



# TERMS AND CONDITIONS OF USING THE PARCEL REDIRECT SERVICE

## § 1 DEFINITIONS

1. DHL - DHL Parcel Polska Sp. z o.o. with its registered office in Warsaw, Osmańska 2 str., 02823 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 21.479.000, 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](http://www.przekieruj.dhlparcel.pl), through which the Customer may use the Services;
7. Customer - recipient of the Parcel, who in an SMS sent to a phone number given to DHL in connection with the transport of the Parcel, or in an e-mail address, received from DHL a PIN number, and who uses the Services;
8. Services - the services provided by DHL allowing managing the Parcel via the [www.przekieruj.dhlparcel.pl](http://www.przekieruj.dhlparcel.pl) website under a previously concluded contract of freight;
9. 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).

**DHL Parcel – Excellence. Simply delivered.**



## **§ 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.
2. The Terms and Conditions are available under [www.przekieruj.dhlparcel.pl](http://www.przekieruj.dhlparcel.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. Prior to ordering a Service the Customer shall read its description, conditions and the Terms and Conditions, and then make a representation on having read this information and on accepting the Terms and Conditions.
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 view and read information places in the Service;
  - 1.2 direct the Parcel for collection at DHL POP/POPBOX;
  - 1.3 designate the Parcel delivery address;
  - 1.4 designate the Parcel delivery date;
  - 1.5 cancel the receipt of the Parcel.
2. The Services are ordered in the following way:
  - 2.1 Service selection;
  - 2.2 change of the delivery details;
  - 2.3 contact details verification;
  - 2.4 confirmation of the contact details and other delivery information.
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 orders placed in the System are executed on the next working day at the earliest (in the case of orders modifying the delivery data to a significant extent, DHL reserves the right to execute it within two business days);
  - 3.3 customer may place several orders in one day during the Services availability (see § 3 point 3.8), but only the last of them submitted during the Services availability in relation to the given Shipment will be executed;



- 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 with dimensions not exceeding 80x60x60 cm; maximum insurance PLN 6,500, maximum COD PLN 1000, excluding services: paid by the customer and/or recipient (transport costs), ROD, including DHL personal signature, POD and PDI (the service is described in the "Price-list of domestic services of DHL Parcel – special price-list" available at [www.dhlparcel.com.pl](http://www.dhlparcel.com.pl));
- 3.6 only Parcels meeting the following conditions may be sent to a DHL POPBOX: parcel consisting of one element weighing no more than 25 kg and with dimensions not exceeding 64x41x38 cm; maximum insurance PLN 6,500, excluding services: paid by the customer and/or recipient (transport costs), ROD, including DHL personal signature, POD, COD and PDI (the service is described in the "Price-list of domestic services of DHL Parcel – special price-list" available at [www.dhlparcel.com.pl](http://www.dhlparcel.com.pl));
- 3.7 The time of waiting for Parcel collection from a DHL POP/POPBOX is counted regardless of the time of waiting for the collection from a DHL agency and amounts to 4 days, day following the delivery to the DHL POP/POPBOX. 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 / POP BOX within 4 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;
4. Ordering the Services shall require logging in the Service. The contract for the provision of the Services is concluded upon placing an order for a given Service by the Customer in accordance with the instruction contained on the Service website. The Customer may modify the order until the commencement of Service provision.
5. Using the Services by the Customer is free.
6. The contract for the provision of the Services in the Service shall be terminated as a result of the Customer placing a different order for a Service in relation to the same Shipment, provided the Service allows for placing such an order. Customers being consumers have no right to withdraw from the contract due to the fact that it pertains to the carriage of things.

#### **§ 4 TECHNICAL CONDITIONS OF USING THE SERVICES**

1. Correct use of the Service is possible provided the computer system of the Customer meets the following conditions:
  - 1.1 has Internet access;



- 1.2 uses browsers: Chrome, Mozilla Firefox, Opera, Safari, Edge, Internet Explorer. The Service can be viewed on the latest versions of the aforesaid browsers and five versions back (older). In the case of Internet Explorer the Service can be viewed using version 8.0 and later.
2. While using the website cookie files may be installed on the Customer's computer. The Customer is requested to consent to the use of cookies at the start of using the website, in line with regulations in force.
3. The Service Provider shall endeavour to ensure that the Service operates continuously. The Service Provider stipulates that breaks may occur in the functioning of the Service for the purpose of data updating, errors repair and other maintenance work. The Service Provider shall endeavour to ensure that breaks in the provision of the Services do not exceed 6 hours per month in total.

