

Terms and Conditions of InPost's Global Merchant Portal

effective from 30 September 2025.

Introduction - What do these Terms and Conditions apply to?

1. These Terms and Conditions apply to **InPost's Global Merchant Portal** - a **portal** service provided by InPost sp. z o.o. (limited liability company) with its registered office in Krakow, Poland, in digital form (**portal**). Within the **portal**, it will be possible, in particular, to:
 - a. manage the **Merchant's** profile,
 - b. conclude and monitor of contracts with individual **InPost Group** companies for the provision of **services** offered by InPost Group companies to **InPost Group business customers**,
 - c. manage the performance of contracts concluded with InPost Group companies,

The list of services in respect of which a **Merchant** may conclude agreements through the **portal** varies depending on the **Merchant**, the terms of its cooperation with a particular **InPost** Group company, the offer directed to a particular domestic market where business is operated (**market**). The list of **services** will be changed and developed depending on the development of the **portal** and its functionality for individual **markets**.

The list of services made available to a given **Merchant**, together with detailed information on which the **company** provides a given **service**, will be visible on the

portal after completing the registration process for the **portal**. The use of individual services may require acceptance of the terms and conditions of the respective service.

2. These regulations set out the rules for the **portal's** operation, in accordance with legal regulations and the standards applied by the **InPost Group**. These **Terms and Conditions** help to lay down the rules for the use of the **portal** by the **user** - that is, **you**, as well as the relationship between **InPost** and the **Merchant** who concludes agreements through the **portal** regarding services provided by InPost Group companies. Examples of issues covered by these **Terms and Conditions** are as follows:
 - the rules for setting up an account on the **portal** and the provision of **account** services by **InPost**,
 - the manner in which the functionality of the **portal** is provided and developed,
 - the terms governing your use of the **portal**,
 - the ways in which we may use the content that you use on the **portal**, whether this content is your own or that of others,
 - your other rights and the action you can take if someone else infringes them.
3. We guess that reading terms and conditions is not a pleasant activity, but please note it is really worth reading our **Terms and Conditions** to find out what you can expect from us when using the **portal**, and what we expect from our **users**.
4. In order to use our **portal** and the features it provides, you must accept these **Terms and Conditions**, as we really care that you understand them. We also encourage you to download the **Terms and Conditions** so that you can refer to them later. These **Terms and Conditions**, as well as all their previous versions, are always available on the **portal** at https://merchant.inpost-group.com/assets/documents/terms_and_conditions_en.pdf our website at: <https://inpost.pl/en/rules-and-regulations>

5. In addition to these **Terms and Conditions**, we also publish a Privacy Policy and a Cookies Policy, which we make available on our website at: <https://inpost.pl/en/policy> and <https://inpost.pl/en/polityka-cookies>. We encourage you to read them to better understand what data we collect about you and how you can check it, correct it, delete it and how you can exercise your rights.

6. Any expressions in bold font have their specific meanings, which we have explained in **Appendix A** to these **Terms and Conditions**.

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1. Who is the portal provider?

The entity that provides the **portal** and with which the **user** acting on behalf of **Merchant** concludes a contract for the use of the **portal** is InPost spółka z ograniczoną odpowiedzialnością - a company registered and operating under Polish law, with its registered office in Kraków, at: ul. Pana Tadeusza 4, 30-727 Kraków, Poland, entered in the Register of Entrepreneurs of the National Court Registry under KRS number 0000543759, NIP number: 6793108059. When we speak in the first person plural as 'we' or write "**InPost**", we mean this entity.

2. Who can become a user of the portal?

- 2.1. The **portal** is a service aimed exclusively at **InPost Group business customers**. This means that in order to become its **user**, you must either be a **Merchant** or have the appropriate authorisation/empowerment to represent the **Merchant** and act on its behalf to the extent necessary to use the **portal** and manage access to individual **services**. If you do not have such appropriate authorisation, you must secure it in advance and submit it to **InPost** for inspection whenever requested by **InPost**. **InPost** has the right to request at any time that you submit the authorisation to represent the **Merchant** and act on its behalf.
- 2.2. If you wish to become a **user of the portal**, you should be of legal age and have full legal capacity.
- 2.3. The **portal** is intended for **users** who use it for purposes directly related to the **Merchant's** commercial or professional activity (not as consumers).
- 2.4. In order for a **Merchant** to be able to use the services available on the **portal**, the **Merchant** must have a profile on the **portal**.

