

The Rules of Preparing and Packaging InPost Shipments



This applies to all shipments to be sent under the Postal and Transport services provided by InPost sp. z o.o.

Valid from November 04, 2024

inpost.pl



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1 Address Labels

A correctly completed and applied address label is key for the shipment handling process.

It makes it possible to pick up, register, sort a shipment easily, and deliver it correctly. It is also an element which designates the shipment, which, in the case of any handling problems, will help identify it.



- **The label is to be applied on the top surface of the package.** Avoid applying it on any joint (closing) of the package.
- For foil wrappers, make sure your label is **applied onto an even surface**, and its portions don't stick together.
- **Check the label for printing quality.** Make sure it is not defective, and its portions are not trimmed. The printing quality is particularly important for bar codes.
- **Do not use shiny paper** to print the labels.
- If you use label pads to be applied on a cardboard box - **do not use pouch bags with overprints** that could obscure the bar code or address details.
- **Remove all the old address designations, labels, and stickers**, especially when the cardboard box was used before.
- For a tube, **apply the label along its longer axis.**
- In the case of using non-standard IT solutions, **up-to-date directional details on the label** - the correct code of the delivering branch and of the courier route, are key for handling the shipment.



Examples of Labels Applied Incorrectly



At InStore <https://inpost.pl/opakowania> , you can buy packaging materials and consumables which meet all the requirements of InPost's operational process.



Foil wrappers



Boxes



Envelopes



Labels



Courier pads



Sending shipments without a label in the InPost Mobile app.

1. Pack your parcel: secure the parcel properly and measure its size. You can choose one of the three locker sizes. Choose the one that corresponds to the size of your shipment - the information on page 6 will be helpful in this.
2. In the application, select SEND PARCEL: Check a shipment form (you can send from a Parcel Locker Paczkomat to a Parcel Locker Paczkomat, or from a Parcel Locker Paczkomat to the home or business address specified), and then complete the data required for the recipient and the sender. Your telephone number will be completed automatically.
3. Pay for the dispatch: after completing the details, you will be moved to the view, where you can choose the form of payment convenient for you. After making the payment, the app will show a 9 digit dispatch code, and a QR code.
REMEMBER
On the parcel, you don't need to apply any label or any shipment code anymore. However, if, you want to apply the code on the parcel, you obviously can.
4. Dispatch at a Parcel Locker Paczkomat: Take your parcel to any freely chosen Parcel Locker Paczkomat. Using the reader of the Parcel Locker Paczkomat, scan the QR code from the app or select on the screen of the Parcel Locker Paczkomat „Mam kod nadania lub kod zwrotu”, and enter the details. The locker will open automatically! Now, put the parcel into the locker.



Sending shipments without labels - handling Fast Returns

1. Use the InPost Mobile app or visit <http://www.szybkiewroty.pl>. From a drop-down list, choose the store where you've bought your product you want to return.
2. Specify the order details - fill in the return form. You can enter the order number, but you don't have to- this is helpful for the Seller, but it is not necessary. Complete all the boxes correctly.
3. Wait for the confirmation - we will send you an e-mail, and a short text message confirming the return notification.
4. When sending back a product in its original package, make sure to tear off the original address label.
5. Go to a Parcel Locker Paczkomat - on the device's screen, choose „send parcel”, and then „enter code”.
6. Use the 10-digit return code, which we've sent you upon accepting the return notification.
7. Choose the correct locker size - keep in mind that the lockers with different sizes have specific dimensions:
A: 8 x 38 x 64 cm,
B: 19 x 38 x 64 cm,
C: 41 x 38 x 64 cm.
8. Insert the correctly prepared and packaged parcel into the locker - the locker of selected size will open automatically. Put your parcel inside and close the door.
9. Make sure that the process was completed.

The dimensions of parcels for particular products and services

InPost Paczkomat® and InPost Courier Retail Customers

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



Size XS („Mini“)

Max 40 x 230 x 400 mm
minimum height: 1 mm

*The Operator recommends that the Sender wishing to send a parcel of size „XS“ should take into consideration the minimum size of the Label (100 x150 mm) in order for it to be sent correctly.



