

## **§ 1. Terms used in these Terms and Conditions**

1. These Terms and Conditions (hereinafter referred to as: "Terms and Conditions") define the terms and conditions of using the service called "Loop it forward". It is provided by us, i.e. InPost Sp. z o.o. We have our registered office in Kraków at ul. Pana Tadeusza 4, 30-727 Kraków, and we are entered into the Register of Entrepreneurs of the National Court Register kept by the District Court for Kraków - Śródmieście, 11th Commercial Division of the National Court Register under KRS number 0000543759, NIP: 6793108059. You can call us at: 722-444-000 or 746-600-000 (both from landline and mobile phones) (hereinafter referred to as: "InPost" "Operator"). The service consists in accepting, moving and delivering parcels containing used or new items to the Operational Company, using the Parcel Locker device. The purpose of our service is, among others, to prevent the generation of waste and environmental pollution, to enable further use of used items by other people, and thus, in a broad sense, to support environmental protection.
2. The Service includes only full-value items, i.e. functional, undamaged and complete, suitable for further use – that is, among others, not chemically, biologically contaminated, nor otherwise affected in a way that would prevent their use in accordance with their intended purpose. The service does not cover items constituting waste within the meaning of the Act of 14 December 2012 on waste.
3. The task of the Operating Company is to check whether the Items in the parcel are suitable for further use with their intended purpose and to deal with them in accordance with these Terms and Conditions and legal provisions.
4. We have the right to make unilateral changes to the Terms and Regulations, of an orderly, editorial or technical nature, as well as resulting from the need to adapt the content of the Terms and Regulations to the requirements of generally applicable law or obligations imposed on us, resulting from individual court or administrative decisions. We will inform you about each change in due time on the website: [www.inpost.pl](http://www.inpost.pl).
5. The Services we provide are not of a universal nature and are provided for commercial purposes in accordance with the provisions of generally applicable law.
6. The current Terms and Conditions are available on the website [www.inpost.pl](http://www.inpost.pl), at Branches, and at POP locations. Matters not regulated by these Terms and Conditions shall be governed, as appropriate, by the provisions of the Act of 23 November 2012 –

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Postal Law (Journal of Laws of 2025, item 366, as amended) (hereinafter referred to as the “Postal Law Act”).

7. The terms used in these Terms and Conditions have the following meanings:

a. **Returned item/ Item** - used and new movable items that should be in good condition, i.e. dry, clean, undamaged, unstained, without holes, complete and reusable in accordance with their intended use, i.e. not waste within the meaning of the Act of 14 December 2012 on waste (Journal of Laws of 2003, item 1587, as amended), belonging to one of the following categories:

- **Textiles and Clothing**, including

- elements of women's, men's and children's clothing, including personal underwear and cotton socks,
- sportswear,
- jackets and coats,
- paired shoes,
- accessories: handbags, backpacks, bags, belts, ~~hats~~, scarves, leather gloves, etc.,
- bathroom rugs, curtains, covers (for pillows, bedding), sheets, towels, tablecloths, napkins, towels;  
and also:
- other items, including jewellery
- toys, including electronic ones

- **Books**

- in the case of activity books – the books must not be damaged or already filled in

- **Electrical equipment (or Electronics)**, e.g.

- laptops, computers,
- phones, tablets,
- small household appliances (e.g. blenders, dryers, irons),
- radio, audio equipment,
- video equipment, photographic equipment,
- power tools, drones, sports equipment

b. **Operational Company or Recipient** – is our contractor with whom we have concluded a separate written agreement for the provision of postal and transport services authorized to collect the Parcel, and it is: VIVE Textile Recycling Sp. z o.o. with its registered office in Warsaw, address: Łopuszańska 22, 02-220 Warsaw, correspondence address: ul. Karola Olszewskiego 6, 25-663 Kielce, which is entered into the Register of Entrepreneurs of the National Court Register kept by the District

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Court for the Capital City of Warsaw in Warsaw, 14th Commercial Division of the National Court Register under KRS number: 0000089969, NIP: 6570081033, REGON: 29050852900000, hereinafter referred to as Operational Company or Recipient,