- 2.5. A **Merchant's** profile is nothing more than an account of your organisation on whose behalf and for whose benefit you use the **portal**. As part of the Merchant profile, we collect information about the entity, e.g. VAT ID, REGON, KRS or type of business .
- 2.6. The **Merchant** profile will be automatically assigned to the user making the first registration of the **Merchant** organisation in the **portal**.
- 2.7. Use of the **portal** is also possible for **users** registered on the **portal** who have been assigned by the designated **Merchant** profile administrator to manage their profile or the **services** selected for their profile.

3. User registration on the portal

- 3.1. In order to use the **portal**, you must create a **user account** and have at least one **Merchant** profile assigned to your account (**see point 4**). Registration takes place at the website: <http://merchant.inpost-group.com>
- 3.2. Registration and maintenance of your **user account** on the **portal** are free of charge.
- 3.3. To start the **account** registration process, we need your e-mail address, to which we will send a registration link. To create a **user account** for you, we will need later on:
 - a. your business email address,
 - b. setting a password by you,
 - c. your first and last name, and
 - d. your acceptance of the **Global Merchant Portal Terms and Conditions** and your reading of the Privacy Policy (so please read them before accepting).
- 3.4. Once you have completed the form, you will receive an email from us asking you to confirm your registration. As soon as you click the link confirming your registration, a contract for the use of the **portal** is concluded between you and **InPost** for an indefinite period of time, under the terms specified in these **Terms**

- and Conditions.** In order to make full use of the **portal's** functionalities, it is still necessary to assign the relevant **Merchant** to your **user account**, on whose behalf you will use the **portal**. If a **Merchant** has not been assigned to your email address, you should register one in accordance with the rules set out in point 4 before completing registration.
- 3.5. When creating a **user account**, you must provide us with correct details. Therefore, if you provide us with incorrect or false details, we will not be held responsible for this. Please also note that providing an incorrect email address will result in a message being sent to a third party, for which we are not responsible. This is very important to us, so we have the right to check that you have provided us with the correct details.
 - 3.6. To create a **user account**, you should use the business email address associated with the **Merchant**. Within the **portal**, you are acting solely as a **Merchant** or for and on behalf of a **Merchant**, and the nature of the activities you undertake is professional. You are, therefore, not entitled to the protection under the consumer protection legislation.
 - 3.7. If you have an **InPost Account** and use the same details you provided when registering for the InPost Account service in accordance with their terms and conditions <https://inpost.pl/en/rules-and-regulations#apps> (<https://inpost.pl/sites/default/files/docs/regulaminy/inpost-account-regulations-23092025-2138090.pdf>), we will inform you that you already have an account in our systems and that logging into the **portal** will be possible using the credentials established for the InPost Account service.
 - 3.8. In the case referred to in point 3.6 above, if the scope goes beyond the use of the **portal**, in particular in the scope of the activities related to the use of the InPost Account services, including the InPost Mobile Application, **you** are bound by the InPost Account terms and conditions previously accepted when setting up your **InPost Account**.
 - 3.9. If you do not have an **InPost Account** and you register as a **user of the portal** and wish to use the **InPost Account** in the future using the same e-mail address you

provided in your **user account**, we will inform you that you already have an account in our systems. You will be required to accept the **Terms and Conditions** of this service before using your **InPost Account** for the first time.

3.10. You can only create one **user account** using the same details. We cannot accept the creation of more than one account using the same **data**, and if this happens, we have the right to delete such additional accounts. We will, of course, inform you of such a situation.

3.11. In certain justified cases, the **user account** registration process may look different, of which the **Merchant** will be clearly informed before this happens.

