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GUIDELINES FOR PREPARING & PACKING INPOST PARCELS

Applies to all shipments sent as part of postal and transport services provided by InPost sp. z o.o.

inpost.pl

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01 ADDRESS LABELS

A correctly completed and affixed address label is a key element in the shipment handling process.

It allows for efficient collection of the shipment, registration, sorting and correct delivery. It is also an element marking the shipment, which in the event of any problems with its handling, will allow it to be identified.



1. **Place the label on the top surface of the package.** Avoid sticking it on the seam (closure) of the package.

2. **Check the print quality of the label.** Make sure it is not damaged and that parts of it have not been cut off. Print quality is especially important for barcodes.

3. If you are using document enclosed labels – **do not use document enclosed labels with anything printed on them,** that can obscure the barcode or address data.

4. In the case of a circular tube, **stick the label along its longer axis.**

5. In the case of poly mailers, make sure that the label is **stuck to an even surface** and that its fragments do not stick together.

6. **Do not use glossy paper** to print labels.

7. **Remove all old address labels, tags and stickers,** especially if the box has been used before.

8. When using non-standard IT solutions, **the key to processing the shipment is the current directional information on the label** – the correct code of the delivering branch and the courier route.

EXAMPLES OF INCORRECTLY PLACED LABELS



In the InStore shop <https://inpost.pl/en/packages> you can purchase packaging and consumables that meet all the requirements of the InPost operational process.



Foil wrappers



Cardboard boxes



Envelopes



Labels



Document enclosed labels

SENDING PARCELS WITHOUT A LABEL IN THE INPOST MOBILE APP

1.

Ensure the Parcel Locker is properly secured and measure its dimensions. You can choose from three box sizes. Choose the one that your parcel's size - the information on page 6 can help you with this.

3.

Pay for your shipment: After completing the information, you will be redirected to a page where you can choose a payment method that is convenient for you. After completing the payment, a 9-digit shipping code and a QR code will appear in the application.

REMEMBER

You do not have to stick any label or place a tracking code on the parcel.

However, if you want to place a code on the parcel, you can, of course do so.

2.

Select the SEND SHIPMENT option in the mobile app: choose the shipping method (you can send from a Parcel Locker machine to another Parcel Locker machine or from a Parcel Locker machine to a specified home or business address) and then fill in the required data for the recipient and sender. Your phone number will be filled in automatically.

4.

Send using a Parcel Locker: With your parcel ready, go to any Parcel Locker. In the Parcel Locker reader, scan the QR code from the app or on the Parcel Locker screen, select the option "I have a shipping code or return code" and enter the data. The locker will open automatically! Now put the parcel in the locker.





SENDING PARCELS WITHOUT LABELS - PRODUCT HANDLING FAST RETURNS

- 1.** Use the InPost Mobile app or go to <https://szybkiewroty.pl/en> From the drop-down list, select the store where you purchased the goods to be returned.
- 2.** Provide order details - fill out the return form. You can provide the order number, but you don't have to - it is helpful for the Seller, but not necessary. Fill out all fields carefully.
- 3.** Wait for confirmation - we will send you an email and SMS confirming your return.
- 4.** If you are returning the goods in their original packaging, remember to remove the original address label.
- 5.** Go to the Parcel Locker device - on the device screen select "I want to send a parcel" and then "Enter code".
- 6.** Please use the 10-digit returns code we sent to you when we approved your returns request.
- 7.** Choose the correct locker size - remember that lockers have specific sizes:
A: 8 x 38 x 64 cm,
B: 19 x 38 x 64 cm,
C: 41 x 38 x 64 cm.
- 8.** Place the properly prepared and packed parcel into the locker - the locker in the selected size will open automatically. Place the parcel inside and close the door.
- 9.** Make sure the process has been completed.

PARCEL DIMENSIONS FOR PARTICULAR PRODUCTS AND SERVICES

InPost Parcel Locker & InPost Courier for Retail Customers

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



Size XS („Mini“)

Max 40 x 230 x 400* mm

minimum height: 1 mm
Only for InPost Mobile retail customers

* The Operator recommends that the Sender who wishes to send a Shipment with the "XS" size should take into account the minimum size of the Label (100 x 150 mm) in order to place it correctly on the Shipment.



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

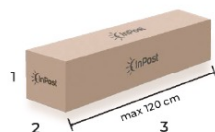


Size D

Max 500 x 500 x 800 mm

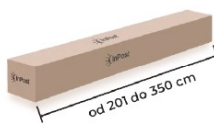
Only for InPost Courier Manager Parcels. Send at a ParcelPoint or using a courier.