Size A

Max 80 x 380 x 640 mm
minimum height: 1 mm



Size B

Max 190 x 380 x 640 mm
minimum height: 81 mm



Size C

Max 410 x 380 x 640 mm
minimum height: 191 mm



Size D

Max 500 x 500 x 800 mm

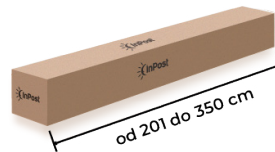
InPost Courier only
Parcel Manager. Sending at a Paczkopunkt or through a Courier.

InPost Courier for Business Customers



Standard parcel

1 + 2 + 3 = max 220 cm



Long parcel

Length from 201 to 350 cm



Non-standard parcel

A parcel one dimension of which exceeds 120 cm, or with the sum of the dimensions (length + width + height) exceeds 220 cm. A non-standard parcel are also: round, cylindrical, or oval elements, with irregular shapes or/and with protruding elements.

2 Packing the Shipments



1. Choose proper cardboard box

The package should match the characteristics of the product to be transported inside. The cardboard box should be of appropriate hardness, and should not have mechanical defects. Depending on the sensitivity of the goods, and on the weight, choose a suitable thickness - for instance, for parcels with a weight of more than 5 kg use a cardboard box made of at least double-layer cardboard (density 375 g/m²), for parcels of more than 20 kg use three-layer cardboard (density more than 427 g/m²).

- **How to verify the quality of a package?**

Press the top, a side, and an edge of the package - if the cardboard box deforms or becomes damaged, it means that the external package is insufficient.



2. Fill in the package

Put filling material into the empty space inside the cardboard box. The purpose of the filling is to face the external factors that affect the parcel and to prevent them from affecting the product. The correct filling inside the package prevents damage resulting from crushing.

- **How to verify the quality of the filling?**

Press the upper and the side part of the package - if the cardboard crushes, this means that the cardboard box is not filled, or the filling is insufficient.



3. Immobilize the product inside

Immobilizing the product is to prevent the content inside the package from moving. A moving product may damage itself (eg. against a different product, or the package), or perforate the package and damage another parcel.

- **How to verify the quality of immobilizing?**

Lift the package up and shake - if the content inside the package moves, this means that the content is not immobilized correctly.



4. Separate the products inside

Separating the products eliminates the risk of mutual damage or of damaging the package. Use this method of packing in the case of sending several unit packages.

- **How to verify the packaging for correctness?**

Lift the parcel up and shake - if noise (knocking, ringing) can be heard inside the parcel, this means the products are not separated.



5. Secure the product

In transport, a fixed position of the parcel cannot be ensured, and thus all the sides of the content inside the parcel must be secured evenly and be relatively stable. Remember that when sorting and transporting, a shipment may be positioned in various ways - on each of the sides.

- **How to verify if the product is secured?**

Press the top and two sides of the package - if the product packed can be felt through the package, this means that it is not secured on each side, and is in contact with the packaging.



6. Close and seal

A correctly closed and sealed package is secured against self-opening and the loss of the content. The correct method of closing and sealing the parcel - the so-called double „H” closing. Use at least 48 mm wide adhesive tape.

- **How to verify the closing and sealing for correctness?**

Press the top and the bottom of the package where it is sealed with adhesive tape - if the adhesive tape separates from the cardboard box, thus making the content accessible, this means that the shipment is closed and sealed incorrectly.



InPost brand packages - envelope

The content of a cardboard envelope must not exceed the weight of 1 kg. It can be used for documents, floppy discs, CDs, and other flat items, provided that these are secured inside the parcel with bubble foil.



InPost brand packages - plastic courier bag

The content of a plastic courier bag should not exceed the weight of 2 kg, due to the standard strength of this kind of packaging. It can be used for documents, small cardboard packages containing light products without sharp, edgy shapes that could cut the package from the inside.



Tube

Tubes with a length of up to 120 cm and a diameter of up to 10 cm are considered to be standard parcels. A tube is an exception from the definition of a non-standard package only when it meets the requirements related to its maximum dimensions.



Method „cardboard box”

Sensitive products including sharp objects eg.: a knife, a folding knife, should be packed using the „cardboard box inside cardboard box’ method - the space between the external carton and the internal one will additionally secure the product. This method is also recommended for other goods, which require particular caution in transport. Cosmetics in glass packages packed using the „cardboard box inside cardboard box’ method must be additionally wrapped in bubble foil/foam. The cardboard box should match the weight - a double-layer cardboard box with a density of from 375g/m² (up to 5 kg) or with a density of from 427g/m² (for weights exceeding 5 kg).



