

TERMS AND CONDITIONS FOR PARCEL DELIVERY TO POLAND PROVIDED BY MONDIAL RELAY SUCURSAL EM PORTUGAL (INPOST GROUP)

Shipments Portugal–Poland

Last updated: 4.05.2026



These Terms and Conditions for Parcel Delivery to Poland („**Terms and Conditions**”) set out the rights and obligations of the Operator and the Sender („**the Parties**”) in connection with transport services ordered by the Sender.

Dispatch of goods shall constitute express and unconditional acceptance of these Terms and Conditions. Any derogation therefrom may only be made by means of a special written agreement signed between the Sender and the Operator.

These Terms and Conditions shall take precedence over all prior Operator’s terms and conditions relating to the services to which they refer.

§ 1. Definitions

- **Primary Service:** the parcel transport service provided by the Operator, including delivery within the territory of Poland via the InPost network.
- **Services:** all services provided by the Operator under these Terms and Conditions, consisting of the Primary Service and any supplementary services provided in connection with the Primary Service, as ordered by the Sender.
- **Agreement:** the contract concluded between the Sender and the Operator upon the Sender’s placement of a service order on the Platform and its acceptance by the Operator.
- **Operator:** the company belonging to the InPost Group which, in the relevant Drop-off Country, enters into the Agreement with the Sender and is responsible for its performance - **Mondial Relay Sucursal em Portugal with registered office at Rua Coronel Edgar Pereira Costa Cardoso, 3-E, 2615-360 Alverca do Ribatejo, Portugal), with tax identification numer 980 682 835.**
- **Platform:** the channels through which parcel delivery services to Poland are made available, including in particular the Website and the Application, collectively.
- **Website:** the website available at inpost.pl/SzybkieNadania.
- **Application:** the InPost Mobile application, encompassing the services and all content, tools, and features made available to Recipients and Senders.
- **InPost Account:** an individual account held by a Sender or Recipient, enabling access to the services offered through the Application.
- **Sender:** any natural person acting for purposes unrelated to their trade, business or profession.
- **Recipient:** a person, including a Consumer, authorised to collect the Parcel.
- **Parcel:** any item or set of physical items intended to be transported by the Operator from the Sender to the Recipient.
- **PUDO / Parcel Service Point:** a parcel handling point located at a retail or service outlet or other designated premises, enabling the collection or dispatch of a Parcel.
- **Paczkomat® Parcel Locker / Parcel Locker:** a Device forming part of the InPost network, equipped with Compartments, enabling the dispatch or collection of a Parcel; available twenty-four hours a day, seven days a week, unless otherwise indicated.
- **App Parcel Locker:** a variant of the Paczkomat® Parcel Locker in which collection of a Parcel is available exclusively via the Application.

- **Compartment / Box:** a chamber within a Paczkomat® Parcel Locker or App Parcel Locker used for the storage or release of a Parcel.
 - **Drop-off Country:** the country in which the Sender hands the Parcel over to the Operator.
 - **Transit Country:** any country other than the Drop-off Country or the Delivery Country through which the Operator transports the Parcel in the course of providing the Services.
 - **Delivery Country:** the country in which the Parcel is delivered to the Recipient.
 - **Force Majeure:** external events that are unforeseeable and whose consequences cannot be prevented, including in particular natural forces (earthquakes, hurricanes, floods), as well as civil unrest, general strikes, epidemics, pandemics, military action, and acts of public authorities (import bans, export bans, blockades of borders and ports, expropriation, etc.).
 - **Business Day / Working Day:** any day from Monday to Friday that is not a Public Holiday in the Drop-off Country, a Transit Country, or the Delivery Country, as applicable to the relevant stage of Service performance.
 - **Public Holiday / Bank Holiday:** a day that is a statutory non-working day under the laws applicable in the Drop-off Country, a Transit Country, or the Delivery Country, as applicable to the relevant stage of Service performance.
 - **Consumer:** any natural person acting for purposes unrelated to their trade, business, craft, or profession.
 - **Courier:** the person who picks up or delivers Parcels. A Courier may be our employee or subcontractor.
 - **Undeliverable Parcels Warehouse:** the Operator's facility to which Parcels that cannot be delivered for the reasons set out in these Terms and Conditions are directed.
 - **Price List:** the document setting out the prices of the Services and the schedule of additional charges, available on the Website at inpost.pl/regulaminy.
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§ 2. General Provisions

These Terms and Conditions set out the rights and obligations of the Operator and the Sender and Recipient (the Parties) in connection with transport services from Portugal to Poland ordered through the Website or the Application.

The Service shall be provided by the Operator.

Parcels shall be dispatched by the Sender and collected by the Recipient at selected PUDO points or Parcel Lockers, subject to availability.

The Sender who chooses to place a shipment order through the Website will not be required to create an InPost Account. However, if the Sender chooses to place a shipment order through the Application, they must first register.

The Sender, being a natural person ordering parcel transport services, declares that they are at least 18 years of age and have the legal capacity to enter into contracts. They shall be referred to as an „individual customer” where a specific clause of these Terms and Conditions applies to them.

§ 3. Purpose of the Terms and Conditions

As a logistics operator, the Operator undertakes to accept and deliver Parcels as soon as it takes them over to the agreed destination in accordance with the order placed by the Sender on the Website.

The Sender of this service may store or print these Terms and Conditions.

The Operator reserves the right to amend these Terms and Conditions at any time. In the event of any amendments, the Terms and Conditions in force on the date on which the order is placed by the Sender shall apply.

The Terms and Conditions shall be available in Polish and English.

§ 4. Under What Conditions Do We Accept Parcels?

At the time of placing a shipment order, the Sender shall provide all information necessary for the proper delivery of the Parcel. The maximum dimensions and weight of Parcels are as follows:

- Size A (small): 8 × 38 × 64 cm / max. 25 kg
- Size B (medium): 19 × 38 × 64 cm / max. 25 kg
- Size C (large): 39 × 38 × 64 cm / max. 25 kg

The Sender undertakes to use appropriate packaging in accordance with the Operator's requirements in Portugal (set out in ANNEX 1) and in Poland, available at: inpost.pl/sites/default/files/docs/regulaminy/zasady-przygotowania-i-pakowania-przesylek-inpost-obowiazujacy-od-16032026-2268544.pdf

The Sender may choose between printing the label and affixing it to the surface of the Parcel, or presenting the label QR code via their phone to PUDO staff or on the screen of the Parcel Locker.

Dispatch takes place at one of the PUDO points or Parcel Lockers in Portugal. The Sender has 30 calendar days from the date of payment to dispatch the Parcel at a PUDO point or a Parcel Locker.

The Operator reserves the right to correct any weight discrepancies based on readings from regularly calibrated weighing equipment. In the event of a discrepancy, the Sender shall be charged the price difference and the administrative cost as set out in Price List.

In the event of non-compliance of the Parcel delivered by the Sender (dimensions, packaging, weight, etc.), the Operator shall not issue any refund, as the delivery services to the PUDO point or the Parcel Locker and transport to the agency have already been performed.

Parcels that cannot be sent or delivered as requested by the Sender due to their dimensions, type of packaging, weight or any other similar circumstance shall be made available to the Sender at the Operator's regional agency.

The Sender is required to consult the list of available points prior to using the service.

The Sender is required to dispatch the Parcel within 30 calendar days from the date of payment for the order. Upon expiry of this period, the order shall lapse. The Sender is entitled to submit a request for a refund for an unused label within 30 calendar days from the date of payment, via the form available on the Website: inpost.pl/formularz-kontaktowy-chce-otrzymac-zwrot-srodkow-za-niewykorzystana-etykieta

§ 5. Service Fee

The Sender shall pay for the service in Polish zloty (PLN). If the Sender holds a promotional code, they may add it during the ordering process to obtain a discount.

The price shall depend on the size of the Parcel.

The Sender may choose from the available payment methods to confirm their shipment. Where an invoice is required, the Operator may request additional details. The invoice shall be issued by the Operator, responsible for providing the service.

§ 6. Restrictions on Parcel Acceptance

The Sender shall refrain from entrusting the Operator with the organisation of transport of illegal or prohibited goods.

The transport of any goods subject to national, European and international regulations concerning dangerous goods is prohibited (hazardous materials classified under ADR — Agreement concerning the International Carriage of Dangerous Goods by Road — classes 1 to 9).

