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INPOST RULES FOR PREPARATION AND PACKAGING OF PARCELS

Applies to all shipments sent as part of postal and transport services provided by InPost sp. z o.o. for Retail Customer and Business Customer.

inpost.pl/en

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Rules for preparation and packaging
of InPost parcels

GENERAL RULES



01 ADDRESS LABELS

Correctly filled and glued address label is a key element in the process of handling the parcel.

It allows for efficient collection of the parcel, registering, sorting and correct delivery. It is also the element designating the parcel, which in case of any problems with its handling, will allow to identify it.



1. **Place the label on the top surface of the package.** Avoid placing it over the package seam (closure).
2. **Check the quality of the label printout.** Make sure that it is not damaged and no part of it has been cut off. The print quality is especially important in the case of barcodes.
3. If you use document enclosed labels glued on cardboard - **do not use document enclosed labels with prints** that may obscure the barcode or address details.
4. In the case of a tube, **stick the label along its longer axis.**
5. In the case of poly mailers, make sure that the label is **glued on an even surface** and that it does not stick to itself.
6. **Do not use glossy paper** to print labels.
7. **Remove all old address markings, labels and stickers,** especially if the carton has already been used before.
8. When using non-standard IT solutions, **current delivery information on the label,** including the correct code of the delivery department and the courier route, **is crucial for the processing of the parcel.**

EXAMPLES OF INCORRECT PLACEMENT OF LABELS



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



Poly mailers



Boxes



Envelopes



Labels



Document pouches

02 PARCEL PACKAGING



1. Choose the right cardboard box

Choose packaging based on the characteristics of the product being transported. The cardboard box should be sturdy and free from any mechanical damage. Based on the fragility and weight of the goods, choose the appropriate packaging thickness - for parcels over 5 kg, use at least a two-layer cardboard (density 375 g/m²), for parcels over 20 kg, use a three-layer cardboard (density over 427 g/m²).

How to check the quality of the packaging?

Press the top, sides, and edges of the package - if the carton deforms or shows damage, the outer packaging is inadequate.



2. Fill the packaging

Fill the empty space inside the box. The purpose of filling is to absorb external factors acting on the parcel and prevent them from affecting the product. Correct filling of the package prevents it from being crushed.

How to check the quality of the filling?

Press the top, sides, and edges of the package - if the carton deforms or shows damage, the outer packaging is inadequate.



3. Block the product inside

Immobilizing the product is intended to prevent the contents from moving within the package. A moving product can damage itself (e.g. by coming into contact with another product or the package) or puncture the packaging, potentially damaging other parcels.

How to verify that the item is properly secured?

Lift and shake the package - if the contents move inside the package, it means that they are not properly secured.



4. Separate products inside

Separating products from each other eliminates the risk of them damaging one another or the packaging. Use this method of packaging when sending multiple individual packages.

How to verify that the package is packed correctly?

Lift and shake the package - if the contents move inside the package, it means that they are not properly secured.

5.

Secure the product



During transport, it is not possible to ensure a fixed position of the parcel; therefore, all sides of the contents inside the package must be evenly secured and have a relatively stable position. Please note that during sorting and transport, the parcel may be placed on any side.

How to check if the product is properly secured?

Press the top and two sides of the package - if the packaged product can be felt through the package, it means that it is not secured on each side and is in contact with the package.



InPost company packaging – envelope

The content of the cardboard envelope must not exceed a weight of 1 kg. Documents, floppy disks, CDs and other flat objects can be transported in it, provided that they are protected with bubble wrap inside the parcel.



InPost company packaging – poly mailer

The content of the poly mailer should not exceed a weight of 2 kg, due to the standard level of strength of this type of packaging. It can be used to transport documents or small cardboard packages containing lightweight goods that do not have sharp, angular shapes that could cut the packaging from the inside.



Tube

Tubes up to 120 cm long and up to 10 cm in diameter are considered standard. A tube is an exception to the definition of a non-standard parcel only if it meets the conditions regarding its maximum dimensions.

6.

Close and seal



Properly closed and sealed packaging prevents accidental opening of the parcel and loss of contents.

The correct method of sealing a shipment is the so-called “double H” taping method.

How to check if the parcel is properly closed and sealed?

Press the top and bottom of the package along the taped seam - if the tape peels off, allowing access to the contents, the parcel is not properly closed and sealed.



Box-in-box method

Products from sensitive groups, including sharp objects, e.g. knives, pocketknives, should be packed using the “box-in-box” method – the space between the outer and inner boxes will provide additional protection for the goods. This method is also recommended for sending other goods whose transport requires special care. Cosmetics in glass packaging packed using the “box-in-box” method should be additionally wrapped with bubble wrap/foam. The carton box should be selected based on the weight: two-layer cardboard with a density of 375g/m² (for weights up to 5 kg) or 427g/m² (for weights over 5 kg).



Stretch film for outer protection

It is permissible to protect the cardboard with stretch film on the outside. This type of packaging is not considered a non-standard parcel (provided other conditions are met, particularly regarding regular shapes, and the use of stretch film, which will not obstruct the movement of the parcel on conveyor belts).

Proper blade protection



7.

Combining multiple unit packages into one parcel (“bundle”)

It is forbidden in the InPost network to combine separate unit packages - poly mailers, tubes and long parcels into one package.

In the case of combining two or more separate unit packages into one parcel the recommended method of packaging is the use of an external carton.

The parcel created as a result of combining two or more separate unit packages, without an additional outer carton, should be protected against disconnection of individual packages - it is required to use two layers of stretch film and adhesive tape or binding tape.

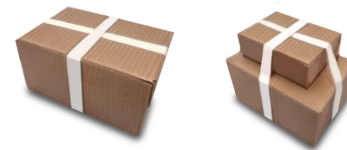
In the case of sending a parcel, consisting of two or more separate packages within one parcel - without an external, additional carton, the parcel will be classified as a non-standard parcel, which entails charging the fee specified in the Price List.

Tires and pet food are an exception to the above rules. When sending tires or pet food, please read the separate regulations for this type of products in the Products section.

Example



Packaging example - the parcel has been properly secured from the outside, but due to the lack of an outer carton, it will be classified as a non-standard parcel.



Packaging example - the parcel is improperly secured. During transport individual parts may become detached. Due to no external carton it will be classified as a non-standard parcel.

Examples of fillers: The protective material must be chosen according to the type of goods being shipped



Polystyrene filler



Wood wool



Foam sheets



Bubble foil



Air bags



Polystyrene protection



Crumpled paper



Bags with expanding foam



Paper pulp

Protection available at home



Newspapers



Blankets



Clothes

Rules for preparation and packaging
of InPost parcels

RETAIL CUSTOMER

Services provided under the Terms and
Conditions for InPost services, without
concluding a Business Agreement.



01 SENDING PARCELS WITHOUT A LABEL USING INPOST MOBILE APPLICATION

1.

Pack your parcel: Make sure the parcel is properly protected and measure its size. There are 3 sizes available. Choose the one that corresponds to the size of your parcel - the information on page 6 can help you do that.

3.

Pay for shipping: After completing the required information, you will be redirected to a screen where you can choose the payment method that suits you. Once the payment is completed, a 9-digit shipment code and a QR code will appear in the application.

REMEMBER

You no longer need to stick a label or place a shipping code on the parcel.

However, if you wish to include the code on the package, you may do so.

2.

In the application, select NEW PARCEL → SEND. Select the form of shipment (you can send from the Parcel Locker to the Parcel Locker or from the Parcel Locker to the indicated home or business address), and then fill in the required data for the recipient and the sender. Your phone number will be filled in automatically.

4.

Parcel Locker: When your parcel is ready, go to Parcel Locker of your choice. Scan the QR code from the app using the Parcel Locker's scanner, or select the option "I have a shipping or return code" on the screen and enter the details. The locker will open automatically! Place the parcel inside.





