

*Effective as of May 25, 2018.*

## **PRINCIPLES OF SERVICING AND RELEASING BY POCZTA POLSKA S.A. EMS CONSIGNMENTS SENT FROM ABROAD**

### **§ 1**

1. Principles of servicing and releasing by Poczta Polska S.A. EMS consignments sent from abroad set out the terms of servicing, storage and return of EMS consignments to be served from abroad.
2. The terms used herein shall have the following meaning:
  - 1) addressee - entity specified by the sender as the EMS consignment recipient,
  - 2) advice note - information on an attempt to deliver the consignment, left or transferred in case of absence of the recipient or in case of lack of an opportunity to collect the consignment as well as information on arrival of the consignment.
  - 3) List of additional fees – List of additional fees, which applies to postal services provided by Poczta Polska S.A., available in postal facilities and at [www.poczta-polska.pl](http://www.poczta-polska.pl),
  - 4) sender – an entity that dispatched a consignment outside the territory of Poland,
  - 5) address label - a form containing address details of a sender and addressee as well as other information concerning the EMS consignment,
  - 6) customs duties or any other payable – customs and taxes (VAT, excise) charged by a customs officer at customs clearance,
  - 7) recipient - addressee or another person, who is entitled to collect an EMS consignment,
  - 8) Postal facility – an organizational unit of Poczta Polska S.A. or other location separated and marked by Poczta Polska S.A. that serves or releases EMS consignments,
  - 9) EMS consignment – a postal consignment bearing an address label intended to be served to an addressee in Poland.

### **§ 2**

1. EMS consignments dispatched abroad shall be served by Poczta Polska S.A. across the entire country.
2. EMS consignments sent from abroad shall be served from Monday to Friday, excluding public holidays.
3. For EMS consignments dispatched abroad, Poczta Polska S.A. shall charge the sender a fee for presenting it for a customs clearance, in accordance with the List of additional fees as well as customs duty or any other payable, of the consignment bears such charges.

### **§ 3**

1. Consignment shall be delivered to the addressee against acknowledgment upon payment of any charges thereon, which are referred to in § 2 it. 3 as well as establishing the identity of person authorized to collect thereof.

2. In case of addressee's absence, consignment shall be delivered to an adult residing with the addressee, if addressee has not submitted a restriction on servicing of consignment to a postal facility.
3. Identity of persons authorized to collect consignments shall be proven by presenting one of the following documents:
  - 1) Identity card,
  - 2) passport,
  - 3) driving license,
  - 4) other document with a photography, impression of an official stamp with the image of the eagle as well as holder's signature,
  - 5) in case of foreign nationals, who do not possess any of documents, which are referred to in p. 1 - 4, any other identity document.
4. Acknowledgment of receipt shall contain a legible signature of the recipient as well as date and time of receipt.

#### **§ 4**

1. In case of declaring an absence of the addressee or any other person authorized to collect the EMS consignment, there shall be left an advice note with an information on the attempt to deliver such consignment and on the possibility to collect the consignment within the time limit specified in § 5, in the indicated postal facility, as well as a phone number, on which recipient may establish a repeated delivery of the consignment.
2. Notified and uncollected in the postal facility consignment shall be notified repeatedly after seven days from the date following the date of leaving the first advice note.
3. In case of a consignment delivered via a post-office box, leaving an advice note with a date stamp in the post-office box shall be equivalent to notification on arrival of the consignment.
4. In case of a consignment addressed to poste restante, it shall be delivered to the addressee after reporting to a postal facility indicated in the consignment.

#### **§ 5**

There shall be a 14-day time limit for collection of:

- 1) notified EMS consignment - counting from the date following the date of the first advice note,
- 2) notified EMS consignment addressed to a post-office box - counting from the date following the date of leaving the advice note in a post-office box,
- 3) notified EMS consignment addressed to poste restante - counting from the date following the date of arrival of the consignment to a postal facility,

#### **§ 6**

1. An EMS consignment not collected from a postal facility within the time limit, which is referred to in § 5, shall be returned to the sender, while stating the reason for its return on its address label.
2. In case, when addressee, addressee's proxy or addressee's statutory representative refuses to collect the consignment, acknowledge the receipt or pay charges on the consignment in Poland, it

shall be immediately returned to the sender abroad, while stating the reason for its return on its address label.

3. Refusal to acknowledge the receipt as well as refusal to pay charges imposed on the consignment by an adult residing with the addressee, who is not their proxy or statutory representative shall not be treated as refusal to collect the consignment. In such case, an advice note shall be left in a manner set out in § 4.

### **§ 7**

In case of arrival of EMS consignment subject to customs proceeding, the addressee may receive against acknowledgment a notification on the necessity to submit a customs declaration in a customs office. The notification shall be issued by Poczta Polska S.A. under the customs authority's decision.