4. Merchant assignment

4.1. In order to use the **portal**, a **user** must have at least one **Merchant** assigned to their account.

4.2. If the **user** is a **Merchant** or the first representative of a particular **Merchant** to register in the **portal**, they should complete the registration of a new **Merchant**. To do so, they must complete the details on the **Merchant** registration form, including the **Merchant's** true e-mail address (which may coincide with that of the **user** adding the **Merchant**) and the **Merchant's** legal form.

4.3. If you provide an incorrect email address, any messages sent to this address will be deemed to have been correctly delivered. For technical reasons, the e-mail address provided at the time of **Merchant** registration cannot be changed, except by creating a new account.

4.4. As soon as the registration finalization button is clicked, a verification link will be sent to the **Merchant's** email address. Clicking on the verification link signifies the conclusion of an agreement between the **Merchant** and **InPost** for an indefinite period of time for the use of the **portal**, under the terms set out in these **Terms and**

Conditions and the confirmation of the **Merchant's** acceptance of the **Global Merchant Portal Terms and Conditions**.

- 4.5. Upon completion of the **Merchant** creation process, you will receive an email from us to the provided **Merchant's** email address, confirming your registration.
- 4.6. If a **Merchant** has already been registered by another **user**, it can be assigned to your **account**. To do this, the profile administrator of the respective **Merchant** should indicate your e-mail address in your **user account** via the functionality of adding an administrator/**user** to the **Merchant** profile - you will then receive an invitation to the **portal**. The **Merchant's** administrator can restrict the **user's** access to the particular services used by the **Merchant**.
- 4.7. The range of services available for each type of **Merchant** is specified in the **portal**.
- 4.8. By initiating the registration of a **Merchant**, you declare that you have the authority to register a **Merchant** on the **portal** and to act in its name and on its behalf, and in particular to accept the **Terms and Conditions** of the **portal**. We are not responsible for the actions of **users** or persons on whose behalf **you** act. According to the law, a person who enters into a contract on behalf of another person without that person's authorisation may be liable to compensate us for the damage we have suffered by entering into the contract without knowing that there is no such authorisation.
- 4.9. We may require you to provide documents proving your authority to act on behalf of the **Merchant**, as well as documents proving the **Merchant's** authority to use the NIP number you provided. We may also verify at any time the data provided at the time of registration to confirm that your registration complies with the provisions of the Terms and Conditions.

5. What services are available on the portal?

- 5.1. As part of the **portal**, the **InPost Group** will make available **services** offered by InPost Group companies for use by **InPost Group business customers**. The list

of services in relation to which a **Merchant** may conclude agreements via the **Merchant portal**, together with detailed information on which company provides a given service, will be visible in the **portal** after the **Merchant's** complete registration to the **portal**. Using the functionality of individual services may require acceptance of the terms and conditions of those services.

- 5.2. The list of **services** made available to individual **business customers** varies depending on the **Merchant**, the conditions of its cooperation with a given company of the **InPost Group**, the offer directed to a given domestic market of the InPost Group's activity (**market**). The list of **services** will change and develop depending on the development of the **portal** and its functionality for particular **markets**, the degree of development of the **portal** and changes in the **InPost Group's** offer.
- 5.3. Some of our **services**, in order to operate, may require other software on **your device**, independent of us, such as a web browser or pdf readers which will be indicated in the additional terms and conditions for these services.
- 5.4. Some **services** individual InPost Group companies may begin to provide services if you, on behalf of **Merchant**, perform the additional actions described in the additional terms and conditions, including the terms and conditions for the specific **digital service** in question, available on the **portal**, for example, providing additional **personal data** necessary for the provision of the specific service, accepting the terms and conditions of the specific service, concluding in advance with an InPost Group company a detailed contract for the specific service.