- c. **Sender** – is a natural person, legal entity or organizational unit without legal personality, not being an entrepreneur and not using the service as part of its business activity (User), who is entitled to send the Parcel or the person who actually sent the Parcel.
- d. **Branch** – is part of our logistics network, where the processing and sorting of Parcels takes place. Depending on its type, the Sender (in the case of Dispatch branches) or the Recipient (in the case of Collection branches) may perform the activities specified in the Terms and Conditions. The list of Branches enabling these activities can be found at: [www.inpost.pl](http://www.inpost.pl).
- e. **Loop it forward** – a service involving the acceptance, transport, and delivery of Parcels containing Item(s) sent to the Operational Company, using the Parcel Locker and via the InPost Quick Returns functionality.
- f. **InPost Quick Send** – a functionality enabling the sending of a Parcel using the InPost Parcel Locker 24/7 service without the need to create an account in the Parcel Manager, under the terms set out in "InPost Parcel Locker 24/7 Service" Terms and Conditions.
- g. **InPost Quick Returns** – a functionality enabling the sending of a Parcel to a defined recipient using the InPost Quick Send functionality.
- h. **Parcel Locker** – a machine with lockers, where the Parcel can be sent and/or collected. We have the following types of machines:
  - available 24/7: most devices operate 24 hours a day, 7 days a week.
  - with limited time access: some devices, e.g. in shopping centers, have opening hours adapted to the operating hours of such facilities.
  - Appkomat: you can connect to these devices using the Mobile App or the QR code scanner.There may also be machines combining different types, e.g., functioning as Appkomats available 24/7. The current list of devices and their capabilities can be found on the Website.
- i. **Parcel** – is an item packed in accordance with the Terms and Conditions, accepted by us for transport or delivery via a Parcel Locker to the Operational Company. It can also be sent and collected in a different place than the Parcel Locker on the terms described in the Terms and Conditions.

- j. **Force majeure** – these are situations over which we have no control and we could not have foreseen them, e.g.:
  - Violent natural phenomena: earthquakes, hurricanes, floods.
  - Social events: riots, general strikes, warfare.
  - Decisions of the authorities: import/export bans, border blockade, expropriation.
- k. **Mobile application** – an application for mobile devices (smartphone, tablet) called "InPost Mobile", available for download from [www.inpost.pl/aplikacja](http://www.inpost.pl/aplikacja), helping the Sender with the sending and handling of the Parcel delivered by the Operator.
- l. **Working day** - every day from Monday to Friday, excluding Saturdays, Sundays and public holidays.

## **§ 2. Basic information about the Service we provide**

1. We provide the services covered by these Terms and Conditions only in locations where we operate Parcel Lockers. We perform these services on working days (Monday to Friday). The time of delivery of Parcels is calculated on working days (Saturdays, Sundays and public holidays are not included).
2. The sender using the "Loop it forward" service is obliged to use a specially prepared form that allows generating the Parcel code necessary when using the InPost Quick Returns service.
3. Parcels must be properly and securely packed by the Sender, i.e. in a way that:
  - a. does not allow to open the Parcel without damaging the packaging (e.g. breaking the adhesive tape, cutting the carton),
  - b. protects the contents of the Parcel from damage or loss
  - c. does not pose a risk to other Parcels. Details on how to properly package and secure the Parcel can be found in the document Rules for the preparation and packaging of InPost parcels, the current version of which is available at [www.inpost.pl](http://www.inpost.pl). The amendment to the above document does not constitute an amendment to the Terms and Conditions.
  - d. guarantees that the Parcel, including its packaging, will not contain any personal data of the Sender or other persons (especially in the case of reuse of packaging from another, previous Parcel). This does not apply to placing on the Parcel's packaging a label obtained by the Sender for the purpose of using the "Loop it forward" service, which is an anonymized label.

