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RULES FOR PREPARATION AND PACKAGING OF INPOST SHIPMENTS

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

inpost.pl

TABLE OF CONTENTS

<u>1. Address labels</u>	pg. 3
<u>2. Shipment packaging</u>	pg. 8
<u>3. Permitted assortment</u>	pg. 11
<u>4. Prohibited assortment</u>	pg. 16
<u>5. Prohibited substances</u>	pg. 18
<u>6. Services, additional fees, contractual penalties, Allegro</u>	pg. 19
<u>7. Effects of improper packaging</u>	pg. 22



01 ADDRESS LABELS

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

It allows for efficient collection of the parcel, recording, sorting and correct delivery. It is also an element designating the shipment, which in case of any problems related to its handing, will allow to identify it.



1. **Place the label on the top surface of the package.**
Avoid sticking it on the connection (closing) of the package.
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 adhesives glued on cardboard – **do not use adhesives (kangaroos) 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 its parts do not stick together.
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 shipment.

EXAMPLES OF INCORRECT PLACEMENT OF LABELS



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



Foil bags



Cardboard boxes



Envelopes



Labels



Document enclosed labels

POSTING PARCELS WITHOUT A LABEL USING INPOST MOBILE APP

1.

Pack your package: make sure to properly secure the shipment and measure its size. There are 3 sizes available. Choose the one that corresponds to the size of your shipment. See page 6 for packing instructions.

3.

Pay for shipping: after completing the information, you will be redirected to a page where you can choose a payment method that suits you. Once the payment is complete, the 9-digit shipping code and the QR code will appear.

REMEMBER

You no longer need to stick a label or place a shipping code on the parcel. However, if you want to place the code on the parcel, you can of course do it.

2.

In the app, select the option 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 out automatically.

4.

Post your parcel with a Parcel Locker. When your parcel is ready, go to Parcel Locker of your choice. Using the Parcel Locker machine reader, scan the QR code from the app or select the option „I have a shipping code or a return code” on the machine screen and enter the data. The locker will automatically open!





SENDING PARCELS WITHOUT LABELS – QUICK RETURNS SERVICE

1. Use the InPost Mobile app or go <https://szybkiewroty.pl/en>. From the drop-down list, select the shop where you bought the goods that are to be returned.
2. Enter your order details - complete the returns form. You can enter your order number, but you don't have to - it is helpful to the Seller, but not necessary. Fill in all fields carefully.
3. Wait for confirmation - we will send you an email and SMS confirming your return request.
4. If you are returning the goods in their original packaging remember to tear off the original address label.
5. Go to the Parcel Locker - on the screen of the machine select „I want to send a parcel” and then „Enter code”.
6. Use the 10-digit return code we sent to you after accepting your return request.
7. Choose the correct box size - remember that boxes 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. Insert the properly prepared and packed parcel into the box - the box in the selected size will open automatically. Place the parcel in it and close the door.
9. Make sure the process is complete.

DIMENSIONS OF PARCELS FOR INDIVIDUAL PRODUCTS AND SERVICES

InPost Parcel Locker and InPost Courier for Retail Customers

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



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

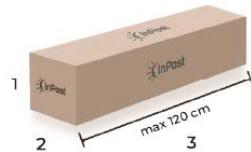
Minimum height: 191 mm



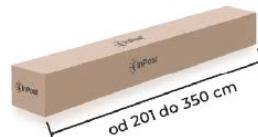
Size D
Max 500 x 500 x 800 mm

Exclusively for InPost
Courier Parcel Manager.
Sending in a ParcelPoint
or at the Courier.

InPost Courier for Business Customers



Standard parcel
 $1 + 2 + 3 = \text{max } 220 \text{ cm}$



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, irregular shapes and/or protruding elements.

02 SHIPMENT 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 sensitivity and weight of the goods, choose the appropriate packaging thickness. For packages weighing more than 5 kg, use a two-layer cardboard (density 375 g/m²). For packages over 20 kg, use three-layer cardboard (density above 427 g/m²).

How to check the quality of the packaging?

Compress the top, sides, and edges of the package; if the carton deforms or is damaged, 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 shipment 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?

Compress the top, sides, and edges of the package; if the carton deforms or is damaged, the outer packaging is inadequate.



3.

Immobilize the product inside

The immobilization of the product is intended to prevent movement of the contents inside the parcel. 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 shipments.

How to check if the product is properly immobilized?

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



4.

Separate products inside

Separating products prevents the possibility of damage to the products or packaging. Use this method of packaging when sending multiple individual packages.

How to check if the package is correctly packed?

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

5.

Secure the product



A fixed position cannot be guaranteed during transport, so all sides of the contents must be evenly protected and maintained in a relatively stable position. Please note that during sorting and transport, the shipment may be placed on any side.