In particular, the transport of the following is prohibited:

1. Explosives,
2. Ammunition*,
3. Weapons**,
4. Combustible and flammable materials,
5. Money, banknotes, coins, securities,
6. Goods which, by their nature or packaging, may represent a danger to the human environment, the safety of transport equipment, the environment, vehicles, or damage other transported packages,
7. Live or dead animals,
8. Perishable food/groceries requiring appropriate conditions during transport,
9. Goods requiring the acquisition of a special licence or authorization for transport, import or export,
10. Goods whose carriage, import or export is prohibited by any law or regulation in the Destination Country,
11. Parcels containing human corpses, organs, ashes, or funerary relics,
12. Parcels whose packaging contains insults, racist or anti-Semitic remarks, threats, or statements contrary to public order or morality, or likely to damage the image or reputation of the Operator, or any statement that may damage the rights or reputation of third parties.
13. Goods covered by national, European and international dangerous goods regulations (dangerous goods according to ADR or the European Agreement concerning the International Carriage of Dangerous Goods by Road, classes 1-9),
14. Foreign currencies, bonds, payment instructions,
15. Gases,
16. Radioactive materials,
17. Toxic materials,
18. Corrosives,
19. Jewellery,
20. Precious Stones (gems),
21. Precious metals,
22. Drugs, narcotics, psychoactive substances, and new psychoactive substances, so-called „designer drugs”,
23. Works of art,
24. Counterfeit goods,
25. Responses to inquiries/tenders,
26. Pre-qualification files,
27. Examinations, exams,
28. Publications or auto visual media prohibited by law,
29. Parcels with a declared customs value that exceeds its authorized value,
30. ATA Carnet Travel Items, Including Display Items,
31. The Operator also does not deliver Parcels to: ships, fairs, exhibitions, hotels, campsites, mailboxes, transport agencies, construction sites or mobile places.
32. Items contrary to labour and employment law,
33. Parcels whose carriage, importation, or export is prohibited under any law or regulation of the destination country (e.g., furs, plants, psychotropic substances, drugs, securities traded on the stock exchange etc.),
34. Foodstuffs requiring temperature-controlled transport,

35. Vouchers,
 36. Parcels, where the Recipient is obliged to pay excise duty, if the goods are subject to it,
 37. Negotiable instruments,
 38. The customer-buyer applies and complies with the Applicable law, if the Parcel requires air transportation, it may be subject to security checks including the use of X-rays.
 39. Items prohibited by the Applicable law, including the Polish Postal Law and the relevant provisions of the Universal Postal Union,
 40. Items obtained as a result of criminal activity,
 41. Other payment documents,
 42. Valuable items due to their specificity (jewellery, works of art, antiques, numismatic items, etc.).
 43. Objects with chemical and biological effects.
 44. Oxidizing, irritating, aggressive, sensitizing, carcinogenic, mutagenic substances, and substances harmful to reproductive abilities that may endanger health or cause damage to the Operator's property,
 45. Hemp and hemp products – with the exception of hemp (*cannabis sativa sativa*) and hemp-derived products (including hemp fibre products) with a THC concentration of less than 0.30%,
 46. Plants,
 47. Human or animal organs and human or animal secretions or tissues,
 48. Tobacco products, including tobacco and cigarettes, e-cigarettes, and parts thereof.
- * Poland – excludes bogeyman cartridges with a calibre of up to 6mm
- ** Spain, Portugal, France, Belgium, Luxembourg, Netherlands – Category A-B-C-D weapons Poland - weapons that cannot be purchased and used without obtaining a permit or registration card in accordance with the generally applicable law, including the Act of 21 May 1999 on weapons and ammunition.

The Sender undertakes to inform the Operator of any non-visible details concerning the goods that may affect the course of transport. In the event that the Sender entrusts the Operator with items or documents subject to the above restrictions, they shall be transported at the Sender's own risk, with the Operator released from all liability in this regard.

In the event of non-compliance with the above provisions, the Sender authorises the Operator to dispose of the Parcels in the manner it deems appropriate, including abandoning their route, and undertakes to compensate the Operator for all costs and consequences arising therefrom for the Operator, regardless of their nature. Furthermore, if the Sender entrusts the Operator with goods subject to excise duty, notwithstanding the aforementioned restrictions, the Sender undertakes to comply with the applicable regulations, in particular with regard to traceability, so as to be able, where necessary, to demonstrate that such duties are being properly managed.

Where the delivery of goods requires air transport and in accordance with air transport security standards, the Sender undertakes to apply and comply with the applicable national instructions. Furthermore, the Sender is hereby informed that all Parcels loaded onto aircraft may be subject to security checks, which may include the use of X-rays.

§ 7. Sender's Obligations

The Sender shall be liable for any damage that may be caused to third parties and/or the Operator as a result of sending a Parcel that falls within the aforementioned restrictions.

The Sender is responsible for providing the information necessary for the distribution of the Parcel, in particular the accurate contact details of the Recipient/Sender, the weight of the Parcel, the designation of the destination PUDO point or Parcel Locker, and the dimensions of the Parcel.

The Sender must use sealed, adequate and sturdy packaging as described in ANNEX 1. Otherwise, the Operator shall be released from all liability, and the Sender assumes all risks and hazards associated with the Parcel.

In the event of non-compliance with these Terms and Conditions, the Operator shall be released from all liability, and the Sender shall bear all risks and damages associated with the Parcel, including the need to collect it from the Operator's warehouse, where it may be held pending the detection of a breach.

The Operator reserves the right to suspend the processing of a Parcel, or to refuse or return to the Sender any Parcels that do not comply with the above provisions, without the possibility of reimbursement. The fact that the Operator has not raised any objections at the time of taking over the Parcel shall not deprive the Operator of the right to subsequently invoke a breach of the aforementioned provisions.

In the event of non-compliance with these Terms and Conditions by the Sender, additional charges as set out in the Price List may be applied. All additional charges are applied independently of one another and may accumulate where the Operator identifies multiple non-compliances.

§ 8. Cancellation

The Sender is required to dispatch the Parcel within 30 calendar days from the date of payment for the order. Upon expiry of this period, the order shall lapse. The Sender is entitled to submit a request for a refund for an unused label within 30 calendar days from the date of payment, via the form available on the Website: inpost.pl/formularz-kontaktowy-chce-otrzymac-zwrot-srodkow-za-niewykorzystana-etykieta

§ 9. Delivery time

The Operator delivers Parcels to a PUDO or a Parcel Locker in Poland in accordance with the following delivery timeframes rules.

The estimated delivery time of 3 to 6 Business Days is displayed on the Platform and is provided for informational purposes only. The Operator shall use its best endeavours to deliver the Parcel within this timeframe, whilst committing to deliver the Parcel within no more than 10 Business Days.

The delivery timeframe shall be calculated from the next Business Day following the date on which the Parcel is dispatched by the Sender. Collections and deliveries are carried out Monday to Friday; the Operator reserves the right to deliver Parcels on other days as well.

Public Holidays applicable in the Drop-off Country, any Transit Country, or the Delivery Country shall not be included in the delivery timeframe, nor shall days on which Force Majeure events or strikes involving road blockades by parties other than the Operator and its subcontractors have occurred — provided that such events have an impact on the transport of the Parcel.

§ 10. Parcel Delivery

The Recipient may collect their Parcel from a Parcel Locker or a PUDO point in Poland.

The Operator distinguishes between the moment of delivery of the Parcel and the moment of collection of the Parcel, as follows:

The Parcel is delivered:

1. at the moment the Parcel is delivered to the Parcel Locker, PUDO point or another facility (as part of “storage” of the Parcel or when there was a “forced situation” discussed below), the Recipient is notified and able to collect the Parcel in accordance with the Terms and Conditions,
2. it is at this point that the Service is considered to have been provided,
3. also, at this point it can be determined whether we have delivered the Parcel on time.

