

International Fast Returns 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 International Fast Returns Service (as defined below) as provided on an international basis.
2. Unless expressly stated otherwise in this Annex, all provisions of the InPost International Service Terms apply to the International Fast Returns 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 International Fast Returns Service.

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) “**Consumer**” means the person who initiates a return by depositing a Return Parcel at a Drop-off Point on behalf of, or at the direction of, the Merchant. For the avoidance of doubt, the Consumer is not a party to the Agreement and the International Fast Returns Service is provided to the Merchant, not to the Consumer.
 - b) “**Destination Country**” for the purposes of this Annex and the International Fast Returns Service, means the country in which the Destination Warehouse is located, being the country to which the Return Parcel is transported for delivery to the Merchant.
 - c) “**Destination Warehouse**” means the single return address designated by the Merchant through the means specified by the Operator from time to time (which may include the Operator’s API, Merchant Panel, Returns Panel, any online merchant interface made available by the Operator, or onboarding documentation), located in the Destination Country for an applicable Eligible Lane, to which Return Parcels are to be delivered.
 - d) “**Drop-off Point**” means a PUDO or Parcel Locker located in an Origin Country at which a Consumer may deposit a Return Parcel, as published on the applicable Website or Mobile Application. The availability of Device Points as Drop-off Points may vary by Origin Country and is subject to the operational infrastructure of the Local Company or Partner in that country.
 - e) “**Eligible Lane**” means a cross-border route from an Origin Country to a Destination Country that has been activated for the International Fast Returns Service, as set out in Schedule 1 to this Annex (as updated from time to time in accordance with Article 4.3).
 - f) “**International Fast Returns Service**” means the international cross-border parcel return service described in Article 3, whereby the Operator arranges for the collection of a Return Parcel from a Drop-off Point in an Origin Country and its transport and delivery to the Destination Warehouse in a Destination Country. For the avoidance of doubt, references to the International Fast Returns Service in this Annex are references to the international cross-border International Fast Returns service and not to any domestic International Fast Returns service offered by the Operator.
 - g) “**Merchant**” means an entity who is a Business Client who has entered into the Agreement with the Operator and who contracts for the provision of the International Fast Returns Service.
 - h) “**Origin Country**” for the purposes of this Annex and the International Fast Returns Service, the country in which the Consumer deposits the Return Parcel at a Drop-off Point, being the country from which the cross-border return journey originates.

- i) **“Return Label”** means the shipping label (whether physical or digital, including QR codes and other label-less mechanisms) generated through the Operator’s systems that enables the processing of a Return Parcel through the International Fast Returns Service.
 - j) **“Return Parcel”** means a Parcel deposited by a Consumer at a Drop-off Point for return to the Destination Warehouse under the International Fast Returns Service.
 - k) **“Schedule 1”** means the schedule to this Annex which sets out the Eligible Lanes, Transit Times and any country-specific operational parameters.
 - l) **“Transit Time”** means the indicative number of Business Days for the transport and delivery of a Return Parcel from the day of sending of the Return Parcel (as determined in accordance with Appendix no. 5 to the InPost International Service Terms for the relevant Origin Country) to the first Delivery Attempt at the Destination Warehouse, as set out in Schedule 1 for the applicable Eligible Lane.
2. For the purposes of this Annex only, any reference in the InPost International Service Terms to the “Sender” shall be read as a reference to the Merchant. For the avoidance of doubt, references to the Sender in the InPost International Service Terms do not refer to the Consumer in the context of the International Fast Returns Service, except where Appendix no. 5 is applied for the purpose of determining the day of sending of a Return Parcel, in which case references to the Sender shall be construed as references to the Consumer depositing the Return Parcel at the Drop-off Point.