Stretch foil as external correctly secured

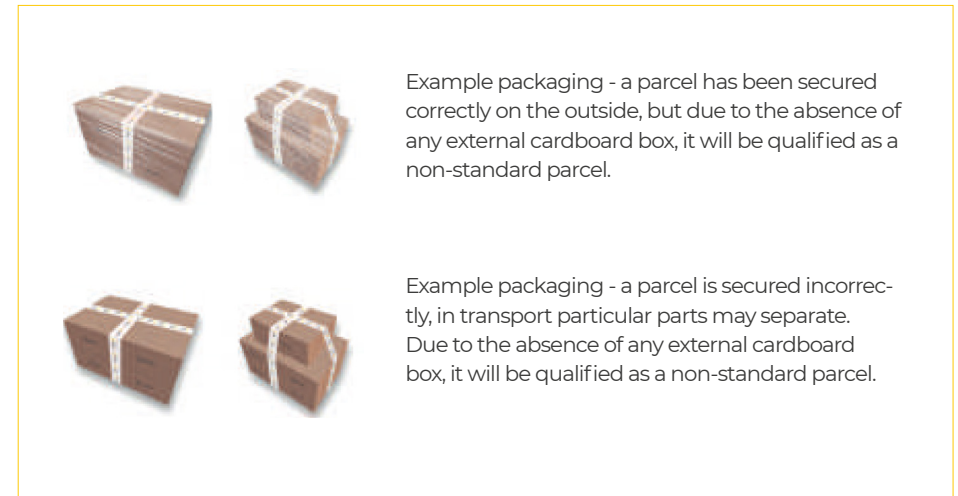
It is acceptable to secure the cardboard box from the outside with stretch foil. Such packaging is not treated as a Non-standard Parcel (with other requirements met, especially those concerning regular shapes and the application of stretch foil, the structure of which won't stop the parcel from moving on belt conveyors).

Correctly secured blade



Combining several unit packages within a single parcel („splice”)

- When combining two or more separate unit packages into a single parcel, the recommended packaging method is the application of an external cardboard box.
- For a parcel consisting of two or several separate unit packages within a single parcel - without an external additional cardboard box, the shipment will be qualified as a non-standard parcel, which implies a fee specified in the Price List.
- A parcel created by combining two or more separate unit packages without an external additional cardboard box should be secured against the disconnection of particular packages - it is required to apply two layers of stretch foil and adhesive tape or binding tape.
- The InPost chain does not accept combining separate unit packages - plastic courier bags, tubes, and long parcels into a single parcel.
- Exceptions from the aforementioned rules are applicable for tires and animal fodder. When sending tires or animal food, please read the separate terms and conditions related to this types of products, in section 3. Product Range.



Example Fillers

- the protection must match the product chosen



Polystyrene
Filler



Wood
wool



Foam
sheets



Bubble
wrap



Air bags



Styrofoam
protection



Folded
paper



Bags with
expanding
foam



Paper pulp

3

Product range

ADVICE: Your parcel has a long way to go. It will be sorted, stacked, moved - this means the need to secure the products exposed to shocks.



Electronics, household equipment, radio & TV

Electronics, household equipment, radio & TV products should be protected against shocks in transport. The recommended packaging method is to keep a separation of 2-5 cm - adding a filler - between the products and the external package, which will limit the risk of damaging the commercial package and the product. When sending products in commercial packages, we recommend using at least stretch foil as a protection for the external cardboard box. For larger and heavier products, the best internal protection method are styrofoam profiles.



TV sets and monitors

In the InPost network, it is prohibited to transport TV sets and display devices with dimensions exceeding 28 inch. Smaller monitors and TV sets should be packed in a cardboard box of required strength, the filling recommended: Styrofoam profiles.



Clothes

Transporting clothes does not involve any additional requirements related to packaging. Pay particular attention to matching the size of the package to the volume of the product being transported - this way any deformation or cracking of the cardboard box will be avoided.



