TERMS AND CONDITIONS OF USING THE PARCEL REDIRECT SERVICE

Version incorporating amendments effective on 30 October 2026

§ 1 DEFINITIONS

1. **DHL -** DHL eCommerce (Poland) Sp. z o.o. with its registered office in Warsaw, 2 Osmańska Street, 02-823 Warsaw, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court for the Capital City of Warsaw, 13th Commercial Division of the National Court Register, under KRS number 631916, with the share capital of PLN 61,000,000.00, NIP 9512417713, helpline: +48 42 6 345 345 (from both landline and mobile phones), e-mail address: kontakt.pl@dhl.com;
2. **Consumer -** a natural person performing a legal act (including concluding the Contract) not directly related to his/her business or professional activity, or a natural person conducting a sole proprietorship if the conclusion of the Contract is directly related to his/her business activity but is not of a professional nature for that person;
3. **Logging -** entering data necessary for the provision of the Service in the IT system of DHL;
4. **PIN -** a sequence of characters used for identifying the Service Recipient in relation to a given Parcel;
5. **Parcels -** parcels with a weight of up to 31.5 kg;
6. **Terms and Conditions -** these "Terms and Conditions of Using the PARCEL REDIRECT Service";
7. **GDPR -** Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation);
8. **Service -** the Internet service located at przekieruj.dhlecommerce.pl, through which the Service Recipient may use the Services;
9. **Contract -** the contract for the provision of the Services by DHL to the Service Recipient;
10. **Service Recipient -** the recipient of the Parcel who, in a text message sent to the telephone number provided to DHL in connection with the carriage of the Parcel, or in the MyDHL application, or in an e-mail message, received from DHL a PIN number and uses the Services;
11. **Services -** the services provided by DHL allowing managing the Parcel via the Service under a previously concluded contract for the provision of carriage or postal services.

§ 2 GENERAL PROVISIONS

1 The Terms and Conditions set forth the rules of using the Services provided by DHL as part of the Service by the recipients of Parcels, the conditions of placing and cancelling orders regarding managing the Parcel and the complaint procedure.

2 The Terms and Conditions are available at https://przekieruj.dhlecommerce.pl

3 The Terms and Conditions constitute terms and conditions within the meaning of Article 8 section 1 of the Online Services Act of 18 July 2002.

4 Before ordering the Service, the Service Recipient shall read the description, terms and conditions of the Service and then make a statement confirming that he/she has read this information and accepts the Terms and Conditions.

5 The Service Recipient shall be obligated to protect the PIN number against unauthorised access. The Service Recipient should not make the PIN number available to other persons except for persons duly authorised to act on his/her behalf.

6 Delivery by the Service Recipient of unlawful content shall be prohibited.

§ 3 TYPE AND SCOPE OF SERVICES AND THE MOMENT OF CONTRACT CONCLUSION AND TERMINATION

1 The Services allow the Service Recipient to:

1.1 browse and read the information provided on the Service;

1.2 direct the Parcel to be picked up at DHL POP / DHL BOX 24/7 outlets;

1.3 determine the address to which the Parcel is to be delivered;

1.4 determine the date of delivery of the Parcel;

1.5 resign from acceptance of the Parcel.

2 The Services are ordered in the following way:

2.1 selection of the Service;

2.2 changing the data for delivery;

2.3 verifying contact details;

2.4 confirming contact and other data for delivery.

3 The Services referred to in clause 1 above are provided subject to the following restrictions:

3.1 only one PIN for all notifications regarding one Parcel is given;

3.2 instructions (orders) placed on the Service are processed on the next business day at the earliest;

3.3 the Service Recipient may submit several instructions during the availability of the Service (see § 3 clause 3.7), but only the last instruction submitted during the availability of the Service in relation to a given Parcel will be executed;

3.4 in order to be executed on the next day, orders must be placed by 23:59;

3.5 redirection for collection at a DHL POP or DHL BOX 24/7 is possible for single-piece Parcels with a maximum weight of 25 kg and maximum dimensions of 0.64 m x 0.4 m x 0.38 m;

3.6 redirection of a Parcel is not possible if at least one of the following services has been purchased for that Parcel: Shipment insurance with a value exceeding PLN 6,500, ROD, COD with a value exceeding PLN 6,500, POD or Delivery to an adult. The above services are described in the "DHL eCommerce Business Services Price List", available at www.dhlecommerce.pl;

3.7 after 23:59 on the day on which the parcel was sent (the deadline may be shortened if the parcel is not sent on the date planned by the Sender - in such case, the 23:59 time limit refers to the date of sending the shipment planned by the Sender), the option of placing instructions on the Service is blocked;

3.8 instructions placed by the Sender of the Parcel preclude the possibility of the Recipient placing instructions within the Service; if, for any reason, the instruction to redirect the shipment to DHL POP / DHL BOX 24/7 is not possible to execute, we will attempt delivery to the Recipient's address indicated by the Sender.