The Parcel is received:

1. upon opening the Box in which the Parcel was placed, by the person who provided the data needed to open it,
2. at the time of its physical delivery to an authorised person (when delivery takes place at the Branch, PUDO point, Parcel Locker or directly at the Recipient's).
3. If we find out that the Parcel packaging is damaged in a way that may cause even more damage (and, for example, cause deficiencies in the Parcel contents):

- 1) we have the right to secure such a Parcel against further damage, so that we can continue handling it without any hindrances. In this case, we will make a report.
 - 2) however, if the damage to the Parcel packaging is so severe that it prevents us from continuing the Service provision, we will contact the Sender (via email) and notify them of the damage and the security measures taken. The message will also include a request for further instructions from the Sender regarding the Parcel. If the Sender does not provide instructions within three (3) Business Days from the date of serving the message to them, we will return the Parcel to the Sender in accordance with the Terms and Conditions.
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§ 11. Collection from Paczkomat® Parcel Locker and PUDO (in Poland)

Opening hours:

- Parcel Lockers operate 24 hours a day, 7 days a week, with the exception of those whose availability is restricted due to their location within premises that have specific opening hours.
- PUDO points operate in accordance with their own opening hours.
- Opening hours are available on the Platform.

Identification:

After placing the Parcel in a Parcel Locker or Parcel Service Point, we will provide the Recipient via SMS, e-mail, or the Application (if the Recipient uses this app) with the pick-up code (also in the form of a QR code). Persons using the Application will receive such notification if the Application was installed in a device with a SIM card, the telephone number of which has been provided by the Sender for the purposes of the Parcel delivery

In case of App Parcel Lockers, Parcel collection is possible via the Application or scanning the QR code using the code reader available in the Parcel Locker.

In case of losing the code, the Recipient can recover it or go through the authorisation process remotely by contacting our helpline at 722-444-000 or 746-600-000 (call charges apply in accordance with the Recipient's tariff with their telecommunications operator). We send the recovered code via SMS or e-mail to the data assigned to the Parcel, unless the phone was stolen or lost and the Recipient warned us about it by calling the above numbers. In that case we do not resend the code to the lost device, but return the Parcel to the Sender (for a fee in accordance with the Price List and on the principles set out in these Terms and Conditions).

If the Recipient provides others with data enabling opening of the Box, the Recipient does so at their own risk and responsibility. We recognise that the person who has received authorisation data from the Recipient is entitled to collect the Parcel.

Instructions for collecting a Parcel:

1. from Paczkomat® Parcel Lockers: the Recipient follows the instructions displayed on the Paczkomat Parcel Locker screen. In the case of collecting a Parcel using the Application, the Recipient must also follow the instructions displayed in this app,
2. from PUDO points: as instructed by the Parcel Service Point personnel. The Parcel is physically handed over to the person authorised by the Operator's representative at the place of the Parcel Service Point operation and during its opening hours.

Parcel Storage:

The Parcel is held at the originally selected collection point. However, certain circumstances may require it to be placed at temporary locations (see conditions below).

The parcel storage period (referred to as the „Storage Period”) varies depending on the collection point — whether the original or a temporary location:

Originally Selected Point:

The Recipient receives an SMS, email or message via the Application (if they use this application) notifying them that the Parcel is available for collection within:

1. 48 hours (if the Parcel is awaiting collection at a Parcel Locker), or
2. 72 hours (if the Parcel is awaiting collection at a PUDO point or at a Parcel Locker with restricted opening hours).

The message indicates the collection point and the Parcel collection code.

If the Parcel has not been collected within:

1. 36 hours of receipt of the above notification (for a Parcel Locker or PUDO point), or
2. 48 hours (for a Parcel Locker available during restricted hours),

the Recipient shall receive a further SMS, email or message via the Application (if they use this application), as a reminder that the Parcel remains available for collection during the remaining period of:

1. 12 hours (for a Parcel Locker),
2. 24 hours (for a Parcel Locker available during restricted hours), or
3. 36 hours (for a PUDO point).

If the Parcel is not collected within the timeframes set out above, it shall be returned to the Sender at the Sender's expense.

If the Parcel destination is a Parcel Service Point or a Parcel Locker available during limited hours and on the date of the original pick-up date these facilities were closed, we will extend the original pick-up date by 24 hours for each such day. The above-mentioned notification rules (including the collection period expiry) will apply to such extended period. We notify of the collection deadline extension via SMS, e-mail or a message in the Application (if the Recipient uses this app).

Extension of the Parcel Collection Period:

When a Parcel arrives at a Parcel Locker, the Recipient may extend its storage period in that device via the Application. In such case, they enter into an agreement with our Partner, InPost sp. z o.o., on the following terms:

1. We provide the Recipient with a possibility of extending (for a charge) the original collection period of a Parcel placed in a Parcel Locker by additional 24 hours, according to the following rules:
2. Extension of the Parcel collection date can be ordered in the Application.
3. Extension may be ordered not earlier than 12 hours before the end of the deadline for collecting the Parcel (or 24 hours if the Parcel is waiting at a Parcel Service Point or in a Parcel Locker available in limited hours), but not later than before the expiry of this deadline (also when the deadline was previously extended on the terms described here).
4. The deadline for collecting the Parcel is extended by additional 24 hours, counted from the expiry of the original deadline for Parcel collection (or the deadline extended according to the rules described here).
5. The Recipient may extend the Parcel collection deadline multiple times (for each such order). However, it should be noted that at the time of opening the Box, the extended collection period ends — without the possibility of further extension, also in relation to other Parcels located in this Box.
6. The service of extending the Parcel collection deadline applies only to the collection deadlines pertaining to the Parcel's original destination (i.e. 48 or 72 hours, as indicated at the beginning of this Article). Thus, this service does not apply to other collection deadlines, for example "storage" of the Parcel in the manner described in the next Article.
7. The fee for extending the collection period — one-off for each 24 hours — is PLN 6.50 net (PLN 7.99 incl. VAT) and is fixed, regardless of the Parcel size and the number of Parcels in the Box.
8. Payment for the service is only possible via the Application, using the payment methods available in this application.
9. The Recipient will receive confirmation of the collection deadline extension by email or via the Application. The extended total time for collecting the Parcel will be visible in the "Parcel Details" tab in the Application.
10. If the Recipient uses the extension of the collection deadline, we will notify the Recipient via the Application 12 hours before the extended collection deadline expires. The notification will serve as a reminder of the need to collect the Parcel from the Parcel Locker, regardless of the type and location of the Parcel Locker. In this case, no reminder message as referred to at the beginning of this Article will be sent.
11. The extended collection period is not covered by the rule described above, according to which we extend this period by additional 24 hours if the collection facility is closed on the original date for Parcel collection. This means that if the Recipient extends the collection deadline and it falls on a day when access to the Parcel Service Point or the Parcel Locker is not possible, we will not add additional 24 hours to compensate for such a day.

Temporary Points:

1. Parcels may be stored in a temporary PUDO or Paczkomat® Parcel Locker if delivery is prevented by:
 - 1) Overfilling the Paczkomat® Parcel Locker originally selected for delivery,
 - 2) Technical failure, shutdown or maintenance of the system handling the Paczkomat® Parcel Locker originally selected for delivery,
 - 3) Overfilling the PUDOs originally selected for delivery, its temporary shutdown or closure,
 - 4) The Recipient's behaviour at a Paczkomat® Parcel Locker or PUDO, which violates the rules of social coexistence so much that the Courier cannot safely perform their duties,

If the above events prevent delivery of the Parcel to the Paczkomat® Parcel Locker or PUDOs originally selected for delivery, within the deadlines indicated in this Article, then we will place the Parcel for storage in a temporary PUDO or temporary Paczkomat® Parcel Locker, which will be located no more than two kilometres "as the crow flies" from the PUDO or the Paczkomat® Parcel Locker originally selected for delivery.

2. The Parcel storage time is as follows:
 - 1) 1 calendar day after the day on which the Parcel was placed at a temporary PUDO or temporary Paczkomat® Parcel Locker, or
 - 2) A Bank Holiday and Bank Holidays immediately following, if the days follow the day of placing the Parcel in a temporary Paczkomat® Parcel Locker (in this case, storage may take place only in a temporary Paczkomat® Parcel Locker), or
 - 3) 1 calendar day, and if the next day is a Bank Holiday followed by Bank Holidays, the Storage Period will also cover those days. (In this case, storage can only take place in the temporary Paczkomat® Parcel Locker).
3. When we store the Parcel, we notify the Recipient via SMS, e-mail, or the Application (if the Recipient uses this app) of:
 - 1) Placing the Parcel in a temporary PUDOs or temporary Paczkomat® Parcel Locker,
 - 2) The end of the Storage Period (which means that the Parcel will be delivered to the PUDO or Paczkomat® Parcel Locker originally selected for delivery),
 - 3) Placing the Parcel at the PUDO or Paczkomat® Device originally selected for delivery (after the end of the storage).
4. During the Storage Period, we offer the possibility of collecting the Parcel from the storage place (temporary PUDO or temporary Paczkomat® Parcel Locker, excluding periods when these facilities are out of service). If the Recipient does not collect the Parcel during the Storage Period, we will collect it from the storage place on the day following the Storage Period, which means that until then the Recipient has the possibility of collecting the Parcel from such a place.