3. Description of the International Fast Returns Service

1. The International Fast Returns Service is an international parcel return service under which the Operator arranges for:
 - (a) the acceptance of a Return Parcel deposited by a Consumer at a Drop-off Point in an Origin Country;
 - (b) the collection, handling, and first-mile transport of the Return Parcel within the Origin Country;
 - (c) the cross-border linehaul transport of the Return Parcel from the Origin Country to the Destination Country; and
 - (d) the last-mile delivery of the Return Parcel to the Destination Warehouse in the Destination Country.
2. The International Fast Returns Service is a business-to-business (B2B) service provided by the Operator to the Merchant. The Merchant is the Operator’s contractual counterparty. The Consumer is not a party to the Agreement and the Operator’s contractual obligations under this Annex are owed to the Merchant and not to the Consumer, without prejudice to any mandatory consumer protection rights under Applicable Law.
3. The Merchant is responsible for initiating the return process with the Consumer (including by providing the Consumer with the Return Label and any return instructions). The Merchant agrees that the Consumer’s initiation of a return through the Operator’s applicable Website, Mobile Application or other channel made available by the Operator constitutes an order placed by the Merchant for the International Fast Returns Service in respect of the relevant Return Parcel, and the Operator may proceed accordingly without further confirmation from the Merchant. The ordering of the International Fast Returns Service shall be carried out in accordance with § 5 (Ordering the Services) of the InPost International Service Terms and/or such other ordering, technical or operational processes as the Operator may specify or make available from time to time.
4. The International Fast Returns Service is provided on a label-less basis where available in the relevant Origin Country. Where the label-less option is not available or not technically enabled (which may depend on the Origin Country, the integration channel used by the Merchant, and the channel through which the Consumer initiates the return), the Merchant shall ensure that the Consumer applies a printed Return Label to the Return Parcel prior to drop-off. The Operator may update the applicable label requirements (including the availability of label-less options) from time to time by notice to the Merchant, and the Merchant shall comply with the Operator’s instructions regarding label format and application. The Merchant shall ensure that, once the label-less option becomes available in a relevant Origin Country, it is used for all Return Parcels in accordance with the Operator’s instructions.
5. All Return Parcels under the International Fast Returns Service shall be delivered to a single Destination Warehouse per Merchant designated by the Merchant through the means specified by the Operator in accordance with the definition of ‘Destination Warehouse’, and accepted by the Operator for the relevant Eligible Lane.

6. The Destination Warehouse must be located in a Destination Country that forms part of an Eligible Lane available to the Merchant under Schedule 1. The Operator shall have no obligation to accept, process, transport or deliver any Return Parcel to a Destination Warehouse located in a country that is not, at the relevant time, the Destination Country for an applicable Eligible Lane. Any designation or attempted update of a Destination Warehouse in such country shall not bind the Operator.
7. The Merchant may update its Destination Warehouse through the means specified by the Operator in accordance with Article 2.1(c). The Merchant may not designate more than one Destination Warehouse for the International Fast Returns Service at any given time. Any designation or update of a Destination Warehouse shall become effective only once accepted and configured by the Operator. Until such time, the Operator may continue to process, transport and deliver Return Parcels using the previously configured Destination Warehouse. The Merchant acknowledges that Return Parcels already in transit, accepted into the Operator's network, or otherwise processed before the effective date of the update may continue to be delivered to the previously configured Destination Warehouse. The Operator shall not be liable for any consequence arising from the Merchant's designation or update of a Destination Warehouse which has not yet become effective in accordance with this Article. The Operator shall have no obligation to process, transport or deliver Return Parcels to any Destination Warehouse that has not been accepted and configured by the Operator.
8. The Prices of the International Fast Returns Service 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 International Fast Returns Service.

4. Geographic Scope and Eligible Lanes

1. The International Fast Returns Service is available on the Eligible Lanes set out in Schedule 1 to this Annex, subject to the scope of Services and any applicable restrictions agreed in the Agreement.
2. In providing the International Fast Returns Service, the Operator may perform the Service directly and/or through Local Companies, Partners or other subcontractors, in accordance with the InPost International Service Terms. The use of Partners for specific Eligible Lanes is indicated in Schedule 1.
3. The Operator may update Schedule 1 from time to time to add, remove, suspend or modify any Eligible Lane or Destination Country available for the International Fast Returns Service, on notice to the Merchant in accordance with the notice provisions of the InPost International Service Terms. Any such update 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.