4 Ordering the Services requires logging into the Service. The moment of conclusion of the agreement for the provision of Services is when the Service Recipient places an order for o a particular Service in accordance with the instructions on the pages of the Service. Until the

commencement of the provision of Services, the Service Recipient may make changes to the placed order.

5 Using the Services by the Service Recipient is free of charge.

6 The contract for the provision of the Service on the Service shall terminate as a result of the Service Recipient placing another order for the Service with respect to the same Parcel, provided that the Service allows such an order.

§ 4 TECHNICAL CONDITIONS OF USING THE SERVICES

1 Proper use of the Service is possible provided that the Service Recipient's ICT system meets the following conditions:

1.1 has Internet access;

1.2 uses one of the following browsers: Chrome, Mozilla Firefox, Opera, Safari, Edge, Internet Explorer. The Service is displayed in the latest versions of the above-mentioned browsers and five versions backward (older).

2 During the use of the Service, cookies may be used. Cookies necessary for the proper functioning of the Service and the provision of services requested by the Service Recipient may be used without the need to obtain his/her consent. The use of other cookies, in particular for analytical or marketing purposes, requires the prior consent of the Service Recipient. The Service Recipient may manage cookie settings and withdraw the consent given at any time.

3 DHL shall make every effort to ensure that the Service functions continuously. DHL stipulates that there may be interruptions in the operation of the Service in order to update data, fix errors and perform other maintenance work. DHL shall endeavour to ensure that interruptions to the Services total no more than 6 hours per month.

§ 5 SIGNING IN

1 Ordering the Services requires the Service Recipient to log on to the Service.

2 Signing in may be effected by:

2.1 entering the Parcel number in the “DHL Parcel number” box and entering the PIN number in the “PIN code” box;

2.2 using a link sent to the Service Recipient by opening it and entering the PIN number in the “PIN code” box.

3 After signing in, the Service Recipient will see the current status of the Parcel and the Services which may be chosen.

4 Signing out is effected by clicking the “End” box.

§ 6 LIABILITY

1 DHL shall have the right to block access to the Services or terminate the Contract if the Service Recipient:

1.1 uses the Services not in accordance with their purpose or to the detriment of third parties;

1.2 breaches the law or the Terms and Conditions.

2 The Service Recipient shall be liable in line with general principles for damage caused by actions or omissions contrary to the Terms and Conditions or generally applicable legal regulations.

3 DHL shall not be held liable to an extent wider than that provided under generally applicable legal regulations. In particular, DHL shall not be liable for:

3.1 the Service Recipient using the Service contrary to the Terms and Conditions, in particular, for disclosing the PIN number;

3.2 any damage resulting from the cessation of the provision of the Services through the fault of the Service Recipient or as a result of the Service Recipient breaching the law or the Terms and Conditions,

provided that the above exclusions shall not apply where DHL is at fault.

§ 7 PERSONAL DATA

1. The controller of the personal data of Service Recipients is DHL eCommerce (Poland) Sp. z o.o., with its registered office in Warsaw at 2 Osmańska Street, (02-823) Warsaw (hereinafter: the "Controller" or "DHL"). The Controller has appointed a Data Protection Officer who may be contacted in all matters concerning the processing of personal data and the exercise of rights related to such processing at: dpo.parcel@dhl.com.
2. The personal data of Service Recipients, in particular their first name, surname, delivery address, telephone number, e-mail address and information concerning the Parcel, may be obtained from the sender or the party ordering the Parcel, as well as obtained directly from Service Recipients while they use the Service, in particular in connection with placing instructions to change the method or place of delivery of the Parcel.
3. The personal data of Service Recipients will be processed for the following purposes and on the following legal bases:

   – performance of carriage or postal services, including delivery of the Parcel and contacts related to the performance of those services - on the basis of the Controller's legitimate interest in ensuring the proper performance of services provided to Senders or parties ordering Parcels, i.e. Article 6(1)(f) GDPR;

   – conclusion and performance of the Contract for the provision of Services via the Service, in particular accepting and implementing instructions concerning redirection of a Parcel, a change of delivery address or date and resignation from acceptance of a Parcel - on the basis of Article 6(1)(b) GDPR;

   – compliance with legal obligations incumbent on the Controller, in particular those arising under the Transport Law and the Postal Law - on the basis of Article 6(1)(c) GDPR, to the extent that those provisions impose specific obligations on the Controller;

   – handling complaints, establishing, pursuing or defending against potential claims - on the basis of the Controller's legitimate interest, i.e. Article 6(1)(f) GDPR, and, to the extent necessary to comply with obligations arising under the law, on the basis of Article 6(1)(c) GDPR;
4. Personal data will be processed for the period necessary to fulfil the respective purposes of processing, in particular for the period of handling the Parcel and implementing instructions placed via the Service. After the provision of the Services has ended, data may be stored for a period resulting from applicable law or until the expiry of the limitation periods for potential claims.
5. Recipients of personal data may include entities cooperating with the Controller to the extent necessary to provide the Services, in particular subcontractors providing Parcel delivery services, entities operating Parcel collection points, providers of IT, hosting and telecommunications services, as well as entities authorised to receive data under applicable law.

