

Changes to the Allegro Terms & Conditions from November 28, 2025.

This document contains changes in the regulations concerning Allegro.pl and 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

(...)

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

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6. Allegro – Delivery Services — International shipments — fees for Services and Additional Services

a. The Delivery Service referred to in Appendix No. 16 of the Terms & Conditions, performed by DHL Parcel Polska Sp. z o.o., which provides Services that include the following delivery options:

- **Allegro DHL Courier Austria**
- **Allegro DHL Courier Belgium**
- **Allegro DHL Courier Bulgaria**
- **Allegro DHL Courier Croatia**
- **Allegro DHL Courier Czechia**
- **Allegro DHL Courier Denmark**
- **Allegro DHL Courier Estonia**
- **Allegro DHL Courier Finland**
- **Allegro DHL Courier Greece**
- **Allegro DHL Courier Spain**
- **Allegro DHL Courier Netherlands**

- Allegro DHL Courier Ireland
- Allegro DHL Courier Lithuania
- Allegro DHL Courier Latvia
- Allegro DHL Courier Luxembourg
- Allegro DHL Courier Germany
- Allegro DHL Courier Portugal
- Allegro DHL Courier Romania
- Allegro DHL Courier Slovakia
- Allegro DHL Parcel Lockers Slovakia
- Allegro DHL Pickup Slovakia
- Allegro DHL Courier Slovenia
- Allegro DHL Courier Sweden
- Allegro DHL Courier Hungary
- Allegro DHL Parcel Lockers Hungary
- Allegro DHL Pickup Hungary
- Allegro DHL Courier Italy

(...)

d) In cases where the value representing the dimensional weight of the parcel, understood as width cm x length cm x height cm / 4000, exceeds the value corresponding to the actual weight of the parcel, the price for the Service is determined based on the dimensional weight of the parcel.

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

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2. Allegro - Delivery Service — International shipments — fees for Services and Additional Services

a. The Delivery Service referred to in Appendix No. 16 to the Terms & Conditions, performed by DHL Parcel Polska Sp. z o.o., which provides Services that include the following delivery options:

- **Allegro DHL Courier Czechia**
- **Allegro DHL Courier Czechia - payment on delivery**
- **Allegro DHL Courier Czechia — next-day delivery***
- **Allegro DHL Courier Czechia — next-day delivery, payment on delivery***
- **Allegro DHL Pickup Czechia — next-day delivery***
- **Allegro DHL Pickup Czechia — next-day delivery, payment on delivery***
- **Allegro DHL BOX Parcel Lockers 24/7 Czechia — next-day delivery***
- **Allegro DHL BOX Parcel Lockers 24/7 Czechia — next-day delivery, payment on delivery***

*Services available exclusively for dispatch with postal codes specified at [LINK](#). These are declared delivery times, without any guarantee of delivery at the specific time.

b. Fees for Sellers for the Services performed on the basis of the Delivery Service and the Services provided as part of Allegro Smart! Service are as follows:

Name of service	Service code
Allegro DHL Courier Czechia, Allegro DHL Courier Czechia — next-day delivery (Home delivery up to 10 kg - Czech Republic)	DHL_EKSPORT_P1_KURIER_CZECHY
Order value in range	Gross fee under Allegro Smart!
CZK 179 – 268.99 gross	CZK 11.69 – for each parcel
CZK 269 – 378.99 gross	CZK 23.39 – for each parcel
CZK 379 – 588.99 gross	CZK 33.89 – for each parcel
CZK 589 – 878.99 gross	CZK 53.19 – for each parcel
from CZK 879 gross	CZK 67.29 – for the first parcel, for each additional parcel CZK 53.19 gross
Order value in range	Gross fee under the Delivery Service
Regardless of the order value	CZK 99 for each parcel

Service name	Service code
Allegro DHL Pickup Czechia — next-day delivery (Home delivery up to 10 kg — Czechia)	DHL_EKSPORT_P2_PUNKTY_CZECHY