Artificial jewellery

It is allowed to transport artificial jewellery:

- jewellery of steel and surgical steel;
- jewellery of copper;
- jewellery of beads;
- ethnic jewellery and artistic jewellery products;
- cuff links made from plastic;
- products made from plastic (brooches, bracelets, links, chains, etc.)
- devotional items;
- products containing synthetic stones;
- goods made of twine or strap;

The package should be tightly filled (bubble wrap, paper, Styrofoam) to limit the movement of unit packages inside in line with InPost's packing manual included in section 2. „Packing the Shipments”.



Beauty products

It is acceptable to transport beauty products within the InPost system, however it is required to meet additional requirements:

- the beauty products should be in their factory-closed packages;
- the maximum allowable capacity of a unit package is 750 ml;
- the whole should be secured against internal leakage, for liquid beauty products - the cap is particularly sensitive. The packaging method recommended for liquid beauty products is flexible, tight bags;
- transporting aerosols and ADR/LQ products is prohibited in the InPost network;

Remember to check the temperature requirements. During the hot weather and freezing temperatures period, our means of transport and Paczkomat® are not air-conditioned and heated!

It is allowed to transport beauty products in glass unit packages that are properly secured in line with InPost's packing manual included in section 2 - packing the shipments using the „cardboard box inside cardboard box' method.



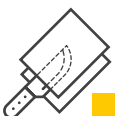
Furniture

The furniture being transported should be dismantled. Particular furniture elements should be separated with dividers. The elements of the furniture should be secured with flexible polyurethane foam sheets, the corner secured with polyurethane angle bars (thickness 3-4 cm) - the whole packed in at least three-layer hard cardboard with a density of at least approx. 800g/m² secured with adhesive tape, or with binding tape.



Sinks and washbasins, toilet bowls and compact toilets

Transporting kitchen sinks, washbasins, toilet bowls and compact toilets which require special transport and sorting conditions (in particular: ceramic, granite and Fraganite, fragile, brittle types) is prohibited within the InPost network.



Sharp objects

It is allowed to transport sharp objects provided that these are packaged correctly. This type of goods must be packed using the 'Cardboard Box inside Cardboard Box' method (with the blade secured with a cardboard cover - the correct packaging manual is available on page 8), or if the manufacturer has packed the item into a blister pack, an additional external cardboard package

must be used. Any items which are a weapon according to the commonly binding legal regulations, this includes the Act of 21 May 1999 on Weapons and Ammunition, guns, ammunition, and other explosive or flammable materials (including weapons as defined by Art 4 section 1 of the Act of 21 May 1999 on Weapons and Ammunition), are excluded from transporting.



Glass products

In the InPost network, it is prohibited to transport glass and ceramic articles, excluding the provisions concerning beauty products.



Fertilizers

Products forbidden within the InPost chain:

- a) chemically and biologically active agents
- b) explosive, flammable, oxidizing, irritant, caustic, sensitizing, carcinogenic, mutagenic agents, and agents harmful for the reproduction capacity
- c) products subject to ADR/LQ provisions
- d) intensely smelly products
- e) liquid products with the volume of a unit package exceeding 750 ml.



Rocks and coal

In the InPost network, it is prohibited to transport aggregates: among others rocks, coal, and related



Groceries. Food supplements

In the InPost network, it is prohibited to transport perishable goods which require controlled temperatures and/or specific storage and transport conditions. The remaining products are acceptable without any further requirements, except for liquid goods - the maximum capacity of a unit package is 750 ml, provided that these are secured against leakage (excluding bottles and glass packages).



Medicinal Products. Medical products

In the InPost network, it is prohibited to transport medicinal products. One exception is 1st class products (among others orthopaedic collars, examination gloves, measurement products, sterile products).

In the InPost network, it is prohibited to transport hemp and hemp products - except for Cannabis Sativa, and derivative hemp products (including hemp fiber products), for which the level of THC concentration is less than 0,30%.



Alcohols, tobacco products, e-cigarettes

The carriage of tobacco products, including tobacco and cigarettes, e-cigarettes and their parts as well as smoking and heating accessories and devices is prohibited in the InPost network. Alcohols - are allowed to be transported for Business Customers on the basis of a separate agreement - if you are interested in sending this type of assortment, please visit: [https:// inpost. pl/smartcourier-oferta](https://inpost.pl/smartcourier-oferta)



Chemical products

Products forbidden within the InPost chain:

- a) chemically and biologically active agents,
- b) explosive, flammable, oxidizing, irritant, caustic, sensitizing, carcinogenic, mutagenic agents, and agents harmful for the reproduction capacity,
- c) products subject to ADR/LQ,
- d) liquid products with package volume exceeding 750 ml.

