



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

This document contains changes in the regulations concerning Allegro.pl, Allegro.cz, Allegro.sk and Allegro.hu. 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](#).

Allegro Terms & Conditions

(...)

Section 3. Offers

(...)

3.4.

(...)

2. The Company shall use default sorting of Products in the list of Products, to adjust the order of their placement on that list with regard to the behaviors of Buyers in all Marketplaces and mall.cz ("Product Relevance"). In the default Product Relevance sort, Offers (including sponsored offers) may also be displayed. The Product Relevance shall take into account the following factors:

Primarily whether the Offer is linked to the Product; compliance of the Offer description with the Terms & Conditions; the number of Offers linked to the Product; the number of Product Offer views and the number of Product views in different time intervals; the number of purchases made in a specific Offer and of a specific Product; the quantity of Goods added by Users to the cart in a given Offer and of a given Product; the number of Users who added or removed a given Offer to or from Favorites; the price of the Goods listed in the Offer and the average price of the Product; the number of free delivery options provided by the Seller in the Offer; the estimated delivery time for the Goods resulting from the Goods dispatch time as declared by the Seller, the actual time of dispatch, and the shipping time in the delivery options provided by the Seller in the Offer; the condition of the Goods offered, including their features; the sales agreement type — Buy Now/Auction; the Offer duration; [\(including the Feature options\)](#); the Offer promotion options applied; the Best Price Guarantee badge; listing the Offer in the category that corresponds best to a given assortment; and whether the Offer title is similar to Users' queries in the search field concerning the Goods presented in the Offer.

(...)

Section 5. Commencing a Transaction

(...)

5.11.



The Company provides Buyers with the Return Policy on Allegro, which gives them the possibility to take a specific action in order to withdraw from the agreement or submit a complaint by filling in the appropriate form which allows them to return the Goods acquired on Allegro, using a return form (hereinafter: "Form"), in accordance with the standards, conditions, and rules indicated in the Policy and conditions specified in that policy.

5.12.

In light of the fact that Buyers are provided with the Return Policy, as referred to in paragraph 5.11 above, :

a. the Seller that has a Business Account or a User conducting business operations shall be obliged to fill out the relevant Goods return form (available in the "Returns Terms" tab) in total, and assign it to their Offers. Additionally, it is required to comply with the following rules:

~~a.~~ i. in case of the Buyer's withdrawal from the agreement, made before the Seller changes the order status from "New" to another status appropriate to the stage of order processing - the Seller shall return the funds paid by the Buyer for the Goods, within 2 business days from the date of the Buyer's cancellation of the Transaction;

~~b.~~ ii. in case of the Buyer's withdrawal from the agreement, other than referred to in sub-paragraph a. above - the Seller shall return the funds paid by the Buyer for the Goods, within 7 calendar days from the date when the Seller receives the returned Goods, yet no later than 14 days from the date of receipt of the Form filled out by the Buyer;

~~c.~~ iii. in case of a complaint about the Goods purchased by the Buyer that only requests the refund of the amounts paid - to process the complaint within 14 calendar days from the date of receipt of the Form filled out by the Buyer, and if the complaint is accepted - to make a prompt return of the amounts paid by the Buyers for the Goods;

~~d.~~ iv. to adjust the delivery option for the returned Goods to their properties and size;

~~e.~~ refund payments using Allegro Finance functionalities (does not apply to cases where the Buyer chose the payment on delivery option within Allegro.pl).

b. The Seller who is a Business Account holder or a User conducting a business activity is obliged to handle complaints regarding Goods purchased on Allegro in accordance with the provisions of the Complaints and Returns Policy, which is published in each Seller's offer.*

In the cases referred to in sub-paragraphs (a) and (b) above, the Seller who is Business Account holder or a User conducting business activity is obliged to make a refund using Allegro Finance functionalities.

*For offers created after June 30, 2025, the policy on handling complaints about goods on Allegro described in the Complaints and Returns Policy is the only one in force. For offers active on June 30, 2025, a transitional period applies until July 31, 2025, during which the seller may maintain the information existing on the offer on individual policies. After this date, any additional information will be deleted.

