

# TERMS AND CONDITIONS FOR THE FAST RETURNS SERVICE INITIATED BY THE RECIPIENT

Effective from: 21 November 2025



These terms and conditions apply to Partners who wish to offer their customers the Fast Returns service, fully paid by the customer (i.e. the recipient of the Partner's shipment).

The service is provided by us, i.e. InPost sp. z o. o., with its registered office in Kraków, ul. Pana Tadeusza 4. In order for your customer to use the service, you must accept these terms and conditions. By accepting them, you enter into an agreement with us regarding cooperation in the provision of the service.

All underlined terms have specific meanings, which are explained in Annex A to these terms and conditions.

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## 1. How does the service work?

- 1.1 The Fast Returns service paid by the recipient is available to your customers (shipment recipients) and is fully paid by them. When your customer uses this service, they enter into a one-time agreement with us. We collect the shipment from them and deliver it to you — the original sender (e.g. as part of returning goods purchased online). In these terms and conditions, this service, along with the systems supporting it, is referred to as the Returns Service.

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## 2. How is the return address determined?

- 2.1 When a customer selects your company name in the Returns Service system, the system automatically assigns the return address — typically a warehouse handling returns of your goods.
- 2.2 As a Partner, you are obliged to enter the correct return address in the Returns Service system. This address will be used by us to deliver the returned shipments. If the address changes, you must update it immediately in the system to ensure proper delivery.
- 2.3 As part of the service, we provide you with a system where you can enter and update the return address, as well as track the status of shipments sent to that address.
- 2.4 After the address is updated, some shipments sent by the customer before the address change may still be delivered to the previous address. By accepting these terms and conditions, you agree to such situations and confirm that you will not raise any claims against us in this regard.
- 2.5 If someone raises a claim or inquiry related to an incorrect address, we will provide them with your contact details.
- 2.6 If a public authority or other entity raises claims against us due to an outdated address, and the issue arose due to your fault (e.g. you failed to update the address or do not accept shipments at the old address), you agree to:
- fully compensate us for any damage incurred,
  - reimburse legal, court, and settlement costs,
  - cover any awarded penalties, damages, or compensation.

### 3. How do we use trademarks?

- 3.1 As part of the Returns Service, we may use your trademarks — including names, logos (word, graphic, or word-and-graphic), and other identifiers that represent your company or brand. This helps your customers find you more easily in our system.
  - 3.2 You provide us with information about your trademarks via the form you complete when joining the cooperation for the provision of the service.
  - 3.3 We display your trademarks on our website and in the InPost Mobile app, where your customers initiate returns.
  - 3.4 We do not alter your trademarks, except for resizing or formatting for technical purposes (e.g. screen adaptation). If further changes are needed (e.g. a different form of presentation), we will contact you to agree on the changes together, confirming them in documentary form.
  - 3.5 If you change your trademark, send the new version to your InPost Sales Representative by email. Once we receive the updated trademark, we will update it in the Returns Service system within a maximum of 5 business days.
  - 3.6 You confirm that our use of your trademarks complies with your company's policy and does not require additional consents. You also confirm that you have full rights to grant us a license to use them under this cooperation.
  - 3.7 We do not acquire any rights to your trademarks beyond those specified in these terms and conditions.
  - 3.8 If someone raises claims against us due to our use of your trademarks (e.g. copyright or trademark infringement), you agree to cover all resulting costs and damages, including legal fees, compensation, settlements, and other expenses.
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### 4. Can you use other Fast Returns variants?

- 4.1 If you offer Fast Returns paid by the recipient under these terms and conditions, we cannot simultaneously provide you with another variant of Fast Returns where you cover the return shipping costs.
  - 4.2 If we have previously entered into a business agreement with you under which we provide a variant of the Fast Returns service where you bear the shipping costs, the provision of that variant will be suspended for the duration of your participation in the recipient-paid returns service, in accordance with the email notification sent at the time of joining the program.
  - 4.3 The exclusion described in sections 4.1 and 4.2 above does not apply if we enter into a new business agreement with you that explicitly states you may use the Fast Returns variant paid by you in parallel with the Returns Service described in these terms and conditions.
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### 5. Who bears the costs of the service?

- 5.1 Both you and we bear our own costs related to the provision and performance of the service under these terms and conditions. This includes costs of onboarding, using the Returns Service system, and terminating the service.
  - 5.2 We do not settle these costs between us — meaning we do not claim reimbursement from each other.
  - 5.3 We reserve the right to independently set the prices of services within the Returns Service.
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## 6. How long do the terms and conditions apply?

- 6.1 These terms and conditions apply from the moment you accept them and remain in force until you choose to close your organization's account in the Fast Returns service or decide to switch to the variant of the Fast Returns service in which you bear the shipping costs.
  - 6.2 You may withdraw from the service at any time by notifying us one month in advance — the withdrawal will be effective at the end of the calendar month.
  - 6.3 If you cease business operations (e.g. are removed from CEIDG or KRS), your participation in the service ends automatically based on public registry data.
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## 7. How do we protect confidential information?

