackouts, aircraft crashes, explosions (of ammunition, explosives, or flammable materials), epidemics, pandemics, and telecommunications network failures.
- 28.3 Information on the suspension, restriction or modification of the provision of Services is published on our Website. If extraordinary events or acts of state authority do not prevent it, we may also communicate this information to Senders and Recipients via email or SMS.
- 28.4 If the effective date of the suspension, restriction, or modification of services is not specified in the information published on our Website, such changes take effect on the date the information is published.
- 28.5 The suspension, restriction, or modification of services may not last longer than the duration of the state of emergency or extraordinary events. Once finished, this period may be extended for another 7 days.
- 28.6 If the suspension, restriction, or modification of services does not directly result from legal acts issued by governmental authorities, such changes must be proportionate to the specific extraordinary event, its territorial scope, and the degree of threat to health, life, or the continuity of service provision.
- 28.7 The provisions regarding the suspension, restriction, or modification of services also apply to the Price List; however, such modifications may not involve increasing the price for a given Service.
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§ 29. How do we process personal data?

- 29.1 The personal data controller of Senders, persons authorized by the Sender to dispatch the Shipment, and Recipients who are natural persons, whose data we process in connection with the provision of Services covered by the Terms and Conditions, is us, i.e.: InPost sp. z o.o. based in Kraków, at 4 Pana Tadeusza, 30-727 Kraków.
- 29.2 We act in line with the GDPR, i.e. the Regulation of the European Parliament and of the Council (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

- 29.3 Except for the situations provided for in the Terms and Conditions we are not a data controller or a processor of data contained in the Parcels under the GDPR and we are not responsible for their processing. If a Parcel is opened in accordance with the Terms and Conditions, we become the data controller of the personal data contained therein and may process such data solely to the extent necessary to deliver the Parcel, return it to the Sender, or identify the person authorized to dispose of the Parcel.
- 29.4 We reserve the right to monitor activities near Parcel Lockers. Recordings may be used for complaint purposes or shared with authorized entities under the law in force.
- 29.5 Detailed information regarding the processing of personal data by us is available in the Privacy Policy of the Integer.pl Group companies, accessible at the following address: <https://inpost.pl/en/policy>.
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§ 30. What other information should you know?

- 30.1 The Terms and Conditions also apply to Business Contracts concluded before the Terms and Conditions entered into force.
- 30.2 The provisions of the Terms and Conditions do not apply to contracts with Consumers if such provisions would be deemed prohibited clauses or practices that infringe upon their interests. The Consumers are bound by the Terms and Conditions in all other respects unless clearly excluded.
- 30.3 An up-to-date version of the Terms and Conditions along with appendices is available free of charge in all POPs and our Website.
- 30.4 We reserve the right to make amendments to the Terms and Conditions for the following reasons or circumstances:
- 1) changes to legal provisions that affect the Terms and Conditions,
 - 2) certain obligations being imposed by the state authorities or common courts,
 - 3) changes to the Price List or "InPost Shipment Preparation and Packaging Rules".
 - 4) improvement of the Services,
 - 5) a change in the scope of Services or new Services being introduced,
 - 6) improved customer service or complaint recognition
 - 7) improved protection of customers' privacy,
 - 8) preventing abuse when performing Services,
 - 9) ensuring security to clients and us,
 - 10) processing or functional changes of the Application, Mobile Application or Website,
 - 11) operational, economic or market changes,
 - 12) processing or functional changes related to the provision of Services,
 - 13) editorial adjustments of writing or calculation errors,
 - 14) updates to register, address and phone data, as well as references included in the document,
- with the reservation that we will notify of any changes to the Terms and Conditions, Price List and InPost Shipment Preparation and Packaging Rules in the form of a communication published on the Website, at least 14 days in advance.
- 30.5 We may make amendments to the Terms and Conditions without keeping the 14-day notice period when:
- 1) We have been obliged to amend the Terms and Conditions, the Price List, or the InPost Shipment Preparation and Packaging Rules by a state authority, a common court, or pursuant to generally applicable laws, within a timeframe that makes it impossible to observe the 14-day notice period.

- 2) The amendments grant customers new rights or extend their existing rights.
- 3) We are introducing new services, products, or functionalities that do not worsen or replace the services, products, or functionalities already offered.
- 30.6 The Ordering Party, the Sender, and the Recipient may not offset their claims against any amounts due to us.
- 30.7 The Ordering Party, the Sender, and the Recipient may not assign their claims against us to any third party without our written consent.
- 30.8 In matters not governed by the Terms and Conditions, the provisions of the Postal Law (for Postal Services), the Transport Law (for Transport Services), and the Civil Code shall apply.
- 30.9 List of appendices:
 - 1) Contract Withdrawal Form Template For The Consumer.
- 30.10 Only the Terms and Conditions in their full version and in Polish are binding. Translations into other languages, excerpts or summaries are provided for information purposes only.
- 30.11 These Terms and Conditions enter into force on 24 July 2025. The Terms and Conditions of 29 May 2025 shall be repealed as of that date.

APPENDIX 1

CONTRACT WITHDRAWAL FORM TEMPLATE FOR THE CONSUMER IN ACCORDANCE WITH ARTICLE 27 OF THE CONSUMER RIGHTS ACT

(this form must be completed and returned only if you wish to withdraw from the contract)

Addressee:

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

Helpline: 722-444-000 or 746-600-000

(from both landlines and mobile phones, charged at your telecommunications operator's standard rate)

I/We* would like to inform you

withdrawal from the contract for the provision of Services

Date of concluding the contract:

Full name of the Consumer(s):

Address of the Consumer(s):

.....

The Parcel shipping code:

Signature of the Consumer(s)

(only if the form is submitted in a hard copy)

Date:

.....

.....

* Delete where necessary