System Maintenance:

If we need to use the storage function due to maintenance of systems supporting PUDOs or Paczkomat® Parcel Lockers on a given day, then such a day is treated the same as the "Bank Holiday" referred to above. In this case, the Storage Period is determined as in the case of Bank Holidays. System maintenance must not take more than one calendar day. We will notify of any planned maintenance at least 7 days before it starts by posting a message on the Website and, if possible, e-mail, SMS or the Application.

Violation:

However, in a situation when after the end of the Parcel storage, the Recipient's behaviour at a Paczkomat® Parcel Locker or PUDO again violates the rules of social coexistence so much that the Courier cannot safely perform their duties, then we may refuse to make further attempts to deliver the Parcel (also in the manner described below in case of forced situations), and return the Parcel to the Sender immediately.

Forced Situation

Forced situation: In the process of Parcel delivery, so-called "forced situations" may occur. By "forced situation" we mean overfilling the Paczkomat® Parcel Locker originally selected for delivery, its failure, shutdown or maintenance of the supporting system. If we have applied the storage procedure and the forced situation persists, or if we could not deliver the Parcel in the normal course (or through its storage) due to Force Majeure, then we can deliver the Parcel:

1. Directly to the Recipient, to the address indicated by them, located within the administrative boundaries of the town/village where the originally selected place of delivery is located (Paczkomat® Parcel Locker or PUDO). In the event the Recipient objects to such delivery or the required address is not provided, we will return the Parcel to the Sender, informing the Recipient about it, or

2. At the originally selected place of delivery (Paczkomat® Parcel Locker or PUDO), with the use of the so-called Mobile Paczkomat® Parcel Locker, from which the InPost Courier releases the Parcels.

Other rules

1. We do not deliver any Parcels to PO boxes of Poczta Polska S.A.
2. If more than one Parcel is to be placed in the Paczkomat® Parcel Locker for the same Recipient, we have the right to place all or some of the Parcels in one Box. We will notify the Recipient of placing several Parcels in one Box.
3. After the Parcel collection deadline has expired (also after any deadline extension in accordance with the Terms and Conditions), the Recipient may still have a chance to collect it, but only until the Courier takes the Parcel to start its return to the Sender. However, we do not guarantee that such an opportunity will be available, nor do we provide a specific time in which the Parcel may still be collected by the Recipient in such a situation.

Easy Access Zone

Easy Access Zone: The Recipient can request that we try to deliver the Parcel to the so-called “Easy Access Zone”. This is the part of the Paczkomat® Parcel Locker where access to the Boxes is easier compared to the ones located at the top and bottom levels. In that case, the following principles will apply:

1. The Recipient may ask us to deliver the Parcel to the „Easy Access Zone” after the Parcel has been registered in our systems.
2. But before the Parcel is handed over for delivery (i.e. until such status appears in our Parcel tracking systems). Handing over the Parcel for delivery may take place at different times on the day of planned delivery.
3. Once the Parcel has been handed over for delivery, the Recipient can no longer place an order to put the Parcel in the „Easy Access Zone”.
4. We can place the Parcel in the „Easy Access Zone” only if an appropriate Box in the Paczkomat® Parcel Locker is free and there are no other Parcels in it.
5. If there are no free Boxes in the „Easy Access Zone”, the Parcel will be delivered to other available Boxes.

Sender Identity:

We may inform the Recipient, at their request, about the identity of the Parcel Sender before the Parcel is delivered. In special circumstances, we may also provide general information why we could not deliver the Parcel. However, we cannot provide this information if the Sender requested the Parcel be returned or has changed the Recipient before the delivery. The Recipient can also obtain information about the Sender of the Parcel that was returned because it was not received in time. As for any other persons or entities, we may provide them with the above information only in the cases specified by the applicable law.

§ 12. Oversized Parcels

In Portugal :

Notwithstanding the foregoing, in case of an Oversized Parcel – i.e. a parcel exceeding any of the said dimensions or weight specified in clause 4, the Operator, at its own discretion, reserves the right to: refuse to deliver the Parcel to the Recipient for any reason (e.g., the Courier refuses to pick-up the Parcel from the Pick-up Point and/or, after the Parcel has been picked-up, the staff of the Operator or the Local Company, as its subcontractor, refuses to accept the Parcel because of its size) and return it to the Sender on the terms specified in these T&C. In this case, the cost of the return is conventionally determined as equal to the price of the Service not performed and will be offset against the latter.

In Poland:

1. In the case of an Oversized Parcel which has been accepted in Poland, the procedure is as follows:
 - 1) We contact the Recipient by phone to determine a new place of delivery for the Parcel. We will ask the Recipient for the address to which the Parcel is to be delivered. If it is not possible to contact the Recipient or the contact is ineffective, we will contact the Sender to determine the delivery address. Establishing this address will be treated as a change of address at the Sender's request, or
 - 2) We will send an e-mail to the Recipient and the Sender asking them to provide the delivery address for the Parcel. If the Recipient and the Sender provide different addresses, the binding address for us will be the one provided by the Sender.

2. We will make contact by phone or email within 48 hours of sending the message indicating that we have detected an Oversized Parcel.
3. When we contact the Recipient or the Sender, they have 48 hours to provide the delivery address for the Parcel. If the address is not provided during this period, or if we are unable to contact the Sender by phone, we will return the Parcel to the Sender (the rules for returning Parcels are described further on in these Terms and Conditions). The Parcel will be returned also if:
 - 1) The Addressee refuses to accept the Parcel, or
 - 2) The Sender will not provide a new address for delivery, or
 - 3) If the address provided does not meet our requirements referred to below.
4. The Price List specifies the Price for returning an Oversized Parcel, the dimensions of which do not exceed 500 x 500 x 800 mm, and the weight does not exceed 25 kg. In the case of Parcels with larger dimensions or weight, the Price List also applies. However, it should be noted that these fees do not apply to Senders being Consumers.
5. The delivery address which we ask for must be located within the administrative boundaries of the town/village in which the Branch assigned to the Parcel Locker (originally selected by the Sender as the place of the Parcel delivery) is located. In addition, this address must include:
 - 1) The business name or full name of the Recipient,
 - 2) The street (square, avenue),
 - 3) Building/unit no.,
 - 4) Post code,
 - 5) City/town/village,
 - 6) The Recipient's mobile phone number.
6. We will do our best to deliver the Oversized Parcel within 2 Working Days from the day following the day when the Recipient or the Sender provided data necessary for the Parcel delivery. However, the delivery time will not be longer than 5 Working Days from the date of receiving the data.
7. Oversized Parcels are usually delivered directly to the Recipients or other persons authorised to collect them. An oversized Parcel may also be delivered to an adult household member and other persons authorised to collect the Parcel, in accordance with applicable regulations.
8. In case of:
 - 1) Absence of the Recipient at the address at the time of delivery, or
 - 2) Absence of a person entitled to collect the Parcel, orWe will try to contact the Recipient by phone to arrange a second attempt of delivery on the same day. If we fail to make contact or deliver the Parcel on that day, we will try to deliver the Parcel again the next Working Day – as a second delivery attempt. If the Recipient (or the authorised person) is absent again, we will leave a missed delivery notice in paper form, SMS, e-mail, or via the Application informing that the Parcel can be collected within 72 hours at the place and time specified in the notice.
9. The Parcel may be collected within the next 72 hours, counting from the second delivery attempt. However, if within the time period there is a day when the pick-up place was closed all day, we will extend the collection period by 24 hours for each such day.
10. After the said collection period has elapsed, we will return the Parcel to the Sender (the rules for returning Parcels are described further on in these Terms and Conditions).
11. When is there no collection period for Parcels?
 - 1) If the Sender on dispatch gave us the Parcel dimensions which exceed 640 x 380 x 410 mm. In that case, after two attempts of delivery, we will return the Parcel to the Sender, informing the Recipient about it,
 - 2) If, after we have accepted a Parcel, we detect that its size is greater than 640 x 380 x 410 mm (in relation to the dimensions that the Sender gave us when ordering the Service), and the staff of the facility which was to serve as the collection point refused to accept the Parcel because of its size. Then we will inform the Recipient of the lack of collection period and make a third delivery attempt, and if it fails, we will return the Parcel to the Sender.

