

Courier InPost International Service Annex

to the InPost International Service Terms and Conditions for Business Customers

Valid from October 16, 2026

1. Introduction and Scope

1. This Annex supplements and forms an integral part of the InPost International Service Terms and Conditions for Business Customers (the “**InPost International Service Terms**”). It sets out the specific terms and conditions applicable to the Courier InPost International Service (as defined below).
2. Unless expressly stated otherwise in this Annex, all provisions of the InPost International Service Terms apply to the Courier InPost International Service, including without limitation those relating to general parcel acceptance criteria, prohibited items, packaging standards, labelling requirements, ordering of services, payment, personal data, and the Operator’s general rights. Where this Annex is silent, the InPost International Service Terms govern.
3. In the event of any conflict or inconsistency between this Annex and the InPost International Service Terms, this Annex shall prevail to the extent of the conflict, but only in relation to the Courier InPost International Service. This is subject to any express provision in Schedule 1 that specifies that particular provisions of the InPost International Service Terms (including any Appendix thereto) shall prevail for a specific Destination Country.
4. This Annex is the sole framework governing delivery of Parcels to the address of the Recipient under the InPost International Service Terms, howsoever such delivery is described or referred to (including any service previously referred to as 'Door-to-Door Delivery', 'InPost International Courier', or by any similar description). For the avoidance of doubt, Appendix no. 7 and Appendix no. 11 to the InPost International Service Terms continue to apply to the Courier InPost International Service to the extent specified in Schedule 1.

2. Definitions

1. Capitalised terms used in this Annex and not otherwise defined herein shall have the meanings given to them in the InPost International Service Terms. In addition, the following definitions apply:
 - a) “**Courier InPost International Service**” means the service provided by the Operator consisting in the receipt of a Parcel into the Operator’s network, international transport, and delivery of a Parcel to the Delivery Address of the Recipient, as further described in Article 3. The Courier InPost International Service is a form of the Main Service within the meaning of the InPost International Service Terms
 - b) “**Delivery Address**” means the address and any associated location details provided by the Sender for delivery of the Parcel to the Recipient, which must be sufficient to enable delivery in the relevant Destination Country and, as applicable, may include: (a) Recipient name; (b) premises identifier (e.g. building name/number); (c) thoroughfare (e.g. street/road) and any sub-premises details (e.g. apartment/unit/floor); (d) locality and administrative area (e.g. district, city/town, state/province/region); (e) postal code or other routing code where assigned/used in the Destination Country; (f) Destination Country; and (g) any additional access or delivery instructions required for successful delivery (e.g. intercom code).
 - c) “**Required Information**” means the Delivery Address, the Recipient’s name, valid telephone number and e-mail address, and any other information, data fields, identifiers, instructions and/or supporting details that the Operator may reasonably require for the performance of the Courier InPost International Service in a given Destination Country or lane, as notified to the Sender from time to time in accordance with the Agreement and/or the InPost International Service Terms (including via technical documentation, operational procedures, the Website, the ordering system, or other written notice).
 - d) “**Delivery Attempt**” means an attempt by the Courier to deliver a Parcel to the Delivery Address in accordance with this Annex.
 - e) “**Delivery Day**” means the days on which the Operator ordinarily performs deliveries in the relevant Destination Country, as set out in Schedule 1 to this Annex and during the Operator’s ordinary daytime delivery hours, unless otherwise specified in Schedule 1.

- f) **“Failed Delivery”** means a Delivery Attempt that does not result in the Parcel being delivered to the Recipient or another person authorised or entitled to accept the Parcel at the Delivery Address.
- g) **“Proof of Delivery” or “POD”** means the confirmation of delivery obtained by the Operator at the time of delivery, which may include the Recipient’s (or authorised person’s) signature on an electronic device, a PIN code confirmation, photographic evidence, scan data or such other method as is specified for the relevant Destination Country in Schedule 1 to this Annex.
- h) **“Redirection”** means the diversion of a Parcel from the Delivery Address to a Delivery Point in accordance with Article 7 of this Annex (including Voluntary Redirection, Unavailability Redirection and Operational Redirection each as described and defined in Article 7).
- i) **“Schedule 1”** means the schedule to this Annex setting out, for each Destination Country in which the Courier InPost International Service is available, the country-specific operational parameters including (without limitation) the number of Delivery Attempts, the Delivery Day, the available Proof of Delivery methods and Redirection rules.
- j) **“Successfully Delivered”** means when a Parcel is either: (a) delivered to the Delivery Address in accordance with the terms of this Annex; or (b) when the Recipient (or someone acting on their behalf) accesses the Delivery Point and retrieves the Parcel.
- k) **“Successfully Received”** means when a Parcel is first scanned into the Operators’ network.