5. Drop-off and Acceptance of Return Parcels

1. Return Parcels may be deposited by the Consumer at any available Drop-off Point in the relevant Origin Country. The list of available Drop-off Points (including their type, operating hours and applicable size and weight constraints) shall be made available through one or more channels specified by the Operator from time to time, which may include the applicable Website, Mobile Application, API, merchant interface and/or any other channel made available by the Operator. The available Drop-off Points may vary by Origin Country and may be updated from time to time.
2. The general parcel acceptance, validation and security provisions of the InPost International Service Terms (including § 4) apply by default to drop-off and acceptance of Return Parcels under the International Fast Returns Service. Such default rules may be varied by this Annex or Schedule 1, or by the acceptance and validation procedures applicable to the relevant Origin Country as published by the Operator, Local Company, or Partner from time to time (including in respect of the process for validation of the Return Label or QR code). The Merchant acknowledges that acceptance conditions, Drop-off Point availability, and operational procedures may differ between Origin Countries and may be updated from time to time.
3. The acceptance of a Return Parcel at a Drop-off Point does not constitute a representation or warranty by the Operator that the Return Parcel complies with the size, weight, packaging, or content requirements of this Annex or the Agreement. The Operator reserves the right to inspect, measure, weigh, or verify any Return Parcel at any stage of the Service and to exercise any rights or remedies available to it under this Annex and the InPost International Service Terms if non-compliance is identified.

6. Return Parcel Requirements

6.1 Size, Weight, and Dimensions

1. Return Parcels must comply with the size categories, maximum weight, minimum dimensions, and maximum dimensions applicable to the relevant Origin Country and Eligible Lane, as set out in Schedule 1. Unless Schedule 1 specifies otherwise for a particular Eligible Lane, the size categories and weight limits applicable to outbound Parcels under the InPost International Service Terms (§ 4) shall equally apply to Return Parcels.
2. The size category, weight and dimensions of a Return Parcel for pricing and billing purposes shall be determined based on the data provided by or on behalf of the Merchant at the time the Return Label or QR code is generated, subject to verification by the Operator. Where the Operator determines (whether at the Drop-off Point, through automated sorter measurement, or through manual measurement at any later stage of the International Fast Returns Service) that the actual size, weight or dimensions of a Return Parcel differ from those declared or encoded in the Return Label or QR code, the Operator may reclassify the Return Parcel accordingly and apply the corresponding charges, surcharges or adjustments in accordance with the Price List.

6.2 Packaging

1. The Consumer is responsible for packaging the Return Parcel. The Merchant shall ensure that the Consumer is provided with adequate return instructions, including the applicable packaging guidelines published by the Operator (as may be updated from time to time). The packaging requirements applicable to outbound Parcels under the Agreement and the InPost International Service Terms (§ 4.8–4.12) apply to Return Parcels unless expressly varied by this Annex or Schedule 1.
2. Subject to any mandatory Applicable Law, the Operator shall not be liable for any loss of or damage to a Return Parcel arising from inadequate or improper packaging by the Consumer. The Merchant acknowledges that Return Parcels are packaged by Consumers and not by the Merchant or the Operator and accepts the additional risk associated with consumer-packaged items.
3. Where a Return Parcel is found to be inadequately or improperly packaged but is already within the Operator's network, the Operator (or the relevant Local Company or Partner) may, at its discretion and where permitted by Applicable Law, repackage, secure, protect or otherwise treat the Return Parcel to the extent reasonably necessary to enable its continued transport or delivery, and may prepare a report recording the action taken. Any charges for such action shall be in accordance with the Price List, or where no specific charge is set out in the Price List, at a reasonable charge notified to the Merchant. Where the damage is so severe that continued performance of the Service is not reasonably practicable, the Return Parcel shall be handled in accordance with Article 7.2.3.

