



InPost International's rules for preparing and packing parcels

Applies to all parcels sent through InPost International's postal and shipping services.

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1 Address labels

A properly completed and applied address label is a key element in the parcel handling process.

It allows the parcel to be efficiently received, registered, sorted and properly delivered. It is also a marking element that will identify the parcel in case of any handling problems.



- **Place the label on the top surface of the package.** Avoid sticking it on the joint (closure) of the package.
- When using foil bags, make sure that the label **is applied on an even surface**, and its fragments do not stick together.
- **Check the print quality of the label.** Make sure it is not damaged and its fragments are not cut off. Print quality is especially important for bar codes.
- **Do not use glossy paper** for printing labels.
- If you use document enclosed wallets stuck on a cardboard box, do not use **label pouch** that may cover the barcode or address details
- **Remove any old address markings, labels and stickers**, especially in cases where the cardboard box has been used before.
- For tubes, **stick the label along its long axis.**
- When using customized IT solutions, **up-to-date directional information on the label** – the correct delivery branch and courier route code – is crucial for processing the shipment.



Examples of incorrect label placement



At InStore <https://inpost.pl/en/packages> you can purchase packaging and supplies that meet all the requirements of the InPost operational process.



Foil bags



Boxes



Labels



Label pouch

Parcel dimensions for InPost International



Size A

Max 80 x 380 x 640 mm
Minimum height: 21 mm



Size B

Max 190 x 380 x 640 mm
Minimum height: 81 mm



Size C

Max 390 x 380 x 640 mm
Minimum height: 191 mm

2 Packing of parcels



1. Select a suitable cardboard box

The packaging should be selected according to the characteristics of the product that will be transported in it. The cardboard box should have the appropriate hardness and should not have mechanical damage. Depending on the fragility of the goods to damage and their weight, choose the appropriate thickness of the packaging – for example, for packages weighing more than 5 kg, use a cardboard box with a minimum of two layers (grade of 375 g/m²); for packages of more than 20 kg, use three-layer cardboard box (with a grade of more than 427 g/m²).

- **How to verify the quality of a package?**

Press the top, a side, and an edge of the package - if the cardboard box deforms or becomes damaged, it means that the external package is insufficient.



2. Fill the package

Put filling material into the empty space inside the cardboard box. The purpose of the filling is to face the external factors that affect the parcel and to prevent them from affecting the product. The correct filling inside the package prevents damage resulting from crushing.

- **How to verify the quality of the filling?**

Press the upper and the side part of the package - if the cardboard crushes, this means that the cardboard box is not filled, or the filling is insufficient.



3. Immobilize the product inside

Immobilization of the product is intended to prevent the possibility of movement of the contents inside the package. A moving product can damage itself (e.g. against another product, against the package) or puncture the package and damage another parcel.

- **How to verify the quality of immobilizing?**

Lift the package up and shake - if the content inside the package moves, this means that the content is not immobilized correctly.



4. Separate the products inside

Separating the products eliminates the risk of mutual damage or of damaging the package. Use this method of packing in the case of sending several unit packages.

- **How to verify the correctness of packaging?**

Lift the parcel up and shake - if noise (knocking, ringing) can be heard inside the parcel, this means the products are not separated.



5. Secure the product

Under transport conditions, it is impossible to ensure a fixed position of the parcel, so all sides of the contents inside the package must be evenly secured and have a relatively stable position. Note that in the process of sorting and transportation, the parcel can be arranged in different ways – on each side.

● How to verify if the product is secured?

Press the top and two sides of the package – if the packed product can be felt through the package, it means that it is not secured on all sides and is in contact with the packaging.



InPost company packaging – foil bag

The contents of the foil bag should not exceed a weight of 2 kg, due to the standard strength level of this type of packaging. It can carry documents, small cardboard packages containing light goods that do not have sharp, angular shapes that could cause the package to be cut from the inside.



6. Close and seal

Properly closed and taped packaging prevents the package from spontaneous opening and loss of contents. Method of properly closing and taping the parcel – closing using the so-called double „H” method. Use tape with a minimum width of 48 mm.