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4. By providing any personal data via the website: [www.inpost.pl](http://www.inpost.pl) or in the Mobile Application, including in particular: e-mail address, name, surname, mobile phone number, the Sender agrees to share this data with us and other users of the InPost Parcel Locker 24/7 system, including the Operating Company, in order to properly perform the service described in the Terms and Conditions. This data is also made available during the sending of the Parcel, after correctly entering the Sender's e-mail address using the available options, at [www.inpost.pl](http://www.inpost.pl).
5. When performing the service, we may use the assistance of subcontractors. We are responsible for their actions as if they were our own.
6. The Parcel Locker does not allow printing documents related to the service (some Parcel Lockers may still have this functionality until their equipment is updated), but the Sender can download electronic versions of specific documents related to the service. The Sender may independently archive and print these documents.
7. The administrators of the personal data of Senders who are natural persons, processed by us in connection with the provision of the Service covered by these Terms and Conditions, are the Operator, i.e. InPost sp. z o.o. with its registered office in Krakow at ul. Pana Tadeusza 4, 30-727 Kraków.
8. We are neither the administrator nor the processor – within the meaning of 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 (GDPR) – in relation to any data possibly contained in the Items sent in the Parcel, and we are not responsible for their processing.
9. We have the right to monitor and check activity near the Parcel Locker. We may use the recordings for complaint purposes or we may make them available at the request of the relevant entities in accordance with the provisions of applicable law.
10. Detailed information on the processing of personal data by us is indicated in the Privacy Policy of Integer.pl Capital Group companies, available at: [www.inpost.pl/polityka-prywatności](http://www.inpost.pl/polityka-prywatności).
11. At the phone numbers 722-444-000 or 746-600-000, (fee according to the rate of the telecommunications operator) we can provide information about the status of the Parcel and the services performed on the Parcel. When verifying the caller's identity, we may request the provision of data such as their first and last name, company name (if applicable), as well as the phone number or e-mail address associated with the Parcel and the Parcel's tracking number.

## **§ 3. Rules of the "Loop it forward" service**

1. The “Loop it forward” service is provided free of charge to Senders, as part of our cooperation with VIVE Textile Recycling Sp. z o.o., with its registered office in Warsaw, at ul. Łopuszańska 22, 02-220 Warsaw, correspondence address: ul. Karola Olszewskiego 6, 25-663 Kielce, which is entered into the Register of Entrepreneurs of the National Court Register kept by the District Court for the Capital City of Warsaw in Warsaw, 14th Commercial Division of the National Court Register under the KRS number: 0000089969.
2. The Operational Company, i.e., VIVE Textile Recycling Sp. z o.o., cooperates with the Play Sustain Foundation, with its registered office in Warsaw, KRS no. 0000790330, implementing as part of its statutory activities, a number of initiatives in the field of shaping fashion around circularity, sustainable living, and balance. The Foundation actively educates and promotes a sustainable approach to production and consumption. By using the Service you will support these activities. To learn more about the Foundation's activities, please visit [www.playsustain.pl](http://www.playsustain.pl).
3. Using the "Loop it forward" service requires that the Item being returned is in a condition suitable for use in accordance with its intended purpose. Returned items should be complete, emptied, clean and dry, in good physical condition, especially without holes or major damage. They may bear traces of normal use.
4. Moreover, the Item being returned will be covered by the "Loop it forward" service if:
  - a. The Sender finds a use for the returned Item that is consistent with its original use/purpose,
  - b. The Sender hands over the Item returned for further use in accordance with its current purpose, and the returned Item handed over in this way is suitable for further use in accordance with its current purpose,
  - c. the returned Item is owned by the Sender.
5. At the moment the Parcel is handed over by InPost Sp. z o.o. to the Operational Company, the Sender loses ownership of the Items. It is not possible to recover them from this moment.
6. The Parcel can be sent in any Parcel Locker. Only one Parcel can be placed in a single compartment of a Parcel Locker.
7. When sending a Parcel, one must follow the instructions provided on the website: [szybkiewroty.pl/pusc-w-obieg](http://szybkiewroty.pl/pusc-w-obieg), in the mobile Application, or directly displayed on the

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monitor of the Parcel Locker. Before sending the Parcel at the Parcel Locker, we provide the Terms and Conditions in electronic form. It is also possible by indicating the link address of the website containing the Terms and Conditions. Each Parcel may be placed in the Parcel Locker only once. Each sending code can be used for only one Parcel. In exceptional cases, we may place a Parcel in a locker again. This may happen, for example, in the event of a failure of the Parcel Locker or damage to the locker.

