

Changes to the Allegro Terms & Conditions from April 1, 2025.

This document contains changes in the regulations concerning Allegro.cz. You want to know what we are going to change? For earlier versions of the Allegro Terms & Conditions and descriptions of changes made and planned, see [repository](#).

Appendix No. 4

Appendix No. 4 Fees and sales commissions

(...)

ARTICLE 13. DELIVERY COSTS AND ADDITIONAL SERVICES (ALLEGRO.PL)

(...)

14. Allegro - Delivery Service - International Shipments - Service Fees, Goods Return Service and Additional Services

a. The Forwarding Service referred to in Appendix 16 to the Allegro Terms & Conditions, provided by Allegro Company in cooperation with suppliers, covered by the following delivery options:

- **Allegro International Courier Poland**
- **Allegro International Pick-up Point Poland**
- **Allegro International Parcel Lockers Poland**

b. Fees for Sellers for Services provided based on the Delivery Service and Services provided within Allegro Smart! are:

Service name	Service code
Allegro International Courier Poland (max. weight 30 kg, max. 120 cm longest side, max. sum of 3 sides 220 cm)	ONE_COURIER_CZ_PL
Order value in range	Gross fee within Allegro SMART!
PLN 30 - 44.99 gross	PLN 1,99 – for each parcel
PLN 45 – 64,99 gross	PLN 3.99 – for each parcel
PLN 65 - 99.99 gross	PLN 5,79 – for each parcel
PLN 100 - 149.99 gross	PLN 9.09 – for each parcel
from PLN 150 gross	PLN 11.49 - for the first parcel, and for each subsequent parcel PLN 9.09 gross
Order value in range	Gross fee for the Delivery Service
Regardless of the order value	PLN 14.99

Service name	Service code
Allegro International Pick-up Point Poland (max. weight 20 kg / 15 kg for parcels from the Parcel Lockers, max. dimensions of the parcel 64 x 38 x 41 cm)	ONE_PUDO_CZ_PL
Order value in range	Gross fee within Allegro SMART!
PLN 30 - 44,99 gross	PLN 1,59 – for each parcel
PLN 45 – 64,99 gross	PLN 3,09 – for each parcel
PLN 65 - 99,99 gross	PLN 4,99 – for each parcel
PLN 100 - 149,99 gross	PLN 7,59 – for each parcel
from PLN 150 gross	PLN 9,99 - for the first parcel, and for each subsequent one PLN 7,59 gross
Order value in range	Gross fee for the Delivery Service
Regardless of the order value	PLN 11,99

Service name	Service code
Allegro International Parcel Lockers Poland (up to 15 kg, max. dimensions: 64 x 38 x 41 cm)	ONE_APM_CZ_PL
Order value in range	Gross fee within Allegro SMART!
PLN 30 - 44,99 gross	PLN 1,59 – for each parcel
PLN 45 – 64,99 gross	PLN 3,09 – for each parcel
PLN 65 - 99,99 gross	PLN 4,99 – for each parcel
PLN 100 - 149,99 gross	PLN 7,59 – for each parcel
from PLN 150 gross	PLN 9,99 - for the first parcel, and for each subsequent one PLN 7,59 gross
Order value in range	Gross fee for the Delivery Service
Regardless of the order value	PLN 11,99

c. All Additional Services strictly related to the delivery of Goods within the Allegro International Poland Service are payable by the Seller in accordance with the table below.

Additional service	Code	Gross fee (PLN)
Return to sender	ONE_RETURN	Included in the price of the service
Additional parcel protection up to PLN 5,000		Included in the price of the service
Additional protection for parcels over PLN 5,000 up to a maximum value of PLN 20,000	ONE_PROTECTION	0.15% of the declared parcel value
Surcharge for Allegro International Courier Poland parcel	ONE_OVER_30_50	PLN 39,99

weighing over 30 kg (actual weight)		
Surcharge for Allegro International parcel Pick-up Point Poland and Allegro International Parcel Lockers Poland weighing over 15kg (actual weight)	ONE_OVERSIZE	PLN 39,99
Allegro International Courier Poland parcels with dimensions greater than 120 cm (longest side) or when the circumference exceeds 220 cm and Allegro International Pickup Point Poland, Allegro International Parcel Lockers Poland when the dimensions exceed : 64 x 38 x 41 cm	ONE_OVERSIZE	PLN 39,99

Parcels handled by Allegro International Courier Poland, Allegro International Pick-up Point Poland, and Allegro International Parcel Lockers Poland should meet the following standard parameters:

- a standard parcel is a parcel in the shape of a regular cuboid, from which no oversized element protrudes, packed in accordance with [the instructions](#)
- The maximum weights and dimensions of parcels, depending on the delivery option, should be:

Allegro International Courier Poland

Dispatch via courier service:

- maximum weight – 30 kg
- longest side – 120 cm
- maximum sum of 3 sides – 220 cm.