● How to check the correctness of closing and sealing?

Press the top and bottom of the package at the point of gluing with adhesive tape – if the adhesive tape peels off the cardboard box, thus causing access to the contents, it means that the parcel is incorrectly closed and sealed.



“BOX in BOX” method

Products from sensitive groups, including sharp items such as kitchen knife or pocket knife, should be packed using the „BOX in BOX” method – the space between the outer BOX and the inner BOX will further protect the goods. This method is also recommended for the shipment of other goods, the carriage of which requires special care. Cosmetics in glass packaging packed by the „BOX in BOX” method should be additionally wrapped with bubble wrap/foam. The cardboard box should be selected depending on the weight – a double-layer cardboard box of a density of 375g/m² (up to a weight of 5 kg) or a density of 427g/m² (with a weight of more than 5 kg).

Proper protection of the blade



Examples of fillers

- the protection must be selected according to the selected goods



**Polystyrene
filler**



**Foam
sheets**



Air bags



**Folded
paper**



Paper pulp



**Wood
wool**



**Bubble
wrap**



**Styrofoam
protection**



**Expanding
foam bags**

Packing of parcels – suitcase, backpacks, bags

IMPORTANT

Remember that all shipments must be packed in a cardboard box or tightly wrapped in stretch wrap including protruding parts like wheels and handles of travel suitcases. **Improperly packed items are at risk of damage during transportation.**

When preparing your suitcase for transport, be sure to read:

- Section 1 of the Guide - **Parcel dimensions for InPost International** (page 5)

Here you will learn about the maximum size your package can have;

- Section 2 of the guide - **Packing of parcels** (page 6)

Where we advise you on how to properly place the item in the package so that it arrives safely at its destination;

- Section 3 of the guide - **Product range** (page 10)

This will ensure you that object you want to pack in your suitcase meets our requirements.

Use cardboard packaging or wrap tightly with stretch wrap. Any item that protrudes beyond the outline of the packaging is vulnerable to damage during transport, so handles and wheels should also fit inside the cardboard box or be wrapped in stretch.

If your suitcase allows you to freely remove the wheels or handles, do so before packing it.



Remember that the maximum dimensions of the size C are:
Max 390 x 380 x 640 mm, minimum height: 191 mm.

3 Product range

ADVICE: Your parcel has a long journey ahead of it. It's going to be sorted, stacked, and transported – that means you need solid protection for shock-prone products.
REMEMBER: the CONSIGNOR should verify Attachment No. 8 (Retail Client) / Attachment No. 10 (Business Client) to the Regulations: Forbidden Items, to see if the items being shipped are accepted in the delivery country.



Electronics, Household Appliances, Consumer Electronics

Electronics, household equipment, radio & TV products should be protected against shocks in transport. The recommended packaging method is to keep a separation of 2-5 cm - adding a filler - between the products and the external package, which will limit the risk of damaging the commercial package and the product. When sending products in commercial packages, we recommend using at least stretch foil as a protection for the external cardboard box. For larger and heavier products, the best internal protection method are styrofoam profiles.



TV sets and monitors

Shipment of TV sets and monitors larger than 28 inches is prohibited in the InPost network. Smaller monitors and TVs should be packed in a cardboard box of adequate strength; recommended filling: polystyrene profiles.



Clothing

Transportation of clothing does not entail additional packaging requirements. Care should be taken to ensure that the size of the packaging is matched to the volume of the goods being transported – this will prevent the cardboard box from deforming or cracking.



Cosmetics

The carriage of cosmetics is allowed in the InPost system, however, additional conditions are required:

- the cosmetics should be in factory sealed packages;
- the maximum permissible capacity of a unit package is 750 ml;
- the whole should be protected against spontaneous leakage; for cosmetics in liquid form – the cap is particularly sensitive.
- The recommended way to pack cosmetics in liquid form is to use flexible, leak-proof pouches;
- transportation of aerosols and ADR/LQ goods is prohibited in the InPost network;

Remember to check temperature requirements. During hot and cold weather, our means of transport and the APMs are neither cooled nor heated!

