



FAQ - Frequently Asked Questions

1. When will the courier try to deliver the parcel if I do not change anything in the delivery?

The courier will try to deliver the parcel next working day after posting.

If you are not at home, the courier will leave an attempted delivery notice.

On the day (excluding Sundays and public holidays) following the first unsuccessful delivery attempt you may collect the parcel at the DHL Parcel Customer Service Centre. The centre's address can be found on the delivery notice.

If you do not collect the parcel in person, next working day the courier will try to deliver it again. If you are still not at home, the courier will leave an attempted delivery notice.

For 7 calendar days after the second unsuccessful delivery attempt you will be able to collect the parcel at the DHL Parcel Customer Service Centre. The centre's address can be found on the delivery notice

2. How many times will DHL try to deliver the parcel to the designated address?

We offer two free delivery attempts. After two unsuccessful attempts you may collect the parcel at the DHL Parcel Customer Service Centre.

3. What happens if the parcel is not delivered/collected?

If the parcel is not delivered/collected:

- a) After two unsuccessful delivery attempts and 7 calendar days of waiting for personal collection at the DHL Parcel Customer Service Centre the parcel will be returned to the sender.
- b) If you redirect the parcel in the przekieruj.dhlparcel.pl service and it is still not delivered/collected within 10 calendar days after posting, on the 11th day we will return it to the sender.

4. What can I do in the "Parcel Redirect" service?

- **Change the planned** parcel delivery date to a different date.
- **Change the delivery address**, if you know that the courier will not find you at the address given by the sender.
- **Give or change an alternative address** (e.g. your neighbour's address), if you are not sure if you will be present when the courier arrives. If you are not there, the courier

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will try to deliver the parcel to the alternative address. After the delivery you will receive a delivery confirmation notice by e-mail/SMS.

- **Select the collection at a DHL Parcelshop service point** (1,000 points in Poland), without waiting for courier delivery.
- **Cancel the delivery** of the parcel, if you no longer want the ordered goods.

You may **change the delivery address** or redirect the parcel **for collection at a DHL Parcelshop point** only within the terminal delivering the parcel, to the address given by the sender. You may change the delivery handled by another terminal by contacting the sender. The Service will tell you if you must contact the sender.

5. What is the PIN code?

The PIN code is a sequence of six digits assigned to every parcel which enables you to log in to the "Parcel Redirect" service.

6. If I am to receive several parcels from different senders, how many PIN codes will I get?

You will receive one PIN for one parcel (one bill of lading). If you are waiting for several parcels from different senders, you will receive an individual PIN code for each of them.

7. I have lost the PIN to the "Parcel Redirect" service. What should I do?

On the main page of the "Parcel Redirect" service, under the log in boxes, there is the "I have no PIN code" option. By giving the BL number and phone number/e-mail address consistent with the one provided by the sender we will send you an e-mail/SMS with the PIN code.

8. Which parcels are covered by the "Parcel Redirect" service?

You may use the service to change deliveries of the following parcels:

- Domestic up to 31.5 kg or where the sum of the dimensions (length + width + height) does not exceed 300 cm.
- International DHL Parcel Connect road parcels delivered in Poland.



9. Which parcels are not supported by the service?

You cannot redirect a parcel:

- if during placing the order you decided to collect it from a DHL Parcelshop point.
- in excess of 31.5kg or where the sum of the dimensions (length + width + height) exceeds 300 cm.
- where the sender failed to provide your contact details – mobile phone number or e-mail address.

10. What happens if after posting it turns out that the parcel is heavier or larger than declared by the Sender?

DHL Parcel reserves the right not to accept the order if after verification it turns out that your parcel weighs more than:

- **31.5 kg and/or the sum of its sides** (length + width + height) **exceeds 3 metres.**
- **25kg and/or has dimensions greater than 80x60x60cm**, and you have selected collection at a DHL Parcelshop point.

In such case we will contact you and arrange delivery details.

11. When will I receive a notification of a possibility to make changes in the delivery in the “Parcel Redirect” service?