6.3 Prohibited and Restricted Items

1. The forbidden items terms applicable to outbound international Parcels under the InPost International Service Terms (§ 4.5–4.7 and Appendix no. 10) apply equally to Return Parcels under the International Fast Returns Services, save that in respect of all Eligible Lanes:
 - (a) item 5 of the 'Additionally excluded in Poland' list in Appendix no. 10 (the €150 value limit) does not apply;
 - (b) goods with an ordinary value exceeding the applicable Article 9.3 cap are a forbidden item; and
 - (c) no Additional Cover is available.The Merchant shall ensure that the Consumer is informed of, and complies with, the applicable forbidden items list as part of the Merchant's return instructions.
2. The Merchant remains fully responsible for any failure by a Consumer to comply with the prohibited and restricted items terms and shall be liable for all consequences arising from such non-compliance.
3. The Operator's rights under the InPost International Service Terms (§ 7) to refuse, stop, inspect, return or dispose of Parcels containing prohibited items or otherwise non-compliant content apply equally to Return Parcels under this Annex. Without limiting the foregoing or the Operator's rights under § 7 of the InPost International Service Terms, the Operator (and any Local Company or Partner) may, where reasonably required:
 - (d) notify any competent authority of a Return Parcel suspected to contain prohibited or unlawful items;

- (e) detain or secure the Return Parcel pending inspection;
- (f) permit inspection or seizure by, or hand over the Return Parcel to, any competent authority; and
- (g) comply with any lawful instructions issued by such authority.

The Operator shall not be liable to the Merchant for any consequence of action taken in accordance with this Article 6.3.3.

4. The Merchant shall indemnify and hold harmless the Operator, its Local Companies, Partners and subcontractors against all losses, damages, claims, liabilities, costs and expenses (including reasonable legal fees) arising out of or in connection with: (a) any breach of the prohibited or restricted items rules by the Consumer as set out in the Agreement, the International Terms and this Annex; (b) any refusal, inspection, return, disposal or other action taken by the Operator, Local Companies or Partners in respect of a Return Parcel containing prohibited or non-compliant items; and (c) any seizure, inspection, detention, destruction or other action by any competent authority in respect of a Return Parcel, including any third-party claims arising in connection with such action.

7. Transport, Routing, and Delivery

7.1 Routing

1. The Operator shall determine the routing of Return Parcels from the Origin Country to the Destination Country at its discretion, including the selection of linehaul routes, hubs, depots, and transit points (including the number of Transit Countries).

7.2 Delivery to Destination Warehouse

1. Delivery of Return Parcels to the Destination Warehouse shall take place on Business Days (or such other delivery days as may be specified for the relevant Destination Country in Schedule 1) in accordance with this Annex. The Operator is entitled, at its discretion, to handle Return Parcels on days other than Business Days.
2. Proof of delivery for Return Parcels shall as standard, consist of an electronic scan of the Return Parcel at the loading point of the Operator's facility for delivery to the Destination Warehouse, with the "Delivered" status recorded in the Operator's tracking system upon the closing and departure of the relevant trailer or vehicle for delivery. The Operator may specify alternative proof-of-delivery arrangements for a particular Destination Country or Eligible Lane in Schedule 1.
3. The Merchant shall ensure that the Destination Warehouse is operational and able to accept deliveries during the operating days and hours agreed with the Operator. Where delivery cannot be completed for reasons within the Merchant's control, the following terms shall apply:
 - (a) Unless otherwise specified in Schedule 1 for the relevant Eligible Lane or Destination Country, the Operator shall make up to two (2) delivery attempts to the Destination Warehouse ("**Minimum Return Attempts**"). If delivery is expressly refused by the Merchant or its authorised representative at any attempt, no further delivery attempts under this Article 7.2.3(a) shall be required.
 - (b) Following the Minimum Return Attempts or an express refusal under Article 7.2.3(a), the Operator may, at its discretion, take any one or more of the following actions in respect of the Return Parcel:
 - (i) make one further delivery attempt at the Merchant's reasonable request, subject to additional charges in accordance with the Price List (or if nothing is set out in the Price List, at a reasonable cost to be determined by the Operator);
 - (ii) transfer the Return Parcel to the Operator's depot, warehouse or other storage premises (as determined by the Operator);
 - (iii) hold the Return Parcel pending alternative delivery instructions from the Merchant;
 - (iv) return the Return Parcel to the Consumer; and/or
 - (v) treat the Return Parcel as undeliverable and proceed to disposal in accordance with paragraph (d).

The Operator shall use reasonable attempts to notify the Merchant of the action taken under this Article 7.2.3(b) and shall not undertake any further routing of the Return Parcel beyond the actions listed above.