8. If the Sender wants to use the service, then:
  - a. they complete the form on the [szybkiewroty.pl/pusc-w-obieg](https://szybkiewroty.pl/pusc-w-obieg) website or in the Mobile Application, indicate the type of the returned Item, as well as provides their own contact details:  
name, surname, telephone number, email address;
  - b. prepare the Parcel,
  - c. after receiving the confirmation of receipt of the order in the form of an e-mail/text message, they place the sending code on the package of the Parcel,
  - d. place the Parcel in the selected Parcel Locker.
9. The following items cannot be sent as part of the "Loop it forward" service:
  - a. batteries,
  - b. lighting sources,
  - c. items containing chemical, medical or other hazardous waste,
  - d. things that are incomplete,
  - e. items damaged, destroyed or unsuitable for further use.  
A returned Item is considered incomplete if it does not include, among others, components, modules, or consumable materials essential for its intended use, which formed part of the returned Item at the time it was placed on the market.  
Items that are damaged, destroyed, or unfit for further use are considered to be those whose technical or functional condition (in whole, in part, or in respect of their components) at the time of using the service does not allow for their further normal use in accordance with their intended purpose.
10. Devices from which batteries cannot be removed (e.g. smartphones) may be sent provided they are properly secured (preferably in the original packaging, a box filled with paper, etc.). This is to eliminate the risk of sparks and short circuits during transport due to the hazardous substances contained in them (cadmium, nickel, lead, lithium, mercury, etc.).
11. The Sender guarantees that when sending a Parcel as part of the "Loop it forward service", they have properly prepared the Items, including removing any other objects, data, materials, or information contained in the Items, including any personal data that

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may be present, among others, in the Items or on the Parcel packaging, in accordance with the previous provisions. Any additional objects, data, materials, and information contained in the Items will be irretrievable, and the Sender agrees to their loss.

12. The Parcel should be packaged in a way that allows it to be placed in a Parcel Locker compartment of size A, B, or C, in accordance with the following table:

Size categories Parcels	Minimum height Parcels (in mm) with packaging	Maximum dimensions Parcels (in mm) with packaging (height × width × length)	Maximum weight Parcels in kg
Size A	1	80 × 380 × 640	25
Size B	81	190 × 380 × 640	25
Size C	191	410 × 380 × 640	25

13. The maximum dimensions of the Parcels are shown in the illustration below:



For Parcels in size categories “A” and “B,” the height of the Parcel is its shortest side, whereas for Parcels in size category “C,” the height of the Parcel is the side of medium length, i.e., the side that is neither the shortest nor the longest. The illustrations shown are for reference purposes only.

14. We do not accept and hand over oversized Parcels.

15. All Parcels are handed over to the Operational Company, which, as part of its business activity, checks the delivered returned Items for compliance with the conditions set out in the Terms and Conditions. If the Items are found not to comply with the requirements set out in these Terms and Conditions, the Operational Company shall ensure their further handling in accordance with applicable law.

16. The Sender is responsible for ensuring that the Parcel's packaging is suitable for its contents. The Parcel's packaging should be appropriate for its contents. It should take into account the properties of the content of the parcel, weather conditions, and other circumstances that may affect the Parcel's packaging, including after it has been accepted by us. It should also take into account circumstances related to the handling and transport of the Parcel by us. You can read about the Sender's obligations and how best to package the Parcel in the document Rules for the preparation and packaging of InPost parcels, the current version of which is available at [www.inpost.pl](http://www.inpost.pl).