## **§ 5 SIGNING IN 1.**

Ordering the Services requires the Customer 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, entering the PIN number in the "PIN code" box;
  - 2.2 Using a link sent to the Customer by opening it, entering the PIN number in the "PIN code" box.
3. After signing in the Customer 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 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 Services is DHL Parcel Polska Sp. z o.o., with its registered office in Warsaw at ul. Osmańska 2, (02-823) Warsaw. Personal data regarding the name,



surname, delivery address, telephone number, e-mail address, personal data provided at the request of the Supplier of the Shipment and are handled under the provisions of transport or postal law, in order to implement the contract of carriage, including those handled by you additional services, includes connection in connection with the provision of services. You have the right to access your data and the right to rectify, delete, limit use, the right to transfer data, as well as the right to lodge a complaint to the President of the Office for Personal Data Protection. You have the right to object because of your dependence on your situation. Your personal data is available, available, available entities authorized under the law.

2. The administrator of your personal data obtained directly from you through the Services during redirection of the parcel is DHL Parcel Polska Sp. z o.o. with its registered office in Warsaw at ul. Osmańska 2, (02-823) Warsaw. Your personal data is processed for the purpose of providing the service, conducting contacts in connection with the performance of services, in particular redirecting the parcel or changing the order, and for marketing purposes consisting in presenting you with DHL service offers (if you have previously given your voluntary consent for sending this type of information by DHL). You have the right to access your data and the right to rectify, delete, limit processing, the right to transfer data and the right to lodge a complaint to the President of the Office for Personal Data Protection. You have the right to object because of your special situation. You also have the right to withdraw at any time (without affecting the lawfulness of processing before its withdrawal) previously expressed marketing consent. Providing personal data is voluntary, but necessary to implement the above. purpose. The personal data provided will only be disclosed to entities authorized under the law.
  3. A Data Protection Officer has been appointed at DHL, who you can contact in all matters regarding the processing of personal data and the exercise of rights related to data processing by the following email: [dpo.parcel@dhl.com](mailto:dpo.parcel@dhl.com)
  4. More information about how we use your personal data is available at: <https://www.dhlparcel.pl/pdo>
- § 8 COMPLAINTS** 1. Complaints concerning the Services shall be reported at <https://dhl24.com.pl/DHL2/reklamacje/nowa.html> or by post to:

DHL Parcel Polska Sp. z  
o.o. Dział Reklamacji ul.  
Targowa 35 90-043 Łódź.

2. The complaint shall include: the name and surname of the complainant, home address and address for deliveries or e-mail address, object of the complaint, cause of the complaint.
3. DHL shall consider the complaint immediately and respond within 30 days from the date of receipt of the complaint.
4. The person filing the complaint will be informed of its outcome in the manner in which the complaint was submitted, i.e. be post to the address for deliveries given in the complaint or by electronic mail to the e-mail address given in the complaint.



## § 9 FINAL PROVISIONS

1. These Terms and Conditions come into force on 2020-10-31.
2. The Terms and Conditions in force are available at [www.przekieruj.dhlparcel.pl](http://www.przekieruj.dhlparcel.pl)
3. DHL reserves the right to amend these Terms and Conditions or enact new Terms and Conditions for important reasons. Important reasons include: changes to the functionalities of the Service requiring an amendment to the Terms and Conditions; changes in legal regulations resulting in an obligation to amend the Terms and Conditions. DHL shall notify the Customer of such amendments. The new Terms and Conditions or amendments to the existing provisions shall come into force on the day of their publication at [www.przekieruj.dhlparcel.pl](http://www.przekieruj.dhlparcel.pl), after giving the Customer prior notice of such amendments. Provisions of the Terms and Conditions in force at the time of placing the order shall apply to orders placed prior to the effective date of the new Terms and Conditions or amendments to the current Terms and Conditions.
4. A Customer who is a consumer may use extrajudicial ways of considering complaints and pursuing claims. The rules of access to these procedures are described at [https://uokik.gov.pl/spory\\_konsumenckie.php](https://uokik.gov.pl/spory_konsumenckie.php).
5. The Customer may consent to receiving commercial information from DHL by way of means of electronic communication. This consent is given by the Customer by ticking a check box next to the message regarding consent to the sending of such information.