- (c) Where the Operator takes action under Article 7.2.3(b)(ii) or (iii), the Merchant shall collect, or arrange collection of, the Return Parcel from the Operator's depot or warehouse, or provide the Operator with alternative delivery instructions acceptable to the Operator, within ten (10) Business Days of notification by the Operator. All storage, handling, redelivery and disposal charges incurred in connection with this Article 7.2.3 shall be at the Merchant's cost in accordance with the Price List, or where no specific charge is set out in the Price List, at a reasonable charge notified to the Merchant by the Operator.
- (d) If the Return Parcel remains uncollected by the Merchant on expiry of the period in paragraph 7.2.3(c), or where the Operator has taken action under paragraph 7.2.3(b)(v), the Operator may, after the longer of: (i) thirty (30) calendar days from such expiry (or, in the case of paragraph 7.2.3(b)(v), from the date of notification under paragraph 7.2.3(b)) or (ii) the minimum storage or holding period required by mandatory Applicable Law (as set out in Schedule 1 Part C), and on giving the Merchant not less than fourteen (14) calendar days' written notice, dispose of the Return Parcel in accordance with Applicable Law at the Merchant's cost. The Operator shall not be liable to the Merchant for any loss, damage or claim arising from such disposal carried out in compliance with this Article.

7.3 Transit Times

1. The indicative Transit Times for each Eligible Lane are set out in Schedule 1 to this Annex. 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 Return 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 International Fast Returns Service.
3. The International Fast Returns Service is deemed performed upon the first Delivery Attempt being made at the Destination Warehouse (whether or not the Parcel is actually delivered to the Merchant at that time). This is the basis for determining whether the Operator has met the estimated delivery time.
4. No compensation for late delivery of Return Parcels is payable under this Annex unless expressly agreed otherwise in the Agreement or required by mandatory Applicable Law.

8. Tracking and Notifications

1. The Operator may make tracking information and tracking events available in relation to Return 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 Return Parcel's journey, from acceptance into the Operator's network through delivery, depending on the relevant country and operational set-up.
2. Notifications relating to the status of a Parcel may be provided to the Consumer and/or Merchant in accordance with the notification practices applicable in the relevant Origin Country and Destination Country. The availability, timing, frequency, content, language and channels of tracking information and notifications may vary by market and operational circumstances.
3. 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.

9. Liability

9.1 Application of the InPost International Service Terms

1. The provisions of §13 (Operator's liability), §15 (Compensation) and Appendix no. 11 to the InPost International Service Terms apply to the International Fast Returns Service, subject to the modifications set out in this Article 9. In the event of conflict between this Article 9 and §13, §15 or Appendix no. 11, this Article 9 shall prevail, but only in relation to the International Fast Returns Service.

2. For the purposes of applying §13, §14, §15 and Appendix no. 11 to the InPost International Service Terms to the International Fast Returns Service:
 - (a) references to the "Sender" shall be read as references to the Merchant (in accordance with Article 2.2 of this Annex), and the Merchant shall have all rights and obligations attributed to the Sender under §13, §14, §15 and Appendix no. 11, regardless of whether the Merchant is the physical sender or the recipient of the Return Parcel;
 - (b) the "Country of Pick-up" means the Origin Country (being the country in which the Consumer deposits the Return Parcel at the Drop-off Point);
 - (c) the "Destination Country" means the country in which the Destination Warehouse is located; and
 - (d) references to the "Recipient", where the context requires, shall be read as references to the Merchant (or its authorised representative at the Destination Warehouse), being the party to whom the Return Parcel is delivered.

9.2 Period of Responsibility

1. Subject to mandatory Applicable Law, the Operator is liable for loss of or damage to a Return Parcel under the International Fast Returns Service only for the period commencing when the Consumer successfully deposits the Return Parcel at a Drop-off Point, as confirmed by the applicable confirmation, scan or validation process at that Drop-off Point, and ending upon delivery of the Return Parcel to the Destination Warehouse, as evidenced by the proof of delivery described in Article 7.2.2. This Article 9.2.1 applies in place of §13.6 of the InPost International Service Terms in respect of the International Fast Returns Service.

