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GUIDELINES FOR PREPARING AND PACKING PARCELS INPOST INTERNATIONAL

**Applies to all shipments sent using postal and courier
transport services provided by InPost International.**

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01 ADDRESS LABELS

A correctly completed and affixed address label is a key element of the parcel handling process.

It allows for efficient parcel collection, registration, sorting, and accurate delivery. It is also a marking element of the shipment, allowing for its identification in the event of any handling issues.



1.

Place the label on the top surface of the packaging. Avoid sticking it on the joint (closure) of the packaging.

2.

Check the print quality of the label. Make sure it's not damaged and that no fragments have been cut-off. Print quality is especially important for barcodes.

3.

If you use document enclosed labels stuck on a carton, do not use **labels with imprints** that may cover the barcode or address details.

4.

For tubes, **stick the label along its longest axis.**

5.

When using foil poly mailers, make sure that **the label is applied on an even surface** and its fragments are not stuck together.

6.

Do not use glossy paper for printing labels.

7.

Remove all old address labels, tags, and stickers, especially in cases where the carton has been used before.

8.

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



In the InStore shop <https://inpoststore.com> you can purchase packaging and consumables that meet all the requirements of the InPost operational process.



Foil bags



Cardboard Boxes



Envelopes



Labels



Document
Enclosed
Labels

PARCEL SIZES

1. InPost International for retail and business customers

Country of Delivery: Belgium, France, the Netherlands, Luxembourg, Spain, Portugal ,Italy.



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. InPost International for business customers

Country of Delivery: Austria.



Size A

Max 80 x 380 x 610 mm

minimum dimensions: 10 x 90 x 140 mm



Size B

Max 190 x 380 x 610 mm

minimum dimensions: 10 x 90 x 140 mm



Size C

Max 370 x 380 x 610 mm

minimum dimensions: 10 x 90 x 140 mm

3. InPost International for business customers

Country of Delivery: Hungary.



Size A

Max 80 x 380 x 600 mm

minimum dimensions: 50 x 100 x 150 mm



Size B

Max 190 x 380 x 600 mm

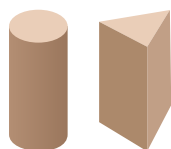
minimum dimensions: 50 x 100 x 150 mm



Size C

Max 390 x 380 x 600 mm

minimum dimensions: 50 x 100 x 150 mm



Non-standard shipments Coun- try of Delivery: Austria and Hungary.

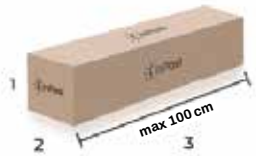
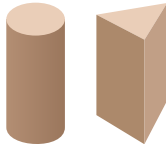
Round, cylindrical or oval parcels, parcels with irregular shapes, falling within the maximum dimensions for Size C parcels.

PARCEL DIMENSIONS FOR INPOST INTERNATIONAL COURIER

Shipment dimensions for individual services

InPost International Courier for Business Clients

Country of Delivery: Austria, Hungary.

Austria:	 Standard Parcel $1 + 2 + 3 = \text{max } 220 \text{ cm}$	 Non-standard Parcel (due to size) A parcel with one dimension exceeding 100 cm or with the sum of its dimensions (length + width + height) exceeding 220 cm.	
Hungary:	 Standard Parcel $1 + 2 + 3 = \text{max } 210 \text{ cm}$	 Non-standard Parcel (due to size) A parcel with one dimension exceeding 110 cm or with the sum of its dimensions (length + width + height) exceeding 210 cm.	Non-standard Parcel (due to shape) A round, cylindrical, or oval shipment, or an irregularly shaped item that falls within the maximum dimensions for a given country.

02 PACKING OF PARCELS



1. Select a suitable carton

The packaging should be selected according to the characteristics of the product that will be transported in it. The carton 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 carton with a minimum of two layers (density 375 g/m²); for packages of more than 20 kg, use a three-layer carton (with a density of more than 427 g/m²).

How to check the quality of the packaging?

Press the top, side and edge of the package – if the carton deforms or damages, it means that the outer packaging is inadequate.



2. Fill the package

Use material to fill the empty space inside the carton. The purpose of the filling is to absorb the external factors acting on the parcel and not transmit them to the product. Proper filling prevents damage to the package due to crushing.

How to check the quality of the filling?

Press the top and side of the package – if the carton crumples, it means that the carton is not filled or the filling is insufficient.



3. Block 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 check the quality of immobilization?

Lift and shake the package – if the content appears to be moving inside the package, it means that it is not properly secured.



4. Separate the products inside

Separating the products from each other eliminates the possibility of mutual damage to the products or damage to the packaging. Use this method of packaging when shipping multiple unit packs.

How to check the correctness of packaging?