How can you 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.



Company packaging InPost – cardboard

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 shipment.



Company packaging InPost – foil bag

The content of the foil bag 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 items without sharp or angular shapes that could puncture the packaging from the inside.



Circular 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 nonstandard package only if it meets the conditions regarding its maximum dimensions.



6.

Close and seal

Properly closed and sealed packaging prevents the package from opening spontaneously and ensures the contents remain secure. Correct method for closing and securing a parcel: the double 'H' sealing method. Use tape with a minimum width of 48 mm.

How can you check if the parcel is properly closed

Compress the top and bottom of the package where the adhesive tape is applied – if the tape peels off, allowing access to the contents, the shipment is not properly closed and sealed.



Box-in-box method

Products from sensitive categories, including sharp objects like knives or 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: twolayer cardboard with a density of 375g/m² (for weights up to 5 kg) or a density of 427g/m² (for weights over 5 kg).

Stretch foil as external protection

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

Proper blade protection



7.

Combining multiple packages in one parcel

It is prohibited in the InPost network to combine separate packages in one parcel
- poly mailers, tubes and long parcels.

If you want to combine two or more separate packages into one parcel, the recommended option is the use of an outer cardboard box.

A parcel that is a combination of two or more separate packages, when packed without an outer additional carton, should be protected against separation of the individual packages - two layers of stretch film and tape or binding tape is required.

Exceptions to the above rules apply to the tyre and pet food ranges. If you are shipping tyres or pet food, please refer to the separate regulations for these items in section 3, Product range.

If a parcel contains two or more separate individual packages without an external carton, it will be classified as a nonstandard parcel, which will incur the charge specified in the Price List.

Example



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



Packaging example: The package is improperly protected, and the individual parts may detach during transport. Due to the lack of an 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 wrap



Air bags



Polystyrene protection



Crumpled paper



Foam bags



Paper pulp

Protective materials available at home



Newspapers



Blankets



Clothes

03 PERMITTED ASSORTMENT



Cosmetics

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

- cosmetics should be in factory-sealed packaging;
- the entire product should be protected against accidental leakage, especially in the case of liquid cosmetics, where the cap is particularly vulnerable. 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 airconditioned or heated! Cosmetics in glass containers are allowed to be transported, provided they are properly protected according to InPost packaging instructions in section 2 – Packaging of shipments, using the „box-in-box” method.



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.



ADVICE: Your package has a long way to go. It will be sorted, stacked, and transported, which highlights the need for proper protection of products exposed to shocks.



Artificial jewelry

It is allowed to transport artificial jewelry:

- 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. „Shipment Packaging”.



Electronics, household appliances, audio/video devices

Items from the electronics, household appliances, and audio/video equipment categories should be protected from shocks during transport within the packaging. 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.



TV set and monitors

The transport of televisions 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.



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 binding tape.



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 9) 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 Furniture the Act).



Alcohols, tobacco products, e-cigarettes

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/smartcourier-oferta>



Pet food

Transportation of dry granulated pet food in bags is allowed. Additional protection (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.



Grains and seeds

The transport of seeds and grains is permitted provided they are properly packaged (see page 8) and do not require special transport conditions, such as controlled temperature.



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 shipment. If wrapping paper is used, the corners of the shipment 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.



Food products. Dietary supplements

The transport of perishable goods, goods requiring controlled temperature and/or special storage and transport conditions is prohibited in the InPost network. Other goods are accepted without additional conditions, except for liquid goods provided they are properly secured (see page 14).



Medical 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.



Containers for the transport of gases, fuels and related

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 hemp (cannabis sativa) and hemp products derived from it (including hemp fiber products), for which the THC concentration level is below 0.30%.



Tyres

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

The maximum number of tyres included in one package is 2 pieces, up to a tyre 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.

Tyres with rims and tyres larger than 15 inches should be sent one at a time. The maximum permissible tyre size is 20 inches, taking into account the maximum dimensions for individual InPost services.

Tyres without rims, up to 15 inches, shipped without cardboard, are an exception to the definition of a nonstandard package.

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



Automotive parts, aggregates, mechanical devices

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

The transport of dry car parts and those free from operating fluids is permitted.