9.3 Amount of the goods

1. For all Return Parcels under the International Fast Returns Service, the Poland section of Appendix no. 11 to the InPost International Service Terms governs the Operator's liability for loss of or damage to the Return Parcel, subject to the caps in this Article 9.3.
2. Subject to mandatory Applicable Law, compensation for loss of or damage to a Return Parcel shall be limited to the proven ordinary value of the lost or damaged items and, in any event, shall not exceed EUR 1,200 per Return Parcel ("**Standard Maximum Goods Amount**"), as Parcels containing items exceeding this amount are excluded from the InPost courier network for the International Fast Returns Service.
3. Where an Eligible Lane is operated by a Partner, as indicated in Schedule 1, Part A, and Schedule 1, Part C specifies product restrictions for the Partner's courier network, including a goods value limit for that lane which is lower than the Standard Maximum Goods Amount, the Operator's aggregate liability for loss of or damage to any single Return Parcel on that lane shall not exceed the lower of these two: a) product restrictions for the Partner's courier network or b) Standard Maximum Goods Amount.
4. Except where mandatory Applicable Law requires otherwise, the caps in this Article 9.3 apply notwithstanding any higher ordinary value of the Return Parcel contents.

9.4 Exclusions

1. Except to the extent required by mandatory Applicable Law (including the CMR Convention), the Operator shall not be liable for any delay in the transport or delivery of a Return Parcel under the International Fast Returns Service, and no compensation for delay is payable.
2. The Operator's liability under this Article 9 does not extend to any loss of or damage to a Return Parcel (or the contents thereof) that is caused by or attributable to inadequate or improper packaging by the Consumer, including but not limited to insufficient protection, use of unsuitable packaging materials, or failure to comply with the Operator's packaging requirements.
3. The exclusions of liability set out in §13.2, §13.3 and §13.4 of the InPost International Service Terms apply to the International Fast Returns Service, read with the modifications in Article 9.1.2 above, and subject always to any mandatory Applicable Law. For the purposes of §13.2(2) and §13.2(3), references to the Sender shall be read as references to the Merchant and, where the context requires, also to the Consumer (such that the Operator is not liable for non-performance or undue performance caused by the act or omission of either the Merchant or the Consumer).

9.5 Additional Protection

1. Additional Protection is not available for Return Parcels under the International Fast Returns Service. The Merchant may not purchase additional insurance, extended liability coverage or any other service which increases the Operator's liability above the applicable cap in Article 9.3.

10. Claims & Complaints

1. The provisions of §14 (Complaints) of the InPost International Service Terms and the complaints procedures set out in Appendix no. 11 apply to the International Fast Returns Service, subject to the modifications set out in this Article 10. In the event of conflict between this Article 10 and §14 or the relevant provisions of Appendix no. 11, this Article 10 shall prevail, but only in relation to the International Fast Returns Service.
2. Notwithstanding any provision of §14 or Appendix no. 11 to the contrary, complaints in respect of the International Fast Returns Service shall be submitted by the Merchant. The Merchant is the sole authorised claimant for the purposes of the International Fast Returns Service. No complaint from any other party (including the Consumer) shall be accepted or processed by the Operator in respect of a Return Parcel, save to the extent required by mandatory Applicable Law.
3. The complaints procedure set out in the Poland section of Appendix no. 11 to the InPost International Service Terms applies to all complaints under the International Fast Returns Service, read with the modifications in Article 9.1.2.
4. Complaints under the International Fast Returns Service must be submitted within the time limits set out in Appendix no. 11 for the relevant Origin Country, or (where no specific time limit is stated in Appendix no. 11) within the time limit set out in §14.5 of the InPost International Service Terms, in each case calculated from:
 - (a) in the case of damage to a Return Parcel: the date of delivery of the Return Parcel to the Destination Warehouse in accordance with Article 7.2.2; or
 - (b) in the case of loss of a Return Parcel: the date on which the Return Parcel is deemed lost in accordance with Article 10.5 below.
5. A Return Parcel shall be deemed lost (for the purposes of this Annex) if it has not been delivered to the Destination Warehouse within thirty (30) calendar days following the expiry of the applicable Transit Time for the relevant Eligible Lane as set out in Schedule 1, provided that the Destination Warehouse has been available and able to accept delivery in accordance with this Annex, the International Terms and the Agreement during that period. For the avoidance of doubt, a Return Parcel shall not be deemed lost solely as a result of any failure or refusal by the Merchant to accept delivery, limited access to the Destination Warehouse, or lack of availability of agreed delivery days, times or conditions, and the Operator shall not be required to make further delivery attempts beyond those provided for under this Annex. This is without prejudice to any different period required by mandatory Applicable Law.
6. Complaints under the International Fast Returns Service shall be submitted by the Merchant in accordance with the complaints procedure applicable to the relevant Origin Country as set out in Appendix no. 11 to the InPost International Service Terms, or such other method as the Operator may designate from time to time.
7. In addition to the information required by §14.12 of the InPost International Service Terms, the Merchant shall include with any complaint under the International Fast Returns Service:
 - (a) the Return Parcel number and/or Return Label reference;
 - (b) the Eligible Lane (Origin Country and Destination Country);
 - (c) evidence of the declared or actual value of the Return Parcel contents (where compensation is claimed);
 - (d) where the complaint relates to damage, photographic evidence of the damage and, where available, a damage report prepared at the Destination Warehouse; and
 - (e) any further information or documentation specific to the Origin Country required by Appendix no. 11 to the InPost International Service Terms.
8. Complaints under the International Fast Returns Service shall be processed in accordance with §14.15–22 of the InPost International Service Terms, and the time limits, appeal rights, and deemed acceptance provisions set out therein shall apply.