3. Description of the Courier InPost International Service

1. The Courier InPost International Service consists in the collection, international transport, and delivery of Parcels to the Delivery Address of the Recipient (**“Courier InPost International Service”**). Unlike the standard Main Service under the InPost International Service Terms (which delivers Parcels to a Delivery Point for collection by the Recipient), the Courier InPost International Service involves physical delivery of the Parcel by a Courier to the Delivery Address.
2. The Courier InPost International Service is available for international deliveries between the Countries of Pick-up and Destination Countries set out in Schedule 1 to this Annex, subject to the scope of Services and any applicable restrictions agreed in the Agreement. The Operator may add or remove Destination Countries or lanes from the scope of the Courier InPost International Service by updating Schedule 1, subject to notice in accordance with the InPost International Service Terms.
3. The Courier InPost International Service is available only on Business Days and during the Delivery Day applicable in the relevant Destination Country, unless otherwise specified in Schedule 1.
4. The Operator may use a Local Company, Partner, or other subcontractor to perform the last-mile delivery element of the Courier InPost International Service. The Operator remains responsible for the performance of the Courier InPost International Service in accordance with the InPost International Service Terms.
5. The Prices of the Courier InPost International Services provided by the Operator, as well as any additional charges, surcharges and penalties, are specified in the Price List. The payment, invoicing, settlement and data-determination provisions set out in § 6 (Payment) of the InPost International Service Terms shall apply equally to the Courier InPost International Service.
6. Where the Operator makes available a paid time-slot or guaranteed by-time delivery option for a Destination Country, and the Sender or Recipient elects to use it, the Operator shall use commercially reasonable endeavours to deliver (or attempt to deliver) the Parcel before the end of the selected time slot on the applicable Delivery Day. The availability, conditions, pricing and any compensation or refund rules applicable to such a time-specific delivery option are as set out in Schedule 1 and/or the Price List.
7. The Cash on Delivery (COD) service is not available under the Courier InPost International Service unless expressly agreed in the Agreement.

4. Parcel Requirements Specific to the Courier InPost International Service

1. The requirements concerning Parcels set out in § 4 of the InPost International Service Terms (including prohibited items, packaging standards, and labelling) apply to Parcels sent via the Courier InPost International Service, except as modified by this Article 4. The size, weight and dimension requirements for the Courier InPost International Service are as set out in Schedule 1 to this Annex for each Destination Country

2. Parcels sent via the Courier InPost International Service must comply with the maximum weight and dimensions specified for the Courier InPost International Service in the relevant Destination Country, as set out in Schedule 1 to this Annex. These may differ from the standard size categories applicable to Delivery Point deliveries under the InPost International Service Terms.
3. The Sender must ensure that the Parcel is packaged and labelled in a manner suitable for Courier handling and delivery to a residential or commercial address, including safe manual transport from a vehicle to the Delivery Address. The Sender acknowledges that delivery to the Delivery Address may involve manual handling through common areas, stairwells, or other shared spaces.
4. In the case of multi-unit buildings or other locations where delivery to the Delivery Address involves restricted access, safety considerations or other practical constraints, delivery shall ordinarily be made to a location that is reasonably accessible to the Courier (such as the main entrance, lobby or ground-floor access point). The Operator is not obliged to deliver to individual floors, apartments or interior locations unless access is available and delivery can be carried out safely and in an operationally feasible manner.
5. The Operator shall not be obliged to make or complete any Delivery Attempt where, acting reasonably, delivery to the Delivery Address cannot be carried out safely or lawfully, or would expose the Courier, the Parcel or third parties to risk, including due to access restrictions, unsafe conditions, security concerns or other practical or operational constraints. In such cases, the Operator may treat the delivery as a Failed Delivery and apply the redirection or return provisions of this Annex.

5. Delivery Address and Sender Obligations

1. In addition to the obligations set out in § 8 of the InPost International Service Terms, when ordering the Courier InPost International Service, the Sender must provide the complete and accurate Delivery Address and all Required Information. The Sender acknowledges that the provision of the Recipient's valid telephone number and e-mail address is essential to enable the Operator to send delivery notifications and, where applicable, arrange Delivery Attempts or Redirection.
2. The Sender is solely responsible for the accuracy and completeness of the Delivery Address and all Required Information. Where the Delivery Address and Required Information is incomplete, incorrect, ambiguous, or does not exist, the Operator shall not be liable for any resulting delay, non-delivery, or mis-delivery, and shall be entitled at its discretion to: (a) attempt delivery on the basis of the information available; (b) divert the Parcel to a Delivery Point in accordance with Article 7; or (c) at the Sender's cost, return the Parcel to the Sender in accordance with Article 8.
3. The Sender acknowledges that the Courier InPost International Service may not be available in all geographic areas within a Destination Country. The Operator may specify coverage limitations. If, notwithstanding the above, a Parcel is dispatched to an address outside the applicable coverage area, the Operator may refuse, treat the delivery as a Failed Delivery or return the Parcel at the Sender's cost, and shall have no liability for any resulting delay, non-delivery or additional costs.