InPost Courier for Business Customers



Standard Parcel

$1 + 2 + 3 = \text{max } 220 \text{ cm}$



Long Parcel

Length from 201 to 350 cm



Non-standard Parcels

A package with any dimension exceeding 120 cm or the sum of its dimensions (length + width + height) exceeding 220 cm. A non-standard package also includes: items with a round, cylindrical or oval shape, irregular shapes and/or with protruding elements.

02 PACKING SHIPMENTS



1.

Choose the right box

The packaging should be selected to suit the characteristics of the product being transported. The cardboard should be of appropriate hardness and should not have any mechanical damage. Depending on the sensitivity of the product to damage and its weight, the appropriate thickness of the packaging should be chosen - for example, for packages weighing more than 5 kg, use cardboard made of at least two-layer cardboard (density of 375 g/m²), for packages over 20 kg, use three-layer cardboard (density of more than 427 g/m²).

How to check the quality of the packaging?

Press the top, side and edge of the box – if the box deforms or becomes damaged, the outer packaging is not suitable.



2.

Fill the package

Use a material that fills the empty space inside the box. The purpose of the filling is to absorb external factors that affect the shipment and not transfer them to the product. Properly filling the package prevents damage due to crushing.

How to check the quality of the packaging?

Press the top, side and edge of the box – if the box deforms or becomes damaged, the outer packaging is not suitable.



3.

Lock the product inside

The immobilization of the product is intended to prevent the contents from moving inside the package. A moving product may damage itself (e.g. against another product, packaging) or puncture the packaging and damage another shipment.

How to check the quality of the immobilization?

Lift and shake the package – if the contents move inside the package, they are not properly secured.



4.

Separate products inside

Separating products from each other eliminates the possibility of products damaging each other or damaging the packaging. Use this method of packaging when shipping multiple individual packages.

How to check the suitability of the packaging?

Lift and shake the package – if the contents move inside the package, they are not properly secured.

5.

Secure the product



In transport conditions, it is impossible to ensure a permanent position of the shipment, therefore all sides of the contents inside the package must be evenly secured and have a relatively stable position. It should be remembered that during the sorting and transport process, the shipment may be arranged in different ways - on each of the sides.

How to check the security of the product?

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



InPost company packaging – cardboard envelope

The contents of the cardboard envelope cannot exceed 1 kg. It can contain documents, diskettes, CDs and other flat items, provided that they are secured inside the shipment with bubble wrap.



InPost company packaging – foil wrapper

The contents of the poly mailer should not exceed 2 kg, due to the standard level of strength of this type of packaging. It can be used to transport documents, small cardboard packages containing light goods that do not have sharp, angular shapes that could cause the packaging to be cut from the inside.



Circular Tube

A standard package is considered to be a tube up to 120 cm in length and 10 cm in diameter. A tube is an exception to the definition of a non-standard package only if the conditions regarding its maximum dimensions are met.

6.

Close and Seal



A properly closed and sealed package prevents the package from opening on its own and the loss of its contents. The method of properly closing and sealing the shipment - closing with the so-called double letter "H". Use tape with a width of at least 48 mm.

How to check if it is closed and sealed correctly?

Press the top and bottom of the package where it is sealed with adhesive tape - if the adhesive tape comes off the box, causing access to the contents, it means that the shipment is not properly closed and sealed.



The "cardboard in cardboard" method

Products from sensitive groups, including sharp objects, e.g. a knife or a penknife, should be packed using the "cardboard in cardboard" method - the space between the outer and inner cartons will additionally protect the goods. This method is also recommended for sending other goods that require special care during transport. Cosmetics in glass packaging packed using the "cardboard in cardboard" method should be additionally wrapped in bubble wrap/foam. The carton should be selected depending on the weight - two-layer cardboard with a density of 375 g/m² (up to 5 kg) or with a density of 427 g/m² (for weights above 5 kg).



Stretch foil as external protection

It is permissible to secure the cardboard box from the outside with stretch foil. This type of packaging is not treated as a Non-Standard Package (if the other conditions are met, especially those concerning regular shapes, and the use of stretch foil, the structure of which does not stop the movement of the package on conveyor belts).

Correct blade securing



7.

Combining multiple unit packages into one package ("plywood")

In the InPost network it is prohibited to combine separate unit packages – poly mailers, tubes and long items - into one parcel.

A package created by combining two or more separate unit packages, in the case of packaging without an additional external cardboard box, should be secured against separation of the individual packages - the use of two layers of stretch foil and tape or binding tape is required.

In the event of shipping a parcel consisting of two or more separate unit packages within one parcel - without an external, additional box, the shipment will be classified as a non-standard parcel, which will result in charging a fee specified in the Price List.