- 7.1 While using the Returns Service, you may gain access to information that is confidential in nature. We may also receive such information from you.
  - 7.2 Confidential information refers to data that has not been publicly disclosed and relates to technical, financial, commercial, legal, organizational, or other matters relevant to the operation of your business or ours.
  - 7.3 You agree to maintain the confidentiality of such information both during your use of the Returns Service and for a period of five years after you stop using the service.
  - 7.4 You may disclose confidential information only if:
    - a. you receive our prior written consent, or
    - b. you are legally required to do so by a court, authority, or other public institution, provided that you notify us of such obligation in advance.
  - 7.5 Information is not considered confidential if:
    - a. it was publicly disclosed without breaching these terms and conditions,
    - b. it was lawfully provided by a third party,
    - c. we agreed to its disclosure,
    - d. it is subject to protection under the provisions of the Postal Law or data protection regulations.
  - 7.6 You agree to:
    - a. securely store confidential information,
    - b. share it only with individuals who need access to it (e.g. employees, advisors, auditors),
    - c. refrain from copying or distributing it unnecessarily,
    - d. prevent its disclosure by third parties you cooperate with.
  - 7.7 You may share confidential information with an entity affiliated with your company (e.g. a company within the same capital group), provided that the entity complies with confidentiality protection rules that are at least as strict as those described in these terms and conditions. Such an entity may not further disclose the information.
  - 7.8 If a third party to whom you disclose confidential information (e.g. an employee, advisor, or affiliated entity) breaches the confidentiality obligations, you shall be held liable as if you had committed the breach yourself.
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## 8. What is Force Majeure?

- 8.1 Force Majeure refers to an external event that neither you nor we could have foreseen and that could not have been prevented or mitigated, which temporarily or permanently prevents the performance of these terms and conditions, in whole or in part, and is not the result of any fault or negligence on your part or ours (i.e. the party affected by the event).
- 8.2 Examples of Force Majeure include, but are not limited to:
- a. natural disasters (floods, fires, earthquakes),
  - b. war, armed conflict, terrorism, embargoes,
  - c. revolutions, coups, civil wars,
  - d. radioactive contamination, explosions,
  - e. riots, strikes, lockouts,
  - f. aircraft disasters,
  - g. public disorder,
  - h. epidemics, pandemics, and actions taken by authorities to contain or mitigate them.
- 8.3 We don't treat the following as force majeure:
- a. lawful actions of authorities, unless they are related to counteracting force majeure,
  - b. strikes by individuals who are not employed or engaged by the party invoking force majeure,
  - c. deterioration of the financial situation of either party,
  - d. ordinary adverse weather conditions.
- 8.4 If a force majeure event lasts continuously for at least 14 days, we will jointly decide whether and how to continue the service. If no solution is found, either party may terminate these terms and conditions with 30 days' notice.
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## 9. How do we process personal data?

- 9.1 We (InPost sp. z o.o., based in Kraków at ul. Pana Tadeusza 4, 30-727 Kraków) are the controller of personal data of individuals – senders and people they authorize to send or receive parcels. We process this data to provide the service described in these terms and conditions.
- 9.2 We process personal data in accordance with the provisions of the General Data Protection Regulation (Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, repealing Directive 95/46/EC.
- 9.3 Detailed information regarding the processing of personal data by us is set out in the Privacy Policy of the Integer.pl Group companies, available on the website at: <https://inpost.pl/en/policy>.
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## 10. What other information should you know?

- 10.1 We may amend these terms and conditions for reasons such as:
- a. changes in applicable laws affecting the content of the terms and conditions,
  - b. obligations imposed on us by public authorities or courts,
  - c. improvements or modifications to the provided services,

- d. introduction of new services
- e. enhancements to customer service and complaint handling processes,
- f. improvements in the protection of customer privacy,
- g. prevention of abuse,
- h. ensuring the security of both us and our customers,
- i. technological or functional changes to the InPost Mobile application or the website,
- j. changes in operational, economic, or market conditions,
- k. technological changes related to the provision of the service,
- l. editorial or accounting corrections,
- m. updates to registration or address details.

10.2 We will let you know about any changes to the terms and conditions by email, sent to the address you provided in the form, at least 14 days before the planned change.

10.3 By accepting the terms and conditions, you confirm that you're authorized to act on behalf of the company you represent. If not, you agree to fully cover any damage we may suffer as a result of the terms and conditions being accepted by someone not authorized to represent your company.

10.4 Termination of the Returns Service program or your participation in it does not affect any separate agreements you may have with us for postal or transport services. Those agreements remain in force unless terminated separately.

10.5 The attachments listed below are an integral part of these terms and conditions:

- a. Annex A: Definitions used in the terms and conditions.

10.6 These terms and conditions take effect on 21 November 2025.

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## Annex A: Definitions used in the terms and conditions

Below we explain (in alphabetical order) what the terms used in these terms and conditions and its attachments mean. It doesn't matter whether we use them in singular or plural form, or whether they're capitalized or not.

**Personal Data** this refers to the information you provide, which we collect during account registration and while you use the application. It qualifies as personal data under Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation – GDPR), repealing Directive 95/46/EC.

**InPost** that's us: InPost sp. z o.o., a limited liability company based in Kraków at ul. Pana Tadeusza 4, 30-727 Kraków, registered in the Register of Entrepreneurs of the National Court Register by the District Court for Kraków-Śródmieście in Kraków, 11th Commercial Division of the National Court Register, under KRS number: 0000543759, NIP: 6793108059, with share capital of PLN 116,278,450.00.

**Partner** that's you: a business that offers its customers the Fast Returns service paid by the recipient and works with us, InPost, based on the rules described in these terms and conditions.

**Terms and conditions** means this document that sets out the rules for offering and providing the Fast Returns service paid by the recipient, delivered by us – InPost sp. z o.o. – to Partners, including you.

**Service** this is the service provided by us, InPost sp. z o.o., based in Kraków at ul. Pana Tadeusza 4, which you make available to your customers. When your customer uses the service, they enter into a one-time agreement with us. We collect the parcel from them and deliver it to you – the sender of the original shipment (e.g. as part of returning goods purchased online). In these terms, we refer to this service, along with the systems that support it, as the Returns Service.

**Trademarks** these are names, logos (word, graphic or word-and-graphic), or other identifiers that represent the Partner, i.e. you or your brand. We use them in the Returns Service system to help customers find your business more easily.

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