Dispatch via Parcel Locker:

- maximum weight – 15 kg
- maximum dimensions – 64 x 38 x 41 cm.

Allegro International Pick-up Point Poland

Dispatch via courier service:

- maximum weight – 20 kg
- maximum dimensions – 64 x 38 x 41 cm.

Dispatch via Parcel Locker:



- maximum weight – 15 kg
- maximum dimensions – 64 x 38 x 41 cm.

Allegro International Parcel Lockers Poland

Dispatch via courier service:

- maximum weight – 15 kg
- maximum dimensions – 64 x 38 x 41 cm.

Dispatch via Parcel Locker:

- maximum weight – 15 kg
- maximum dimensions – 64 x 38 x 41 cm.

Parcels whose dimensions or weight exceed the values indicated above will be subject to additional fees resulting from the fees for Additional Services in accordance with the price list contained in subparagraph b. above and may be returned to the sender,

d. Fees for Services, Additional Services, penalties and compensations will be added to the Seller's account in the month in which they were performed or in the following months after the performance of these services, depending on the date on which the Company received information about the basis for calculating these fees. In the event of penalties or compensations being charged, they will be documented as part of the settlements referred to in Sections 6 and Section 8 of this Appendix.

e. In the event that the Allegro Smart! parcel is not collected by the Buyer and it is returned to the Seller, or if the Buyer exercises his right to withdraw from the contract and realizes the return of the Goods via the return form available to the Buyer in the "Purchase History" tab and within the return options available in Allegro Smart!, Allegro will refund the Seller the basic fee incurred by the Seller in the amount reduced by the value indicated in the table for the unreturned part of the order. The condition of the refund is that the return parcel is given a status indicating delivery. The fee is not refundable if, by dispatching the parcel to the Buyer, the Seller violated the conditions specified in the Allegro Terms & Conditions and its appendixes.

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Appendix No. 12

Appendix No. 12 Terms & Conditions of the "Allegro Smart!" service for the Sellers

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III. Terms & Conditions of the Service (Allegro.pl)

(...)

3. Detailed terms and conditions which qualify the Seller to use the Services:

a. FOR REGULAR ACCOUNTS — for the Offer, throughout its duration, provided as part of the Service, the Seller must provide at least one delivery option with prepayment from among those on methods on the list available at <https://na.allegro.pl/allegro-smart-zasady-rozliczen>, where the delivery cost of a single parcel does not exceed the amount specified in the table available via that link;

b. FOR BUSINESS ACCOUNTS — the Seller must provide, for the Offer throughout its duration, provided as part of the Service:

For dispatch from Poland:

- i. At least two delivery options from groups of Goods delivery — Courier delivery, and
- ii. At least three delivery options from the pick-up point or parcel lockers Goods delivery group provided by at least three different Carriers,
- iii. Delivery carried out as part of Allegro Delivery.

For dispatch from Czechia:

- i. At least ~~one~~ **two** delivery option from the group of **Delivery of Goods - courier delivery, among which it is mandatory to make available courier delivery options** — Allegro DPD Courier Poland and Allegro International Courier Poland, and
- ii. At least ~~one~~ **three** delivery option from the group of ~~delivery options~~ **Delivery of Goods pick-up points or parcel lockers, of which it is mandatory to make available** — Allegro DPD Pickup Poland and Allegro International Pick-up Point Poland and Allegro International Parcel Lockers Poland.

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Appendix No. 18

Appendix No. 18. Terms & Conditions of International Forwarding Services

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Section 2. Terms & Conditions of the Forwarding Service

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10. The Company provides Forwarding Services for Parcels with a value not exceeding:

PLN 5,000.00 gross- [for parcels sent outside Poland and](#)

[PLN 5,000.00 gross for parcels sent outside Czechia](#)

~~Dispatch~~ [Shipment](#) of Goods with a value exceeding ~~this amount~~ [these amounts](#) requires the use of the Additional Service - "Additional Parcel Protection," provided that the value of the Parcel may not exceed the amount of PLN 20,000.00 gross [depending on the country of dispatch. If the "Additional Parcel Protection" service is temporarily unavailable, the Customer should arrange its own Parcel insurance.](#) For any dispatched Parcels with a value exceeding the [basic](#) amount of ~~PLN 5,000.00~~ or the amount resulting from the "Additional Parcel Protection," the Company's liability is limited to the fault in selecting the Carrier.