(...)

Appendix No. 2

Appendix No. 2. Rules on creating Offer description

(...)

Section 3. Additional options

When creating an Offer and after its creation, the following additional options to distinguish an Offer visually on the list of Offers on Allegro shall be made available for a fee:

(...)

3.3.

Feature — [for all forms of sorting except relevance](#), consists in placing an Offer on the list of featured Offers, i.e. in a clearly separated part of the list of Offers displayed above other Offers, covering only featured Offers, and on the list of featured Products, in the case of an Offer that is a Product Representative. [For sorting by relevance on the list of Products, Feature involves increasing the probability of the Product appearing higher on a given list.](#)

The Feature may only be used by Sellers who have an active Business Account that is not suspended or subject to a temporary restriction regarding access to specific services provided within Allegro and whose sales quality is defined as at least "Neutral". After the loss of the "Neutral" sales quality level, the Seller may continue to use the Feature for additional 7 days, only for the Offers featured on the last day of possessing the sales quality rated at least "Neutral".

(...)

Appendix No. 4

Appendix No. 4 Fees and sales commissions

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SECTION 1. GENERAL COMMENTS

1. The Company charges the following fees and sales commissions for Transaction organization services provided as part of Allegro:

- a. sales commissions,
- b. fees for additional options,
- c. fees for listing Offers in categories of Classifieds,
- d. fees on Allegro Lokalnie–,
- e. [local retail surcharge \(Allegro.hu\).](#)

(...)

SECTION 5. INVOICES AND NOTES

(...)

3. a. A User who is a tax on goods and services (VAT) payer, having a registered address within a European Union Member State other than Poland, is obliged to produce documents to certify its registration as a taxpayer in one of the European Union Member States other than Poland, and fill in a form available at My Allegro > Account > Setting > Account data > Tax information.

Documents to certify a taxpayer's registration and data provided in the form are checked. [The declarations submitted will be effective from the billing period following the period in which such declaration was effectively made and their positive verification by Allegro was carried out.](#)

b. Users with a registered seat outside Poland, who have a fixed establishment in Poland, as defined in Article 11 section 1 of Council Implementing Regulation (EU) No. 282/2011, should notify the Company, indicating their Polish VAT number. Such notification should be effective starting from the billing [period following the period in which such declaration was effectively made](#) ~~cycle during which it is submitted~~. Submission of such notification will impact the VAT rate applicable to the fees and sales commissions for the services related to the Transaction performed as part of Allegro.

(...)

SECTION 6. THE PROCEDURE FOR GRANTING A TRANSACTION REBATE

(...)

3. The amount of ~~a post-transaction rebate~~ may not exceed the amount of sales commission on the sale of Goods [and the local retail surcharge \(Allegro.hu\)](#) ~~a unit transaction fee and a fee on the transaction paid using Allegro Pay~~, which was previously charged or collected by the Company in connection with the conclusion of the sales agreement referred to in paragraph 1.

(...)

5. If the Buyer makes a payment after the Seller has been granted a transaction rebate, or as a result of verification undertaken by the Company resulting in the determination that the Transaction was successfully finalized or that the Transaction violated the Allegro Terms & Conditions, the Company reserves the right to once again charge the sales commission [and the local retail surcharge \(Allegro.hu\)](#) ~~a unit transaction fee and a fee on the transaction paid using Allegro Pay~~.

(...)

SECTION 10. FEES FOR ADDITIONAL OPTIONS (ALLEGRO.PL)

(...)