- After the sender has handed the parcel over to a DHL Parcel courier.
- After unsuccessful attempt to deliver the parcel to the address given in the bill of lading (delivery notice).
- If you have no cash to pay the amount due, e.g. COD.

Attention – activating notifications requires the sender to provide your e-mail address or mobile phone number.

12. When can I make a change in the “Parcel Redirect” service?

Good to know: The “Parcel Redirect” service operates 24/7. The delivery date depends on the time in which you make changes in the service.



- You may make a change on the day of posting the parcel. The latest date for making a change in the day prior to the second, unsuccessful delivery attempt. After that date you may collect the parcel personally at a DHL Customer Service Centre or cancel the delivery.
- To allow us to perform your order, i.e. deliver the parcel on the next working day, you must make a change no later than by midnight on the previous day.
- By midnight you may place several instructions. However, each subsequent instruction cancels the previous one. We will deliver the parcel in accordance with your last decision placed via the "Parcel Redirect" service. If you place your instruction after midnight we will be able to perform it on the next working day at the earliest (example: instruction placed at 00:01 on Monday, performed on Tuesday at the earliest), but always in accordance with your decision.
- You may place your instruction by midnight of the ninth calendar day after posting with performance date on the next working day at the latest.

13. When will the instruction be performed?

We are able to perform your instructions no earlier than on the next working day, or on another date given by you, but no later than on the 10th day after the parcel posting date.

14. What is the latest day on which I can make a change to receive the parcel on Saturday?

In the case of parcels posted no later than on Thursday you make a change until midnight on Friday at the latest, for a Saturday delivery.

To allow us to deliver a parcel sent on Friday on Saturday the sender should tick the Saturday delivery service when completing the bill of lading.

15. Some descriptions next to boxes are in bold letters. What does it mean?

Bolded descriptions indicate that these boxes must be filled obligatorily. This will allow us to quickly deliver your parcel.



16. Which parcels may I collect from a DHL Parcelshop point?

At a DHL Parcelshop point you may collect parcels which meet the following criteria:

- consists of one element,
- weighs no more than 25 kg,
- its dimensions do not exceed 80x60x60 cm,
- the recipient's mobile phone number has been provided (necessary for receiving the notification and PIN code required for parcel collection),
- insured for up to PLN 6,500,
- with the transport costs paid by the sender
- posted without additional services, such as: pre-delivery information (PDI); return of documents (ROD) including Personal Signature; delivery confirmation (POD),
- was posted without obligating the courier to collect money from the recipient / return money due for the ordered goods (COD).

17. After what time can I collect my parcel at a DHL Parcelshop point?

The time during which parcels await collection at a DHL Parcelshop is counted regardless of the time of waiting for collection at a DHL Customer Service Centre and is 7 calendar days from the day following the delivery of the parcel to the DHL Parcelshop point.

18. Where find a list of Parcelshops?

A list of Parcelshop points can be found at <https://parcelshop.dhl.pl/mapa>

19. What does "neighbour's address" or "alternative address" mean? Which address can I give in this case?

This is a place located in the immediate vicinity, neighbourhood, of your place of residence (recipient's address). This can be your acquaintance living in the same block of flats (on a different floor or a neighbouring staircase) or a person living in a neighbouring house/property, i.e. your neighbour.



20. If I provide a “neighbour’s address” or “alternative address”, the courier will try to deliver the parcel there and not to my address?

No, the courier will always try to deliver the parcel to you, and in your absence the courier will attempt to deliver it to such “alternative address”. If the courier delivers the parcel to that address you will receive an e-mail/SMS notice with the surname of the person who received it and the time of the delivery.

If the alternative address is not in the direct vicinity of your address the courier will not attempt to make a delivery at that address. In such case the parcel will be returned to the warehouse of DHL Parcel. You will receive information about another delivery attempt on the failed delivery notice left by the courier.

21. Who can I contact in the event of questions?

Contact our DHL Parcel Customer Service Department:
e-mail: kontakt.pl@dhl.com or online [contact](#)

We work between Monday and Friday from 7.00 to 20.00 and on Saturday from 8.00 to 16.00