It is permissible to transport cosmetics in glass unit packages, with proper protection in accordance with InPost's packaging instructions located in section 2 – packaging of parcels using the „BOX in BOX” method.



Artificial jewelry

We allow the shipment of artificial jewelry, including:

- steel and surgical steel jewelry
- jewelry made of copper
- jewelry made of beads
- ethnic jewelry and jewelry products of artistic nature
- cufflinks made of plastic
- products made of plastic (brooches, bracelets, pins, chains, etc.)
- devotional articles
- articles containing synthetic stones
- products made of string or cord.

The package should be tightly filled (bubble wrap, paper, Styrofoam) to limit the movement of the wrappings inside according to the InPost packaging instructions located in section 2. "Packaging of parcels".



Furniture

The transported furniture should be disassembled. Individual pieces of the furniture should be separated by dividers. Furniture elements should be protected with a sheet of polyurethane foam, the corners covered with polyurethane angles (3-4 cm thick) – all packed in at least a three-layer hard carton box with a density of at least about 800 g/m², secured with adhesive tape or plastic strap.



Sinks, washbasins, bowls and water closets

The transportation of sinks, washbasins, bowls and water closets requiring special conditions during transport and sorting (in particular: ceramic, granite and fragranite, brittle, breakable) is prohibited in the InPost network.



Sharp objects

The transportation of sharp objects is allowed, provided that they are properly packaged. This type of assortment **must** be packed using the BOX in BOX method (**after securing the blade with a carton clamp** – instructions for proper packing are on page number 8) or if the manufacturer has packed the item in a blister it is required to use additional outer cardboard box packaging.

Excluded from carriage are all items constituting weapons in accordance with generally applicable laws, including in accordance with the Act of 21 May 1999 on Weapons, Ammunition and Other Explosive or Flammable Materials (including weapons within the meaning of Article 4(1) of the Act of May 21, 1999 on Weapons and Ammunition).



Glass articles

The carriage of glass and ceramic articles is prohibited in the InPost network, with the exception of provisions for cosmetics.



Fertilizers

Towary zakazane w sieci InPost:

- chemically and biologically active items
- agents with explosive, flammable, oxidizing, irritant, corrosive, sensitizing, carcinogenic, mutagenic and reproductive toxicity properties
- goods subject to ADR/LQ regulations
- goods emitting intense odor
- liquid goods with a unit package volume of more than 750 ml.



Stones and coal

The carriage of aggregates: among others, stones, coal and related materials is prohibited in the InPost network.



Groceries. Food supplements.

The carriage of perishable goods that require controlled temperatures and/or special storage and carriage conditions is prohibited in the InPost network. Other goods are accepted without additional conditions, with the exception of liquid goods – the maximum capacity of a unit package is 750 ml, provided that it is protected against spontaneous leakage (excluding bottles and glass packaging).



Medical products. Medical devices

The carriage of medical products is prohibited in the InPost network. An exception is allowed for the carriage of products classified in Class I (including orthopedic collars, examination gloves, devices with a measuring function, sterile devices).

The carriage of hemp and hemp products is prohibited in the InPost network – with the exception of fibrous hemp (*cannabis sativa sativa*) and hemp products derived therefrom (including hemp fiber products), for which the THC concentration level is below 0.30%.



Alcohols, tobacco products, e-cigarettes

Alcohols, tobacco articles, e-cigarettes are prohibited in the InPost International network.



Chemical articles

Goods prohibited in the InPost network:

- chemically and biologically active items,
- agents with explosive, flammable, oxidizing, irritant, corrosive, sensitizing, carcinogenic, mutagenic and reproductive toxicity properties
- goods subject to ADR/LQ regulations,
- liquid goods with a unit package volume of more than 750 ml.

It is permitted to transport liquid goods with a unit package volume of less than 750 ml, provided that it is protected against spontaneous leakage.



Advertising and printing materials

It is permissible to use wrapping paper as external protection, but the appropriate number of layers should be considered depending on the parcel weight. If wrapping paper is used, the corners of the parcel should be protected with cardboard corners. Advertising and printing materials weighing more than 10 kg should be bound with a minimum of two perpendicular plastic straps.