When combining two or more separate unit packages into one parcel, the recommended packaging method is to use an outer cardboard box.

Exceptions to the above rules apply to items including tyres and pet food. If you are sending tyres or pet food, please refer to the separate regulations for these type of items, in section 3. Permitted Goods.

Example



Packaging example - the parcel was properly secured from the outside, but due to the lack of an external cardboard box, it will be classified as a non-standard parcel.



Packaging example - the package is not properly secured, during the transport process the individual parts may become separated. Due to the lack of an external cardboard box, it will be classified as a non-standard package.

Examples of fillers – the protection must be selected appropriately for the selected product



Polystyrene filler



Wood wool



Foam sheets



Bubble wrap



Air bags



Polystyrene dividers



Crumpled paper



Bags with expanding foam



Paper pulp

Security available at home



Newspapers



Blankets



Clothes

03 PERMITTED GOODS



Cosmetics

The transport of cosmetics is permitted in the InPost network, however, additional conditions must be met:

- cosmetics should be in factory-sealed packaging;
- the whole thing should be protected against spontaneous leakage, in the case of liquid cosmetics - the cap is particularly sensitive. The recommended way of packaging liquid cosmetics is to use flexible, tight bags;
- the transport of aerosols and ADR/LQ goods is prohibited in the InPost network

Remember to check the temperature requirements. During periods of heat and frost, our means of transport and Parcel Lockers are not air-conditioned or heated! It is permissible to transport cosmetics in individual glass packaging, with appropriate protection in accordance with the InPost packaging instructions located in section 2 - packaging shipments using the "box in box" method and in the Liquids section.



Clothes

The transport of clothing does not involve additional packaging requirements. It is important to ensure that the size of the packaging is adapted to the volume of the transported goods - this will avoid a situation in which the cardboard box will deform or crack.



TIP: Your parcel has a long journey ahead of it. It will be sorted, stacked, transported - this means that products exposed to shocks must be well protected.



Imitation jewellery

Costume jewellery is permitted for transport.:

- steel and surgical steel jewellery
- copper jewellery
- beaded jewellery
- ethnic jewellery and artistic jewellery
- cufflinks made of plastic
- products made of plastic (brooches, bracelets, pins, chains, etc.)
- devotional items
- products containing synthetic stones
- products made of string or strap

The packaging should be tightly filled (bubble wrap, paper, polystyrene) to limit the movement of individual packages inside, in accordance with the InPost packaging instructions in section 2. "Packing shipments".



Electronics, Household appliances & RTV

Articles from the Electronics, Household Appliances, RTV category should be protected from shocks during transport of the packaging. The recommended packaging method is to maintain a distance of 2-5 cm - using filler - between the product and the outer packaging, which will reduce the risk of damage to the commercial packaging and the product. In the case of shipping goods in commercial packaging, we recommend using a minimum of stretch film as protection against damage to the outer cardboard box. In the case of larger and heavier products, the best way to provide internal protection is to use polystyrene.



Televisions & monitors

The transport of televisions and monitors with dimensions above 28 inches is prohibited in the InPost network. Smaller monitors and televisions should be packed in a cardboard box of appropriate strength, recommended filling: polystyrene.



Furniture

Transported furniture should be disassembled. Individual furniture elements should be separated with dividers. Furniture elements should be secured with a sheet of polyurethane foam, corners covered with polyurethane angles (thickness 3-4 cm) - the whole packed in at least three-layer hard cardboard with a density of at least approx. 800 g/m2 secured with adhesive tape or binding tape.



Sharp objects

It is permitted to transport sharp objects provided they are properly packaged. This type of assortment must be packed using the Cardboard in Cardboard method (**after securing the blade with a cardboard clamp** - instructions for proper packaging can be found on page 9) or if the manufacturer has packed the item in a blister, an additional external cardboard packaging should be used. All items that are weapons in accordance with generally applicable legal regulations, including the Act of May 21, 1999 on Weapons and Ammunition, weapons, ammunition and other explosive or flammable materials (including weapons within the meaning of Art. 4 sec. 1 of the Act of May 21, 1999 on Weapons and Ammunition) are excluded from transport.



Foodstuffs. Dietary supplements

The transport of perishable goods, goods requiring controlled temperature and/or special storage and transport conditions is prohibited in the InPost network. Other goods are accepted without additional conditions, except for liquid goods provided they are properly secured (see page 14).



Medicinal products. Medical devices

The transport of medicinal products is prohibited in the InPost network. The exception is the transport of products classified in class I (including orthopedic collars, examination gloves, products with a measuring function, sterile products).