Pick up and shake the parcel – if there are sounds (knocks, rattles) coming from inside the parcel, it means that 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. It is important to note that in the process of sorting and transportation, the parcel can be arranged in different ways – on each of its sides.

How to check the security of the product?

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 poly mailer 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 carton, thus causing access to the contents, it means that the parcel is incorrectly closed.



„Carton in Carton” Method

Products from sensitive groups, including sharp items such as kitchen or pocket knives, should be packed using the „carton in carton” method – the space between the outer carton and the inner carton 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 using this method should be additionally wrapped with bubble wrap/foam. The carton should be selected depending on the weight – a double-layer carton, density of 375g/m² (up to 5 kg) or a density of 427g/m² (more than 5 kg).



Correct protection of a blade

EXAMPLES OF FILLERS

protection must be chosen appropriately according to the selected product



Polystyrene filler



Wood wool



Foam Sheets



Bubble wrap



Air bags



Crumpled paper



Styrofoam protections



Paper pulp



Expanding Foam bags

PACKING SUITCASES, BACKPACKS, BAGS

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

Section 1 of the Guide – **Parcel dimensions for InPost International (p. 5)**

Here you will find out the maximum dimensions your parcel can have;

Section 2 of the Guide – **Packing of parcels (p. 7)**

where we advise you how to properly pack your item so it arrives safely at its destination;

Section 3 of the Guide – **Assortment (p. 10)**

thanks to this you can be sure that what you want to pack in your suitcase, meets our requirements.



Please remember that all shipments must be packed in cardboard or tightly wrapped in stretch foil, including protruding elements such as wheels and handles of travel suitcases. **Improperly packed items are at risk of damage during transport.**

Use cardboard packaging or wrap tightly in stretch film. Any item that extends beyond the packaging is susceptible to damage during transport, so handles and wheels should also fit inside the box or be wrapped in stretch film.

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



Please remember that the maximum dimensions of size C boxes depend on the country to which you are sending the parcel.

03 ASSORTMENT



Electronics, Household Appliances, Consumer Electronics

Items in the Electronics, Household Appliances, Consumer Electronics category should be protected from shocks during the transportation of the package. The recommended method of packaging is to maintain a distance of 2-5 cm (by using a filler) between the product and the outer packaging, which will reduce the risk of damage to the commercial packaging and the product. When shipping goods in commercial packaging, we recommend using at minimum stretch film as protection against damage to the outer carton. For larger and heavier products, polystyrene profiles are the best way to protect the inside.



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 carton of adequate strength; recommended filling: polystyrene profiles.



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 SENDER should verify Appendix 8 (Retail Customer) / Appendix 10 (Business Client) of the Regulations: Prohibited goods**, to see if the items being shipped are accepted in the country of delivery.



Clothes

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 carton from deforming or puncturing.



Cosmetics

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

- cosmetics should be in factory sealed packages;
- the entire package should be secured against spontaneous leakage. In the case of liquid cosmetics, the cap is particularly sensitive. The recommended method for packaging liquid cosmetics is to use flexible, airtight bags;
- 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 Parcel Lockers 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 „carton in carton” method as well as the section on liquids.



Artificial Jewellery

We allow the shipment of artificial jewellery, including:

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

The packaging should be tightly packed (bubble wrap, paper, polystyrene) to limit the movement of individual packages inside, in accordance with the InPost packaging instructions in section 2. „Packing shipments”.



Furniture

Furniture should be transported disassembled. Individual pieces should be separated with dividers. Furniture pieces should be protected with a sheet of polyurethane foam, with corners covered with polyurethane angles (3-4 cm thick). The entire package should be packed in at least three-layer, rigid cardboard with a density of at least 800 g/m², secured with adhesive tape or binding tape.



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 Carton in Carton 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 carton 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.



Substances in the form of aerosols

Good 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;
- 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.



Food items. Dietary 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 provided they are adequately protected (see page 14).



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:

- rzeczy chemicznie i biologicznie aktywne;
- 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.



Articles of 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 In Post network due to their fragility and irregular shapes.



Maintenance oils, paints, stains, multi-purpose lubricants, technical lubricants, impregnates, mold removal agents

The carriage of paints, varnishes, maintenance oils, stains, universal lubricants, technical lubricants, impregnates, mold removal agents is prohibited in the InPost network.



Weapons and ammunition

Transportation of weapons and ammunition is prohibited in the InPost network.



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.



Tyres

The carriage of tires is prohibited in InPost International.



Windshield wiper fluids

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



Valuable items

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



Animal food

The carriage of dry granular animal food is permitted only if it is packed in a carton.



Fire extinguishers

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



Car oils, brake fluids and related fluids

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



Animals and plants

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

04 CONSEQUENCES OF IMPROPER PACKING



damaged Parcel Locker



accident at work



damaged parcel



evacuation of the branch



additional cost for the customer



parcel with leaking liquid

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