02 SENDING PARCELS WITHOUT LABELS – FAST RETURNS SERVICE

1.

Use the InPost Mobile application or go to <https://szybkiewroty.pl/en>. From the drop-down list, select the store where you bought the goods to be returned.

2.

Enter your order details - fill in the return form. You can enter the order number, but you don't have to - this is helpful for the Merchant, but not necessary. Please fill in all fields thoroughly.

3.

Wait for confirmation - we'll send you an email and SMS confirming the return request.

4.

If you send back the goods in the original packaging, be sure to tear off the original address label.

5.

Go to the Parcel Locker - on the screen, select "I want to send a parcel", and then "Enter the code".

6.

Use the 10-digit return code we sent you after accepting the return request.

7.

Choose the correct size of the locker - remember that lockers of different sizes have specific dimensions:

A: 8 x 38 x 64 cm,
B: 19 x 38 x 64 cm,
C: 41 x 38 x 64 cm.

8.

Put the properly prepared and packed parcel in the locker - the locker in the selected size will open automatically. Put the parcel into the locker and close the door.

9.

Make sure the process is complete.

03 DIMENSIONS OF PARCELS FOR INDIVIDUAL PRODUCTS AND SERVICES

InPost Paczkomat® 24/7 and InPost Courier for Retail Customers

(InPost Mobile App /Parcel Manager/ InPost Fast Send)



Size XS (“Mini”)

Max 40 x 230 x 400* mm

minimum height: 1 mm for InPost Mobile Retail Customers only



Size A

Max 80 x 380 x 640 mm

minimum height: 1 mm



Size B

Max 190 x 380 x 640 mm

minimum height: 81 mm



Size C

Max 410 x 380 x 640 mm

minimum height: 191 mm



Size D

Max 500 x 500 x 800 mm

Exclusively for InPost Courier - Parcel Manager. Shipment via Parcel Service Point or Courier.

*The Operator recommends that the Sender, wishing to send a Parcel of “XS” size, take into account the minimum size of the Label (100 x150 mm) in order to place it correctly on the Parcel.

04 ALLOWED PRODUCTS



Cosmetics

The transport of cosmetics is allowed in the InPost system; however, additional conditions must be met:

- cosmetics should be in factory-sealed packaging;
- the entire product should be protected against accidental leakage, in the case of liquid cosmetics, the cap is particularly sensitive. The recommended method for packaging liquid cosmetics is using flexible, sealed bags.
- the transport of aerosols and ADR/LQ goods is prohibited within the InPost network.

Be sure to check the temperature requirements. During hot and cold weather, our transport vehicles and Parcel Lockers are not air-conditioned or heated! Cosmetics in glass containers are allowed to be transported, provided they are properly protected in accordance with InPost packaging instructions in section 2 of the General Rules - packing parcels using the “box-in-box” method and in the Liquids section.



Clothing

Transportation of clothing does not entail additional packaging requirements. Please note that the size of the packaging should be adjusted to the volume of the goods being transported. This will help avoid situations where the carton becomes deformed or cracked.



Your parcel has a long way to go. It will be sorted, stacked, transported – this means it needs to be well-protected against shocks occurring in the logistics process.



Artificial jewelry

It is allowed to transport artificial jewelry, including:

- steel and surgical steel jewelry;
- copper jewelry;
- bead jewelry;
- ethnic jewelry and artistic jewelry;
- cufflinks made of plastic;
- products made of plastic (brooches, bracelets, clips, chains, etc.);
- devotional articles;
- products containing synthetic stones;
- items made of string or strap.

The packaging should be securely filled with bubble wrap, paper, or polystyrene to prevent movement of the unit packages inside, following the InPost packaging instructions in section 2 of the General Rules “Parcel packaging”.



Furniture

Furniture to be transported should be unfolded. Individual pieces of furniture should be separated by spacers. Furniture elements should be protected with a sheet of polyurethane foam, with corners covered by polyurethane angles (3-4 cm thick), all packed in at least three-layer, sturdy cardboard with a density of at least 800g/m², secured with adhesive tape or bonding tape.



Electronics, household appliances, audio/video devices

Items from the electronics, household appliances, and audio/video equipment categories should be protected against shocks during transport. The recommended packaging method is to maintain a 2-5 cm gap – using filler – between the product and the outer packaging, which helps reduce the risk of damage to both the product and its commercial packaging. When shipping goods in commercial packaging, we recommend using at least a layer of stretch film to protect the outer carton from damage. For larger and heavier products, polystyrene profiles are the best option for internal protection.



Pet food

Transportation of dry granulated pet food in bags is allowed. Additional protection (with transparent stretch film) and protective tape are recommended, depending on the weight of the product. This will prevent the product from spilling in the event of a crack in the primary packaging.

Transportation of dry granulated food in a bag of up to 20 kg is an exception to the definition of a non-standard parcel, provided that the method of packaging allows visual confirmation of the content. Products exceeding this weight should be packed in a carton.



Sharp objects

It is allowed to transport sharp objects if they are properly packed. This type of products must be packed using the “box-in-box” method (**after securing the blade with a cardboard clamp** – detailed packaging instructions can be found on page 7) or, if the manufacturer has packed the item in a blister, use an additional outer carton. Transport of all items classified as weapons under applicable laws, including the Act of 21 May 1999 on Weapons and Ammunition, as well as other explosive or flammable materials (including those defined in Article 4, Section 1 of the Act) is prohibited.



Advertising and printing materials

It is acceptable to use wrapping paper as an external protection, however, the appropriate number of layers should be taken into account depending on the weight of the parcel. If wrapping paper is used, the corners of the parcel should be reinforced with cardboard corners. Advertising and printing materials weighing more than 10 kg should be bound with a minimum of two perpendicular plastic tapes.



Medicinal products. Medical devices

The transport of medicinal products is prohibited within the InPost network. However, it is permitted to transport devices classified as Class I, including orthopedic collars, test gloves, products with a measuring function, and sterile products.



Food products. Dietary supplements

The transport of perishable goods requiring controlled temperature and/or special storage and transport conditions is prohibited within the InPost network. Other goods are accepted without additional conditions, except for liquid goods unless they are properly secured (see p. 16).



Stones and coal

The transport of aggregate: including stones, coal and related materials is allowed only if the packaging is correct (“**box-in-box**” or “**bag-in-box**”) and only as a **standard parcel**.



Grains and seeds

It is allowed to transport seeds and grains provided that they are properly packed (see p. 6), and which do not require special transport conditions, e.g. controlled temperature.



Containers for the transport of gases, fuels and related products

It is allowed to transport only brand new products.



Hemp products

The transport of hemp and hemp products is prohibited in the InPost network - with the exception of fibrous hemp (cannabis sativa sativa) and hemp products derived from it (including hemp fibre products), for which the THC concentration level is below 0.30%.



TV sets and monitors

The transport of TV sets and monitors with dimensions above 28 inches is prohibited within the InPost network. Smaller monitors and TVs should be packed in a cardboard box of appropriate strength, recommended filling: polystyrene profiles.



Tires

Tires should be packed in foil or other type of packaging material, it is allowed to use stretch film.

The maximum number of tires included in one parcel is 2 pieces, up to a tire size of 15 inches, without rims. This type of set should be combined (stretch-wrapped and bound/glued with tape) in a way that prevents them from being separated.

Tires with rims and tires larger than 15 inches should be sent one at a time. The maximum permissible tire size is 21 inches, taking into account the maximum dimensions for individual InPost services.

*** The table on the right contains additional information on InPost's handling of parcels containing tires.**



Automotive parts, mechanical devices

Metal parts with sharp edges must be protected in a way that prevents them from damaging other parcels.

It is allowed to transport car parts that are dry and free of operating fluids.