It is allowed to transport liquid goods with the volume of a unit package below 750 ml, provided that these are secured against leakage.



Advertising and Printing Materials

It is acceptable to use packing paper as an external protection method, but a suitable number of layers must be taken into account depending on the parcel's weight. If packing paper is to be used, the parcel's corners should be secured with cardboard corners. Advertising and printing materials with a weight of more than 10 kg should be bound with at least two perpendicular plastic belts.



Containers used for Gasses, Fuels, and Related Products

It is only acceptable to transport brand new products.



Construction chemicals (foams, curing agents)

Products forbidden within the InPost chain:

- a) chemically and biologically active agents,
- b) explosive, flammable, oxidizing, irritant, caustic, sensitizing, carcinogenic, mutagenic agents, and agents harmful for the reproduction capacity,
- c) products subject to ADR/LQ,
- d) liquid products with package volume exceeding 750 ml,
- e) aerosols (construction foams and related products).



Construction Materials

In the InPost network, it is prohibited to transport construction materials: bricks, sett, air bricks, lintels, concrete blocks, and gypsum-cardboard panels due to the fragility and irregular shapes.



Preservation oils, paints, mordants, universal lubricants, machine lubricants, impregnates, fungicides

In the InPost network, it is prohibited to transport paints, lacquers, preservation oils, mordants, universal lubricants, machine lubricants, impregnates, fungicides.



Weapons and ammunition

Within the InPost network, it is prohibited to transport weapons that require a permit, registration, or a registration card, in accordance with commonly binding legal regulations, including the Act of 21 May 1999 on Weapons and Ammunition, guns, ammunition, and other explosive, or flammable materials (including weapons as defined by Art 4 section 1 of the Act of 21 May 1999 on Weapons and Ammunition, excluding: repel and flash bang guns, starting and alarm guns and ammunition for those guns, unless these are firearms as defined by this Act, and as long as the Sender provides the Operator, prior to the shipment of such a Parcel, with the documents as required by the aforementioned Act, and meets other terms of implementing such a service). It is prohibited to transport ammunition, excluding blank ammunition up to 6 mm cal.



Narcotics, psychotropic substances, and psychoactive substances, the so-called „designer drugs“

In the InPost network, it is prohibited to transport drugs, psychotropic substances, and psychoactive substances, the so-called „designer drugs“.



Tires

Tires should be packed in foil or another type of packaging plastic, it is acceptable to use stretch foil.

The maximum number of tires within a single parcel is 2 pieces, up to the tire size of 15 inch, excluding the rims. Such a set should be combined (wrapped in stretch foil and bound/ glued with adhesive tape), in a way which makes it possible to separate them.

Tires with rims and tires exceeding 15 inch should be sent separately. The maximum acceptable tire size is 20 inch, taking into account the maximum dimensions for particular InPost services.

Tires without rims up to 15 inch, being sent without cardboard, are an exception from the definition of a Non-Standard Package.

The table on page 14 contains additional information regarding the implementation by InPost of shipments containing tires.



Extinguisher

In the InPost network, it is prohibited to transport fire extinguishers subject to the provisions of ADR/LQ.



Car oils, brake fluids, and related products

In the InPost network, it is prohibited to transport car oils, brake fluids, additives for oils and fuels, and related products.



Car parts, power generators, mechanical device

Metal elements must have their sharp edges secured so that other parcels are not exposed to damage.

Batteries and rechargeable batteries are acceptable within the InPost network as an integral part of a device (vehicles for children, scooters, other related devices). Any other rechargeable batteries, being sent separately, are prohibited in the InPost network.

in the InPost network, it is prohibited to transport elements and drive assemblies not secured against leaks of operational liquids - operational liquids should be removed before the shipment is dispatched.

Car panes, car hooks, car body elements, and car parts with non-standard shapes (bumpers, exhaust systems) are prohibited in the InPost network.



Washer fluids

In the InPost network, it is prohibited to transport washer fluids.



Valuable objects

In the InPost network, it is prohibited to transport money, securities, other payment-type documents, and any valuable items (jewellery products, works of art, antiques, numismatics etc.).