Alcohols

Alcohols are permitted for transport for Business Customers based on a separate agreement - if you are interested in sending this type of assortment, please visit: <https://inpost.pl/en/smartcourier-offer>



Grains and seeds

The transport of seeds and grains is permitted provided they are properly packaged (see page 8) and do not require special transport conditions, e.g. controlled temperature.



Advertising and printing materials

It is permissible to use wrapping paper as external protection, but the appropriate number of layers should be considered depending on the weight of the shipment. If wrapping paper is used, the corners of the shipment should be protected with cardboard corners. Advertising and printing materials weighing more than 10 kg should be bound with at least two perpendicular plastic tapes.



Containers for transporting gases, fuels and related

Only brand new products may be transported.



Pet Food

Transporting dry granulated pet food in bags is permitted. Additional protection (transparent stretch film) and securing tape are recommended - depending on the weight of the product. This will prevent the product from spilling out in the event of a rupture of the primary packaging.

Transporting dry granulated pet food in a bag up to 20 kg is an exception to the definition of a Non-Standard Package, provided that the method of packaging allows for visual confirmation of the contents. Products above this weight should be packed in a carton.



Hemp products

The transport of hemp and hemp products is prohibited in the InPost network - with the exception of hemp (*cannabis sativa sativa*) and hemp products derived from it (including hemp fibre products), for which the THC concentration level is below 0.30%.



Tyres

Tyres should be packed in foil or another type of packaging material; stretch foil may also be used.

The maximum number of tyres included in one package is 2 pieces, up to a tyre size of 15 inches, without rims. This type of set should be connected (stretched and bound/taped) in a way that prevents them from separating.

Tyres with rims and tyres larger than 15 inches should be shipped individually. The maximum permissible tyre size is 20 inches, taking into account the maximum dimensions for individual InPost services.

Tyres without rims up to size 15 inches, shipped without a box, are an exception to the definition of a Non-Standard Package.

***The table on the right contains additional information on InPost's handling of shipments containing tyres.**



Car parts, mechanical devices

Metal items must have sharp edges protected so as not to damage other shipments.

The transport of car parts that are dry and free from operating fluids is permitted.

TYRES – DETAILED INFORMATION

TYRE SIZE

RULES FOR PACKING

15 inches without rims

Tyres should be packed in foil or other type of packaging material; **stretch foil may also be used.**

Possibility of packing **max. 2 pieces in one parcel (loose shipping)**, in the form of an element bound/glued with tape and wrapped in stretch foil, **in a way that prevents its separation.**

Such a package is an exception to the definition of a non-standard package and is treated as standard.

Attention! Please note the maximum size of the element in individual InPost Courier products:

InPost Courier for Business Customers (standard):

- max length 120 cm;
- Total dimensions 220 cm;

The price is calculated according to actual or dimensional weight, ranging from 1 to 50 kg.

InPost Courier for Retail Customers:

- max size 50 cm x 50 cm x 80 cm; (which in practice limits the shipment of tyres to only the smallest sizes);
- max weight 25 kg.

from 16 to 20 inches without rims

Tyres should be packed in foil or other type of packaging material; **stretch foil may also be used;**

Possibility of packing **max. 1 piece in one package (loose shipping).**

Such a package is treated as a non-standard package.

from 16 to 20 inches with rims

Tyres should be packed in foil or other type of packaging material; **stretch foil may also be used;**

Possibility of packing **max. 1 piece in one package (loose shipping).**

Such a package is treated as a non-standard package.

Above 20 inches

The transport of this type of tyres is prohibited in the InPost network.



Liquids

It is permitted to transport liquids from the household chemicals and construction chemicals categories, provided they are properly packaged (see page 8). Secure the bottle cap against unscrewing and leakage using tape or foil, as shown in figures a, b, c and d.

The total volume of liquids shipped may not exceed 5 litres per parcel.

REMEMBER:

The SENDER should verify the following sections:

"PROHIBITED ITEMS" and "PROHIBITED SUBSTANCES"

to check whether the shipped product is accepted in the InPost network.





Batteries

It is permitted to transport batteries that form an integral part of a piece of equipment (toy cars, scooters and similar equipment).