TIRES - DETAILS

TIRE SIZE	PACKAGING RULES
15 inches without rims	<p>Tires should be packed in foil or other type of packaging material, it is allowed to use stretch film.</p> <p>It is possible to pack up to 2 pieces in one parcel (bulk shipment) by binding or wrapping them with tape/stretch film in a way that prevents separation.</p> <p><u>Such a parcel constitutes an exception and is treated as standard.</u></p> <p>NOTE! Please note the maximum size of the Item for individual InPost Courier products:</p> <p>InPost Courier for Business Customers (standard):</p> <ul style="list-style-type: none"> max. length 120 cm; combined dimensions 220 cm. <p>The price is calculated based on the actual or volumetric weight within the range of 1 to 50 kg.</p> <p>InPost Courier for Retail Customers:</p> <ul style="list-style-type: none"> max. size is 50 cm x 50 cm x 80 cm, which in practice means that only the smallest tire sizes can be sent; max. weight of 25 kg.
16 to 21 inches without rims	<p>Tires should be packed in foil or other type of packaging material, it is allowed to use stretch film.</p> <p>It is possible to pack up to 1 piece in one parcel (bulk shipment).</p> <p><u>Such a parcel constitutes an exception and is treated as standard.</u></p>
16 to 21 inches with rims	<p>Tires should be packed in foil or other type of packaging material, it is allowed to use stretch film.</p> <p>It is possible to pack up to 1 piece in one parcel (bulk shipment).</p>
more than 21 inches	<p>Transport is prohibited within the InPost network.</p>



Liquids

**Total volume of liquids
MUST NOT EXCEED 5 LITRES PER PARCEL.**

It is allowed to transport liquids **ONLY** within the approved range (including household and construction chemicals) provided that they are properly packed (see p. 6). Secure the bottle closure against unscrewing and leaking using tape or foil as shown in Figures a, b, c and d.

NOTE:

THE SENDER should check sections:

“PROHIBITED PRODUCTS”
and “PROHIBITED SUBSTANCES”

to verify whether the items being shipped are accepted within the InPost network.

a)



b)



c)



d)





Batteries

It is allowed to transport batteries that are an integral part of the device (children's cars, scooters, other related devices).

It is allowed to transport cells/batteries meeting the conditions of special provision PS 188 of the ADR Agreement, which do not exceed the permissible values below:

- For a cell containing lithium metal or lithium alloys, the lithium content is not more than 1g, and for a lithium-ion cell, the energy storage capacity, in watt-hours, is not more than 20 Wh;
- For a battery containing lithium metal or lithium alloys, the total lithium content is not more than 2g, and for a lithium-ion cell, the energy storage capacity, in watt-hours, is not more than 100 Wh.



* Detailed information on the transport of cells and batteries can be found in the table on the right and in the section Prohibited products (p. 19)

Sender's checklist for lithium ion batteries – in accordance with special provision PI 188			
1.	PACKAGING REQUIREMENTS	<input type="checkbox"/> checked	
a)	For cells containing lithium metal or lithium alloys, the lithium content is not more than 1 g, and for lithium-ion cells, the energy storage capacity, in watt-hours, is not more than 20 Wh.	<input type="checkbox"/> yes	<input type="checkbox"/> no <input type="checkbox"/> not applicable
b)	For batteries containing lithium metal or lithium alloys, the total lithium content is not more than 2 g, and for lithium-ion batteries, the energy storage capacity, in watt-hours, is not more than 100 Wh.	<input type="checkbox"/> yes	<input type="checkbox"/> no <input type="checkbox"/> not applicable
c)	Lithium-ion batteries subject to this provision (except those that were manufactured before January 1, 2009) should have a marking on the outer surface of the housing indicating the energy storage capacity in watt-hours.	<input type="checkbox"/> yes	<input type="checkbox"/> no <input type="checkbox"/> not applicable
2.	BATTERIES INDIVIDUALLY PACKED	<input type="checkbox"/> checked <input type="checkbox"/> not applicable	
a)	Each battery should be packed in an inner package that protects the whole cell or battery.	<input type="checkbox"/> yes	<input type="checkbox"/> no
b)	The battery should be protected against short circuit. This also includes protection against contact with conductive materials in the same package that may cause short circuit.	<input type="checkbox"/> yes	<input type="checkbox"/> no
c)	The inner packaging should be placed in a strong outer packaging.	<input type="checkbox"/> yes	<input type="checkbox"/> no
d)	Each parcel must successfully pass a drop test from a height of 1.2 m (if the packaging is marked with a certificate containing the letter X or Y in the certificate text; in other cases, confirmation from the manufacturer is required).	<input type="checkbox"/> yes	<input type="checkbox"/> no
e)	The parcel must not exceed 30 kg.	<input type="checkbox"/> yes	<input type="checkbox"/> no
f)	Each outer packaging with battery or batteries must be marked with the lithium battery mark.	<input type="checkbox"/> yes	<input type="checkbox"/> no
3.	BATTERIES PACKED WITH THE DEVICE	<input type="checkbox"/> checked <input type="checkbox"/> not applicable	
a)	Each battery should be packed in an inner package that protects the whole cell or battery.	<input type="checkbox"/> yes	<input type="checkbox"/> no
b)	The battery should be protected against short circuit. This also includes protection against contact with conductive materials in the same package that may cause short circuit.	<input type="checkbox"/> yes	<input type="checkbox"/> no
c)	The inner packaging should be placed in a strong outer packaging.	<input type="checkbox"/> yes	<input type="checkbox"/> no
d)	Each parcel must successfully pass a drop test from a height of 1.2 m (if the packaging is marked with a certificate containing the letter X or Y in the certificate text; in other cases, confirmation from the manufacturer is required).	<input type="checkbox"/> yes	<input type="checkbox"/> no
e)	Each outer packaging with battery or batteries must be marked with the lithium battery mark.	<input type="checkbox"/> yes	<input type="checkbox"/> no
4.	BATTERIES IN THE DEVICE	<input type="checkbox"/> checked <input type="checkbox"/> not applicable	
a)	The device with battery should be packed in a strong outer packaging made of a suitable material with the required strength and with a design adapted to its content and intended use, except in cases where the device with battery provides the required protection.	<input type="checkbox"/> yes	<input type="checkbox"/> no
b)	Cells, batteries installed in the device should be protected against damage and short circuits, and the device should include protective measures to prevent accidental operation.	<input type="checkbox"/> yes	<input type="checkbox"/> no
c)	Each outer packaging with the battery packed in the device must be marked with the lithium battery mark, except for: parcels containing no more than 4 cells or 2 batteries installed in the devices, when there are no more than 2 parcels in a given batch of goods.	<input type="checkbox"/> yes	<input type="checkbox"/> no
5.	NOTES/Other information, e.g.:		
6.	Sender Name;	Signature:	

05 PROHIBITED PRODUCTS



Sinks, washbasins, bowls and toilet units

The transport of sinks, washbasins, bowls, and toilet units, which require special conditions during transport and sorting (in particular ceramic, granite, and fragranite items, as well as fragile and breakable items), is prohibited in the InPost network.



Glassware

The transport of glass and ceramic products is prohibited in the InPost network, except for the provisions regarding cosmetics.



Tobacco products, e-cigarettes

The transport of tobacco products and e-cigarettes is prohibited within the InPost network.



Fire extinguishers

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



Building materials

Transport of building materials: bricks, blocks, pavers, lintels, concrete blocks, and plasterboard are prohibited within the InPost network due to their fragility and irregular shapes.



Care oils, paints, stains, universal lubricants, technical lubricants, impregnants, antifungal agents

The transport of paints, varnishes, care oils, stains, universal lubricants, technical lubricants, impregnants, antifungal agents is prohibited within the InPost network.



Drugs, psychotropic substances and psychoactive substances, the so-called “legal highs”

The transport of drugs, psychotropic substances and psychoactive substances, the so-called “legal highs”, is prohibited within the InPost network.