6. How can you use the Merchant portal?

- 6.1. **We** respect the law and take care of **our users**. Among other things, this is why you may not add to the **portal** in any way content and data:
 - a. which are unlawful,

- b. which are malicious software (viruses, Trojan horses, programmes that modify the operation of the **portal**),
 - c. which try to access or use **InPost Group services** or content in a fraudulent or deceptive manner, such as: phishing, creating fake accounts or content, misleading others into thinking that content from generative AI has been created by a human being, providing services that appear to come from you (or someone else) when in fact they come from us, etc, or
 - d. which intercept data available on **InPost Group services**.
- 6.2. You may not use the **portal** in a way that is incompatible with the rules of social coexistence or good practice, or in a way that interferes with the correct functioning of the **portal**. We also protect our interests, so you may not use the **portal** in a way that violates such interests either. In particular, we require that you respect the rights of others (including privacy and intellectual property rights), in particular those of the individual companies of the InPost Group.
- 6.3. If you use the **portal** or any of the **services** provided or offered on the **portal** in breach of the above prohibitions, we may block access to them by the **Merchant** assigned to your account.
- 6.4. Our additional terms and conditions and policies for individual **services**, including policies on unauthorised uses of generative AI, provide additional information on proper conduct that all **users** of these **services** must follow. If you encounter instances of non-compliance with these policies, many of our **services** include abuse reporting options that you can then use. Once we receive such a report, we investigate the matter.
- 6.5. To use individual services, an integration via an API provided by InPost may be required. If such integration is implemented, the **Merchant** will be required to accept the specific terms and conditions of the Integration with InPost API.

7. How long will you have access to the portal and how to delete an account?

The agreement for using the **portal** and **user account** is concluded for an indefinite period. You may terminate it at any time without providing a reason, provided that the **business client** associated with your **account** is not using the services of **InPost Group** companies offered through the **portal**. If you wish to terminate the **user account** agreement, please contact us at _____. Simply ceasing to use the **portal** does not equate to terminating this agreement.

7.2 If you are using the same email address that you provided in your **InPost Account** when using your **user account**, the deletion of your **user account** will not affect your ability to use your **InPost Account**. The deletion of your **user account** will mean that you will no longer be able to use the **Merchant portal**. A request for the deletion of a **user account** will be processed in accordance with the deadlines under generally applicable law, including the GDPR (RODO). The fulfilment of such a request may require us to take additional action, including contacting you to verify the request.

7.3. If you delete your **InPost Account** in accordance with the **InPost Account** terms and conditions, you will lose access to your **user account**. Therefore, it is very important that you make sure when registering your **user account** that the provided e-mail address is no longer used by you within your InPost Account for private purposes. We would like to remind you that when using the **portal** you should use your business data, e.g. e-mail address, telephone number.

7.4. We may suspend or block the provision of the **service** to you in whole or in part until the infringements are remedied, or if you use the service in a manner contrary to the law, good practice or any applicable terms and conditions. We will inform you immediately about the suspension of the service and the reasons for it by e-mail to the address indicated in your **account**. If the violations are of a serious or repeated nature, we may delete your account completely after we issue a warning to you.

8. What are the technical requirements for using the portal?

- 8.1. To use the **portal** without problems, you need:
- a) an Internet connection,
 - b) one of the following web browsers:
 - 8.1.1. Chrome - latest version;
 - 8.1.2. MS Edge - two most recent major versions;
 - 8.1.3. Safari - latest two major versions;
 - 8.1.4. iOS - latest two major versions;
 - 8.1.5. Android - latest two major versions;
 - 8.1.6. Firefox - latest version and releases with extended support for electronic devices (PC, tablet or phone) with which you can access the Internet using a web browser.
- 8.2. The **portal** may also work in other web browsers, but those listed above ensure the best quality of its operation.
- 8.3. The operation of the **portal** may depend on the correct configuration of the browser and the acceptance of cookies. We are not responsible for problems resulting from your use of inappropriate software or incorrect device configuration.
- 8.4. We make every effort to keep the **portal** available 24/7, but we may introduce technical interruptions. If this happens, we will inform you of the interruption and its expected duration when you log in to the **portal** or on the website linking to the **portal**.
- 8.5. If you notice errors or gaps in the **portal**, we encourage you to report them at: <https://inpost.pl/en/contact>.

9. Content on InPost services

- 9.1. Some **InPost Group services** include content that belongs to the **InPost Group**, for example software elements, texts, graphics, etc. **You** may use content that belongs to the **InPost Group** in accordance with these **Terms and Conditions**

and the additional terms and conditions for the individual **services**, but we retain all intellectual property rights in this content. You may not remove, obscure or alter legal notices, logos or content that builds the **InPost** brand.