12. The Parcel will be returned to the Sender also in the case of refusal to receive the Parcel by the Recipient or an incorrect address of the Recipient.
13. The return of an Oversized Parcel is subject to a fee as per the Price List.
14. A Parcel that according to the missed delivery notice should be collected at a Parcel Service Point can be picked up during its opening hours.
15. Confirmation of delivery of an Oversized Parcel:
 - 1) We confirm Parcel delivery electronically. The Recipient (or the authorised person) confirms the receipt by putting their signature on the Courier terminal or by giving the Courier the pick-up code,
 - 2) If the Parcel is collected on the basis of a missed delivery notice, the Recipient is verified on the basis of that notice or telephone number and the code sent by us. At a Parcel Service Point, verification requires only the telephone number and the said code,
16. If a Parcel to be delivered weighs more than 30 kg, the following rules apply:
 - 1) The Courier delivers the Parcel only to the building entrance door when the address is above the ground floor or in a multi-apartment building,
 - 2) If the Parcel is not delivered on a pallet and weighs from 30 to 50 kg, we deliver it on the side-to-side basis. The Recipient must on their own transfer the Parcel from the place where the Courier unloaded it. The side-to-side delivery means that the Courier unloads the Parcels in a place they can reach with a delivery van,
 - 3) If the Parcel is delivered on a pallet and weighs from 30 to 50 kg, we deliver it on the side-to-side or dock-to-dock basis. The dock-to-dock delivery means that the Recipient on their own unloads the Parcel from the Courier's vehicle, using their own tools, such as ramps or forklifts,
 - 4) We recommend that the Recipient have the appropriate resources to be able to process the delivery in accordance with the rules above.

§ 13. Undeliverable Parcels

1. The Parcel is considered undeliverable and transferred to our Undeliverable Parcel Warehouse in the case of:
 - 1) missing or wrong Sender's address, or
 - 2) refusal to accept the Parcel by the Sender (also when the Sender did not provide the address for returning the Parcel) or did not pay the fee or surcharge for returning the Parcel
2. Depending on the Undeliverable Parcel Warehouse in the given country where the Parcel ends up, it will be handled according to the following rules:

The country to which the package was directed to the Undeliverable Parcel Warehouse.	Rules regarding undeliverable parcels.
In Portugal	<ol style="list-style-type: none">1. Any Parcel that cannot be delivered to the Recipient will be returned to the Sender. The cost of the return transport operation will apply, in accordance with the applicable pricing conditions.2. If a Parcel in the return process is not collected by the customer —whether at origin or at destination— it will be sent to the Expertise centre in France, which is responsible for handling unclaimed Parcels. The customer will have fourteen (14) days to request a new shipment of the Parcel. If such a request is made, Mondial Relay will arrange for the Parcel to be returned from France in order to proceed with delivery to the customer, with the corresponding transport costs applying.3. After the fourteen (14) day period has elapsed without a request from the customer, Mondial Relay will be free to dispose of the Parcel.

The country to which the package was directed to the Undeliverable Parcel Warehouse.

Rules regarding undeliverable parcels.

In Poland

1.
We will attempt to determine the Sender's or Recipient's address by opening the Parcel and verifying its contents in accordance with the applicable law.
2.
If checking the Parcel content does not allow delivery or return of the Parcel to the Sender, or if the Sender refuses to accept the returned Parcel:
 - 1) Correspondence and its packaging will be destroyed by us in a way that prevents retrieving any information from the Parcel and its packaging, not earlier than after 60 days from opening the Parcel.
 - 2) The remaining contents of the Parcel and its packaging will be destroyed by us in such a way that the information from the Parcel and its packaging cannot be retrieved, not earlier than after 12 months from opening the Parcel. If we receive a complaint related to this Parcel before the end of this period, we cannot destroy its contents and packaging until our response to the complaint is final.
3.
We do not destroy any Parcel contents such as money, securities, valuables, items of historical, scientific, or artistic value, military equipment, items that require a permit (in particular weapons, ammunition, explosives), and any type of identity documents, as well as items of historical value or archival materials. As for all these things, we apply the provisions of the Found Goods Act and the provisions of the Civil Code.

§ 14. How to Track a Parcel?

The Sender may track their Parcel using the InPost tracking number received in the order confirmation email, via the Website inpost.pl/sledzenie-przesylek or the Application.

§ 15. Contact

The Sender or Recipient may contact InPost Poland via the website inpost.pl/kontakt.

§ 16. Complaints

16.1 When is the Service unperformed?

1. Primary Service:
 - 1) is unperformed if the Parcel or its contents have been completely destroyed or lost,
 - 2) is improperly performed if the Parcel or its contents have been damaged.
2. If within 30 days of sending the Parcel:
 - 1) it has not been delivered, or
 - 2) the Recipient has not received information about the possibility of collecting it from the Paczkomat® Parcel Locker or PUDO, - we treat such a Parcel as lost.

3. We make available a damage report form on the Website, which may be used to describe the damage to the Parcel for the purposes of filing a complaint.
4. It is possible to start a complaint procedure when collecting the Parcel from the Box in the Paczkomat® Parcel Locker. To do this, after opening the Box, it is possible to select the appropriate option on the Paczkomat® Parcel Locker screen or in the Application and follow the displayed instructions. As a result of that:
 - 1) The Recipient puts the Parcel back into the Box so that we can collect it,
 - 2) We send an e-mail to the Recipient with a form that must be filled in and sent back within the next 14 days:
 - a) sending this form means submitting a complaint,
 - b) if the form is not sent on time, the Parcel will be returned to the Sender,
 - c) until the form is sent, the Recipient has the possibility of collecting the Parcel from our Branch.
 - 3) Collecting the Parcel from the Box and examining it in the presence of witnesses, which is confirmed in a report. The report will be used by our Complaints Department to evaluate the complaint submitted via the form.

16.2 Up to what amounts are we responsible?

1. In the event of non-performance or improper performance of the Primary Service, it is possible to claim compensation:
 - 1) for loss, deficiency or damage to a Parcel (other than a Parcel containing correspondence) - in the amount of the usual value of lost or damaged items,
 - 2) for loss of a Parcel containing correspondence - in the amount of ten times the service fee, but not less than fifty times the fee for „treating a letter as registered mail”, according to the price list of public services of the designated operator,
 - 3) for loss of a Parcel with Additional Cover – up to the amount indicated in the table of Additional Cover amounts for a given Parcel (Additional Cover is discussed in more detail further on in these Terms and Conditions),
 - 4) for exceeding the guaranteed delivery date – up to twice the fee for the Primary Service.
2. We pay compensation after acknowledging a complaint, provided that the person who filed the complaint claimed compensation. If the compensation amount has not been stated and the compensation is obvious, we will ask the person filing the complaint to indicate what amount of compensation is requested. This does not mean that we will pay the requested amount, but we will assess it according to the amounts to which we are liable and to which cases this applies.
3. In the event of non-performance of the Service, we will refund the fee charged for it, regardless of the compensation that the person filing the complaint may be entitled to.

16.3 How to file a complaint?

A person wishing to file a complaint can do so in the following manner:

1. Electronically:
 - a) By filling out and sending a complaint form available on the Website ([Formularz reklamacyjny InPost](#)),
 - b) or, To the e-mail address: bok@inpost.pl
 - c) or, via our MAT Chatbot, which is available on our Website, via the Application,
2. In writing, by sending or delivering it to: „InPost sp. z o.o., ul. Pana Tadeusza 4, 30-727 Kraków”, with a note: „Complaint Department” — this company acts on behalf of the Operator in the complaints procedure, or
3. By phone, calling the +48 722-444-000 or 746-600-000 helpline (from both landlines and mobile phones, for a fee specified by the telecommunications operator that operates the call), or
4. In writing or orally (confirmed in a written report) at a PUDO in Poland.
5. Any complaints submitted in any different form than those described above will not be considered. If we receive a complaint in another form, we will inform the person who submitted it that we will not consider such a complaint.
6. We assign a unique number to each complaint filed. The person filing a complaint should provide this number in any subsequent letters and reports regarding the complaint.