6. Delivery Mechanics

6.1 Delivery Attempts

1. The Operator shall make the number of Delivery Attempts specified for the relevant Destination Country in Schedule 1 to this Annex. Where Schedule 1 does not specify, the Operator shall make at least one (1) Delivery Attempt.
2. A Delivery Attempt shall be deemed to have been made where the Courier has attended the Delivery Address during the applicable Delivery Day and the Parcel could not be delivered because: (a) the Recipient or an authorised person was not present; (b) access to the Delivery Address was not possible for reasons beyond the Operator's control (including but not limited to locked building entrances, restricted access, traffic closures, or public order measures); (c) the Recipient refused to accept the Parcel; or (d) the Recipient was unable to provide the required Proof of Delivery.
3. Where a second or subsequent Delivery Attempt is provided under Schedule 1, the Operator shall use reasonable endeavours to make such further attempt on the next Business Day following the Failed Delivery, or on such other date as may be agreed with the Recipient (where such functionality is available in the Destination Country), subject to operational constraints, network availability and local delivery practices.

6.2 Persons Authorised to Accept Delivery

1. The Parcel may be delivered to the Recipient or, where the Recipient is not present, to any other person present at the Delivery Address who appears to the Courier, acting reasonably, to be authorised to accept delivery on the Recipient's behalf. Such persons may include any concierge, porter or other building staff with apparent authority to receive Parcels for residents at the Delivery Address. The Operator shall obtain Proof of Delivery from the person accepting the Parcel.
2. The Operator shall not be liable for delivery to an unauthorised person where such person was present at the Delivery Address and appeared to the Courier, acting reasonably, to be authorised to accept the Parcel.
3. The risk in the Parcel passes to the Recipient upon delivery to any person accepted as authorised under this Article 6.2, and the Operator shall have no further liability in respect of the Parcel from that point.

6.3 Proof of Delivery

1. The Operator shall obtain Proof of Delivery in the form specified for the relevant Destination Country in Schedule 1. Where, due to technical, operational or local constraints, the specified Proof of Delivery method is not available at the time of delivery, delivery may be confirmed by any other reasonable means evidencing delivery. Failure to obtain Proof of Delivery shall not, of itself, be conclusive evidence of loss of the Parcel.

6.4 Tracking & Notifications

1. The Operator may make tracking information and tracking events available in relation to Parcels through the Operator's tracking systems and tools (including, where available, the applicable website, mobile application, global tracking tools and/or API). Tracking information may be available for some or all stages of the Parcel's journey, from acceptance into the Operator's network through delivery, redirection, return or other final disposition, depending on the relevant service, country and operational set-up.
2. Notifications relating to the status of a Parcel may be provided to the Recipient and/or Sender in accordance with the notification practices applicable in the relevant Country of Pick-up and Destination Country. The availability, timing, frequency, content, language and channels of tracking information and notifications may vary by market and operational circumstances.
3. Unless otherwise provided for under mandatory Applicable Law, tracking information and notifications are provided for informational purposes only. The Operator does not guarantee the availability, accuracy, completeness or timeliness of any tracking events or notifications and, subject to any mandatory Applicable Law, shall not be liable for any delay, non-delivery or failure arising from tracking information or notifications not being generated, received, accessed, updated or acted upon.

7. Redirection

7.1 Voluntary Redirection

1. Where the Operator makes voluntary redirection available in a Destination Country, the Recipient may be permitted to request that a Parcel be diverted from the Delivery Address to in accordance with the redirection options specified for the relevant Destination Country in Schedule 1 ("**Voluntary Redirection**"). The availability, timing, conditions and method for requesting Voluntary Redirection may vary by Destination Country and operational circumstances and are subject to the Operator's applicable rules, procedures and cut-off times from time to time. Voluntary Redirection is subject to the Parcel being compatible with the selected Delivery Point and to any other applicable operational constraints.
2. For the avoidance of doubt, Voluntary Redirection is available only to the Delivery Points or alternative locations specified for the relevant Destination Country in Schedule 1, and the Recipient may not request diversion to any other address unless expressly permitted in Schedule 1.