Weapons and ammunition

It is forbidden to transport weapons within the InPost network for the purchase or possession of which a permit, registration, or registration card is required, in accordance with generally applicable law, including the Act of 21 May 1999 on Weapons and Ammunition, explosives, and flammable materials (including weapons as defined in Article 4, Section 1 of the Act of 21 May 1999 on weapons and ammunition with the exception of blasting, starting, and alarm pistols, and ammunition for these pistols, unless they are classified as firearms under this Act, and provided the Sender submits the necessary documents required by the above-mentioned Act before sending such a parcel, and meets the other conditions for the service). It is forbidden to transport ammunition, excluding blasting ammunition with a calibre of up to 6 mm.



Alcohol

It is forbidden to transport alcohol within the InPost network.



Automotive oils, brake fluids and related fluids

The transport of car oils, brake fluids, oil and fuel additives and related goods is prohibited within the InPost network.



Batteries

It is forbidden to transport the following items within the InPost network:

- car batteries;
- gel, wet, maintenance-free batteries, e.g. AGM, VRLA type;
- batteries/ lithium-ion cells* (including the ones installed in devices);
- batteries/ lithium-metallic cells* (including the ones installed in devices);
- Other batteries/ cells subject to the ADR agreement.

* Detailed information on the transport of cells and batteries can be found in the table on page 17.

	UN3090
	UN3091
	UN3480
	UN3481



Substances in the form of an aerosol

The transport of any substances in the form of an aerosol is prohibited within the InPost network.



Products emitting strong odors

The transport of products emitting strong odors is prohibited within the InPost network.



Other mechanical parts and components

The transport of elements and drive units not protected against the leakage of operating fluids is prohibited within the InPost network – operating fluids should be removed before sending the parcel. Car windows, car hooks, car body elements and car parts with non-standard shapes (bumpers, exhaust systems) are prohibited within the InPost network.



Valuables

It is forbidden to transport money, securities, other payment documents and valuables (jewelry, works of art, antiques, numismatics, etc.) in the InPost network.



Animals, plants and biological material

It is forbidden to transport live and dead animals and plants, including insects and live fishing lures, within the InPost network.

It is forbidden to transport hazardous biological materials within the InPost network, including:

- human corpses;
- human or animal organs;
- samples, secretions and tissues derived from humans or animals;
- organisms capable of transmitting infectious diseases caused by pathogens that may endanger human and animal health;
- infectious materials classified in class 6.2 of ADR Agreement*.

* The prohibition does not apply to goods completely excluded from the provisions of the ADR Agreement in accordance with the provisions contained in the ADR Agreement.

PROHIBITED SUBSTANCES



Hazardous chemical substances and mixtures classified in accordance with the CLP Regulation

(Regulation (EC) 2024/2865 of the European Parliament and of the Council of 23 October 2024 amending Regulation (EC) No 1272/2008 on classification, labelling and packaging of substances and mixtures)

- **GHS01** - Explosives
- **GHS02** - Flammable
- **GHS03** - Oxidizing
- **GHS04** - Gases under pressure
- **GHS05** - Corrosive
- **GHS06** - Toxic
- **GHS07** - Irritant/Sensitizing*
- **GHS08** - Serious Health Hazard: Carcinogenic, mutagenic, toxic to reproduction, as well as causing organ damage with long-term exposure
- **GHS09** - Dangerous for the environment.



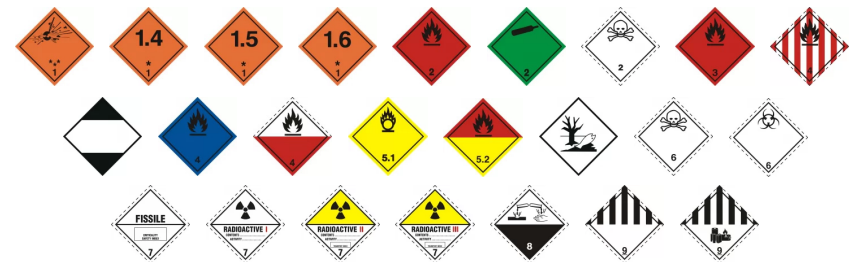
* GHS07: if only this marking is placed on the packaging, we do not treat it as a hazardous material during transport within the InPost network.



Goods subject to the provisions of the ADR agreement*, including exclusions LQ, EQ and 1.1.3.6 classified in individual ADR classes:

- **Class 1** - Explosive materials and articles
- **Class 2** - Gases
- **Class 3** - Flammable liquids
- **Class 4.1** - Flammable solids, self-reactive materials and desensitized solid explosives
- **Class 4.2** - Auto-combustible materials
- **Class 4.3** - Materials producing flammable gases in contact with water
- **Class 5.1** - Oxidising materials
- **Class 5.2** - Organic peroxides
- **Class 6.1** - Poisonous materials
- **Class 6.2** - Infectious materials
- **Class 7** - Radioactive materials
- **Class 8** - Corrosive materials
- **Class 9** - Miscellaneous materials and articles other than those mentioned in classes 1 to 8.

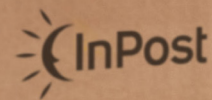
* The prohibition does not apply to goods completely excluded from the provisions of the ADR Agreement in accordance with the provisions contained in the ADR Agreement.



Rules for preparation and packaging
of InPost parcels

BUSINESS CUSTOMER

Services provided under the Business
Agreement.



01 DIMENSIONS OF PARCELS FOR INDIVIDUAL PRODUCTS AND SERVICES

InPost Paczkomat[®] 24/7 and InPost Courier - Parcel Manager for Business Customers



Size A

Max 80 x 380 x 640 mm

minimum height: 1 mm



Size B

Max 190 x 380 x 640 mm

minimum height: 81 mm



Size C

Max 410 x 380 x 640 mm

minimum height: 191 mm

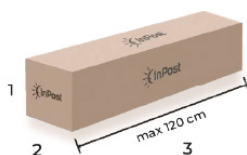


Size D

Max 500 x 500 x 800 mm

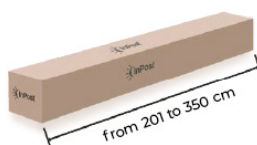
Exclusively for InPost Courier - Parcel Manager. Shipment via Parcel Service Point or Courier.

InPost Courier for Business Customers



Standard parcel

1 + 2 + 3 = max 220 cm



Long parcel

Length from 201 to 350 cm



Non-standard parcel

A parcel with any dimension exceeding 120 cm or with a total dimension (length + width + height) exceeding 220 cm. The non-standard parcel also includes items with round, cylindrical, or oval shapes, irregular shapes, and/or protruding elements.

02 ALLOWED PRODUCTS



Cosmetics

The transport of cosmetics is allowed in the InPost system; however, additional conditions must be met:

- cosmetics should be in factory-sealed packaging;
- the entire product should be protected against accidental leakage, in the case of liquid cosmetics, the cap is particularly sensitive. The recommended method for packaging liquid cosmetics is using flexible, sealed bags;
- the transport of aerosols is prohibited within the InPost network.

Be sure to check the temperature requirements. During hot and cold weather, our transport vehicles and Parcel Lockers are not air-conditioned or heated! Cosmetics in glass containers are allowed to be transported, provided they are properly protected in accordance with InPost packaging instructions in section 2 of the General Rules - packing parcels using the „box-in-box“ method and in the Liquids section.



Clothing

Transportation of clothing does not entail additional packaging requirements. Please note that the size of the packaging should be adjusted to the volume of the goods being transported. This will help avoid situations where the carton becomes deformed or cracked.



Your parcel has a long way to go. It will be sorted, stacked, transported – this means it needs to be well-protected against shocks occurring in the logistics process.



Artificial jewelry

It is allowed to transport artificial jewelry, including:

- steel and surgical steel jewelry;
- copper jewelry;
- bead jewelry;
- ethnic jewelry and artistic jewelry;
- cufflinks made of plastic;
- products made of plastic (brooches, bracelets, clips, chains, etc.);
- devotional articles;
- products containing synthetic stones;
- items made of string or strap.