9. In accordance with §13.7 of the InPost International Service Terms (as modified by Article 9.1.2), the right to claim for improper performance of the International Fast Returns Service shall expire upon the Merchant (or its authorised representative at the Destination Warehouse) accepting delivery of the Return Parcel without reservation. This does not apply to hidden (internal) damage, provided the Merchant notifies the Operator of such damage within the applicable time limit under Appendix no. 11 for the Origin Country (or, where no specific time limit is stated, within seven (7) calendar days of delivery). Where the Merchant raises a complaint for hidden (internal) damage, the Merchant bears the burden of proving that the damage did not occur during the period the Return Parcel was in the Merchant's possession or control following acceptance of delivery, and shall provide reasonable evidence in support.

11. Compensation

1. Application of the InPost International Service Terms. The provisions of §15 (Compensation) of the InPost International Service Terms apply to the International Fast Returns Service, subject to the modifications set out in this Article 11 and Article 9 above. In the event of conflict, this Article 11 shall prevail.
2. Compensation shall be paid to the Merchant (as the sole authorised claimant under Article 10.2) in accordance with Appendix 11 of the InPost International Service Terms as modified by this Annex. Subject to mandatory Applicable Law, any compensation payable shall be limited to the proven ordinary value of the lost or damaged items and shall not exceed the applicable liability cap under Article 9.3.
3. Where the Operator pays compensation to the Merchant in respect of a Return Parcel under this Article 11, the Merchant shall, if so requested by the Operator, assign to the Operator any rights of recovery the Merchant may have against the Consumer or any third party in respect of the loss or damage giving rise to the claim, to the extent of the compensation paid.

12. Suspension & 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 International Fast Returns Service. Without limiting those rights, the Operator may refuse to accept, process or continue to process a Return Parcel where: (a) the Return Parcel does not comply with the applicable size, weight, packaging or content requirements set out in this Annex or Schedule 1; (b) the Return Parcel does not have a valid Return Label, is not correctly generated, or cannot be identified or processed within the Operator's systems; (c) the Merchant has failed to integrate with, use, or comply with the Operator's technical, data or operational requirements (including labelling, data transmission or system interface requirements) applicable to the International Fast Returns Service; (d) the Return Parcel contains, or is reasonably suspected to contain, prohibited or restricted items; (e) the Merchant's account is suspended or the Agreement has been terminated; or (f) acceptance or continued processing of the Return Parcel would breach Applicable Law or pose a risk to health, safety or the environment.
2. The Operator may suspend or withdraw the International Fast Returns Service (in whole or in respect of specific Eligible Lanes) on written notice to the Merchant where continued provision of the International Fast Returns 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 Merchant for any loss, delay, non-processing or failure of a Return Parcel arising from the Merchant's failure to comply with, implement or maintain the required technical, data or operational integrations, nor for any suspension or refusal 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 International Fast Returns Service.