7. If anybody wishes to file a complaint for more than one Parcel, they must submit a separate complaint for each of them (one Parcel – one complaint).
8. In the case of submitting a complaint electronically, the person submitting the complaint is identified by us on the basis of the data provided by them, which we compare with the data in our systems. In this way, we check whether such a person has the right to file a complaint. These data include, among others, the Label number, e-mail address, or telephone number.

16.4 Who can make a complaint?

Based on the following parcel status:

1. If “sent but not yet delivered” - the Sender
2. If “delivered” to a collection point (defined in this Terms and Condition) - the Recipient unless they waive that responsibility to the Sender

Important note: If a complaint is made by an unauthorised person, such a complaint is deemed not to have been filed. We will inform that person about this, also indicating who may file the complaint.

16.5 Time to submit a complaint

The time to submit a claim, depend on the following parcel status:

1. If “delivered” and the clients wants to request a:
 - 1) “damage”: the client has 7 calendar days from the delivery date.
 - 2) “loss”: the client has 72 hours from the delivery date.
 - 3) “late delivery”: the client has 12 months from the delivery date and must be late based on the guaranted time delivery.
2. If “sent but not delivered”: the client has 30 calendar days from the sent date.

Important note: If anybody wishes to file a complaint for more than one Parcel, they must submit a separate complaint for each of them (one Parcel – one complaint).

16.6 What should a complaint contain?

1. A complaint should include at least:
 - 1) full name or company name and address of residence or registered office of the Sender and the Recipient,
 - 2) who files the complaint,
 - 3) what is the complaint about,
 - 4) information about any Additional Cover, if the Parcel was covered by such a service,
 - 5) Parcel number,
 - 6) justification of the complaint,
 - 7) amount of compensation, if requested,
 - 8) signature of the person making the complaint in the case of a written complaint or the person’s identification data in the case of a complaint filed electronically or by telephone,
 - 9) date of making the complaint,
 - 10) list of attached documents,
 - 11) telephone number or e-mail address so that we can contact the person making the complaint.
2. The following documents should be attached to the written complaint, and the envelope should be marked with the complaint number, if it has already been issued:
 - 1) original or printout of the Parcel shipment confirmation,
 - 2) statement on the waiver of claims, if the Sender transfers the rights to the complaint to the Recipient,
 - 3) damage report drawn up on receipt of the Parcel or a copy thereof, or
 - 4) declaration of loss or damage to the Parcel made to us at the time of receipt.

- 5) packaging of the damaged Parcel (if we request it),
 - 6) statement on invisible defects or damage to the Parcel (submitted within the 7-day period for reporting damage not visible from the outside of the Parcel, referred to in the Terms and Conditions above),
 - 7) information and evidence of the Parcel shipment or delivery,
 - 8) other documents required by us that are necessary for us to clarify the matter.
3. A complaint submitted in a form other than in writing should contain the above information, as well as an indication of the place and date of sending the Parcel.
 4. A complaint submitted electronically should be accompanied by copies of the documents indicated above. If necessary, we may ask for the originals of those documents.
 5. If the complaint is submitted by phone, the above documents must be sent to our office (ul. Pana Tadeusza 4, 30-727 Kraków, with the note "Complaints Department").
 6. The original document confirming the Parcel shipment is returned to the person filing the complaint, at their request.
 7. If we receive reports of improper performance of the Services, even if there is no demand for payment of compensation – we treat them as complaints.

16.7 How long do we examine complaints?

1. Complaints are handled by the Complaints Department of InPost sp. z o.o, acting on behalf of and on the instructions of the Operator.
2. We will consider them within 30 days of their submission. The 30-day period starts from the date of submitting a correct complaint together with all the required attachments.
3. The above deadline is kept if we send a response to the complaint before the end of the period.

16.8 What happens if we exceed the deadlines for responding?

If we do not respond to a complaint or appeal within the specified time limit, the complaint is acknowledged, but within the limits of our liability as set out in the Terms and Conditions.

16.9 Can we respond to the complaint by e-mail?

Submitting an electronic complaint (or appeal against the complaint) together with providing e-mail address means that the person filing the complaint consents to receiving from us calls, notifications, replies to the complaint or replies to the appeal electronically, to the e-mail address provided.

16.10 In what form do we communicate in the complaint procedure?

Calls, response to a complaint, information about the outcome of the appeal examination and notifications are sent by registered mail, except when the complaint or appeal has been filed electronically. Then we communicate via email.

16.11 What do we do if the complaint is incomplete?

1. If the complaint has deficiencies and we cannot properly examine it, we request the person who filed the complaint to supplement it within 7 days of receiving the request.
2. We will leave the complaint without examining if the person who filed the complaint does not supplement it within the above-mentioned time limit.
3. The aforementioned period of 7 days is not included in the time period for considering the complaint.

16.12 What is included in a response to a complaint?

1. A response to a complaint includes:
 - 1) information that the reply is provided by the Complaints Department of InPost sp. z o.o, acting on behalf of and on the instructions of the Operator,
 - 2) whether we have acknowledged the claim or not,
 - 3) amount of compensation (if we have granted it) and information when and how we will pay it (the payment deadline cannot be longer than 30 days from the date of acknowledging the complaint), information on:

- a) right to appeal, indicating the address to which the appeal should be lodged,
 - b) possibility of pursuing claims in another way, i.e. in court proceedings
 - c) full name and position of our employee who responded to the complaint.
2. A response to a complaint should additionally include:
- 1) factual, where we have refused to acknowledge the complaint in whole or in part,
 - 2) reason for retaining the Parcel, for which we had reasonable suspicion that it contained crime-related items or its content posed a threat to humans or the environment.

16.13 In what situation and when can an appeal be lodged?

If we have not acknowledged a complaint in whole or in part, the person making the complaint may appeal to us within 14 days of serving the response to the complaint. If the appeal is lodged after this period, it will not be considered.

16.14 How and when do we examine an appeal?

1. We will consider the appeal within 30 days. The deadline will be kept if we send a response to the appeal before the end of the period.
2. The response to the appeal must contain the same information as described above for a response to a complaint.
3. The response must also include information about completing the complaint procedure and the possibility of pursuing claims in court proceedings.

16.15 Compensation: What are the rules of the Additional Cover service?

1. The service prices and the Additional Cover amounts are stated on the Price List or in Business Contracts. If the Sender is a Consumer, then all Parcels sent by them are covered by Additional Cover up to PLN 5,000 - included in the price of the Primary Service. We do not offer Additional Cover to Consumers for amounts higher than those indicated above.
2. In the event of damage, deficiency, or loss of a Parcel covered by Additional Cover, the Sender (or the Recipient, if the Sender has waived the claim for compensation) is entitled to compensation in accordance with the Terms and Conditions. However, the compensation may not be higher than the amount stated when ordering the Additional Cover service for the Parcel. We do not apply this rule to Consumers.
3. If a complaint is made for a Service which included Additional Cover, we additionally apply the following rules:
 - 1) The person submitting the complaint must present a document confirming the actual value of the Parcel (e.g., VAT invoice or other proof of purchase). In the absence of such a document, a written statement of the Parcel contents and other reliable evidence of its value should be provided.
 - 2) Compensation is payable for destruction, damage, or loss of the Parcel in the amount of the damage actually suffered, but in an amount not higher than stated by the Sender when ordering Additional Cover. We do not apply this rule to Consumers.
 - 3) If the entitled person is a VAT payer, the compensation will be paid net of VAT.
 - 4) We may ask the person filing the complaint for additional information, explanations, or documents to deal with the complaint as effectively as possible.

16.16 When do we pay compensation? Is the complaint procedure mandatory?

1. Compensation is paid within 30 days of the day of acknowledging the complaint.
2. The Sender or the Recipient do not have to go through our complaint procedure and may immediately file a claim against us under the Terms and Conditions before the court.
3. The complaint procedure is exhausted when:
 - 1) we refuse to acknowledge the complaint, or
 - 2) we have not paid compensation within the above-mentioned period.
4. In order for the complaint procedure to be exhausted, it is not necessary to lodge an appeal against the complaint.

§ 17. Notifications

Both the Sender and the Recipient will receive notifications from the Operator regarding the status of the Parcel. Upon delivery of the Parcel, the Recipient will receive an email requesting them to rate the service.