7.2 Unavailability Redirection

1. Where the maximum number of Delivery Attempts specified in Schedule 1 has been exhausted without successful delivery, the Operator shall, unless a different process is specified for the relevant Destination

Country in Schedule 1, divert the Parcel to a nearby available Delivery Point as determined by the Operator (“**Unavailability Redirection**”), subject to the Parcel’s dimensions being compatible with the Delivery Point. The Operator shall notify the Recipient by e-mail, SMS, or Mobile Application of the Redirection, specifying the Delivery Point and the applicable storage time. Where Schedule 1 specifies an alternative process following exhaustion of Delivery Attempts for a Destination Country, that process shall apply in place of this Article 7.2 for that Destination Country.

7.3 Operational Redirection

1. The Operator reserves the right to divert the Parcel to a nearby available Delivery Point where access to the Delivery Address is not possible or reasonably practicable for reasons beyond the Operator’s control, including due to temporary or ongoing access restrictions, logistical constraints, or security or safety considerations (“**Operational Redirection**”). In such cases, the Operator shall notify the Recipient and, where applicable, the Sender.

7.4 Consequences of Redirection to a Delivery Point

1. Where a Parcel is diverted to a Delivery Point pursuant to this Article 7 (regardless of the reason for such redirection):
 - (a) the Redirection shall be free of charge unless otherwise specified in the Price List or the Agreement and shall constitute performance of the delivery in accordance with this Annex; and
 - (b) the Parcel shall be subject to the storage time and collection rules applicable to Parcels delivered to Delivery Points in the relevant Destination Country under the InPost International Service Terms (including Appendix no. 3 thereto).
2. If the Parcel cannot be diverted to a Delivery Point (whether because no Delivery Point is available within a reasonable distance, the Parcel exceeds the dimensions permitted for Delivery Points, the Sender has failed to comply with this Annex or for any other operational reason), the Operator shall return the Parcel to the Sender in accordance with Article 8.

8. Failed Delivery and Returns

1. Where a Parcel cannot be delivered under the Courier InPost International Service and cannot be diverted to a Delivery Point in accordance with Article 7, or where the Parcel is not collected from the Delivery Point within the applicable storage time following Redirection, the Parcel shall be returned to the Sender and a return-to-sender fee may be charged in accordance with Article 8.2.
2. Returns of Parcels under this Article 8 shall be subject to the return procedures and fees set out in § 12 of the InPost International Service Terms, Appendix no. 9 thereto, and the Price List. The Parcel shall be returned to such location as the Operator reasonably determines from among the following: (a) the address used for collection of the Parcel, where the Parcel was collected by the Operator from a Sender address; (b) the Pick-up Point from which the Parcel was originally dispatched, where the Parcel was dispatched at a Pick-up Point; (c) a return address nominated in advance by the Sender and accepted by the Operator, provided that such address is located within the Country of Pick-up and within the Operator’s serviced area in that country; or (d) in any other case (including where the Parcel was injected directly into the Operator’s network), the Sender’s address as set out in the Agreement. Any Parcel returned to the Sender pursuant to this Article 8 shall be subject to the applicable return-to-sender fee and charges set out in the Price List and/or Agreement.
3. A Parcel shall also be returned to the Sender where: (a) the Recipient refuses to accept the Parcel; (b) the Delivery Address is incomplete, incorrect, or does not exist, and the Operator is unable to effect delivery or Redirection; or (c) the Parcel has been held at a Depot or Delivery Point for the maximum permitted period without collection.
4. The Operator shall notify the Sender of the return of a Parcel and the reason for such return. For the avoidance of doubt, the provisions of Appendix no. 9 to the InPost International Service Terms relating to uncollected Parcels and returns shall apply to the Courier InPost International Service to the extent not inconsistent with this Article 8.