The packaging should be securely filled with bubble wrap, paper, or polystyrene to prevent movement of the unit packages inside, following the InPost packaging instructions in section 2 of the General Rules “Parcel packaging”.



Furniture

Furniture to be transported should be unfolded. Individual pieces of furniture should be separated by spacers. Furniture elements should be protected with a sheet of polyurethane foam, with corners covered by polyurethane angles (3-4 cm thick), all packed in at least three-layer, sturdy cardboard with a density of at least 800g/m², secured with adhesive tape or bonding tape.



Electronics, household appliances, audio/video devices

Items from the electronics, household appliances, and audio/video equipment categories should be protected against shocks during transport. The recommended packaging method is to maintain a 2-5 cm gap – using filler – between the product and the outer packaging, which helps reduce the risk of damage to both the product and its commercial packaging. When shipping goods in commercial packaging, we recommend using at least a layer of stretch film to protect the outer carton from damage. For larger and heavier products, polystyrene profiles are the best option for internal protection.



Pet food

Transportation of dry granulated pet food in bags is allowed. Additional protection (with transparent stretch film) and protective tape are recommended, depending on the weight of the product. This will prevent the product from spilling in the event of a crack in the primary packaging.

Transportation of dry granulated food in a bag of up to 20 kg is an exception to the definition of a non-standard parcel, provided that the method of packaging allows visual confirmation of the content. Products exceeding this weight should be packed in a carton.



Medical devices

Medical devices (regardless of class) which are allowed for transport are the ones that:

- do not require specific transport conditions, in particular such as temperature and humidity;
- are not dangerous objects within the meaning of the ADR;
- are not contaminated or containing infectious or biological material;
- do not have dimensions or shape that require them to be sent as a **non-standard parcel**.

To avoid damage:

- Use the “box-in-box” method – place smaller boxes with secured content in a larger, additionally cushioned box;
- Place the products in a sturdy, fitted carton – fill the free spaces with fillers to prevent the contents from sliding;
- Make sure that the outer packaging is tightly closed and fits the weight of the parcel.

Note:

Please note that within the meaning of the regulations, it is the Sender, as a distributor of the medical device, who is responsible for ensuring that the transport conditions comply with the legal requirements and those specified by the manufacturer.



Stones and coal

The transport of aggregate: including stones, coal and related materials is allowed only if the packaging is correct (**box-in-box or bag-in-box**) and only as a **standard parcel**.



TV sets and monitors

The transport of TV sets and monitors with dimensions above 28 inches is prohibited within the InPost network. Smaller monitors and TV sets should be packed in a cardboard box of appropriate strength, recommended filling: polystyrene profiles.



Sharp objects

It is allowed to transport sharp objects if they are properly packed. This type of products must be packed using the “box-in-box” method (**after securing the blade with a cardboard clamp** – detailed packaging instructions can be found on page 7) or, if the manufacturer has packed the item in a blister, use an additional outer carton. All items classified as weapons under applicable laws, including the Act of 21 May 1999 on Weapons and Ammunition, as well as other explosive or flammable materials (including those defined in Article 4, Section 1 of the Act).



Alcohol

Alcohol is allowed for transport for Business Customers based on a separate agreement. If you are interested in sending this type of product, please visit: <https://inpost.pl/en/smartcourier-offer>.



Food products. Dietary supplements

The transport of perishable goods requiring controlled temperature and/or special storage and transport conditions is prohibited within the InPost network. Other goods are accepted without additional conditions, except for liquid goods provided that they are properly secured (see p. 27).



Advertising and printing materials

It is acceptable to use wrapping paper as an external protection, however, the appropriate number of layers should be taken into account depending on the weight of the parcel. If wrapping paper is used, the corners of the parcel should be secured with cardboard corners. Advertising and printing materials weighing more than 10 kg should be bound with a minimum of two perpendicular plastic tapes.



Grains and seeds

It is allowed to transport seeds and grains provided that they are properly packed (see p. 6), and which do not require special transport conditions, e.g. controlled temperature.



Plants

Plants (seedlings and potted plants) may only be sent by Business Customers who have appropriate permits and phytosanitary documents – e.g. a phytosanitary passport or other permits required by law.

- Plants should be stably fixed and separated from the walls of the package;
- The garden soil (if possible) should be separated and the pot well secured (if it is made of ceramics, protect it from cracking);
- Plants should be protected against possible water leakage and placed in a carton matching their size;
- The entire parcel should be packed in a sturdy packaging that meets InPost's weight and size requirements;
- Plants cannot be sent as non-standard parcels.

Note:

Despite the utmost care, InPost is not responsible for natural biological processes resulting from the properties of the sent plants, such as:

- Wilting;
- Withering;
- Loss of plant freshness;
- Lack of sufficient water.

We recommend sending plants **from Monday to Wednesday (excluding public holidays)**.

This will help you avoid a situation in which the plants remain over the weekend in a Parcel Locker, sorting facility, or service point, where they may wilt.



Products of creative work (paintings, sculptures, handicrafts)

It is allowed to send creative products that are produced repeatedly or in bulk, in a form that can be reproduced.

Secure the content so that it survives the journey intact:

- The packaging should be tightly filled – use, for example, bubble wrap, paper, sponge or polystyrene to secure the item and minimize the risk of moving inside the parcel. Additionally, protect the corners or protruding elements with foil, tape or cardboard.
- Use double protection – inner and outer carton. Make sure that the outer carton is rigid and suited to the weight and dimension of the contents.
- Follow the InPost packing instructions in “Parcel packaging”.

Caution:

Avoid shipping during periods of extreme air temperatures (heat, frost) if the materials used may be damaged by the temperature.



Containers for the transport of gases, fuels and related products

It is allowed to transport only brand new products.



Shipment of ceramics, dishes, pots, porcelain, lamps and glass

Utility ceramics, porcelain, dishes, pots, decorative elements, lamps, glass elements are allowed for transport.

To avoid breakage or damage to items:

- Wrap each item separately with a thick layer of bubble wrap, foam or cushioning paper;
- Use thick corrugated cardboard, spacers or gratings that will separate the elements from each other and provide additional protection;
- Use the “box-in-box” method – place smaller boxes with secured content in a larger, additionally cushioned box;
- Place the products in a sturdy, fitted carton – fill the free spaces with fillers to prevent the contents from sliding;
- Make sure that the outer packaging is tightly closed and fits the weight of the parcel.



Hemp products

The transport of hemp and hemp products is prohibited in the InPost network - with the exception of fibrous hemp (cannabis sativa sativa) and hemp products derived from it (including hemp fibre products), for which the THC concentration level is below 0.30%.



Tires

Tires should be packed in foil or other type of packaging material, it is allowed to use stretch film.

The maximum number of tires included in one parcel is 2 pieces, up to a tire size of 15 inches, without rims. This type of set should be combined (stretch-wrapped and bound/glued with tape) in a way that prevents them from being separated.

Tires with rims and tires larger than 15 inches should be sent one at a time. The maximum permissible tire size is 21 inches, taking into account the maximum dimensions for individual InPost services.

***The table on the right contains additional information on InPost's handling of parcels containing tires.**



Automotive parts, mechanical devices

Metal parts with sharp edges must be protected in a way that prevents them from damaging other parcels.

It is allowed to transport car parts that are dry and free of operating fluids.