TYRES – DETAILS

TYRE SIZE	PACKAGING RULES
15 inches without rims	<p>Tyres 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 package (bulk shipment) by binding or wrapping them with tape/stretch film in a way that prevents separation.</p> <p>Such a package is an exception to the definition of a non-standard package and is treated as a standard.</p> <p>WARNING! Please note the maximum size of the element in individual InPost Courier products:</p> <p>InPost Courier for Business Customers (standard):</p> <ul style="list-style-type: none"> • max. length 120 cm; • total 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 tyre sizes can be shipped; • maximum weight 25 kg
16 to 20 inches without rims	<p>Tyres should be packed in foil or another type of packaging material.</p> <p>The use of stretch film is allowed.</p> <p>A maximum of one piece can be packed per package (bulk shipping).</p> <p>Such a package is treated as a non-standard package.</p>
16 to 20 inches with rims	<p>Tyres should be packed in foil or another type of packaging material.</p> <p>The use of stretch film is allowed.</p> <p>A maximum of one piece can be packed per package (bulk shipping).</p> <p>Such a package is treated as a non-standard package.</p>
more than 20 inches	The transport of this type of tyres is prohibited within the InPost network.



Liquids

**The total volume of shipped liquids
MUST NOT EXCEED 5 LITERS PER PARCEL.**

It is permitted to transport liquids ONLY within the allowed assortment (including household chemicals and construction chemicals) provided they are properly packaged (see page 8). Secure the bottle cap against unscrewing and leakage using tape or film, as shown in figures a, b, c, and d.

REMEMBER:

The SENDER should check the sections:

„PROHIBITED ASSORTMENT”
and „PROHIBITED SUBSTANCES”

**to verify whether the items being shipped
are accepted in 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 lithiumion 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 lithiumion 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 assortment (p. 17)**

Sender's checklist for lithium ion batteries – in accordance with special provision PI 188				
1. PACKAGING REQUIREMENTS	<input type="checkbox"/> checked	<input type="checkbox"/> not applicable		
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		
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		
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		
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:		

04 PROHIBITED ASSORTMENT



Sinks, washbasins, bowls and toilet units

The transport of sinks, washbasins, bowls, and toilet units, which require special conditions during transport and sorting (particularly ceramic, granite, and fragranite, as they are brittle), 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.



Stones and coal

The transport of aggregate: including stones, coal and related materials is prohibited within the InPost network.



Building materials

The transport of building materials such as bricks, pavers, blocks, lintels, concrete blocks, and plasterboard is 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 that require a permit, registration, or registration card, in accordance with 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 of 21 May 1999 on weapons and ammunition. This excludes 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 shipment, 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.



Fire extinguishers

The transport of fire extinguishers subject to ADR/LQ regulations is prohibited 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 15.**



UN3090
UN3091
UN3480
UN3481



Substances in the form of aerosol

The transport of any substances in the form of an aerosol 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.



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 shipment. Car windows, car hooks, car body elements and car parts with non-standard shapes (bumpers, exhaust systems) are prohibited within 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 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.



Valuables

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

05 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.



06 SERVICES, ADDITIONAL FEES, CONTRACTUAL PENALTIES, ALLEGRO

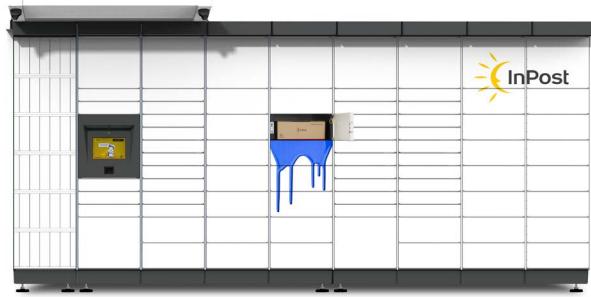
FEES	PRICE	HOW IS THE FEE CHARGED HOW CAN IT BE AVOIDED
Long parcel fee	InPost Courier	A fee will apply if the element exceeds 200 cm but does not exceed 350 cm. A fee of PLN 100.00 is charged for each commenced meter.
Volumetric parcel fee	InPost Courier	<p>A volumetric parcel is an item whose volumetric 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> <ul style="list-style-type: none"> a. 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 b. over 800 kg for pallet shipments.
Non-standard parcel fee	InPost Courier	<p>The fee is charged in three cases:</p> <ul style="list-style-type: none"> a. one of the dimensions of the parcel exceeds 120 cm, or b. the total dimension of the parcel (length + width + height) exceeds 220 cm, or c. the parcel is round, cylindrical, oval, irregularly shaped, or has protruding elements. <p>To avoid a charge – use the appropriate packaging for the shipment. The best option is a cardboard with regular shapes, not exceeding the maximum dimensions.</p>
Weight Exceedance Fee*	Allegro miniCourier24 InPost Allegro Courier24 InPost	<p>The fee, in accordance with the applicable Price List, is charged for each commenced kilogram in the event of exceeding the maximum weight of:</p> <ul style="list-style-type: none"> a. 10 kg for shipments using Allegro miniCourier24 InPost service, and b. 30 kg for shipments using Allegro Courier24 InPost service. <p>The fee is charged together with the additional fee for Verifying the weight of a Shipment.</p>
Fee for treating a Shipment as oversized*	Allegro miniKurier24 InPost Allegro Courier24 InPost	<p>In relation to Allegro Courier24 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 cannot exceed 80 cm. The fee is charged together with the Fee for verifying the dimensions of a Shipment.</p> <p>To avoid a charge, do not send shipments 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 5 section 6. or/and in the Terms and conditions of postal services and transport services, in paragraph 6 section 6.5.