9. Delivery Times

1. Estimated delivery times for the Courier InPost International Service are set out in Schedule 1 to this Annex for each combination of Country of Pick-up and Destination Country. All delivery times are estimates only, and the Operator shall use commercially reasonable endeavours to deliver within the stated timeframes but shall not be liable for any delay in delivery of a Parcel, except to the extent (if any) required by mandatory Applicable Law.
2. The additional delivery time rules set out in Appendix no. 2 to the InPost International Service Terms (including provisions on extension of delivery times and exclusion of statutory holidays) shall apply equally to the Courier InPost International Service.
3. For the purposes of the Courier InPost International Service, the Main Service is deemed performed upon the first Delivery Attempt being made at the Delivery Address during the applicable Delivery Day (whether or not the Parcel is actually delivered to the Recipient at that time). This is the basis for determining whether the Operator has met the estimated delivery time.
4. Delivery times do not include: (a) Saturdays, Sundays, and public holidays in the Country of Pick-up, any Transit Country, or the Destination Country, unless specified otherwise in Schedule 1; (b) any period during which a Force Majeure event affects the Operator's ability to perform the Courier InPost International Service; and (c) any delay attributable to the Sender's failure to comply with this Annex, the InPost International Service Terms or any applicable procedures, requirements or instructions of the Operator, including the provision of incomplete, incorrect or ambiguous Delivery Address information or other Required Information.
5. No compensation for late delivery of Parcels in connection with the Courier InPost International Service is payable under this Annex unless expressly agreed otherwise in the Agreement, provided for in Appendix no. 11 to the InPost International Service Terms for the relevant Destination Country or required by mandatory Applicable Law.

10. Liability

1. The Operator's liability for loss, damage, or destruction of a Parcel sent via the Courier InPost International Service shall be governed by § 13 and Appendix no. 11 of the InPost International Service Terms, subject to the modifications set out in this Article 10.
2. This Article 10.2 applies in place of § 13.6 of the InPost International Service Terms in respect of the Courier InPost International Service. Save where mandatory provisions of Applicable Laws require otherwise (including by requiring an earlier transfer of risk to the Operator), responsibility for the risk of loss of or damage to the Parcel rests with the Operator from the moment the Parcel is first scanned into the Operator's network and continues until the earliest of:
 - (a) delivery of the Parcel to the Delivery Address in accordance with this Annex;
 - (b) where the Parcel has been diverted to a Delivery Point, retrieval of the Parcel by the Recipient or a person acting on the Recipient's behalf; or
 - (c) where the Parcel is returned to the Sender for any reason, the Parcel being scanned by the Operator as returned to the Sender.
3. The Operator shall not be liable for any delay in, or failure of, delivery under the Courier InPost International Service to the extent that such delay or failure is attributable to: (a) any of the exclusions set out in § 13 of the InPost International Service Terms; (b) inaccurate, incomplete, or ambiguous Delivery Address information provided by the Sender; (c) the absence of the Recipient or any authorised person at the Delivery Address; (d) the Recipient's refusal to accept the Parcel; (e) the inability of the Courier to access the Delivery Address for reasons beyond the Operator's control; or (f) the Recipient's failure to act on notifications sent by the Operator.
4. For the avoidance of doubt, the absence of Proof of Delivery shall not, in itself, constitute evidence of loss, damage or destruction of a Parcel, nor give rise to any presumption of liability on the part of the Operator, and any claim relating to a Parcel shall be submitted and assessed solely in accordance with Article 11 (Claims).
5. For the avoidance of doubt, the limitation and exclusion of liability provisions in the InPost International Service Terms (including Appendix no. 11 thereto) apply to the Courier InPost International Service. The Operator's total aggregate liability for any single Parcel under the Courier InPost International Service shall not exceed the limits set out in the InPost International Service Terms and the Applicable Law.

11. Claims

1. Claims relating to the Courier InPost International Service (including claims for loss, damage, delay, or non-delivery) shall be submitted and processed in accordance with § 14 and § 15 of the InPost International Service Terms and Appendix no. 11 thereto.
2. Notwithstanding the foregoing, the Recipient's point of contact for any query, claim, or support relating to a Parcel delivered (or to be delivered) under the Courier InPost International Service shall be the Local Company or Partner assigned for the Destination Country in accordance with Appendix no. 1 to the InPost International Service Terms.

12. Suspension and Termination

1. The Operator's rights to refuse, suspend or discontinue the provision of Services under the InPost International Service Terms (§ 7) apply to the Courier InPost International Service. Without limiting those rights, the Operator may refuse to accept, attempt delivery of, or continue to process a Parcel under the Courier InPost International Service where: (a) the Parcel does not comply with the applicable size, weight, packaging or content requirements set out in this Annex or Schedule 1; (b) the Delivery Address or Required Information is incomplete, inaccurate, invalid or cannot be reliably used to effect delivery; (c) the Sender has failed to integrate with, use, or comply with the Operator's applicable technical, data or operational requirements (including address validation, data transmission or system interface requirements, where required); (d) the Parcel contains, or is reasonably suspected to contain, prohibited or restricted items; (e) the Sender's account is suspended or the Agreement has been terminated; or (f) attempted delivery or continued processing of the Parcel would breach Applicable Law or pose a risk to health, safety or security.
2. The Operator may suspend or discontinue the Courier InPost International Service (in whole or in respect of one or more Destination Countries or lanes) on written notice to the Sender where continued provision of the Courier InPost International Service becomes commercially impracticable, operationally unfeasible or contrary to Applicable Law, subject to such notice period as is reasonable in the circumstances.
3. The Operator shall not be liable to the Sender for any loss, delay, non-delivery or failure to perform the Courier InPost International Service arising from the Sender's failure to comply with applicable technical, data or operational requirements, nor for any suspension, refusal or discontinuation exercised in accordance with this Article, subject always to mandatory Applicable Law.
4. Termination of the Agreement shall automatically terminate this Annex. Termination of this Annex shall not affect the remainder of the Agreement except in respect of the Courier InPost International Service.