Animals and Plants

In the InPost network, it is prohibited to transport live and dead animals and plants, including also insects and living fishing baits. It is allowed to transport seeds and grains which do not require specific transporting conditions.



Animal Fodder

It is acceptable to transport dry granulated animal food in bags. It is recommended to additionally secure (transparent stretch foil), and protective tape - depending on the product's weight. This will secure the product against spilling when the main package cracks.

Transporting dry granulated fodder in a bag of up to 20 kg is an exception from the definition of a non-standard package, provided that the packaging method makes it possible to verify the content visually. Any products that exceed this weight should be packed in cardboard.

Tires – specific information

| Tire size | Packaging Rules |
|---------------------------------------|---|
| 15 inch excluding the rims | <p>Tires should be packed in foil or another type of packaging plastic, it is acceptable to use stretch foil.</p> <p>Option of packaging max. 2 pieces in one parcel (shipping loose), in the form of an element bound/glued with adhesive tape, or wrapped with stretch foil, in a manner preventing its separation.</p> <p>Such a parcel is an exception from the definition of a non-standard package and is considered standard.</p> <p>NOTE! Consideration must be given to the maximum size of an Element in particular InPost Courier products:</p> <p>InPost Courier for Business Customers (standard):</p> <ul style="list-style-type: none"> • max length 120 cm; • total dimensions 220 cm; <p>The price is charged per either actual or dimensional weight ranging from 1 to 50 kg.</p> <p>InPost Courier for Retail Customers:</p> <ul style="list-style-type: none"> • max dimension 50 cm x 50 cm x 80 cm; (which in practice limits tire shipments to the smallest sizes only); • max weight 25 kg. |
| from 16 to 20 inch excluding the rims | <p>Tires should be packed in foil or another type of packaging plastic, it is acceptable to use stretch foil; Option of packaging max. 1 unit in one parcel (shipping loose).</p> <p>Such a parcel is considered a non-standard parcel.</p> |
| up to 20 inch with rims | <p>Tires should be packed in foil or another type of packaging plastic, it is acceptable to use stretch foil; Option of packaging max. 1 unit in one parcel (shipping loose).</p> <p>Such a parcel is considered a non-standard parcel.</p> |
| more than 20 inch | <p>In the InPost network, it is prohibited to transport this kind of tires.</p> |

4 Services, extra fees, contractual penalty fees, Allegro

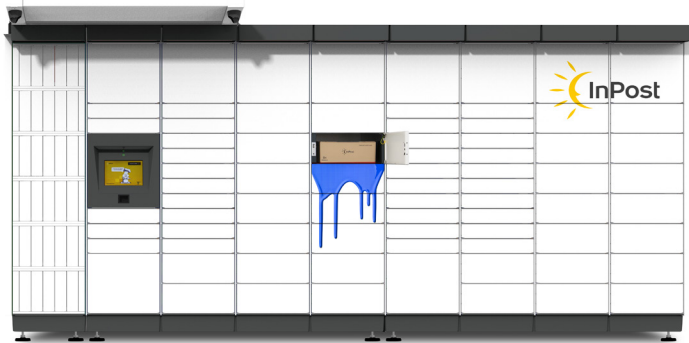
| Fee | Price Lists | In what way is the fee charged? How can it be avoided? |
|--|--|---|
| The fee for a long parcel | InPost Courier | The fee applies if the element exceeds 200 cm and does not exceed 350 cm. The price is charged for each started meter. |
| The fee for volume parcel | InPost Courier | A volume parcel is an Element, the dimensional weight of which is bigger than the actual one. The Operator reserves the right to charge, according to the Individual Price List, an additional fee for classifying a Volume Parcel, and for a dimensional weight, or for each started kilogram of a volume weight: <ol style="list-style-type: none"> more than 50 kg, and if the dimensional weight exceeds 70 kg, the Operator shall treat and price such a Volume Parcel as a Pallet Shipment (Standard Pallet), or more than 800 kg for pallet shipments. |
| The fee for a non-standard parcel | InPost Courier | The fee is charged in three cases: <ol style="list-style-type: none"> one of the Parcel's dimensions exceeds 120 cm, or the sum of the Parcel's dimensions (length + width + height) exceeds 220 cm, or the parcel is round, cylindrical, oval, irregular in shape, has protruding elements. <p>To avoid the fee - use a suitable packaging for the parcel. The best solution is a cardboard box of regular shapes, not exceeding the maximum dimensions.</p> |
| Fee for excessive weight * | InPost miniCourier24 Allegro InPost Courier24 Allegro | The fee, in agreement with the current Price List, is charged for each started kilogram: <ol style="list-style-type: none"> one of the Parcel's dimensions exceeds 120 cm, or within the InPost miniCourier 24 Allegro service and 30 kg for shipments sent in the InPost Courier 24 Allegro service. <p>The fee is charged simultaneously with the additional fee for Verifying the shipment's weight.</p> |
| Fee for treating the Shipment as oversized * | InPost miniCourier24 Allegro InPost Courier24 Allegro | For any Courier Allegro services, the fee is charged if the maximum acceptable dimensions for the Courier Allegro services is exceeded - the total of 3 sides - 160 cm, the length of the longest one cannot exceed 80 cm. The fee is charged together with the fee for verifying the dimensions of the Parcel. <p>To avoid the fee, do not send shipments exceeding the maximum dimensions.</p> |
| Penalty Fee | All Price Lists | The Operator may charge the Sender with a contractual penalty fee in the amount specified in the Price List, for violations as specified in the Terms and Conditions of the provision of the Paczkomat@ 24/7 services by InPost sp. z o.o., in paragraph 5 sect.. 5.or/and in the Terms and Conditions of providing Postal and Carriage Services by InPost Sp. z o.o., in paragraph 6 section 6. 6 |