9.2. If you choose to give us feedback, such as suggestions for improving our **services**, we may use this information without any obligation to you.

10. How do we process personal data?

10.1. Your use of the **portal** involves us processing your **personal data**. This means that **we** are the controller of these **personal data**. As a reminder, we are InPost sp. z o.o., we have our registered office in Kraków at ul. Pana Tadeusza 4 (postal code: 30-727) and we are registered in the register of entrepreneurs kept by the District Court for Kraków-Śródmieście in Kraków, in the XI Commercial Division of the National Court Registry under KRS number: 0000543759, and NIP number: 6793108059. For more information, including your rights, please refer to our **Privacy Policy**, available at <https://inpost.pl/en/policy>.

10.2. In order to correctly provide the service of access to the **portal**, we sometimes send **users** notifications about the functioning of the **portal** and other information. In our **Privacy Policy**, available at: <https://inpost.pl/en/policy> we have described how we communicate with **users**.

10.3. If you have given your consent to it, we may process your personal data for marketing purposes. You can read about the principles concerning the processing of your data for that purpose also in our **Privacy Policy**, available at: <https://inpost.pl/en/policy>.

10.4. If you post any personal data of other persons on the **portal**, in particular persons authorised to represent **Merchant** (including their name, address, telephone number or e-mail address), you may do so only on condition that you do not violate the provisions of law and fundamental personal rights of such persons; in particular, you are obliged to

inform the authorised persons indicated by you that you are making their data available and provide them with the content of the **Privacy Policy**.

10.5. If, through the **portal**, you wish to conclude a contract with another company of the **InPost Group** on behalf of **Merchant**, we will make your data available to that company in order to enable it to take the necessary actions related to the conclusion and performance of the contract.

11. How do we keep your user account secure?

11.1. You, as the **user**, are fully responsible for your **user account**. The **Merchant** takes full responsibility for its **Merchant** profile and any actions of **users** to whom the profile or access to the **Merchant** services in question has been granted by the customer. This includes, in particular, taking reasonable steps to protect your **account/profile** from loss of access to it, for example through the theft of your login details by another person. For this reason, we particularly recommend that you regularly update the security of the **device** you are using.

11.2. In order to enhance the security of your **user account data**, we will periodically ask you to log back into your **user account** via our **portal**. In the event that, after viewing the login screen, you find that the login details in the log-in form display an email address that does not belong to you or an email address that you no longer have access to, you can contact our Customer Service by clicking on the "Get Help" button and complete a dedicated form to begin the procedure for manually regaining access to your **account**. A member of our staff will then guide you through the process. We do not save your data obtained during the **account** recovery procedure. We recommend the same action if you suspect someone is using your **account** without your permission.

11.3. In addition to the above procedures for regaining access to the **portal**, remember not to give your passwords or verification codes to anyone. However, if you have problems logging in, we encourage you to contact our helpline who,

without access to your **personal data**, will assist you with the next steps in logging into your **portal account**.

11.4. Within **your user account**, you can edit your **personal data** and update your privacy and security settings.

12. What is InPost responsible for and what is it not?

12.1. InPost holds the rights to the **portal**, including the source code, the content, graphics and other elements used in the application. They are legally protected and no action may be taken that infringes our rights. As we have the rights to the application, we grant you a licence to it.

12.2. We try to provide you and other **users** with the best possible experience when using the **portal**. However, there are situations and events that do not allow us to do this and are beyond our control. We have listed below the situations and events for which we are not responsible:

12.2.1. damages resulting from a properly announced technical interruption - however, if the interruption has caused payment errors, erroneously charged funds will be refunded by us after you have made a claim;

12.2.2. interruptions in the operation of the **portal** resulting from causes beyond our control which constitute force majeure;

12.2.3. interruptions in the operation of the **portal** due to reasons beyond your control and beyond our control, such as problems or technical difficulties related to the operation of your terminal equipment which make it difficult or impossible to use the **portal**,

12.2.4. damage caused by any **user** as a result of infringement of third party rights,

12.3.5. your providing false personal data, especially when creating an account or registering a **Merchant**;

12.2.6. your providing someone else with access to your account or revealing your account password. We recommend that you use a different password than on other websites, especially auction portals and online shops.