TIRES – DETAILS

TIRE SIZE	PACKAGING RULES
15 inches without rims	<p>Tires should be packed in foil or other type of packaging material, it is allowed to use stretch film.</p> <p>It is possible to pack up to 2 pieces in one parcel (bulk shipment) by binding or wrapping them with tape/stretch film in a way that prevents separation.</p> <p><u>Such a parcel is an exception to the definition of a non-standard parcel and is treated as a standard.</u></p> <p>NOTE! Please note the maximum size of the Item for individual InPost Courier products:</p> <p>InPost Courier for Business Customers (standard):</p> <ul style="list-style-type: none"> max. length 120 cm; combined dimensions 220 cm. <p>The price is calculated based on the actual or volumetric weight within the range of 1 to 50 kg.</p> <p>InPost Courier for Retail Customers:</p> <ul style="list-style-type: none"> max. size is 50 cm x 50 cm x 80 cm, which in practice means that only the smallest tire sizes can be sent; max. weight of 25 kg.
16 to 21 inches without	<p>Tires should be packed in foil or other type of packaging material, it is allowed to use stretch film.</p> <p>It is possible to pack up to 1 piece in one parcel (bulk shipment).</p> <p><u>Such a parcel is an exception to the definition of a non-standard parcel and is treated as a standard.</u></p>
16 to 21 inches with rims	<p>Tires should be packed in foil or other type of packaging material, it is allowed to use stretch film.</p> <p>It is possible to pack up to 1 piece in one package (bulk shipment).</p>
more than 21 inches	It is prohibited within the InPost network.



Liquids

**Total volume of liquids
MAY NOT EXCEED 5 LITRES PER PARCEL.**

It is allowed to transport liquids **ONLY** within the approved range (including household and construction chemicals) provided that they are properly packed (see p. 6). Secure the bottle closure against unscrewing and leaking using tape or foil as shown in Figures a, b, c and d.

NOTE:

THE SENDER should check sections:

“PROHIBITED PRODUCTS”
and “PROHIBITED SUBSTANCES”

**to verify whether the items being shipped are accepted
within the InPost network.**

a)



b)



c)



d)





Batteries

It is allowed to transport batteries that are an integral part of the device (children's cars, scooters, other related devices).

It is allowed to transport cells/batteries meeting the conditions of special provision PS 188 of the ADR Agreement, which do not exceed the permissible values below:

- For a cell containing lithium metal or lithium alloys, the lithium content is not more than 1g, and for a lithium-ion cell, the energy storage capacity, in watt-hours, is not more than 20 Wh;
- For a battery containing lithium metal or lithium alloys, the total lithium content is not more than 2g, and for a lithium-ion cell, the energy storage capacity, in watt-hours, is not more than 100 Wh.



* Detailed information on the transport of cells and batteries can be found in the table on the right and in the section Prohibited products (p. 30)

Sender's checklist for lithium ion batteries – in accordance with special provision PI 188			
1.	PACKAGING REQUIREMENTS	<input type="checkbox"/> checked	
a)	For cells containing lithium metal or lithium alloys, the lithium content is not more than 1 g, and for lithium-ion cells, the energy storage capacity, in watt-hours, is not more than 20 Wh.	<input type="checkbox"/> yes	<input type="checkbox"/> no <input type="checkbox"/> not applicable
b)	For batteries containing lithium metal or lithium alloys, the total lithium content is not more than 2 g, and for lithium-ion batteries, the energy storage capacity, in watt-hours, is not more than 100 Wh.	<input type="checkbox"/> yes	<input type="checkbox"/> no <input type="checkbox"/> not applicable
c)	Lithium-ion batteries subject to this provision (except those that were manufactured before January 1, 2009) should have a marking on the outer surface of the housing indicating the energy storage capacity in watt-hours.	<input type="checkbox"/> yes	<input type="checkbox"/> no <input type="checkbox"/> not applicable
2.	BATTERIES INDIVIDUALLY PACKED	<input type="checkbox"/> checked <input type="checkbox"/> not applicable	
a)	Each battery should be packed in an inner package that protects the whole cell or battery.	<input type="checkbox"/> yes	<input type="checkbox"/> no
b)	The battery should be protected against short circuit. This also includes protection against contact with conductive materials in the same package that may cause short circuit.	<input type="checkbox"/> yes	<input type="checkbox"/> no
c)	The inner packaging should be placed in a strong outer packaging.	<input type="checkbox"/> yes	<input type="checkbox"/> no
d)	Each parcel must successfully pass a drop test from a height of 1.2 m (if the packaging is marked with a certificate containing the letter X or Y in the certificate text; in other cases, confirmation from the manufacturer is required).	<input type="checkbox"/> yes	<input type="checkbox"/> no
e)	The parcel must not exceed 30 kg.	<input type="checkbox"/> yes	<input type="checkbox"/> no
f)	Each outer packaging with battery or batteries must be marked with the lithium battery mark.	<input type="checkbox"/> yes	<input type="checkbox"/> no
3.	BATTERIES PACKED WITH THE DEVICE	<input type="checkbox"/> checked <input type="checkbox"/> not applicable	
a)	Each battery should be packed in an inner package that protects the whole cell or battery.	<input type="checkbox"/> yes	<input type="checkbox"/> no
b)	The battery should be protected against short circuit. This also includes protection against contact with conductive materials in the same package that may cause short circuit.	<input type="checkbox"/> yes	<input type="checkbox"/> no
c)	The inner packaging should be placed in a strong outer packaging.	<input type="checkbox"/> yes	<input type="checkbox"/> no
d)	Each parcel must successfully pass a drop test from a height of 1.2 m (if the packaging is marked with a certificate containing the letter X or Y in the certificate text; in other cases, confirmation from the manufacturer is required).	<input type="checkbox"/> yes	<input type="checkbox"/> no
e)	Each outer packaging with battery or batteries must be marked with the lithium battery mark.	<input type="checkbox"/> yes	<input type="checkbox"/> no
4.	BATTERIES IN THE DEVICE	<input type="checkbox"/> checked <input type="checkbox"/> not applicable	
a)	The device with battery should be packed in a strong outer packaging made of a suitable material with the required strength and with a design adapted to its content and intended use, except in cases where the device with battery provides the required protection.	<input type="checkbox"/> yes	<input type="checkbox"/> no
b)	Cells, batteries installed in the device should be protected against damage and short circuits, and the device should include protective measures to prevent accidental operation.	<input type="checkbox"/> yes	<input type="checkbox"/> no
c)	Each outer packaging with the battery packed in the device must be marked with the lithium battery mark, except for: parcels containing no more than 4 cells or 2 batteries installed in the devices, when there are no more than 2 parcels in a given batch of goods.	<input type="checkbox"/> yes	<input type="checkbox"/> no
5.	NOTES/Other information, e.g.:		
6.	Sender Name;	Signature:	

03 PROHIBITED PRODUCTS



Sinks, washbasins, bowls and toilet units

The transport of sinks, washbasins, bowls, and toilet units, which require special conditions during transport and sorting (in particular ceramic, granite, and fragranite items, as well as fragile and breakable items), is prohibited in the InPost network.



Substances in the form of an aerosol

The transport of any substances in the form of an aerosol is prohibited within the InPost network.



Tobacco products, e-cigarettes

The transport of tobacco products and e-cigarettes is prohibited within the InPost network.



Fire extinguishers

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



Building materials

Transport of building materials: bricks, blocks, pavers, lintels, concrete blocks, and plasterboard are prohibited within the InPost network due to their fragility and irregular shapes.



Care oils, paints, stains, universal lubricants, technical lubricants, impregnants, antifungal agents

The transport of paints, varnishes, care oils, stains, universal lubricants, technical lubricants, impregnants, antifungal agents is prohibited within the InPost network.



Drugs, psychotropic substances and psychoactive substances, the so-called “legal highs”

The transport of drugs, psychotropic substances and psychoactive substances, the so-called “legal highs”, is prohibited within the InPost network.