It is permitted to transport cells/batteries that fulfill the conditions of the special provision PS 188 of the ADR agreement and do not exceed the values specified below:

- For a cell containing metal lithium or lithium alloys, lithium content does not exceed 1g, whereas for a lithium-ion cell, the energy storage capacity does not exceed 20 Wh
- For a battery containing metal lithium or lithium alloys, total lithium content does not exceed 2g, whereas for a lithium-ion battery, the energy storage capacity does not exceed 100 Wh



***Detailed information on the transport of batteries can be found in the table on the right and in the Prohibited goods section (page 17)**

Checklist for senders of lithium-ion batteries in line with PS 188 special provision				
1.	PACKING REQUIREMENTS	[] checked		
a)	[] For cells containing metal lithium or lithium alloys, lithium content does not exceed 1 g, whereas for lithium-ion cells, energy storage capacity does not exceed 20 Wh.	[] yes	[] no	[] n/a
b)	[] For batteries containing metal lithium or lithium alloys, total lithium content does not exceed 2 g, whereas for lithium-ion batteries, energy storage capacity does not exceed 100 Wh.	[] yes	[] no	[] n/a
c)	[] Lithium-ion batteries subject to this provision (except for those manufactured before 1 January 2009) should have a label specifying their energy storage capacity in Wh on the outer casing.	[] yes	[] no	[] n/a
2.	INDIVIDUALLY PACKAGED BATTERIES	[] checked		[] n/a
a)	Every battery should be packaged in inner packaging to protect the entire cell or battery.	[] yes	[] no	
b)	Battery should be protected against short circuit. This also includes protection against contact with conductive materials placed in the same packaging that may cause short circuit.	[] yes	[] no	
c)	Inner packaging should be placed in robust outer packaging.	[] yes	[] no	
d)	Every shipping item should pass a test of free falling from the height of 1.2 m (if the packaging is provided with a certificate, X or Y letter is placed in the certificate, otherwise, confirmation from the manufacturer is required).	[] yes	[] no	
e)	A shipping item may not exceed 30 kg.	[] yes	[] no	
f)	Every outer packaging with the battery or batteries must be provided with a lithium battery symbol.	[] yes	[] no	
3.	BATTERIES PACKAGED WITH A PIECE OF EQUIPMENT	[] checked		[] n/a
a)	Every battery should be packaged in inner packaging to protect the entire cell or battery.	[] yes	[] no	
b)	Battery must be protected against short circuit. This also includes protection against contact with conductive materials placed in the same packaging that may cause short circuit.	[] yes	[] no	
c)	Inner packaging should be placed in robust outer packaging.	[] yes	[] no	
d)	Every shipping item should pass a test of free falling from the height of 1.2 m (if the packaging is provided with a certificate, X or Y letter is placed in the certificate, otherwise, confirmation from the manufacturer is required).	[] yes	[] no	
e)	Every outer packaging with the battery or batteries must be provided with a lithium battery symbol.	[] yes	[] no	
4.	BATTERIES PACKAGED INSIDE A PIECE OF EQUIPMENT	[] checked		[] n/a
a)	A piece of equipment with a battery should be packaged in robust outer packaging made of appropriate material with required durability and structure matching its content and intended purpose, except for cases when the piece of equipment with the battery ensures its due protection.	[] yes	[] no	
b)	Cells and batteries installed in the equipment should be protected against damage and short circuit and the piece of equipment should be equipped with effective safeguards against accidental operation.	[] yes	[] no	
c)	Every outer packaging with a battery packaged inside a piece of equipment must be provided with a lithium battery symbol except for: shipping items containing not more than 4 cells or 2 batteries installed in the equipment if not more than 2 shipping items are placed in a given batch of goods.	[] yes	[] no	
5.	NOTES/Other information, e.g.:			
6.	Sender's full name:			Signature:

04 PROHIBITED GOODS



Sinks, washbasins, compact toilets and toilet bowls

It is prohibited to transport the following in the InPost network: sinks, washbasins, compact toilets and toilet bowls that require special conditions during transport and sorting (in particular those made of ceramics, granite and fragranite, those that are fragile, brittle).



Glassware

It is prohibited to transport glassware and ceramics in the InPost network except for cosmetic products provisions.



Tobacco products, e-cigarettes

It is prohibited to transport tobacco products and e-cigarettes in the InPost network.



Stones and coal

It is prohibited to transport aggregate e.g. stones, coal and similar materials in the InPost network.



Construction materials

It is prohibited to transport construction materials: bricks, paving blocks, hollow bricks, lintels, concrete blocks and plasterboard in the InPost network due to their fragility and irregular shapes.



Conditioning oils, paints, wood stains, universal greases, technical greases, impregnating agents, de-fungicides

It is prohibited to transport paints, varnishes, conditioning oils, wood stains, universal greases, technical greases, impregnating agents, de-fungicides in the InPost network.



Drugs, psychotropic and psychoactive substances, the so-called “boosters”

It is prohibited to transport drugs, psychotropic and psychoactive substances, the so-called “boosters” in the InPost network.