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Section 3. Rights and obligations of the Client

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2. Clients shall be obliged:

(...)

d. to prepare, pack, and label each Parcel in a manner suitable for transport by road and enabling the Parcel to be delivered and released without loss, deterioration, or damage; the rules for correct packaging are available at: ~~<https://allegro.pl/pomoc/dla-sprzedajacych/metody-dostawy/pakowanie-przesylek-allegro-international-O3aKoBM8xSa>~~ <https://help.allegro.com/sell/cs/a/O3aKoBM8xSa>

(...)

Section 4. Additional stipulations regarding Parcels dispatched outside [dispatch country](#) ~~the Republic of Poland~~

(...)

3. The Company and Carriers who will ship/move and deliver the Parcel outside ~~the Republic of Poland~~ [dispatch country](#) reserve the right to x-ray Parcels. When dispatching a Parcel, the Seller will bear in mind that it may be x-rayed, which may affect its condition and contents.

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Section 5. Forwarding Orders

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5. The Company declares that it will make every effort to arrange the delivery of Parcels from Poland to Czechia ~~or from Czechia to Poland~~, within two working days, the guaranteed deadline being 14 working days from dispatch of the Parcel/ release of the Parcel to the Carrier, with the day considered as the Parcel dispatch date being the Working Day of handing the Parcel over to the Courier or leaving it at a parcel locker or the Customer Service Point, provided that the Parcel is released to the Carrier or left at the parcel locker by the cut-off time indicated on the Company's website at: ~~for Parcels dispatched from Poland to Czechia: <https://allegro.pl/pomoc/dla-sprzedajacych/metody-dostawy/godziny-graniczne-allegro-international-1nw4LyzOKSz>~~ <https://help.allegro.com/sell/pl/a/allegro-international-czechy-informacje-dla-sprzedajacych-3AdEKV0RruE?marketplaceId=allegro-pl#jakie-sa-godziny-graniczne-nadawania-przesylek>

For Parcels dispatched from Czechia to Poland: <https://help.allegro.com/sell/cs/a/allegro-international-polsko-informacje-pro-prodejce-k1RwDLMnEUR?marketplaceId=allegro-cz#jake-jsou-nejaz-i-terminy-pro-odeslani-zasilek>

Parcels dispatched after that time may be forwarded for further movement on a different day. Any Parcels dispatched after the cut-off time and not forwarded for further processing shall be treated as dispatched on the next Working Day. For Parcels dispatched after the cut-off time and forwarded for movement on the same Working Day, that day shall be treated as the day of dispatch.

(...)

~~10. Subject to the provisions of paragraphs 14 and 15 below, the storage period of the Parcel at the Customer Service Point shall be 5 working days, and at a Parcel Locker — 48 hours from the moment of placing the Parcel at the Customer Service Point or Parcel Locker. For Parcels stored at the Customer Service Point, Sundays and public holidays are not included in the aforementioned period.~~

~~Subject to the provisions of paragraphs 14 and 15 below, the storage period for a Parcel is:~~

~~at a Customer Service Point in Poland — 5 business days, and at a Parcel Locker in Poland — 48 hours from the moment of placing the Parcel at a Customer Service Point or Parcel Locker;~~

~~Customer Service Point in Czechia — 5 working days, and Parcel Locker in Czechia — 48 hours from the moment of placing the Parcel at the Customer Service Point or Parcel Locker.~~

~~For Parcels stored at the Customer Service Point, Sundays and holidays do not count towards the aforementioned period.~~

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Section 8. Complaints regarding the Forwarding Service, Services, and Additional Services

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3. A complaint may be filed along with the required attachments:



a) in writing to the following address: 61-569 Poznań, ul. Wierzbicice 1B;

b) via the contact form available at: [for parcels dispatched from Poland: https://allegro.pl/pomoc/kontakt](https://allegro.pl/pomoc/kontakt)

[for parcels dispatched from the Czechia: https://allegro.cz/pomoc/kontakt](https://allegro.cz/pomoc/kontakt)

(...)

7. The complaint should contain all the information specified in the complaint form template available at:

[for parcels dispatched from Poland: https://allegro.pl/pomoc/last-mile/zloz-reklamacje,](https://allegro.pl/pomoc/last-mile/zloz-reklamacje)

[for parcels dispatched from the Czechia: https://allegro.cz/pomoc/last-mile/podejte-reklamaci](https://allegro.cz/pomoc/last-mile/podejte-reklamaci)

as well as the required attachments.

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