



TERMS AND CONDITIONS OF USING THE PARCEL REDIRECT SERVICE

§ 1 DEFINITIONS

1. DHL - DHL eCommerce (Poland) Sp. z o.o. with its registered office in Warsaw, Osmańska 2 str., 02-823 Warsaw, entered in the National Court Register kept by the District Court for the capital city of Warsaw, XIII Economic division, under number KRS 631916, with the share capital of PLN 44.950.000,00, NIP 9512417713; phone number +48 22 565 00 00;
2. PIN - a sequence of characters used for identifying the Customer in relation to a given Shipment;
3. Parcels - parcels with a weight of up to 31.5 kg;
4. Logging - entering data necessary for the provision of the Service in the IT system of DHL;
5. Terms and Conditions - these „Terms and Conditions of Using the PARCEL REDIRECT Service”;
6. Service - the Internet service located at www.przekieruj.dhlparcel.pl, through which the Customer may use the Services;
7. My DHL Application (Application) - the software provided by DHL in the form of a mobile application whereby, in view of account registration, the user can use the services offered by DHL, including the Services, made available for use free of charge. The Application is available on a device using iOS, Android and as for selected functionalities also on the website www.mojdhl.pl
8. Recipient of the Services - 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 number PIN number, who uses the Services;
9. Services - the services provided by DHL allowing managing the Parcel via the www.dhlecommerce.pl/przekieruj website under a previously concluded contract of freight;
10. 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 regulation on data protection).

§ 2 GENERAL PROVISIONS

1. The Terms and Regulations 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 www.dhlecommerce.pl
2. The Terms and Conditions are available under www.dhlecommerce.pl/przekieruj.
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 has read this information and accepts the Terms and Conditions. Ordering the Service in the Application requires meeting the conditions specified in the Terms and Conditions of the Mobile Application , “My DHL”.
5. The Customer shall be obligated to protect the PIN number against unauthorised access. The Customer 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 Customer 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 Customer to:
 - 1.1 browse and read the information provided on the Website and Application;
 - 1.2 directing the Parcel to be picked up at DHL POP / DHL BOX 24/7 outlets (option available on the Website and Application);
 - 1.3 determining the address to which the Parcel is to be delivered (option available on the Site and Application);



- 1.4 determining the date of delivery of the Parcel (option available on the Site);
- 1.5 resignation from acceptance of the Parcel (option available on the Site and Application).
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 (option available on the Service);
 - 2.4 confirming contact and other data for delivery (option available on the Service).
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 Site and Application are processed on the next business day at the earliest;
 - 3.3 The Customer may submit several instructions during the availability of the Site or Application (see § 3.3.8), but only the last instruction submitted during the availability of the Site for a given Parcel;
 - 3.4 in order to be executed on the next day orders must be placed by 23.59 on the previous day;
 - 3.5 only Parcels meeting the following conditions may be sent to a DHL POP: parcel consisting of one element weighing no more than 25 kg and maximum dimensions of 0.64 x 0.41 x 0.38 (m), with additional service Insurance of shipments with a value not exceeding 6500 PLN, with COD service with a value not exceeding 6500 PLN, without services: payer and/or receiver (transport costs), ROD including DHL personal signature, POD and PDI (the aforementioned services are described in the "Price List for Domestic Services DHL ECOMMERCE - special price list" available at www.dhlecommerce.pl);
 - 3.6 only Parcels meeting the following conditions may be sent to a DHL BOX 24/7 parcel consisting of one element weighing no more than 25 kg and maximum dimensions of 0.64 x 0.41 x 0.38 (m), additional service Insurance of shipments with a value not exceeding 6500 PLN, without services: payer and/or receiver (transport costs), ROD including DHL personal signature, with COD service with a value not exceeding 6500 PLN, POD and PDI (the aforementioned services are described in the "Price list of domestic services DHL ECOMMERCE - special price list" available at www.dhlecommerce.pl);
 - 3.7 the time of waiting for Parcel collection from a DHL POP / DHL BOX 24/7 is counted regardless of the time of waiting for the collection from a DHL agency and amounts to 2 days, day following the delivery to the DHL POP / DHL BOX 24/7. After the lapse of this period the Parcel will be returned to the Sender;
 - 3.8 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 - then the 23:59 time limit refers to the day of sending the shipment planned by the Sender, or extension if it occurs Saturdays, Sundays or Holidays - then the 23:59 time limit refers to the last day off from work) the option of placing orders on the Services is blocked;
 - 3.9 if the Recipient do not receive the Parcel from DHL POP / DHL BOX 24/7 within 2 days calendar days it will be returned to the Sender ;
 - 3.10 Instructions placed by the sender of the Parcel preclude the possibility of the recipient placing instructions in the Service by the Recipient within the Service and Application;
- 3.1 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 Receiver's address indicated by the Sender.
4. Ordering the Services requires logging into the Website or Application. The moment of conclusion of the agreement for the provision of Services is when the Service Recipient places an order for a particular Service in accordance with the instructions on the Website or Application. Until the commencement of the provision of Services, the Service Recipient may make changes to the placed order.
5. Using the Services by the Customer is free.
6. The contract for the provision of the Service on the Site or Application shall terminate as a result of the Customer placing another order for the Service with respect to the same Shipment, provided that the Site or Application allows such an order. The Service Recipient who is a consumer shall not have the right to withdraw from the contract due to the fact that it concerns the carriage of goods.