6. Fees for additional options.

Fees for additional options are as follows:

Option	Fee	Additional sales commission
Feature *	PLN 19.90 / 10 days	0.75 of the amount of the sales commission applicable in the relevant category
Feature Settled Flexibly *	PLN 2.90 / 1 day	0.75 of the amount of the sales commission applicable in the relevant category
Promo Package *	PLN 3.90 / 1 day	0.75 of the amount of the sales commission applicable in the relevant category
Promotion on a Category Page	PLN 29.90 / 10 days	none

Option	Fee	Additional sales commission
Feature* Settled Flexibly	PLN 2.90 / 1 day	0.75 of the amount of the sales commission applicable in the relevant category

in the category "Culture and Entertainment":

Option	Fee	Additional sales commission
Feature*	PLN 2.90 / 10 day	0.75 of the amount of the sales commission applicable in the relevant category

in categories and subcategories: "Women's Jewelry," "Men's Jewelry," "Kids' Jewelry" "Wedding Jewelry," "Piercing," "Clothes, Shoes, Accessories," "Footwear" in the "Kids" category, "Clothes" in the "Kids" category, "Erotic Lingerie and Clothing" in the "Health" category

Option	Fee	Additional sales commission
Feature*	PLN 5.90 / 10 day	0.75 of the amount of the sales commission applicable in the relevant category

in other categories:

Option	Fee	Additional sales commission
Feature*	PLN 19.90 / 10 day	0.75 of the amount of the sales commission applicable in the relevant category

*- regardless of the fee indicated in subparagraph 5 above

Option	Additional sales commission
Minimum price in auctions	10% of the minimum price, up to PLN 100

(...)

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

(...)

10. Allegro - Delivery Service - International Shipping - Fees for Services, Goods Return Service, and Additional Services

a. The Forwarding Service referred to in Appendix No. 16 to the Terms & Conditions provided by Allegro Sp. z o.o. in cooperation with Carriers, covering the following delivery options:

- **Allegro International Courier Czechia**
- **Allegro International Pick-Up Point Czechia**
- **Allegro International Parcel Lockers Czechia**

The fees for Sellers using this service shall be as follows:

Service	CODE	Gross fee for the Delivery Service (PLN)
Allegro International Courier Czechia (max. weight: 30 kg, max. parcel dimensions: 120 cm — longest side, max. sum of 3 sides 220 cm) If dispatched via a Parcel Locker, parcel dimensions, including packaging, must not exceed 64 x 38 x 41 cm	AIC_COURIER_P1	18.99
Allegro International Pick-Up Point Czechia (max. weight: 15 kg, max. parcel dimensions: 120 cm — longest side, max. sum of 3 sides 220 cm) If dispatched via a Parcel Locker, parcel dimensions, including packaging, must not exceed 64 x 38 x 41 cm Size S: 64 x 38 x 8 cm Size M: 64 x 38 x 19 cm Size L: 64 x 38 x 41 cm Size XL: 80 x 38 x 41 cm, max. 10 kg Size XXL: 120 x 38 x 41 cm, max. 15 kg	AIC_POINT_P2	10.99
Allegro International Parcel Lockers Czechia Max. parcel dimensions must not exceed 43 x 33 x 57 cm, max. 15 kg including the packaging Size S: 64 x 38 x 8 cm Size M: 64 x 38 x 19 cm Size L: 64 x 38 x 41 cm	AIC_BOX_P3	9.99

b. Any Additional Services strictly related to the delivery of Goods in the Allegro International Czechia Service shall be paid for by the Seller in accordance with the table below.

Additional Service	CODE	Gross fee (PLN)
Additional Parcel Protection of up to PLN 5,000		included in the price of the service
Additional Parcel Protection over PLN 5,000 to PLN 20,000	AIC_PROTECTION_N10	0,15% of declared value
POD — Allegro International Courier Czechia	AIC_COD_COURIER_N2	7.99
POD — Allegro International Pick-Up Point Czechia and Allegro International Parcel Lockers Czechia	AIC_COD_PUDO_N3	5.99
Verification of the parcel weight and dimensions	AIC_VER_N4	15.99
Surcharge for Allegro International Courier Czechia parcels exceeding 30 kg (actual weight)	AIC_OVERWEIGHT_COURIER_N6	99.99
Surcharge for Allegro International Pick-Up Point Czechia and Allegro International Parcel Lockers Czechia parcels exceeding 15 kg (actual weight)	AIC_OVERWEIGHT_PUDO_N6	99.99
Surcharge for Allegro International Courier Czechia and Allegro International Pick-Up Point Czechia parcels exceeding 120 cm (longest side) or exceeding max. sum of 3 sides 220 cm in circumference , and Allegro International Parcel Lockers Czechia parcels exceeding 64 x 38 x 41 cm 43 x 33 x 57 cm	AIC_OVERSIZE_N5	19.99
Return to sender	AIC_RETURN_N1	18.99
Collection order (applicable up to 4 parcels from the same location on the same day) [1]	AIC_PICK_UP_N9	5.99

(...)