13. Geographic Scope and Future Expansion

1. The Courier InPost International Service is initially available for the international lanes and Destination Countries set out in Schedule 1 to this Annex.
2. The Operator may extend the Courier InPost International Service to additional Destination Countries or cross-border lanes by updating Schedule 1, provided that the Operator gives the Sender notice of such extension in accordance with the notice provisions of the InPost International Service Terms. As a general rule, the addition of new lanes shall not require amendment to the body of this Annex, and any country- or lane-specific requirements shall be set out in Schedule 1, unless the Operator determines that an amendment to this Annex is required.

14. Data Protection

1. The data protection provisions of the Agreement and the InPost International Service Terms apply to the processing of personal data in connection with the Courier InPost International Service. The Operator shall process personal data (including Recipient personal data) as an independent data controller for the purposes of providing the Courier InPost International Service, in accordance with Applicable Law and the Operator's privacy policy.
2. The Sender is responsible for ensuring that it has a lawful basis for sharing Recipient personal data with the Operator for the purposes of the Courier InPost International Service, and for providing any required privacy notices to the Recipient.

15. Applicable Law and Local Overrides

1. The Applicable Law provisions of the InPost International Service Terms (§ 1.4) apply to the Courier InPost International Service. In particular, the law of the Country of Pick-up applies to the Courier InPost International Service as a general rule, subject to the absolutely binding laws of the Destination Country in the relationship between the Operator and the Recipient.
2. Where the mandatory laws of a Destination Country impose additional obligations on the Operator in connection with delivery to address (including but not limited to minimum delivery attempt requirements, mandatory notification obligations, consumer rights on delivery), such mandatory laws shall prevail over any inconsistent provision of this Annex, and the Operator shall comply with them.
3. Except to the extent strictly required by the mandatory laws or regulations referred to in Article 15.2, nothing in this Article 15 shall be construed as expanding the Operator's obligations, liabilities or responsibilities beyond those expressly set out in this Annex and the InPost International Service Terms.
4. This Annex shall take effect on the earlier of:
 - (a) the date on which the Operator makes the Courier InPost International Service commercially available to the Sender for the relevant Destination Country; and
 - (b) the date on which the Courier InPost International Service is first used by or on behalf of the Sender for the relevant Destination Country.
5. The Operator may amend this Annex (including Schedule 1) in accordance with the amendment provisions of the InPost International Service Terms (§ 17.4 and § 17.5).
6. If any provision of this Annex is held to be invalid, illegal, or unenforceable, the remaining provisions shall continue in full force and effect.
7. This Annex is issued in English. In the event of any discrepancy between the English version and any translation, the English version shall prevail.

Schedule 1 - Country-Specific Parameters for the Courier InPost International Service

Part A – Courier InPost International Service Lane Matrix & Estimated Delivery Times

The table below indicates the international lanes for which the Courier InPost International Service is available. Where shown, estimated delivery times are indicative only and are expressed in Business Days. For the avoidance of doubt, all delivery times under the Courier InPost International Service shall be calculated in accordance with the InPost International Service Terms, including Appendix no. 5 (Deadlines for Pick-up of Parcels), Appendix no. 2 (Additional Delivery Time Rules), the applicable definitions, Business Day rules, cut-off times and exclusions.