| Fee | Price Lists | In what way is the fee charged? How can it be avoided? |
|---|---|--|
| Fee for treating the Shipment as oversized * | InPost Courier | <p>The fee may be charged in three cases:</p> <ol style="list-style-type: none"> exceeding the weight of 25 kg, or exceeding any of the dimensions 500 x 500 x 800 mm (height x width x length) the parcel is round, cylindrical, oval, irregular in shape, has protruding elements) Incorrectly declared size of the shipment. <p>The fee is charged together with the Fee for Verifying the weight and dimension of the Parcel</p> |
| Fee for treating the Shipment as oversized * | InPost Paczkomat® 24/7 Allegro Paczkomat® | <p>The fee is charged in two cases:</p> <ol style="list-style-type: none"> exceeding the maximum acceptable weight for shipments (25 kg), or exceeding any of the maximum dimensions for size C shipments: 410 x 380 x 640 mm (height x width x length) <p>The fee for treating the Shipment as oversized is charged together with the fee for verifying the weight and dimensions of the Parcel. To avoid the fee, do not send shipments exceeding the maximum dimensions.</p> |
| Oversized shipment - exceeding the dimensions 500 x 500 x 800 mm or the weight of 30 kg * | InPost Paczkomat® 24/7 InPost Kurier Allegro Paczkomat® | <p>The fee is charged in two cases:</p> <ol style="list-style-type: none"> exceeding the weight of 30 kg exceeding any of the dimensions 500 x 500 x 800 mm (height x width x length). <p>Important note - this fee applies jointly and sums up with the fee for verifying the weight and dimensions of the Shipment and the fee for treating the Shipment as oversized. To avoid the fee - make sure that your shipment does not exceed the size and weight mentioned above.</p> |
| Dimensional weight | InPost Courier | <p>A volume parcel is an Element, the dimensional weight of which is bigger than the actual one. In the case of such a Courier Shipment or Element, the dimensions and weight of a Volume Parcel - for the operational and settlement purposes - are to be specified on the basis of the dimensional weight, calculated according to the formula:</p> $X = \frac{\text{length (cm)} \times \text{width (cm)} \times \text{height (cm)}}{6000}$ <p>The Operator reserves the right to charge, according to the Pricelist, an additional fee for classifying a Large-Volume Parcel, and for dimensional weight, or for each started kilogram of dimensional weight with the dimensional weight of more than 50 kg, and if the dimensional weight exceeds 70 kg, the Operator shall treat and price such a Large-Volume Parcel as a Pallet Shipment (Pallet Standard Service, according to the Pricelist).</p> |
| Verification when changing the size * | InPost Paczkomat® 24/7 Allegro Paczkomat® | <p>The fee is charged when sending a shipment, the actual size of which is inconsistent with the size declared. When creating a shipment, remember to select the right size in terms of the minimum and maximum height and width.</p> <p>Example: SIZE A declared by the Customer (height 80 mm), in practice the shipment is 120 mm tall. A fee will be charged, and the difference in the price between SIZE A and SIZE B will be added.</p> <p>Example 2: SIZE C declared by the Customer (minimum height 410 mm), in practice the shipment is 120 mm tall. A fee will be charged, and the difference in the price between SIZE C and SIZE B will be returned. For a Shipment being sent through a Parcel Locker for the category of Shipment Sizes „A” and „B”, the height of the Shipment constitutes its shortest side. For a Shipment being sent through a Parcel Locker for Size C, the height of the Shipment is the side of the average length, namely the side being neither the shortest nor the longest one.</p> <p>To avoid the fee - make sure that you declare the correct size of the shipment when creating the label, in particular the height of the shipment.</p> |