FEES	PRICE	HOW IS THE FEE CHARGED HOW CAN IT BE AVOIDED
Fee for treating a Shipment as oversized*	InPost Courier	<p>The fee may be charged in three cases:</p> <ul style="list-style-type: none"> a. exceeding the weight of 25 kg for the shipment, or b. exceeding any of the dimensions of 500 x 500 x 800 mm (height x width x length), or c. if the parcel is round, cylindrical, oval, irregularly shaped, or has protruding elements, or the size of the parcel is declared incorrectly. <p>The fee is charged together with the Fee for Verifying the dimensions of a Shipment.</p>
Fee for treating a Shipment as oversized*	InPost Paczkomat® 24/7 Allegro Paczkomat® 24/7 InPost	<p>The fee is charged in two cases:</p> <ul style="list-style-type: none"> a. exceeding the maximum permissible weight for shipments (25 kg), or b. 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 Shipment as oversized is charged together with the fee for Verifying the weight and dimensions of a Shipment.</p> <p>To avoid a charge, do not send shipments exceeding the maximum dimensions.</p>
Oversized shipment – 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> <ul style="list-style-type: none"> a. exceeding the weight of 30 kg b. 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 Shipment and the Fee for treating a Shipment as oversized. To avoid a charge – make sure your shipment 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 Shipment when changing the size*	InPost Paczkomat® 24/7 Allegro Paczkomat® 24/7 InPost	<p>The fee is charged in the event of sending a shipment whose actual size is inconsistent with the declared size. When creating a shipment, 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 shipment 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 shipment is 80 mm high. You will be charged accordingly, and the difference in price between SIZE C and SIZE A will be refunded. For shipments sent via a Parcel Locker, the height of the shipment in the „A“ and „B“ size categories is considered to be its shortest side. In the case of a Shipment sent by a Parcel Locker for Size C, the height of the Shipment 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 shipment when creating the label, paying particular attention to the height of the shipment.</p>

FEES	PRICE	HOW IS THE FEE CHARGED HOW CAN IT BE AVOIDED
Verification of the weight and dimensions of the Shipment*	InPost Courier	<p>The fee is applied 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 shipment.</p> <p>In the case of courier services sent via the Parcel Manager tool, the fee is charged in four cases:</p> <ul style="list-style-type: none"> a. exceeding the weight of 25 kg for the shipment, or b. exceeding any of the dimensions of 500 x 500 x 800 mm (height x width x length), or c. the parcel is round, cylindrical, oval, irregularly shaped, has protruding elements, or d. incorrectly declaring the size of the parcel. <p>In points a), b), c), the fee is charged together with the fee for treating a Shipment as oversized.</p>
Verification of the weight and dimensions of the Shipment*	InPost Paczkomat® 24/7 Allegro Paczkomat® 24/7 InPost	<p>The fee is charged in two cases:</p> <ul style="list-style-type: none"> a. exceeding the maximum permissible weight for shipments (25 kg), or b. 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 shipment is charged together with the fee for treating a Shipment as oversized.</p>
Verification of the weight of the Shipment*	Allegro miniCourier24 InPost Allegro Courier24 InPost	<p>The fee is charged in two cases:</p> <ul style="list-style-type: none"> a. exceeding the maximum permissible weight of 10 kg for Allegro miniKurier24 InPost service - the fee is charged together with the Fee for each kg over 10 kg b. exceeding the maximum permissible weight of 30 kg for Allegro Courier24 InPost service - the fee is charged together with the Fee for each kg over 30 kg <p>To avoid a charge - for shipments weighing more than 10 kg, choose the Allegro Kurier24 InPost service and do not send shipments exceeding the maximum weight of 30 kg.</p>
Verification of the dimensions of the Shipment*	Allegro miniCourier24 InPost Allegro Courier24 InPost	<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 cannot exceed 80 cm. The fee is charged together with the Fee for treating a Shipment as oversized.</p> <p>To avoid a charge, do not send shipments exceeding the maximum dimensions.</p>

*fees do not apply to Consumers

07 EFFECTS OF IMPROPER PACKAGING



damaged Parcel Locker



work accident



damaged parcel



evacuation of the department



additional costs for the customer



a parcel with leaking liquid



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