Weapons and ammunition

It is prohibited to transport the following in the InPost network: weapons that require a permit, registration or registration card in order to be purchased and possessed in line with the provisions in force, including the Weapons, Ammunitions and other Explosives or Flammables Act of 21 May 1999 (including weapons within the meaning of Art. 4 (1) of the Weapons and Ammunitions Act of 21 May 1999 excluding: bang pistols, starter pistols and alarm guns as well as ammunitions for such guns, provided these are not firearms within the meaning of this act and provided that the Sender provides the Operator with the documents required by the Act and meets the remaining conditions of such service before shipment. It is prohibited to transport ammunitions, except for bang ammunitions calibre up to 6 mm.



Fire extinguishers

It is prohibited to transport fire extinguishers subject to ADR/LQ regulations in the InPost network.



Automotive oils, brake fluids and similar

It is prohibited to transport automotive oils, brake fluids, oil and fuel additives and similar goods in the InPost network.



Batteries

It is prohibited to transport the following in the InPost network:

- car batteries
- gel batteries, wet cell batteries, maintenance free batteries e.g. AGM, VRLA type.
- lithium-ion batteries/cells* (including those in the equipment)
- lithium-metal batteries/cells* (including those in the equipment)
- other batteries/cells subject to the ADR agreement

*Detailed information on the transport of cells and batteries can be found in the table on page 15.



UN3090
UN3091
UN3480
UN3481



Aerosols

It is prohibited to transport any aerosols in the InPost network.



Products with a strong fragrance

It is prohibited to transport products with a strong fragrance in the InPost network.



Other mechanical parts and subassemblies

It is prohibited to transport propulsion elements and assemblies that are not secured against leakage of operating fluids – operating fluids must be removed before shipment. Car windscreens, towing hooks, bodywork components and car parts of non-standard shape (bumpers, exhaust systems) are prohibited in the InPost network.



Valuable items

It is prohibited to transport money, securities, other payment instruments and valuable items (jewellery products, works of art, antiques, collectable coins, etc.) in the InPost network.



Animals, plants and biological materials

It is prohibited to transport live and dead animals and plants, including insects and live fishing baits in the InPost network.

It is prohibited to transport hazardous biological materials in the InPost network, including:

- human corpses,
- human or animal organs,
- specimen, secretions and tissues of humans or animals,
- organisms capable of transmitting contagious diseases caused by pathogens that could threaten human and animal health,
- contagious materials classified as class 6.2 of the ADR agreement**

** The ban does not cover goods that are completely exempted from the ADR agreement in line with the provisions included in the ADR agreement.

05 PROHIBITED SUBSTANCES



Hazardous substances and chemicals classified as per the CLP Regulation

(Regulation (EC) 2024/2865 of the European Parliament and of the Council of 23 October 2024 amending Regulation (EC) No 1272/2008 on classification, labelling and packaging of substances and mixtures)

- **GHS01** – Explosives
- **GHS02** – Flammables
- **GHS03** – Oxidising
- **GHS04** – Pressurized gases
- **GHS05** – Caustic
- **GHS06** – Toxic
- **GHS07** – Irritating/Sensitizing*
- **GHS08** – Serious health hazard: carcinogenic, mutagenic and reprotoxic substances, as well as substances causing damage to organs in long-term exposure
- **GHS09** – Hazardous to environment.



*GHS07: if this label only is placed on the packaging, the material is not treated as hazardous in transport in the InPost network.



Goods subjects to ADR agreement* provisions, including those subject to LQ, EQ and 1.1.3.6 exclusions and classified in individual ADR classes:

- **Class 1** Explosive materials and products
- **Class 2** Gases
- **Class 3** Liquid flammable materials
- **Class 4.1** Flammable solids, self-reactive materials and desensitized solid explosives
- **Class 4.2** Self-igniting materials
- **Class 4.3** Materials producing flammable gases in contact with water
- **Class 5.1** Oxidising materials
- **Class 5.2** Organic peroxides
- **Class 6.1** Toxic materials
- **Class 6.2** Contagious materials
- **Class 7** Radioactive materials
- **Class 8** Caustic materials
- **Class 9** Various materials and items other than those specified in classes 1-8.

* The ban does not cover goods that are completely excluded from the ADR agreement in line with the provisions included in the ADR agreement.