§ 4 TECHNICAL CONDITIONS OF USING THE SERVICES

1. Proper use of the Site is possible provided that the Service Recipient's ICT system meets the following conditions:
 - 1.1 Has Internet access;
 - 1.2 Use of the following browsers: Chrome, Mozilla Firefox, Opera, Safari, Edge, Internet Explorer. The website is displayed in the latest versions of the above-mentioned browsers and five versions backward (older).
2. During the use of the Website, cookies may be installed on the Service Recipient's data communications system. The Service Recipient is asked to consent to the use of cookies at the time of starting to use the website, in accordance with applicable regulations.
3. The Service Provider shall make every effort to ensure that the Website functions continuously. The Service Provider stipulates that there may be interruptions in the operation of the Website in order to update data, fix errors and perform other maintenance work. The Service Provider shall endeavor to ensure that interruptions to the Services total no more than 6 hours per month.
4. The terms of use of the Application are described in the Terms and Conditions of the Mobile Application "My DHL".

§ 5 SIGNING IN

1. Ordering the services requires the Customer to log on to the Service.
2. Signing in may be effected by:
3. Entering the Parcel number in the "DHL Parcel number" box, entering the PIN number in the "PIN code" box;
4. Using a link sent to the Customer by opening it, entering the PIN number in the "PIN code" box.
5. After signing in the Customer will see the current status of the Parcel and the Services which may be chosen.
6. Signing out is effected by clicking the "End" box.
7. The method of logging in and out of the Application is described in the Terms and Conditions of the "My DHL" Mobile Application.

§ 6 LIABILITY

1. DHL shall have the right to block access to the Services or terminate the Contract if the Customer:
 - 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 Customer shall be liable in line with general principles for damage caused by actions or omissions contrary to the Terms and Conditions or mandatory legal regulations.
3. DHL shall not be held liable to an extent wider than that provided under mandatory legal regulations. In particular, DHL shall not be liable for:
 - 3.1 The Customer using the Service contrary to the Terms and Conditions, in particular, for disclosing the PIN number,
 - 3.2 For any damage resulting from the cessation of the provision of the Services by fault of the Customer or as a result of the Customer breaching the law or the Terms and Conditions.



§ 7 PERSONAL DATA

1. The administrator of your personal data placed on the Website is DHL eCommerce (Poland) Sp. z o.o., based in Warsaw, 2 Osmańska Street, (02-823) Warsaw. Personal data in the scope of name, surname, delivery address, telephone number, email address, were obtained from the principal of the shipment and are processed on the basis of the provisions of the Transport or Postal Law, in order to perform the contract of carriage, including additional services ordered by you, conduct contacts in connection with the performance of services. You have the right of access to the content of your data, as well as the right to rectification, deletion, restriction of processing, the right to data portability, and the right to lodge a complaint to the President of the Office for Personal Data Protection. You have the right to object on the grounds of your particular situation. Your personal data will be made available only to entities authorized by law.
2. The administrator of your personal data collected directly from you through the Service while redirecting the shipment is DHL eCommerce (Poland) Sp. z o.o., based in Warsaw at 2 Osmańska Street, (02-823) Warsaw. Your personal data are processed for the purpose of implementing the Service, conducting contacts in connection with the performance of services, The personal data shall be used for marketing purposes, i.e. to present you with DHL service offers (provided that you have given your prior voluntary consent to receive such information by DHL). You have the right to access your data, as well as the right to rectify, delete, restrict processing, the right to data portability, and the right to lodge a complaint with the President of the Office for Personal Data Protection. Personal Data Protection Authority. You have the right to object on the grounds of your particular situation. You also have the right to withdraw at any time (without affecting the legality of the processing prior to withdrawal) your previously given marketing consent. Provision of personal data is voluntary, but necessary for the above purpose. The personal data provided will be made available only to entities authorized by law.
3. DHL has appointed a Data Protection Officer whom you can contact on all matters relating to the processing of personal data and the exercise of rights related to data processing via the following e-mail: dpo.parcel@dhl.com
4. More information on how we use your personal data 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, 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.

§ FINAL PROVISIONS

1. These Regulations shall come into force on 28.02.2025.
2. The valid Terms and Conditions are available at przekieruj.dhlecommerce.pl.
3. 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 Site or Application 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; changes in the law, which will result in the obligation to amend the Terms and Conditions. DHL will notify the Service Recipient of the changes. The new Terms and Conditions or amendments to the provisions of the existing Terms and Conditions shall come into force on the date of their publication at przekieruj.dhlecommerce.pl, after the Service Recipients have been informed of the amendments. Orders placed before the effective date of the new Regulations or changes to the existing Regulations shall be governed by the provisions of the Regulations as they were in effect at the time the order was placed.
4. A Customer 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 Customer may give consent to receive commercial information from DHL by means of electronic communication. This consent is given by the Customer by checking the checkbox next to the message regarding consent to provide such information.