§ 18. Liability

The Operator shall be liable in the event of loss of a Parcel or confirmed damage to a shipment. The Operator shall not be liable in the following cases:

- Negligence or error on the part of the Sender and/or Recipient;
- Force Majeure (an unforeseeable, uncontrollable and external event);
- A defect inherent to the item contained in the Parcel;
- Non-compliance with the restrictions on Parcel acceptance, the Sender's obligations or the conditions for Parcel acceptance; and/or
- Non-compliance with good packaging practices, particularly with regard to items considered fragile (crochery, porcelain, bottles, glassware).

The Operator shall not be liable for indirect or non-material damages, such as loss of opportunity, loss of profit, etc.

Any compensation granted by the Operator to the claimant shall not be construed as an acknowledgement, even implied, of the existence of any damage greater than that amount, as the Operator expressly disclaims all liability exceeding the above amounts.

In the very specific case of evident damage to a Parcel that has been delivered in Poland, the Sender acknowledges and accepts that they shall not receive any compensation, as only the Recipient is entitled to file a complaint and to obtain compensation from the Operator.

§ 19. Intellectual Property

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§ 20. Governing Law – Jurisdiction

In the event of a dispute, an attempt shall be made to resolve it amicably before referring the matter to the Portuguese courts, with Portuguese law being applicable. The Operator also informs the Sender that they may make use of a Consumer dispute resolution body.

The Operator, as a service provider established in Portugal, is subject to mandatory arbitration or mediation in respect of Consumer disputes of low economic value (up to €5,000), where — at the express request of the Consumer (Sender) — such disputes are referred for resolution to an arbitration court assigned to legally authorised Consumer dispute resolution centres.

The list of Consumer dispute resolution bodies in Portugal is available at: <https://www.consumidor.gov.pt/ral-mapa-e-lista-de-entidades>.

§ 21. How Do We Process Personal Data?

Your personal data is processed under applicable **Privacy Policy**, which is a separate document. We publish **Privacy Policy** available at: [Regulaminy, cenniki i dokumenty | InPost](#). We encourage you to read it to better understand how we process your personal data, about data controllers, and how to update, export and your personal data and how to manage it.

ANNEX 1. Packaging Specifications in Portugal

A. Introduction

The purpose of packaging is to contain and protect products, enabling their handling and transport from the supplier to the end Recipient, while preserving their integrity and appearance.

The packaging prepared by the Sender must be capable of withstanding the various handling operations that occur during transport, so as to ensure that the Parcel is delivered or returned in the best possible condition.

In order for packaging to adequately fulfil its protective function, the following three key factors must be taken into account:

1. Fragility of the product.
2. Transport environment;
3. Packaging properties.

Packaging must fulfil the following main functions:

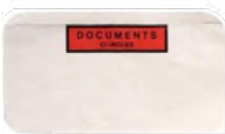
1. **Outer packaging:** it should protect the contents against all external factors, including impacts, abrasion, water and dust; it should maintain the rigidity of the packaging and serve as a support..
2. **Inner packaging:** it is designed to keep products in place and absorb impacts.
3. **Closure:** it is intended to ensure that the packaging is sealed so as to provide adequate and lasting protection.

Where the packaging contains several items, they must be appropriately secured, remaining separated from one another (without direct contact, by means of cardboard separators, filling materials or similar) and adequately protected (using bubble wrap, foam or shrink film), and the packaging materials should prevent any movement of the items inside the packaging.

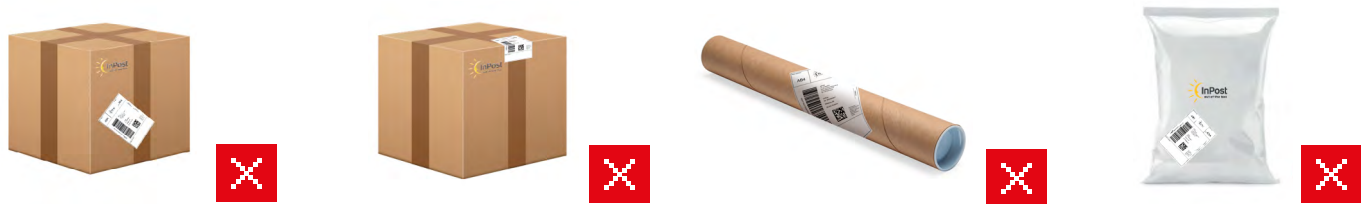
B. Labelling Standards

The Parcel should bear a label containing all the necessary information to enable its receipt, registration, sorting and delivery in an effective manner.

- The label should be affixed to the outer surface of the packaging so that it can be easily read and scanned.
- The label should be placed on the side of the packaging with the largest surface area.
- The label should be placed perpendicular to the packaging; diagonal placement is not permitted.
- The label must not be placed on the folds, closures or corners of the packaging.
- The label must not be damaged, cut or destroyed. Print quality must be ensured, as this is essential for the proper reading of barcodes.
- Only one label may be placed on the packaging.
- Any outdated address information and any previous labels and stickers must be removed, particularly in the case of reused packaging.
- Glossy paper must not be used for printing labels.
- In the case of plastic bags, the label should be affixed on a flat surface, avoiding placement on the corners or folds of the packaging.
- In the case of tubes, the label should be affixed parallel to the length of the tube.
- In the case of document pouches attached to a box, self-adhesive pouches with printed information that may obscure the barcode or address details must not be used.



1. Examples of Incorrectly Placed Labels



The label is also an element that contains a reference to the Parcel and may be used to identify it when a problem arises as a result of its handling.



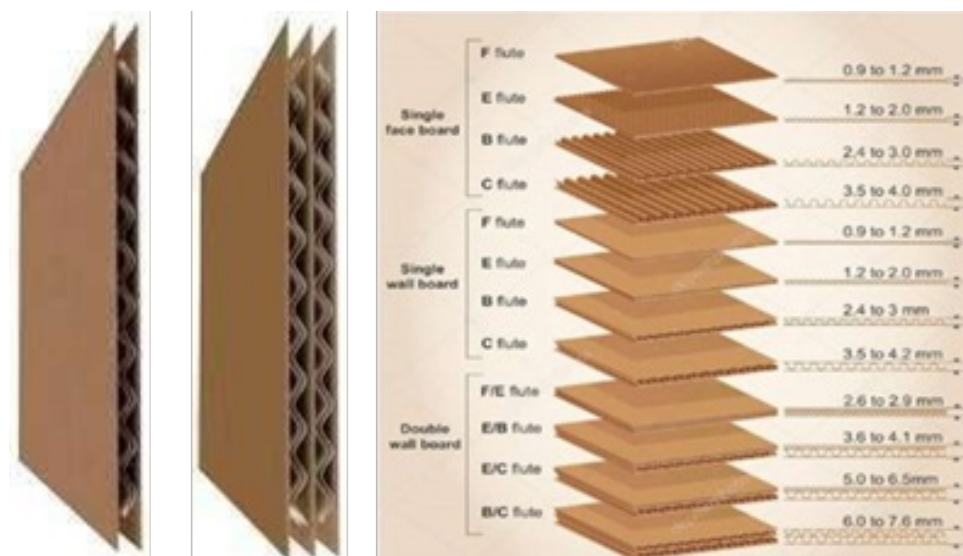
In addition to the label affixed to the outside of the Parcel, the receipt should be placed inside the Parcel.

2. Minimum Parcel Size

In order for Parcels to be handled mechanically, they must have dimensions greater than 15 x 10 cm and a thickness greater than 1 cm and/or weigh more than 100 g.

C. Packaging

The type of packaging should be selected taking into account the characteristics of the product to be transported inside. The box should be made of double-flute BC cardboard, have sufficient rigidity and should not have any mechanical damage.



double-flute

D. Pictograms

Pictograms are essential in the transport of products as they provide information on the direction of handling, the typology and the fragility of products.

Pictograms should be visible and placed on two sides of the packaging.

Below is a complete list of the most commonly encountered pictograms:



E. Packaging and Securing Materials

1. Filling

Filling reinforces the packaging so that it is resistant to external factors (mechanical, climatic, etc.), being inflexible and resistant to bending, cracking, tearing and stacking. Its purpose is to absorb external impacts acting on the Parcel so that they do not affect the integrity of the product.

How to check the quality of the filling? Simply press the top and side of the Parcel. If the box compresses, it means that it is not fully filled or that the filling is inadequate.

Pre-packaging takes into account the fragility of the goods. The materials primarily used are tissue paper, cellulose wadding, polyethylene foam, polyethylene paper, bull pack, crumpled paper, etc.