| Fee | Price Lists | In what way is the fee charged? How can it be avoided? |
|--|---|--|
| Verification of Shipment's Weight and Dimensions * | InPost Courier | <p>The fee is charged when the weight or dimensions declared do not match the actual ones. To avoid the fee - make sure that you provide the dimensions and weight of the shipment precisely.</p> <p>In the case of courier services being dispatched through the Parcel Manager tool, the fee is charged in four cases:</p> <ol style="list-style-type: none"> exceeding the weight of 25 kg, or exceeding any of the dimensions 500 x 500 x 800 mm (height x width x length) the parcel is round, cylindrical, oval, irregular in shape, has protruding elements, or the size of the shipment declared is incorrect. <p>For Items a), b), c), the fee is charged together with the Fee for treating the Shipment as oversized.</p> |
| Verification of Shipment's Weight and Dimensions * | Inpost Paczkomat® 24/7 Allegro Paczkomat® | <p>The fee is charged in two cases:</p> <ol style="list-style-type: none"> exceeding the maximum acceptable weight for shipments (25 kg), or exceeding any of the maximum dimensions for Size C 410 x 380 x 640 mm (height x width x length). <p>The fee for Verifying the weight and dimensions of a Shipment is charged together with the fee for treating the Shipment as oversized.</p> |
| Verifying the Shipment's weight* | InPost miniKurier24 Allegro InPost Courier24 Allegro | <p>The fee is charged in two cases:</p> <ol style="list-style-type: none"> exceeding the maximum acceptable weight of 10 kg for the InPost miniCourier24 Allegro service - the fee is charged together with the Fee for exceeding the weight by each kg exceeding 10 kg exceeding the maximum acceptable weight of 30 kg for the InPost Courier24 Allegro - the fee is charged together with the Fee for exceeding the weight by each kg above 30 kg <p>To avoid the fee - for shipments with a weight of more than 10 kg choose InPost Courier24 Allegro, and do not send shipments exceeding the maximum weight of 30 kg.</p> |
| Verification of the Shipment's dimensions * | InPost miniKurier24 Allegro InPost Courier24 Allegro | <p>The fee is charged if the maximum acceptable dimensions for the Allegro Courier service - the total of 3 sides - 160 cm are exceeded, the length of the longest one cannot exceed 80 cm. The fee is charged together with the fee for treating the shipment as oversized.</p> <p>To avoid the fee, do not send shipments exceeding the maximum dimensions.</p> |

* the fees do not apply to Consumers

5 The results of incorrect packaging



damaged Paczkomat®



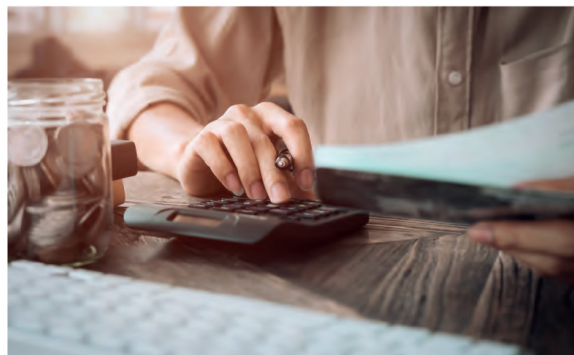
an accident at work



damaged parcel



branch evacuation



additional costs for the Customer



a parcel with leaking fluid



Phone:

722-444-000

746-600-000

inpost.pl