Weapons and ammunition

It is forbidden to transport weapons within the InPost network, for the purchase or possession of which a permit, registration, or registration card is required, in accordance with generally applicable law, including the Act of 21 May 1999 on Weapons and Ammunition, explosives, and flammable materials (including weapons as defined in Article 4, Section 1 of the Act of 21 May 1999 on weapons and ammunition, with the exception of blasting, starting, and alarm pistols, and ammunition for these pistols, unless they are classified as firearms under this Act, and provided the Sender submits the necessary documents required by the above-mentioned Act before sending such a parcel, and meets the other conditions for the service). It is forbidden to transport ammunition, excluding blasting ammunition with a calibre of up to 6 mm.



Medicinal products

The transport of medicinal products is prohibited within the InPost network.



Animals and biological material

It is forbidden to transport live and dead animals, including insects and live fishing lures, in the InPost network.

It is forbidden to transport hazardous biological materials within the InPost network, including:

- human corpses, human organs, or animal organs;
- samples, secretions and tissues derived from humans or animals;
- organisms capable of transmitting infectious diseases caused by pathogens that may endanger human and animal health;
- infectious materials classified in class 6.2 of the ADR Agreement*.

* The prohibition does not apply to goods completely excluded from the provisions of the ADR Agreement in accordance with the provisions contained in the ADR Agreement.



Plants

In InPost parcels, the following items may not be sent:

- plants under species protection in the EU;
- poisonous plants;
- plants used for the production of prohibited substances (e.g. drugs);
- plants requiring transport at a controlled temperature;
- cut flowers.

REMEMBER: Lockers in Parcel Lockers and storage places are not resistant to high or low air temperatures.



Automotive oils, brake fluids and related fluids

The transport of car oils, brake fluids, oil and fuel additives and related goods is prohibited within the InPost network.



Products emitting an intense fragrance

The transport of products emitting an intense fragrance is prohibited within the InPost network.



Works of art

In InPost parcels, the following items may not be sent: **works of art** within the meaning of the law - **original works of art of unique character (e.g. paintings by masters of painting, artistic sculptures of a unique character).**



Valuables

It is forbidden to transport money, securities, other payment documents and valuables (jewelry, works of art, antiques, numismatics, etc.) in the InPost network.



Batteries

It is forbidden to transport the following items within the InPost network:

- car batteries;
- gel, wet, maintenance-free batteries, e.g. AGM, VRLA type;
- batteries/ lithium-ion cells* (including the ones installed in devices);
- batteries/ lithium-metallic cells* (including the ones installed in devices);
- Other batteries/ cells subject to the ADR agreement.

* Detailed information on the transport of cells and batteries can be found in the table on page 28.

	UN3090
	UN3091
	UN3480
	UN3481



Other mechanical parts and components

The transport of elements and drive units not protected against the leakage of operating fluids is prohibited within the InPost network – operating fluids should be removed before sending the parcel. Car windows, car hooks, car body elements and car parts with non-standard shapes (bumpers, exhaust systems) are prohibited within the InPost network.

PROHIBITED SUBSTANCES



Hazardous chemical substances and mixtures classified in accordance with the CLP Regulation

(Regulation (EC) 2024/2865 of the European Parliament and of the Council of 23 October 2024 amending Regulation (EC) No 1272/2008 on classification, labelling and packaging of substances and mixtures)

- **GHS01** - Explosives
- **GHS02** - Flammable
- **GHS03** - Oxidizing
- **GHS04** - Gases under pressure
- **GHS05** - Corrosive
- **GHS06** - Toxic
- **GHS07** - Irritant/Sensitizing*
- **GHS08** - Serious Health Hazard: Carcinogenic, mutagenic, toxic to reproduction, as well as causing organ damage with long-term exposure
- **GHS09** - Dangerous for the environment.



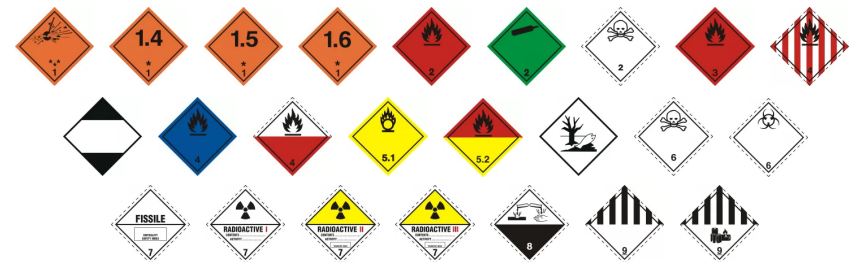
* GHS07: if only this marking is placed on the packaging, we do not treat it as a hazardous material during transport within the InPost network.



Goods subject to the provisions of the ADR agreement*, including exclusions LQ, EQ and 1.1.3.6 classified in individual ADR classes:

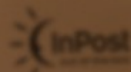
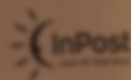
- **Class 1** - Explosive materials and articles
- **Class 2** - Gases
- **Class 3** - Flammable liquids
- **Class 4.1** - Flammable solids, self-reactive materials and desensitized solid explosives
- **Class 4.2** - Auto-combustible materials
- **Class 4.3** - Materials producing flammable gases in contact with water
- **Class 5.1** - Oxidising materials
- **Class 5.2** - Organic peroxides
- **Class 6.1** - Poisonous materials
- **Class 6.2** - Infectious materials
- **Class 7** - Radioactive materials
- **Class 8** - Corrosive materials
- **Class 9** - Miscellaneous materials and articles other than those mentioned in classes 1 to 8.

* The prohibition does not apply to goods completely excluded from the provisions of the ADR Agreement in accordance with the provisions contained in the ADR Agreement.



Rules for preparation and packaging
of InPost parcels

SERVICES ADDITIONAL FEES CONTRACTUAL PENALTIES



SERVICES, ADDITIONAL FEES, CONTRACTUAL PENALTIES

FEE	PRICE LIST	HOW IS THE FEE CHARGED? HOW CAN IT BE AVOIDED?
Long parcel fee	InPost Courier	A fee will apply if the element exceeds 200 cm but does not exceed 350 cm. A fee of PLN 100.00 is charged for each commenced meter.
Volumetric parcel fee	InPost Courier	<p>A volumetric parcel is an item whose volumetric weight exceeds its actual weight. The Operator reserves the right to charge, in accordance with the Price List, an additional fee for determining the volumetric parcel and the volumetric weight, as well as for each started kilogram of the volumetric weight:</p> <ol style="list-style-type: none"> more than 50 kg, whereby if the volumetric weight exceeds 70 kg, the Operator will treat and price such a volumetric parcel as a Pallet Shipment (Standard Pallet Service), or over 800 kg for pallet shipment.
Non-standard parcel fee	InPost Courier	<p>The fee is charged in three cases:</p> <ol style="list-style-type: none"> one of the dimensions of the parcel exceeds 120 cm, or the total dimension of the parcel (length + width + height) exceeds 220cm, or the parcel is round, cylindrical, oval, irregularly shaped, or has protruding elements. <p>To avoid a charge – use the appropriate packaging for the parcel. The best option is a cardboard with regular shapes, not exceeding the maximum dimensions.</p>
Weight Exceedance Fee*	Allegro InPost miniCourier24 Allegro InPost Courier24	<p>The fee, in accordance with the applicable Price List, is charged for each commenced kilogram - in the event of exceeding the maximum weight:</p> <ol style="list-style-type: none"> 10 kg for parcels sent using Allegro InPost miniCourier24 service and 30 kg for parcels sent using Allegro InPost Courier24 service. <p>The fee is charged together with the additional fee for Verifying the weight of a Parcel.</p>
Fee for treating a Parcel as oversized*	Allegro InPost miniCourier24 Allegro InPost Courier24	<p>In relation to Allegro Courier services, the fee is charged in the event of exceeding the maximum permissible dimensions of Allegro Courier services - the sum of 3 sides - 160 cm, the length of the longest side cannot exceed 80 cm. The fee is charged together with the Fee for verifying the dimensions of a Parcel.</p> <p>To avoid a charge, do not send parcels exceeding the maximum dimensions.</p>
Contractual penalty	All price lists	The Operator may impose a contractual penalty on the Sender in the amount specified in the Price List, for violations specified in the Terms and conditions of InPost Paczkomat® 24/7 service provision, in paragraph 6 section 5. or/and in the Terms and conditions of postal services and transport services, in paragraph 6 section 6.5.