Containers for the carriage of gases, fuel and related products

Only brand new products are allowed to be transported.



Construction chemicals (foams, hardeners)

Goods prohibited in the InPost network:

- chemically and biologically active items,
- agents with explosive, flammable, oxidizing, irritant, corrosive, sensitizing, carcinogenic, mutagenic and reproductive toxicity properties
- goods subject to ADR/LQ regulations,
- liquid goods with a unit package volume of more than 750 ml.
- aerosols (installation foams and related products).



Construction materials

The carriage of construction materials: bricks, cubes, hollow blocks, lintels, concrete blocks, and gypsum boards is prohibited in the InPost network due to their fragility and irregular shapes.



Preservation oils, paints, mordants, universal lubricants, machine lubricants, impregnates, fungicides

In the InPost network, it is prohibited to transport paints, lacquers, preservation oils, mordants, universal lubricants, machine lubricants, impregnates, fungicides.



Weapons and ammunition

It is forbidden to carry in the InPost network weapons.



Drugs, psychotropic substances and psychoactive substances, referred to as „legal highs“

Carriage of drugs, psychotropic substances and psychoactive substances, referred to as „legal highs“, is prohibited in the InPost network.



Car parts, aggregates, mechanical devices

Metal parts must be protected by sharp edges in such a way as not to expose other shipments to damage.

Rechargeable and non-rechargeable batteries are allowed in the InPost network as an integral part of the device (children's cars, scooters, other related devices). All other batteries, shipped separately, are prohibited in the InPost network.

Forbidden in the InPost network is the carriage of components and drive units not protected against leakage of operating fluids – operating fluids should be removed before shipment.

Car windshields, car hooks, body parts and car parts with non-standard shapes (bumpers, exhaust systems) are prohibited in the InPost network.



Tires

The carriage of tires is prohibited in InPost International



Windshield washer fluids

The carriage of windshield washer fluids is prohibited in the InPost network.



Car oils, brake fluids and related products

The carriage of automotive oils, brake fluids, oil and fuel additives and related goods is prohibited in the InPost network.



Fire extinguishers

The carriage of fire extinguishers subject to ADR/LQ regulations is prohibited in the InPost network.



Valuable items

The carriage of money, securities, other documents of a payment nature and valuables (jewelry, works of art, antiques, numismatics, etc.) is prohibited in the InPost network.



Animals and plants

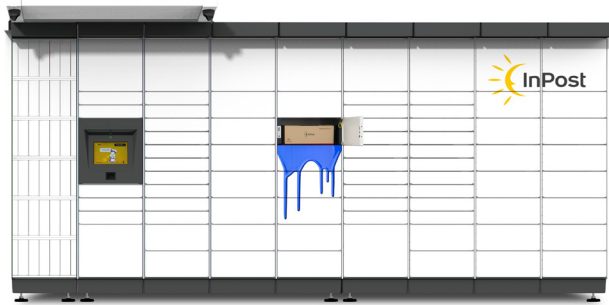
The carriage of live and dead animals and plants, including insects and live fishing lures, is prohibited in the InPost network. The carriage of seeds and grains that do not require special transport conditions is permitted.



Animal food

The transportation of dry pet food is allowed only if it is packed in a cardboard box.

4 The result of packaging incorrectly



damaged Paczkomat®



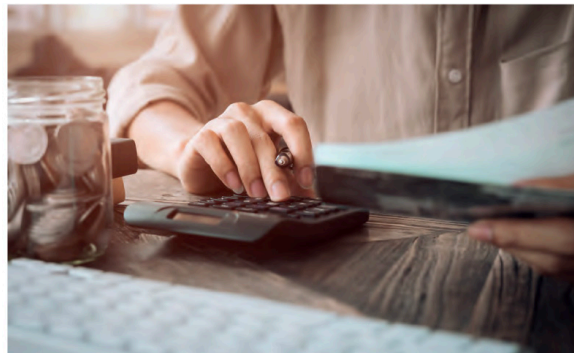
accident at work



damaged parcel



evacuation of the branch



additional costs for the Customer



parcel with leaking liquid



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