6. The personal data of Service Recipients will not be transferred outside the European Economic Area or to international organisations.
7. Each person whose data are processed has, in accordance with the GDPR, the right to access his/her personal data, rectify personal data, erase personal data, restrict the processing of personal data, data portability in the cases provided for in the GDPR, and object to the processing of personal data based on the Controller's legitimate interest.
8. Each person whose data are processed also has the right to lodge a complaint with the supervisory authority, i.e. the President of the Personal Data Protection Office, if he/she considers that the processing of his/her personal data infringes the GDPR.
9. Provision of personal data necessary for the provision of the Service is voluntary; however, failure to provide such data may prevent the use of certain functionalities of the Service, in particular the placement or implementation of an instruction to redirect a Parcel.
10. Detailed information on the rules for the processing of personal data by the Controller is available at: www.dhlecommerce.pl/pdo.

§ 8 COMPLAINTS

1 Complaints about the Services shall be reported at www.dhl24.com.pl/pl/claim/disposition/create or by mail to: DHL eCommerce (Poland) Sp. z o.o., Complaints Department, 35 Targowa Street, 90-043 Łódź.

2 The complaint should include: name and surname of the complainant, address of residence and mailing address or e-mail address, subject of the complaint, reason for the complaint.

3 DHL shall consider the complaint immediately and respond within a period not exceeding 14 days from the date of receipt of the complaint.

4 The complainant shall be informed of the manner in which the complaint is considered in the manner in which the complaint was submitted, i.e. by mail to the mailing address provided in the complaint or by e-mail to the e-mail address provided in the complaint.

§ 9 RIGHT OF WITHDRAWAL FROM THE CONTRACT

• The Consumer has the right to withdraw from the Contract without giving any reason within 14 days of its conclusion. The right of withdrawal also applies to a natural person concluding a contract directly related to his/her business activity where the wording of that contract indicates that it is not of a professional nature for that person, arising in particular from the subject of his/her business activity disclosed under the provisions governing the Central Register and Information on Business Activity.

• The statement of withdrawal from the Contract may be submitted in any form, in particular:

– electronically to DHL's e-mail address: kontakt.pl@dhl.com

or

– in writing to DHL's registered office address.

• When submitting the statement in the above manner, the Service Recipient may use the following specimen wording:

"I hereby withdraw, without giving any reason, from the contract for the use of the Internet service located at przekieruj.dhlecommerce.pl."

• DHL may also make available on the Service a function enabling a statement of withdrawal from the Contract to be submitted via the Service interface.

- To meet the withdrawal deadline, it is sufficient to send the statement before the deadline expires. Use of the Service function enabling a statement of withdrawal from the Contract to be submitted is equivalent to sending the statement of withdrawal from the Contract.
- In the event of effective withdrawal from the Contract, the Contract shall be deemed not to have been concluded.

§ 10 FINAL PROVISIONS

1 These Terms and Conditions shall come into force on 28.02.2025.

2 The valid Terms and Conditions are available at przekieruj.dhlecommerce.pl.

3 The Terms and Conditions are accepted by the Service Recipient each time before using the Services by means of a statement submitted electronically by the Service Recipient before using the Service. DHL reserves the right to amend the provisions of these Terms and Conditions or introduce new Terms and Conditions for important reasons. Valid reasons include: changes in the functionality of the Service or in the scope of Services offered by DHL, which will require amendments to the Terms and Conditions; changes in the scope of products offered by DHL in connection with the Services; changes in the law, which will result in an obligation to amend the Terms and Conditions. The amended Terms and Conditions or new Terms and Conditions shall apply to Service Recipients who have accepted the amendments to the Terms and Conditions or the new Terms and Conditions in accordance with the first sentence of this clause. DHL shall enable the Service Recipient to download and save the content of the amended Terms and Conditions or the new Terms and Conditions. Orders placed before the effective date of the new Terms and Conditions or amendments to the existing Terms and Conditions shall be governed by the provisions of the Terms and Conditions as they were in effect at the time the order was placed.

4 A Service Recipient who is a consumer may use out-of-court procedures for handling complaints and pursuing claims. The rules of access to these procedures are described at uokik.gov.pl/spory_konsumenckie.php.

5 The Service Recipient may give consent to receive commercial information from DHL by means of electronic communication. This consent is given by the Service Recipient by checking the checkbox next to the message regarding consent to provide such information.