2. Securing

The purpose of securing the product is to prevent it from shifting inside the packaging. A shifting product may be damaged through contact with another product, the packaging, etc., and may even tear the packaging and damage another Parcel.

How to check whether products are properly secured? Simply lift and shake the packaging. If the product moves inside the packaging, it means it has not been properly secured.

3. Separation

By keeping products separate, there is no risk of them damaging each other or damaging the packaging. This packaging method should be used when different individual items are being shipped.

How to check whether the packaging is compliant? Simply grasp the packaging and shake it. If sounds can be heard coming from inside (impacts, squeaking, etc.), it means the products are not separated.

4. Protection

Under the conditions of the handling and transport process, it cannot be guaranteed that the packaging will remain in a stable position. Therefore, each side of the product inside the packaging must be protected consistently and kept in a relatively stable position.

How to check whether the product is well protected? Simply press the top and both sides of the packaging. If the product can be felt through the packaging, it means it is not protected on all sides and is in contact with the packaging.

F. General Packaging and Sealing Obligations

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

The correct method for closing and sealing a Parcel is as follows:

1. Double "H"-shaped seal.
2. Adhesive tape with a minimum width of 48 mm.

How to check the integrity of the closure and seal? Simply press the top and bottom of the Parcel where the adhesive tape has been applied. If the adhesive tape peels away from the box and allows access to the contents, it means the Parcel is not properly closed and sealed.

The contents of boxes must not contain magnets if the ratio of the Parcel weight to the magnetic force is greater than 10 (for example, for a magnet with a force of 1 kgF, the Parcel weight is ≥ 10 kg). It should be noted, however, that magnets are prohibited in polyethylene bags.

G. Specific Packaging Obligations by Product Category

Packaging must be capable of withstanding the weight of the items being transported, so that the products cannot pierce the packaging during the various handling phases.

For each product category, our recommendations are based on the packaging standards described below.

1. Hob (induction, ceramic, etc.)

	Double-flute corrugated cardboard box or dense polystyrene adapted to the dimensions of the product (lid + base)
Outside	Fragile/glass pictogram
	Handling/storage direction pictogram
Inside	Protection on the upper part using polystyrene or reinforced panel
	Product secured with a double polystyrene dome and heat-shrink film

2. Small Household Appliances (video and audio)

Outside

Double-flute corrugated cardboard box adapted to the dimensions of the product

Flaps sealed with H-shaped adhesive tape

Fragile/glass pictogram on at least two sides of the packaging

Handling/storage direction pictogram on at least two sides of the packaging

Inside

Item in the original manufacturer/supplier packaging and protection

Kraft paper or bubble wrap packaging

3. Furniture (flat-pack/pre-assembled, with or without glass elements)

Outside

Double-flute corrugated cardboard box adapted to the dimensions of the product

Flaps sealed with H-shaped adhesive tape or glued

Fragile/glass pictogram on at least two sides of the packaging

Handling/storage direction pictogram

Inside

Side protection using polystyrene or double-flute cardboard strips

Edge protection using polystyrene or double-flute cardboard strips

Securing of items inside the box

Top and bottom protection using polystyrene or double-flute cardboard

Specific requirements:

Dense polystyrene panel on the top and bottom of each glass section

Reinforcement of the box base with double-flute cardboard for furniture with legs

4. Glassware, tableware, porcelain, frames, ceramics (washbasin, shower tray, etc.)

Outside

Double-flute corrugated cardboard box adapted to the dimensions of the product

Flaps sealed with H-shaped adhesive tape

Fragile/glass pictogram on at least two sides of the packaging

Handling/storage direction pictogram on at least two sides of the packaging

Inside

Securing of items inside the box (packaging and cushioning)

Packaging in a cardboard box for glassware or fragile containers

Specific health-related requirements

Dense polystyrene packaging adapted to the dimensions of the product

5. Drugstore, perfumery, cosmetic, hygiene and parapharmaceutical products

Outside

Double-flute corrugated cardboard box adapted to the dimensions of the product

Flaps sealed with H-shaped adhesive tape

Fragile/glass pictogram on at least two sides of the packaging

Handling/storage direction pictogram on at least two sides of the packaging

Inside

Individual bubble wrap packaging

Kraft paper or bubble wrap packaging

Flap closure with adhesive tape

Packaging of liquid containers in sealed plastic bags

6. Liquid containers

Outside

Double-flute corrugated cardboard box adapted to the dimensions of the product

Flaps sealed with H-shaped adhesive tape

Fragile/glass pictogram on at least two sides of the packaging

Handling/storage direction pictogram on at least two sides of the packaging

Inside

Double or triple-layer cardboard strips adapted to the dimensions of the container

Securing of liquid containers in each holder

7. Textiles

Outside

Plastic film packaging without handles (70µm)

Sealing with adhesive tape or heat-shrink film

Adhesive part of the packaging: precise application of tape and care not to exceed the contours

Inside

Protection of items in a plastic sleeve

8. Non-perishable food, long shelf-life products and pet food (tins, etc.)

Outside

Double-flute corrugated cardboard box adapted to the dimensions of the product

Flaps sealed with H-shaped adhesive tape

Fragile/glass pictogram on at least two sides of the packaging

Handling/storage direction pictogram on at least two sides of the packaging

Inside

Securing of items inside the box

Packaging of products using kraft paper or bubble wrap, etc.

Packaging of liquids in hermetically vacuum-sealed bags

9. Automotive products

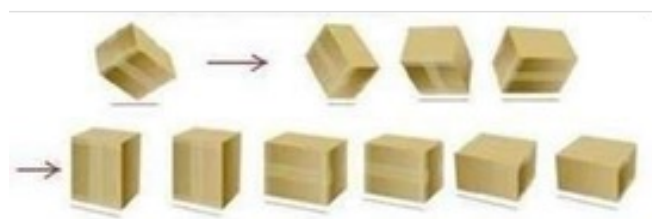
Outside	Double-flute corrugated cardboard box adapted to the dimensions of the product
	Flaps sealed with H-shaped adhesive tape or glued
	Fragile/glass pictogram on at least two sides of the packaging
	Handling/storage direction pictogram on at least two sides of the packaging
Inside	Vacuum-sealed plastic sleeve for wrapping liquid containers
	Individual bubble wrap packaging
	Securing of items inside the box (packaging and cushioning)

10. Other (small items not listed above)

Outside	Double-flute corrugated cardboard box adapted to the dimensions of the product
	Flaps sealed with H-shaped adhesive tape
Inside	Individual bubble wrap packaging
	Item in the original manufacturer/supplier packaging and protection
	Kraft paper or bubble wrap packaging

H. Drop Tests (ISO 2248 and ISO 2206 standards)

You shall be responsible for conducting drop tests on your packaging in accordance with the following guidelines and standards:



1. ISO 2248 and ISO 2206 standards: summary of procedure

The packaged product is suspended above a smooth and rigid impact surface and then released to fall freely and strike the rigid surface. The impact surface must be perfectly horizontal and flat, but also sufficiently solid and rigid so as not to deform as a result of the impact of the test item.

The drop height shall be determined on the basis of the Parcel weight in accordance with the following standard:

- Less than 10 kg: 80 cm
- Between 10 and 20 kg: 60 cm
- Between 20 and 30 kg: 50 cm
- Between 30 and 40 kg: 40 cm
- Between 40 and 50 kg: 30 cm
- Between 50 and 70 kg: 20 cm

All packaging containing liquids must be subjected to the test at a height of 80 cm.

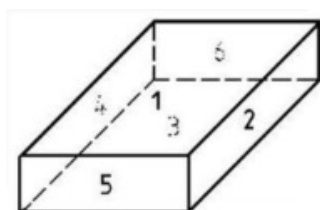
2. Test stages in accordance with ISO 2206

ISO 2206 describes the edges, corners and faces of various packaging shapes.

- a. The box should be placed flat on its largest face (see Fig. 1).
- b. Each face is numbered from 1 to 6 as shown in the earlier Parcel diagram. Corners and edges are identified by reference to the faces.

The aim is to carry out 10 free drops in the following order:

Impact	Number of drops	Face No.
Corner	1 drop	2;3;5
Edge	3 drops	2-5;3-5;2-3
Face	6 drops	5;6;2;4;1;3



I. Compliance Reports

As a Sender, you may request the Operator to approve your packaging, having previously submitted compliance reports drawn up by a partner certified to ISO 2248 and 2206 standards (e.g. Metropack), provided that all recommendations defined herein are complied with.