Allegro International Parcel Lockers Czechia

Dispatch via courier service:

- maximum weight — 15 kg
- maximum dimensions — ~~64 x 38 x 41 cm~~ **43 x 33 x 57 cm**.

Dispatch via Parcel Locker:

- maximum weight — 15 kg
- maximum dimensions — ~~64 x 38 x 41 cm~~ **43 x 33 x 57 cm**.

Parcels with dimensions or weight exceeding the values indicated above shall be subject to additional fees chargeable for Additional Services in accordance with the price list set out in subparagraph b. above, and may be returned to the sender.

(...)



SECTION 14. DELIVERY AND ADDITIONAL SERVICES COSTS (ALLEGRO.CZ)

(...)

4. Allegro – Delivery Service – One – fees for Services and Additional Services.

(...)

c. All fees for Additional Services related closely to the Service referred to in sub-paragraph (b) above shall be paid by the Seller in accordance with the table below:

Additional Service	Billing code	Gross fee
Parcel protection for up to CZK 50,000		included in the service price
Additional parcel protection for up to CZK 50,000 up to a maximum of CZK 100,000	ONE_N5_PROTECTION	0,15% of declared value
Allegro One Courier - fee for a parcel weighing over 30kg to 50kg	ONE_N2_COURIER_OVERWEIGHT_30_50	499 CZK
Payment on delivery – PUDO (not exceeding CZK 20,000)	ONE_N3_COD_PUDO	29 CZK
Payment on delivery – Courier (not exceeding CZK 50,000)	ONE_N4_COD_COURIER	39 CZK

Non-standard shipments are cylindrical shipments (e.g. tire, tube), parcels in wooden or metal packaging, parcels with one dimension exceeding 150 cm, parcels that cannot be processed on an automatic sorting line and parcels with at least two dimensions exceeding 150 x 60 x 60 cm.

(...)

7. Allegro - Delivery Service - International Shipping - Fees for Services, Goods Return Service, and Additional Services

a. The Forwarding Service referred to in Appendix No. 16 to the Terms & Conditions provided by Allegro Sp. z o.o. in cooperation with Carriers, covering the following delivery options:

- **Allegro International Courier Czechia**
- **Allegro International Pick-Up Point Czechia**
- **Allegro International Parcel Lockers Czechia**

Seller fees for this service shall be as follows:

(...)

Name of service	Service code
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Allegro International Pick-Up Point Czechia (max. weight: 15 kg, max. parcel dimensions (cm): 120 cm — longest side, max. sum of 3 sides 220 cm). If dispatched via Parcel Locker, parcel dimensions, including packaging, must not exceed 64 x 38 x 41 cm. Size S: 64 x 38 x 8 cm. Size M: 64 x 38 x 19 cm. Size L: 64 x 38 x 41 cm. Size XL: 80 x 38 x 41 cm, up to 10 kg. Size XXL: 120 x 38 x 41 cm, up to 15 kg	AIC_POINT_P2
Order value in range	Gross fee under Allegro Smart!
CZK 179 – 268.99 gross	CZK 9.39 – for each parcel
CZK 269 – 378.99 gross	CZK 18.09 – for each parcel
CZK 379 – 588.99 gross	CZK 29.19 – for each parcel
CZK 589 – 878.99 gross	CZK 44.49 – for each parcel
from CZK 879 gross	CZK 58.49 – for the first parcel, for each additional parcel CZK 44.49 gross
Order value in range	Gross fee under the Delivery Service
Regardless of the order value	CZK 59 for each parcel