12.2.7. damages incurred by the **Merchant** in connection with the blocking or deletion of **your account** from the **portal** due to **your** or **Merchant's** violation of the provisions of these **Terms and Conditions** or generally applicable laws.

13. How to make a complaint about the functioning of the portal?

13.1. If you believe that we are inadequately or improperly fulfilling our obligations regarding the **portal** (e.g. something did not work or we did not provide the service you selected), you can submit a complaint to us using the form: <https://inpost.pl/en/reklamacja> .

13.2. If you make a complaint, we may ask you for details to confirm that it is you (name, surname, email address used to register your account), and a description of the event with reasons. Please note that we may not be able to help you if you do not provide us with sufficient data or a description of your case.

13.3. We will deal with your complaint as soon as possible, and no later than 30 days after we receive it. When you submit a complaint to us, we will send you an acknowledgement that we received your complaint on the same day.

13.4. We will notify you of how we have dealt with your complaint to the email address you provided to us when submitting your complaint.

13.5. You may seek any unresolved or unsuccessful claims in court.

14. How do we change the Terms and Conditions?

14.1. We make any current terms and conditions and previous versions of the terms and conditions available on the website www.inpost.pl and on the **portal** and they can also be downloaded in PDF format to a web-enabled device.

14.2. We may change the **Terms and Conditions** for important reasons, which are:

- a. new or amended legislation that affects the content of the **Terms and Condition**,
- b. obligations imposed on us by public authorities or common courts, which affect the content of the **Terms and Conditions**,
- c. changes to the functionalities available through the **portal**,
- d. changes to the scope or nature of the activities of **InPost** or other companies of the **InPost Group**,
- e. any changes in the way we provide courier services, which are due to technical or operational reasons, or to market needs, and relate to the activities of collecting or sending parcels,
- f. the need to prevent abuse of the functionalities available on the **portal** or the **services of InPost Group** companies,
- g. the need to improve customer support, including for you and **other users** - this includes improving the way in which complaints are made,
- h. the need to improve the protection of your privacy and the privacy of other **users**, and the security of **your personal data**,
- i. the emergence of new risks or threats related to the use of the **portal's** functionalities, or the change or withdrawal (cancellation) of such risks or threats
or risk changes in technical, economic or market trends affecting the **portal** or the services offered on the **portal**,
- j. changes of an editorial nature, including the removal of typos, the correction of incorrectly used words or numbers,

k. changes to our name or registration and contact details, or

l. updating the website or the links.

14.3. If we wish to change the **Terms and Conditions**, we will let you know via the **portal** and our website: <https://inpost.pl/en/rules-and-regulations> . We may also send you a separate email - we will use the email address you provided when registering your account.

14.4. We will announce changes to the terms no later than 14 days before they are due to take effect, to give you time to read the changes and accept the revised **Terms and Conditions**. There are four exceptions to the above rules where we may make changes earlier:

a. if new or amended legislation has come into force, but so quickly that we have not been able to keep a minimum of 14 days before the amended regulations are taking effect,

b. if public authorities or common courts have imposed obligations on us which we must comply with so quickly that we are unable to keep to the 14 day time limit,

c. we grant you new rights or extend the rights you previously had without imposing any obligations or inconveniences,

d. we introduce completely new services that do not worsen or replace existing services.

14.5. The amended **Terms and Conditions** become binding within 14 days from the date we inform you of the change as in point 14.3 above. If you do not accept the amended **Terms and Conditions**, you have the right to resign from the **portal** and delete your **user account**.

15. What else is worth knowing?

15.1. We can terminate the above agreement where the **Terms and Conditions** expressly say so. We can also terminate it when we decide to close the **portal** - we will not do this immediately, but we will give you one month's notice.