06 SERVICES, EXTRA CHARGES, CONTRACTUAL PENALTIES, ALLEGRO

FEE	PRICE LIST	HOW ARE FEES CHARGED? HOW CAN YOU AVOID A FEE?
Fee for long parcel	InPost Courier	The fee will be charged if an element exceeds 200 cm but does not exceed 350 cm. The price of PLN 100.00 is charged per each started metre.
Fee for volume parcel	InPost Courier	A volume parcel is an Element whose volumetric weight is greater than actual weight. The Operator reserves the right to charge an extra fee for determining a Volume Parcel and volumetric weight as per the Price List, as well as for every started kilogram of volumetric weight: <ol style="list-style-type: none"> above 50 kg with the reservation that if the volumetric weight exceeds 70 kg, the Operator will treat and evaluate such a Volume Parcel as Pallet shipment (Standard Pallet Service), or above 800 kg for pallet shipments.
Fee for non-standard parcel	InPost Courier	The fee is charged in three cases: <ol style="list-style-type: none"> one of parcel dimensions exceeds 120 cm; or the sum of parcel dimensions (L x W x H) exceeds 220 cm; or the parcel is round, cylindrical, oval or irregular shape, has protruding elements. <p>To avoid a fee – choose the right parcel packaging. The best solution is to choose a box of regular shapes that does not exceed maximum dimensions.</p>
Fee for exceeding weight*	Allegro miniCourier24 InPost Allegro Courier24 InPost	The fee is charged in line with the valid Price List per each started kilogram: <ol style="list-style-type: none"> if the maximum weight of 10 kg is exceeded for shipped parcels in the Allegro miniCourier24 InPost service and the maximum weight of 30 kg is exceeded for parcels shipped in the Allegro Courier24 InPost service. <p>The fee is charged along with an extra fee for verifying Shipment weight.</p>
Fee for treating the Shipment as oversized*	Allegro miniCourier24 InPost Allegro Courier24 InPost	Regarding Allegro Courier services, the fee is charged if maximum permissible dimensions of Allegro Courier parcels are exceeded – the sum of 3 sides – 160 cm, the longest side may not exceed 80 cm in length. The fee is charged along with the Fee for verifying Shipment dimensions. <p>To avoid a fee, do not send parcels exceeding maximum dimensions.</p>
Contractual penalty	All price lists	The Operator may impose a contractual penalty on the Sender in the amount specified in the Price List for the violations specified in the Rules of providing Parcel Locker 24/7 services by InPost sp. z o.o., Section 5, item 5 and/or the Rules of providing postal services and shipping services by InPost Sp. z o.o., Section 6, item 6.6.

FEE	PRICE LIST	HOW ARE FEES CHARGED? HOW CAN YOU AVOID A FEE?
Fee for treating the Shipment as oversized*	InPost Courier	<p>A fee may be charged in two cases:</p> <ol style="list-style-type: none"> the weight of 25 kg per shipment is exceeded; or any of the dimensions 500 x 500 x 800 mm (H x W x L) is exceeded; or the parcel is round, cylindrical, oval or irregular shape, has protruding elements; or the declared shipment size is incorrect. <p>The fee is charged along with the Fee for verifying Shipment weight and dimensions.</p>
Fee for treating the Shipment as oversized*	InPost Paczkomat® 24/7 Allegro Paczkomat® 24/7 InPost	<p>A fee is charged in two cases:</p> <ol style="list-style-type: none"> the maximum permissible weight for shipments (25 kg) is exceeded; or any of the maximum dimensions for C size shipments is exceeded: 410 x 380 x 640 mm (H x W x L) <p>The fee for treating the Shipment as oversized is charged along with the Fee for verifying Shipment weight and dimensions. To avoid a fee, do not send parcels exceeding maximum dimensions.</p>
Oversized shipment – exceeding the dimensions of 500 x 500 x 800 mm or the weight above 30 kg*	InPost Paczkomat® 24/7 InPost Courier Allegro Paczkomat® 24/7 InPost	<p>A fee is charged in two cases:</p> <ol style="list-style-type: none"> the weight of 30 kg is exceeded any of dimensions 500 x 500 x 800 mm (H x W x L) is exceeded. <p>Important note: this fee accompanies and totals with the Fee for verifying Shipment weight and dimensions and a Fee for treating the Shipment as oversized. In order to avoid a fee – make sure your Shipment does not exceed the dimensions and weight specified above.</p>
Dimensional weight	InPost Courier	<p>A volumetric parcel is an Element whose dimensional weight is greater than actual weight. If there is such a Courier shipment or an Element, the dimensions and weight of a Volumetric Parcel – for operational and settlement purposes – are determined based on dimensional weight calculated as per the following formula:</p> $X = [\text{length (cm)} \times \text{width (cm)} \times \text{height (cm)}] / 6000$ <p>The Operator reserves the right to charge an extra fee for determining a volumetric parcel and dimensional weight as per the Price List as well as for every started kilogram of dimensional weight: above 50 kg of dimensional weight, with the reservation that if the dimensional weight exceeds 70 kg, the Operator will treat and evaluate such a Volumetric Parcel as a Pallet Shipment (Standard Pallet Service as per the Price List).</p>
Shipment verification when changing the size*	InPost Paczkomat® 24/7 Allegro Paczkomat® 24/7 InPost	<p>The fee is charged when a parcel is sent whose actual dimensions are not in conformity with declared dimensions. When preparing a parcel remember to choose the right size with reference to the minimum and maximum height and width.</p> <p>Example 1: The Customer declared GAB A size (80 mm height), however, the parcel is actually 120 mm high. The fee will be charged along with the difference in price between GAB A size and GAB B size.</p> <p>Example 2: The Customer declared GAB C size (191 mm minimum height), however, the parcel is actually only 80 mm high. The fee will be charged and the difference in price between GAB C size and GAB A size will be refunded. In the case of Parcels shipped through Parcel Lockers, for the size category of “A” and “B” Parcels, parcel height is its shortest side. In the case of Parcels shipped through Parcel Lockers, for the size category C parcel height is the medium length side, i.e. the side that is neither shortest nor longest.</p> <p>In order to avoid a fee – make sure you correctly declare parcel size when creating the label, taking parcel height into consideration, in particular.</p>