Country of Pick-up ↓ / Destination Country →	Poland	Italy	Austria	Hungary	Czech Republic	Slovakia
Poland	Domestic	✓ Available 5 Business Days	✓ Available 3 Business Days	✓ Available 3 Business Days	✓ Available 2 Business Days	✓ Available 2 Business Days
Italy	✓ Available 5 Business Days	Domestic	✗Not Available	✗Not Available	✗Not Available	✗Not Available

**Estimated delivery times are measured in Business Days from the day of sending of the Parcel (as determined in accordance with Appendix no. 5 to the InPost International Service Terms for the relevant Country of Pick-up) to the first Delivery Attempt at the Delivery Address, and exclude weekends, public holidays in the Country of Pick-up, any Transit Country and the Destination Country, and any periods of Force Majeure (or other exclusions set out in the InPost International Service Terms or this Annex). For illustrative purposes only, where Appendix no. 5 provides that the day of sending is the first Business Day following deposit of the Parcel, the applicable delivery time shall be calculated from that following Business Day and not the day of deposit. Where the Courier InPost International Service is offered on a lane into in France, Belgium, the Netherlands, and Luxembourg, collections and deliveries on that lane are made from Tuesday to Saturday as an exception to the defined Business Days.*

Part B - Destination Country Operational Parameters

The following table sets out the operational parameters applicable to the Courier InPost International Service for each Destination Country, including any parameters previously set out in the InPost International Service Terms for delivery to the address of the Recipient (including Appendix no. 7).

Parameter	Destination Country:					
	Poland	Italy	Austria	Hungary	Czech Republic	Slovakia
Delivery Attempts	2	2	1	2	1	2
Delivery Days*	Monday to Friday	Monday to Friday	Monday to Friday	Monday to Friday	Monday to Friday	Monday to Friday
Max Weight (A, B and C Size)	30kg	30kg	30kg	30kg	30kg	30kg
Min Height Dimensions (in mm)	21mm	21mm	10mm	50mm	10mm	10mm

Min Weight	Not Applicable	Not Applicable	Not Applicable	Not Applicable	[TBC]	[TBC]
Max Dimensions (in cm) including packaging (height x width x length)	Sum of 3 sides max. 150 cm, length of the longest side: max. 120 cm.	Sum of 3 sides max. 150 cm, length of the longest side: max. 120 cm.	60cm x 60cm x 100cm	50cm x 50cm x 110cm	Sum of 3 sides max. 150 cm, length of the longest side: max. 120 cm.	Sum of 3 sides max. 150 cm, length of the longest side: max. 120 cm.
POD Method	Signature / PIN	Signature	Signature (paper or electronic device)	Signature (paper or electronic device)	PIN only (no signature)	PIN only (no signature)
Redirection after Failed Delivery	Locker / PUDO	Locker / PUDO	Locker / PUDO	Locker / PUDO	Locker / PUDO	Locker / PUDO
Voluntary Redirection	Yes (Locker / PUDO)	Yes (Locker / PUDO - pre-Hub)	Yes (Locker / PUDO before delivery only)	Yes (Locker / PUDO before delivery only)	Not available	Not available
Additional Terms			See Part C Below	See Part C Below	See Part C Below	See Part C Below

*For each Destination Country, deliveries are performed only on the Delivery Days and are not performed on public holidays applicable at the place of delivery in the Destination Country. Where the Delivery Days for a Destination Country include Saturday, such Saturday is a Delivery Day on which the Operator may perform delivery, but is not a Business Day for the purpose of calculating estimated delivery times. Estimated delivery times continue to be calculated in Business Days in accordance with Article 9, excluding Saturdays, Sundays and public holidays in the Country of Pick-up, any Transit Country and the Destination Country.

Part C - Destination Country Additional Terms

Austria: The Courier InPost International Service in Austria is provided by the Operator's Partner, Österreichische Post. The following provisions of the InPost International Service Terms apply to the Courier InPost International Service in Austria in addition to this Annex:

1. Delivery and collection. The Parcel is physically delivered or held for collection. The Partner may conclude a special agreement with the Recipient for the delivery of Parcels intended for the Recipient.
2. Authorised persons. A person is authorised to accept the Parcel: (a) on the basis of a statutory or court-awarded power of attorney; (b) on the basis of institutional regulations, where the Recipient is subject to such regulations; (c) on the basis of a postal mandate; or (d) on the basis of a judicially or notarially certified power of attorney to receive deliveries.
3. Substitute recipients. A substitute recipient is a person present at the Recipient's place of delivery who has legal capacity and is willing to accept the Parcel (e.g. relatives, housemates, porters, or employees at a goods-reception point). Only Parcels with no indicated value, or a value of EUR 1,500 or less, will be delivered to a substitute recipient (as will notices of Parcels that could not be delivered), unless the Recipient has notified the Partner otherwise in writing in advance.
4. Neighbour / shared premises. Parcels with no indicated value intended for an individual may also be delivered to a person in the same flat or to a neighbour, and the Recipient will be informed of this in writing. Where the Recipient has notified the Partner in writing of specific substitute recipients, delivery will be made only to those persons. For shared premises (hostels, accommodation facilities, campsites or other pick-up points where delivery would significantly hamper work processes), the Partner may require the authorised person (owner, manager or operator) to

designate one or more substitute recipients. If no substitute recipient is designated, or the Recipient objects, the Partner may treat a Parcel that cannot otherwise be delivered as undeliverable.