FEE	PRICE LIST	HOW IS THE FEE CHARGED? HOW CAN IT BE AVOIDED?
Fee for treating a Parcel as oversized*	InPost Courier	<p>The fee may be charged in three cases:</p> <ol style="list-style-type: none"> exceeding the weight of 25 kg for the parcel, or exceeding any of the dimensions of 500 x 500 x 800 mm (height x width x length), or if the parcel is round, cylindrical, oval, irregularly shaped, or has protruding elements, incorrectly declaring the size of the parcel. <p>The fee is charged together with the Fee for Verifying the dimensions of a Parcel.</p>
Fee for treating a Parcel as oversized*	InPost Paczkomat® 24/7 Allegro Paczkomat® 24/7 InPost	<p>The fee is charged in two cases:</p> <ol style="list-style-type: none"> exceeding the maximum permissible weight for parcels (25 kg), or exceeding any of the maximum dimensions for C 410 x 380 x 640 mm (height x width x length). <p>The fee for treating a Parcel as oversized is charged together with the fee for Verifying the weight and dimensions of a Parcel. To avoid a charge, do not send parcels exceeding the maximum dimensions.</p>
Oversized parcel – over 500 x 500 x 800 mm or weight over 30 kg*	InPost Paczkomat® 24/7 InPost Courier Allegro Paczkomat® 24/7 InPost	<p>The fee is charged in two cases:</p> <ol style="list-style-type: none"> exceeding the weight of 30 kg, or exceeding any of the dimensions of 500 x 500 x 800 mm (height x width x length). <p>Important note – this fee occurs together and is added to the fee for Verifying the weight and dimensions of a Parcel and the Fee for treating a Parcel as oversized. To avoid a charge – make sure your parcel does not exceed the dimensions and weight listed above.</p>
Volumetric weight	InPost Courier	<p>A volumetric parcel is an item whose volumetric weight exceeds its actual weight. In the case of such a courier parcel or item, the dimensions and weight of the volumetric parcel – for operational and billing purposes – will be determined based on the volumetric weight, calculated using the following formula:</p> $X = \frac{\text{length (cm)} \times \text{width (cm)} \times \text{height (cm)}}{6000}$ <p>The Operator reserves the right to charge, in accordance with the Price List, an additional fee for determining the volumetric parcel and the volumetric weight, as well as for each commenced kilogram of the volumetric weight over 50 kg of the volumetric weight, whereby if the volumetric weight exceeds 70 kg, the Operator will treat and price such a volumetric parcel as a pallet shipment (Standard Pallet Service, in accordance with the Price List).</p>
Verification of the Parcel when changing the size*	InPost Paczkomat® 24/7 Allegro Paczkomat® 24/7 InPost	<p>The fee is charged in the event of sending a parcel whose actual size do not match the declared size. When sending a parcel remember to choose the right size in relation to the minimum and maximum height and width.</p> <p>Example I: Declared by the Customer SIZE A (80 mm high), but in practice the parcel is 120 mm high. You will be charged a fee plus the difference in price between SIZE A and SIZE B.</p> <p>Example II: Declared by the Customer SIZE C (minimum height 191 mm), but in practice the parcel is 80 mm high. You will be charged a fee plus the difference in price between SIZE C and SIZE A will be refunded. For parcels sent via a Parcel Locker, in the size categories “A” and “B,” the height of the parcel is considered its shortest side. In the case of a Parcel sent by a Parcel Locker for Size C, the height of the Parcel is a side of medium length, i.e. a side that is neither the shortest nor the longest side.</p> <p>To avoid a fee, ensure that you correctly declare the size of the parcel when creating the label, paying particular attention to the height of the parcel.</p>

FEE	PRICE LIST	HOW IS THE FEE CHARGED? HOW CAN IT BE AVOIDED?
Verification of the weight and dimensions of the Parcel*	InPost Courier	<p>The fee is charged if the provided weight or dimensions do not match the actual measurements. To avoid a fee – make sure you provide the exact dimensions and weight of the parcel.</p> <p>In the case of courier services sent via the Parcel Manager, the fee is charged in four cases:</p> <ol style="list-style-type: none"> exceeding the weight of 25 kg for the parcel, or exceeding any of the dimensions of 500 x 500 x 800 mm (height x width x length), or the parcel is round, cylindrical, oval, irregularly shaped, has protruding elements, or incorrectly declaring the size of the parcel. <p>In points a), b), c), the fee is charged together with the fee for treating a Parcel as oversized.</p>
Verification of the weight and dimensions of the Parcel*	InPost Paczkomat® 24/7 Allegro Paczkomat® 24/7 InPost	<p>The fee is charged in two cases:</p> <ol style="list-style-type: none"> exceeding the maximum permissible weight for parcels (25 kg), or exceeding any of the maximum dimensions for C 410 x 380 x 640 mm (height x width x length). <p>The fee for Verifying the weight and dimensions of a parcel is charged together with the fee for treating a Parcel as oversized.</p>
Verification of the weight of the Parcel*	Allegro InPost miniCourier24 Allegro InPost Courier24	<p>The fee is charged in two cases:</p> <ol style="list-style-type: none"> exceeding the maximum permissible weight of 10 kg for Allegro InPost miniCourier24 service - the fee is charged together with the Fee for each kg over 10 kg, or exceeding the maximum permissible weight of 30 kg for Allegro InPost Courier24 service - the fee is charged together with the Fee for each kg over 30 kg <p>To avoid a charge - for parcels weighing more than 10 kg, choose Allegro InPost Courier24 service and do not send parcels exceeding the maximum weight of 30 kg.</p>
Verification of the dimensions of the Parcel*	Allegro InPost miniCourier24 Allegro InPost Courier24	<p>The fee is charged in the event of exceeding the maximum permissible dimensions of Allegro Courier services - the sum of 3 sides - 160 cm, the length of the longest side cannot exceed 80 cm. The fee is charged together with the Fee for treating a Parcel as oversized.</p> <p>To avoid a charge, do not send parcels exceeding the maximum dimensions.</p>

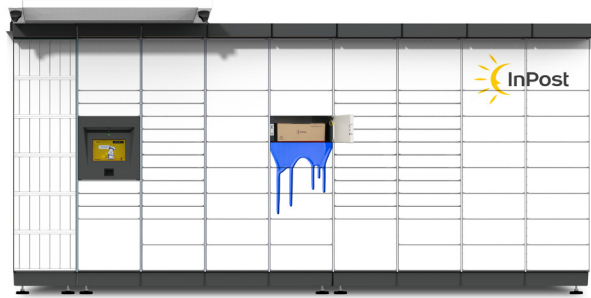
*fees do not apply to Consumers

Rules for preparation and packaging
of InPost parcels

EFFECTS OF IMPROPER PACKAGING



EFFECTS OF IMPROPER PACKAGING



damaged Parcel Locker



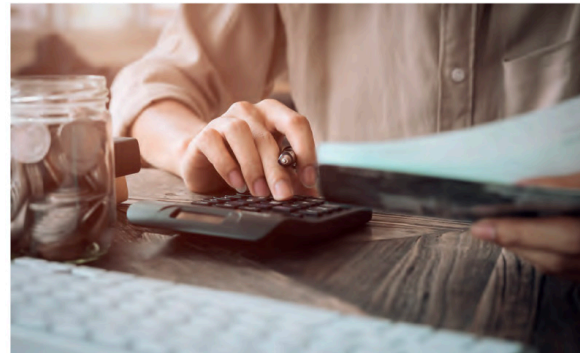
work accident



damaged parcel



evacuation of a service point



additional costs for the Customer



a parcel with leaking liquid



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