FEE	PRICE LIST	HOW ARE FEES CHARGED? HOW CAN YOU AVOID A FEE?
Verifying Shipment's weight and dimensions*	InPost Courier	<p>The fee is charged if weight or dimensions are specified that deviate from actual ones. To avoid a fee – make sure you have specified the precise dimensions and weight of the parcel.</p> <p>For courier services performed using the Parcel Manager tool, a fee is charged in four cases:</p> <ol style="list-style-type: none"> the weight of 25 kg per shipment is exceeded; or any of the dimensions 500 x 500 x 800 mm (H x W x L) is exceeded; or the parcel is round, cylindrical, oval or irregular shape, has protruding elements; or the shipment size is incorrect <p>The fee in items a), b), c) is charged along with the Fee for treating the Shipment as oversized</p>
Verifying Shipment's weight and dimensions*	InPost Paczkomat® 24/7 Allegro Paczkomat® 24/7 InPost	<p>A fee is charged in two cases:</p> <ol style="list-style-type: none"> the maximum permissible weight for shipments (25 kg) is exceeded; or any of the maximum dimensions for C size shipments is exceeded: 410 x 380 x 640 mm (H x W x L) <p>The fee for verifying shipment weight and dimensions is charged along with the Fee for treating the Shipment as oversized</p>
Verifying Shipment's weight*	Allegro miniCourier24 InPost Allegro Courier24 InPost	<p>A fee is charged in two cases:</p> <ol style="list-style-type: none"> if the maximum permissible weight of 10 kg is exceeded for Allegro miniKurier24 InPost service – the fee is charged along with the Fee for exceeding weight per every kg above 10 kg if the maximum permissible weight of 30 kg is exceeded for Allegro Courier24 InPost service – the fee is charged along with the Fee for exceeding weight per every kg above 30 kg <p>To avoid a fee – for shipments weighing more than 10 kg, select Allegro Courier24 InPost service and do not send parcels exceeding the maximum weight of 30 kg.</p>
Verifying Shipment's dimensions*	Allegro miniCourier24 InPost Allegro Courier24 InPost	<p>The fee is charged if maximum permissible dimensions of Allegro Courier parcels are exceeded – the sum of 3 sides – 160 cm, the longest side may not exceed 80 cm in length. The fee is charged along with the Fee for treating the Shipment as oversized.</p> <p>To avoid a fee, do not send parcels exceeding maximum dimensions.</p>

*fees do not apply to Consumers

07 CONSEQUENCES OF INCORRECT PACKING



damaged Parcel Locker



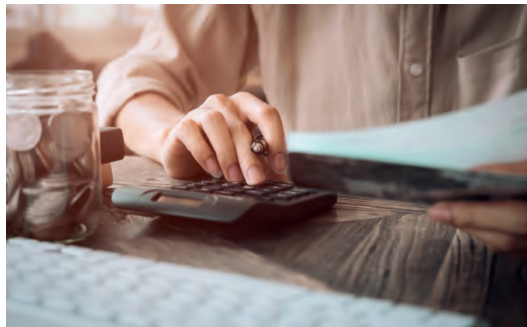
accident at work



damaged parcel



evacuated department



extra costs for the Customer



parcel with leaking liquid



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