15.2. The **Terms and Conditions** have appendices. These appendices are part of the **Terms and Conditions** and are as follows:

a. Appendix A: Terms used in the **Terms and Conditions**,

15.3. We apply the provisions of Polish law to the **portal services** provided by **InPost**.

15.4. The English version of these **Terms and Conditions** is the original one and it is legally binding. If InPost provides another language version of these **Terms and Conditions**, in the event of any discrepancies between the English version and any translation, the English version will be binding.

15.5. These **Terms and Conditions** are effective as of 30 September 2025.

16. How to contact us?

16.1. If you wish to submit any information, requests or questions to us and these **Terms and Conditions** do not specify in which form this should be done, you can send them to us through any of the contact channels indicated at: <https://inpost.pl/en/contact> .

Appendix A: Terms used in these Terms and Conditions

We explain below (in alphabetical order) what the terms that we use in these **Terms and Conditions** and its appendices mean. It is irrelevant whether the terms are used by us in the singular or in the plural, nor the size of the letter used:

personal data

the data you have provided to us, e.g. name, surname, telephone number, email address, delivery address, by registering an InPost Account or by using InPost's digital services, but only if they are personal data within the meaning of RODO (i.e. 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 and repealing Directive 95/46/EC (General Data Protection Regulation - GDPR)).

InPost Group

InPost S.A. InPost S.A. (Luxembourg public limited company, société anonyme) with registered office in Luxembourg, address: 70, route d'Esch, L-1470 Luxembourg, Grand Duchy of Luxembourg, registered in the Luxembourg Register of Companies (RCS) under number B248669, with tax identification number LU 2020 22 05594, **together with its affiliated companies**, including Integer.pl S.A. (PL), InPost sp. z o.o. (PL), Integer Group Services sp. z o.o. (PL), Integer Group Services sp. z o.o. (PL), InPost Paczkomaty sp. z o.o.

	(PL), InPost Technology s.à.r.l. (LUX), Locker InPost Italia s.r.l. (IT), InPost UK Limited (UK) and Mondial Relay S.A.S.U. (FR)
InPost	us, i.e. InPost limited liability company. We are based in Kraków at ul. Pana Tadeusza 4, and the postal code is: 30-727. Here are our registration details: we have been registered in the Register of Entrepreneurs by the District Court for Krakow - Śródmieście in Krakow, in the XI Commercial Division of the National Court Registry under KRS number: 0000543759, and NIP number: 6793108059, while our share capital is 116,278,450.00 PLN. We can be contacted via the helpline at 722-444-000 or 746-600-000 (from landlines and mobile phones, and the call is charged according to your operator's tariff) or via our e-mail address: bok@inpost.pl .
Merchant	a natural person running a business, an organisational unit without legal personality or a legal person who uses the services of InPost Group companies
account	an individual user area on the portal , accessible after providing an e-mail address and password or other log-in methods ensuring security, through which you can use the portal's functionalities
InPost account	a profile created by you on the basis of the InPost Account terms and conditions, by which we identify you in our digital services and thanks to which you can use our mobile applications and other services without the need to undergo additional registration.
parcel	a parcel which we accept and deliver in accordance with other contracts under which we provide courier

	services.
technical interruption	we manage it if an outage occurs or if we change the portal or maintain our servers. When a technical interruption occurs, you may not be able to use the portal .
Terms and Conditions	this document; it governs your rights and obligations, both ours and yours.
force majeure	an event beyond your or our control, beyond your or our reasonable control, which could not have been foreseen or prevented by either of us, in particular: acts of nature (earthquakes, hurricanes, floods), as well as riots, general strikes, armed actions and acts of governmental authorities (import and export bans, border and port blockades, expropriations).
device	a smartphone or tablet that meets the technical requirements described in these Terms and Conditions , thus allowing you to use certain InPost digital services .
services	services offered by InPost Group companies for which a Merchant may conclude contracts via the portal
courier services	the services we provide in relation to parcels , consisting of their acceptance, sorting, handling and delivery. We provide these services on the basis of separately concluded courier service contracts, and the basis for their provision may be for example, the courier service terms and conditions .
Act on payment services	the Act of 19 August 2011 on payment services.
user	you, as well as other persons who use the portal . In these Terms and Conditions , we address you directly



and refer to the other persons using the **portal** as
"users".