5. Rural and hard-to-reach areas. Parcels for Recipients in rural delivery areas without daily delivery are held for collection at the Partner's Delivery Point from receipt until the next delivery round. Parcels to Recipients in areas that are disproportionately difficult to reach, or reachable only with great effort, will not be delivered; where possible, the Recipient will be notified by telephone when collection is possible.
6. Redirection. Redirection is only possible before delivery of the Parcel; the earlier the Recipient requests it, the more redirection options the Partner can offer. Redirection is not available where the Partner has concluded a redirection agreement with the Recipient. Only Parcels whose dimensions fall within the limits for Delivery Points are eligible for redirection.
7. Failed Delivery, delivery notice and collection. Where a Parcel cannot be delivered, a delivery notice is left stating that the Parcel may be collected at a Delivery Point. The Parcel is held for fourteen (14) calendar days at the Delivery Point indicated on the notice (this period applies in place of the standard storage time under Appendix no. 3). A Parcel redirected by the Recipient before the first Delivery Attempt is made available for collection without any Delivery Attempt being made. First collection is possible on the working day following notification (except Saturday) or, for Parcels held in postal storage, on the day they arrive at the Delivery Point. The Parcel is released to the person who holds and presents the delivery notice, unless an additional service ordered by the Sender provides otherwise or the Partner has reasonable doubt as to that person's identity. After the collection period expires, the Parcel is treated as undelivered and dealt with under paragraph 9.
8. Returns. A Parcel is returned to the Sender where delivery is not possible and no redirection takes place, including where: (a) the Recipient refuses to accept the Parcel, fails to pay the fees and costs associated with it, or fails to provide a receipt; (b) the acceptance deadline has passed; (c) the Parcel was not collected from the alternative collection point; (d) after dispatch, the Parcel is found to be excluded from transport due to prohibited content; (e) the correct Recipient cannot be established; or (f) authority to receive the Parcel cannot be proven. A Parcel will not be returned where it contains items excluded from transport and return could cause injury, a health risk or property damage; in that case the Sender is informed of the unavailability and where the Parcel may be collected within one month.
9. Liability and claims. The Operator does not accept Parcels containing items worth more than EUR 510, as set out in Appendix no 10 and Appendix no. 11 (to the InPost International Service Terms), which continues to apply and prevails in the event of any conflict with this Annex. Claims must be submitted in accordance with, and within the time limit set out in, Appendix no. 11.

Hungary: The Courier InPost International Service in Hungary is provided by the Operator's Partner, Express One. The provisions for Austria in this Part C apply equally to Hungary, save that:

1. Redirection and delivery date. Redirection is only possible before delivery of the Parcel. The Recipient may also request a change to the delivery date.
2. Failed Delivery. After the second unsuccessful Delivery Attempt, the delivery-notice and collection process in paragraph 8 of the Austria entry applies; failing collection within the applicable period, the Parcel is returned to the Sender under paragraph 9 of the Austria entry.
3. Parcel size. For Parcels larger than A4, the minimum dimensions are 5 × 90 × 140 mm.
4. Liability and claims. The Operator does not accept Parcels containing items worth more than EUR 510, as set out in Appendix no 10 and Appendix no. 11 (to the InPost International Service Terms), which continues to apply and prevails in the event of any conflict with this Annex. Claims must be submitted in accordance with, and within the time limit set out in, Appendix no. 11.

Czech Republic & Slovakia: The Courier InPost International Service for the Poland→Czech Republic/Slovakia lane is provided by the Operator's Partner, Packeta. The following provisions of the InPost International Service Terms apply to the Courier InPost International Service in Czech Republic & Slovakia in addition to this Annex:

1. The Recipient may pre-select up to five (5) preferred Delivery Points in the application for use in the event of Redirection after Failed Delivery. Deliveries are ordinarily performed between 07:00 and 17:00 local time. Delivery hours are indicative only and do not constitute a guaranteed delivery commitment.
2. Liability and claims. The Operator does not accept Parcels containing items worth more than CZK 20,000 (Czech Republic) or EUR 700 (Slovakia), as set out in Appendix no. 10 and Appendix no. 11 (to the InPost International Service Terms and Conditions), which continues to apply and prevails in the event of any conflict with this Annex. Claims must be submitted in accordance with, and within the time limit set out in, Appendix no. 11.