## **§ 4. What rights do we have?**

1. We refuse to provide the "Loop it forward" service or we may withdraw from it if:
  - a. The Sender does not meet the requirements set out in the Terms and Conditions;
  - b. the contents or packaging of the Parcel creates a risk of damage to us or to third parties;
  - c. on the package of the Parcel or in the visible part of its content there are inscriptions, images, drawings or other graphic signs that violate the law;
  - d. accepting or transporting the Parcel is prohibited on the basis of separate regulations.
2. We may also refuse to provide the "Loop it forward" service if the Parcel does not meet our conditions, in particular:
  - a. It is prohibited to include in the Parcel any items listed in the Terms and Conditions, in particular those specified in "InPost Parcel Locker 24/7 Service" Terms and Conditions.
  - b. If the Parcel is improperly packaged in a way that allows it to be opened without breaking the packaging, or may allow loss of its contents or damage to it, as well as damage to other Parcels during transport;  
and we assess whether the Parcel can be delivered without destroying or damaging its contents, based solely on the properties of the Parcel that are visible from the outside of its packaging.
3. If we exercise the right to refuse to perform the Service or withdraw from it, in accordance with the Terms and Conditions, we remove the Parcel from the Parcel Locker, hand it over to the Dispatch Office in the area where the Parcel was sent, and contact the Sender to collect the Parcel.
4. The Sender declares that:

- a. they know what items cannot be put in the Parcel according to the law and these Terms and Conditions,
- b. they do not dispose of items constituting waste within the meaning of the Act of 14 December 2012 on waste (Journal of Laws od 2003, item 1587, as amended), and submits them for reuse in accordance with their intended purpose
- c. they will not place items prohibited by law and the Terms and Conditions in the Parcel or use our services to transport them,
- d. the data entered by the Sender is true,
- e. they are aware that providing false or misleading information regarding the contents of the Parcel and the Sender's data, as well as sending a Parcel containing items prohibited by law or the Terms and Conditions, may result in the Sender being held legally liable for this, including criminal liability.

## **§ 5. On what terms do we transport and deliver Parcels?**

1. If the Parcel has been properly sent, we undertake to transport such a Parcel on behalf of the Sender. The Parcel will be transported between the Parcel Locker and the address agreed with the Operational Company.
2. We declare the delivery of Parcels to the Operational Company within 4 business days from the date of sending the Parcel.
3. The date of delivery of Parcels does not include public holidays and Saturdays and Sundays. The indicated date is the expected date of delivery of the Parcel.
4. Each Parcel may be tracked by the Sender in accordance with the "InPost Parcel Locker 24/7" Terms and Conditions.
5. We are responsible for the non-performance or improper performance of the "Loop it forward" service under the terms set out in the Terms and Conditions for the provision of the "Parcel Locker 24/7" service by InPost Sp. z o. o. (§ 15 et seq.), the current version of which is available on our website at: [www.inpost.pl](http://www.inpost.pl).

## **§ 6. When is the Service unavailable and what are extraordinary events?**

1. The Service may be unavailable due to a malfunction of the Parcel Locker caused by third parties or in the event of a power outage. Malfunctions of the Parcel Lockers will be promptly resolved by us.
2. If a government authority issues legal acts due to extraordinary events that may endanger health or life, or lead to the interruption of the provision of Services, we may temporarily suspend, limit or change the rules for the provision of Services.
3. Extraordinary events include natural disasters (e.g. drought, fire, flood), wars, warfare, terrorist acts, revolution, riots, strikes, embargo, contamination, lockouts, blackouts, epidemics, pandemics, network failures.
4. We publish information about the suspension, limitation or modification of the Services on the Website. We may also provide them to Senders and Recipients via e-mail, SMS, or in the Mobile App.
5. If the effective date of the changes is not specified in the information published by us, they shall take effect on the date of our publication of such information.
6. Suspension, limitation or modification of the rules for the provision of Services may not last longer than the duration of extraordinary states or extraordinary events. However, we may extend this period up to 7 days after the end of these states or extraordinary events.
7. If changes in the provision of Services do not result from legal acts related to extraordinary events, they must be proportional to the event, its territorial scope and the degree of threat.

## **§ 7. What other information should you be aware of?**

1. We will inform you of any significant changes to the Terms and Conditions by posting the information on our website: [www.inpost.pl](http://www.inpost.pl), at least 14 days in advance.
2. The Terms and Conditions shall enter into force on April 15, 2026. As of this date, we are repealing the regulations of 1 March 2023.