13. 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 International Fast Returns Service. The Operator shall process personal data (including Consumer personal data) as an independent data controller for the purposes of providing the International Fast Returns Service, in accordance with Applicable Law and the Operator's privacy policy.

2. The Merchant is responsible for ensuring that it has a lawful basis for sharing Consumer personal data with the Operator for the purposes of the International Fast Returns Service, and for providing any required privacy notices to the Consumer.

14. General Provisions

1. The Applicable Law provisions of the InPost International Service Terms (§ 1.4) apply to the International Fast Returns Service. In particular, the law of the Country of Pick-up applies to the International Fast Returns 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, 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 14.2, nothing in this Article 14 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 International Fast Returns Service commercially available to the Merchant for the relevant Destination Country; and
 - (b) the date on which the International Fast Returns Service is first used by or on behalf of the Merchant 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 - Eligible Lanes and International Fast Returns Service Parameters

Part A: Eligible Lanes and Indicative Transit Times (Business Days)

Origin Country	Destination Country	Indicative Transit Time (Business Days)*	Drop-off Point	Label-less Currently Available	Partner
FR	PL	6	Parcel Locker / PUDO	Yes	No
IT	PL	6	Parcel Locker / PUDO	Yes	No
BE	PL	6	Parcel Locker / PUDO	No	No
NL	PL	6	Parcel Locker / PUDO	No	No
LU	PL	6	Parcel Locker / PUDO	No	No
ES	PL	8	Parcel Locker / PUDO	Yes	No
PT	PL	9	Parcel Locker / PUDO	Yes	No
AT	PL	5	Parcel Locker / PUDO	No	Yes

*All transit times indicated above are estimates. The Operator will make every reasonable effort to deliver within these times and undertakes to deliver within the indicated transit times extended by no more than six (6) Business Days. They are not guaranteed delivery commitments. Transit Times are measured in Business Days from the day of sending of the Return Parcel (as determined in accordance with Appendix no.5 to the InPost International Service Terms for the relevant Origin Country) to the first Delivery Attempt at the Destination Warehouse, and exclude weekends, public holidays in the Origin Country, any Transit Countries and the Destination Country, and any periods of Force Majeure (or other exclusions set out in this Annex). For illustrative purposes only, where Appendix no. 5 provides that the day of sending is the first Business Day following deposit of a Return Parcel at the Drop-off Point, the applicable Transit Time shall be calculated from that following Business Day and not the day of

deposit. As an exception to the defined Business Days, collections and deliveries are made in France, Belgium, the Netherlands, and Luxembourg from Tuesday to Saturday.

Part B: Size and Weight Parameters

Unless otherwise specified below, the standard size categories and weight limits set out in § 4 of the InPost International Service Terms (Group A/B/C sizing) apply to all Eligible Lanes under the International Fast Returns Service. For the avoidance of doubt, the Partner-country size variations set out in § 4.3 of the InPost International Service Terms do not apply to the International Fast Returns Service unless expressly restated below or in Part C.

Standard size limits:

Size categories A (max 80 × 380 × 640 mm), B (max 190 × 380 × 640 mm), C (max 390 × 380 × 640 mm)

Maximum weight: 25 kg

Minimum height: 21mm

Part C: Additional Lane-Specific Parameters

Poland (returns to PL Destination Warehouse): Minimum storage or holding period before disposal under Article 7.2.3(d): not less than six (6) months from the date of acceptance of the Return Parcel by the Operator, in accordance with mandatory Polish law. For returns to a Polish Destination Warehouse, proof of delivery may consist of the “Delivered” status recorded following the Operator’s internal trailer loading and closure process, and no further scan at the Destination Warehouse is required.

Austria → Poland (Partner lane): For the purposes of Article 9.3.3, the product restriction for the Partner’s courier network on this lane is a goods value limit of EUR 510 per Return Parcel.