Name of service	Service code
Allegro International Parcel Lockers Czechia. Size S: 64 x 38 x 8 cm. Size M: 64 x 38 x 19 cm. Size L: 64 x 38 x 41 cm 43 x 33 x 57 cm, max. weight 15 kg	AIC_BOX_P3
Order value in range	Gross fee under Allegro Smart!
CZK 179 – 268.99 gross	CZK 9.39 – for each parcel
CZK 269 – 378.99 gross	CZK 18.09 – for each parcel
CZK 379 – 588.99 gross	CZK 29.19 – for each parcel
CZK 589 – 878.99 gross	CZK 44.49 – for each parcel
from CZK 879 gross	CZK 58.49 – for the first parcel, for each additional parcel CZK 44.49 gross
Order value in range	Gross fee under the Delivery Service
Regardless of the order value	CZK 49 for each parcel

b. Additional Services strictly related to the delivery of Goods in the Allegro International Czechia Service shall be paid by the Seller, in accordance with the table below.

Additional Service	CODE	Gross fee (CZK)
Additional Parcel Protection of up to PLN 5,000		included in price of service
Additional Parcel Protection over PLN 5,000 to PLN 20,000	AIC_PROTECTION_N10	0,15% of declared value
POD — Allegro International Courier Czechia (not exceeding CZK 50,000)	AIC_COD_COURIER_N2	39
POD — Allegro International Pick-Up Point Czechia and Allegro International Parcel Lockers Czechia (not exceeding CZK 20,000)	AIC_COD_PUDO_N3	29
Verification of parcel weight and dimensions	AIC_VER_N4	79
Surcharge for Allegro International Courier Czechia parcels exceeding 30 kg (actual weight)	AIC_OVERWEIGHT_COURIER_N6	499
Surcharge for Allegro International Pick-Up Point Czechia and Allegro International Parcel Lockers Czechia parcels exceeding 15 kg (actual weight)	AIC_OVERWEIGHT_PUDO_N6	499

Surcharge for Allegro International Courier Czechia and Allegro International Pick-Up Point Czechia parcels exceeding 120 cm (longest side) or exceeding 220 cm in circumference, and Allegro International Parcel Lockers Czechia parcels exceeding 64 x 38 x 41 cm 43 x 33 x 57 cm	AIC_OVERSIZE_N5	99
Return to sender	AIC_RETURN_N1	99
Collection order (applicable for up to 4 parcels from the same location on the same day) [1]	AIC_PICK_UP_N9	29

(...)

Allegro International Pick-Up Point Czechia

Dispatch via courier service:

- maximum weight — 15 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~~ **43 x 33 x 57 cm**.

(...)

SECTION 16. LOCAL RETAIL SURCHARGE (ALLEGRO.HU)

1. The local retail surcharge is charged each time a sales agreement is concluded for a Transaction on Allegro.hu.

2. The amount of the surcharge is 4,43% gross (3,6% net) of the final price of the Goods and the costs of delivery selected by the Buyer.

3. If a multi-product Offer with only the Buy Now option is deleted or terminated early as described in paragraph 8.2. of the Allegro Terms & Conditions, the surcharge is charged on the sold Goods until the removal or expiry of the Offer.

SECTION 16. 17. DELIVERY AND ADDITIONAL SERVICES COSTS (ALLEGRO.HU)

(...)

Appendix No. 9

Appendix No. 9: Allegro Protect - Terms & Conditions

(...)

SECTION 3. COMPENSATION CLAIM IN THE ALLEGRO PROTECT

1. In order to receive compensation from Allegro Protect, the Buyer must first express their objections related to the relevant Transaction to the Seller — respectively — in a Discussion or complaint. If the problem indicated by the Buyer is not clarified, the Buyer should mark this problem as unresolved. ~~In order to receive compensation under Allegro Protect, the Buyer is obliged to first raise allegations related to a given Transaction in the Discussion. If the problem reported by the Buyer as part of the Discussion is not resolved, the Buyer should mark such Discussion as unresolved.~~ After the Buyer has performed the activities referred to in the preceding sentence, they are obliged to fill in and submit to the Company, in an electronic form, the form available on the Allegro website along with the attachments referred to in paragraph 1 of Section 4 below, providing the required data and describing the Transaction and the performance of the agreements (hereinafter 'the Form').

(...)