Order value in the range	Gross fee — Allegro Smart!
CZK 179–268.99 gross	CZK 11.69 — for each parcel
CZK 269–378.99 gross	CZK 23.39 — for each parcel
CZK 379–588.99 gross	CZK 33.89 — for each parcel
CZK 589–878.99 gross	CZK 53.19 — for each parcel
879 CZK gross or more	CZK 67.29 — for the first parcel, CZK 53.19 for each additional parcel
Order value in the range	Gross fee — the Delivery Service
Regardless of the order value	CZK 59 — for each parcel

Service name	Service code
Allegro DHL BOX Parcel Lockers 24/7 Czechia (Home delivery up to 10 kg — Czechia)	DHL_EKSPORT_P2_PUNKTY_CZECHY
Order value in the range	Gross fee — Allegro Smart!
CZK 179–268.99 gross	CZK 11.69 — for each parcel
CZK 269–378.99 gross	CZK 23.39 — for each parcel
CZK 379–588.99 gross	CZK 33.89 — for each parcel
CZK 589–878.99 gross	CZK 53.19 — for each parcel
879 CZK gross or more	CZK 67.29 — for the first parcel, CZK 53.19 for each additional parcel
Order value in the range	Gross fee — the Delivery Service
Regardless of the order value	CZK 59 — for each parcel

Parcels handled as part of the international **Allegro DHL Courier** and **Allegro DHL Courier Czechia — next-day delivery** service should have the following standard parameters:

Parcel weight and dimensions (including packaging):

- single-element parcels with a maximum weight of 31.5 kg not placed on a pallet
- maximum dimensions of a standard parcel 120 x 60 x 60 cm — if any of the sides exceeds the dimensions listed, an additional fee is charged for a non-standard element
- minimum parcel dimensions 15 x 11 x 1 cm
- maximum length of the parcel 200 cm
- the maximum circumference of the parcel cannot exceed 360 cm
- the circumference of the parcel is calculated as 1 x length + 2 x width + 2 x height

Parcels handled as part of the **Allegro DHL Pickup Czechia — next-day delivery** international service should have the following standard parameters:

Parcel weight and dimensions (including packaging):

- single-piece parcels with a maximum weight of 31.5 kg, not placed on the pallet
- maximum dimensions of a standard parcel: 120 x 60 x 60 cm — if any of the sides exceeds these dimensions, an additional fee is charged for the non-standard element
- minimum parcel dimensions: 15 x 11 x 1 cm
- maximum parcel circumference cannot exceed 360 cm
- the parcel circumference is calculated as follows: 1 x length + 2 x width + 2 x height

Parcels handled as part of the **Allegro DHL BOX Parcel Lockers 24/7 Czechia — next-day delivery** international service should have the following standard parameters:

Parcel weight and dimensions (including packaging):

- single-piece parcels with a maximum weight of 31.5 kg, not placed on the pallet
- maximum dimensions of a standard parcel: 60 x 43 x 43 cm — if any of the sides exceeds these dimensions, an additional fee is charged for the non-standard element
- minimum parcel dimensions: 15 x 11 x 1 cm
- maximum parcel circumference cannot exceed 360 cm
- the parcel circumference is calculated as follows: 1 x length + 2 x width + 2 x height

Parcels that do not meet the standard dimensions referred to above and shipped by the Seller will be subject to additional fees resulting from fees for Additional Services.

c. All Additional Services strictly relating to the Service referred to in sub-paragraph (b). above are paid by the Seller as per the table below:

Additional service	Billing code	Gross fee
Payment on delivery (not exceeding CZK 40,000 for home delivery and CZK 20,000 for pick-up points and parcel lockers)	DHL_EKSPORT_P2_KURIER_POBRANIE	CZK 39
Surcharge for a parcel weighing over 10kg to 20kg courier	DHL_EKSPORT_N1_KURIER_NADWAGA_10_20_CZECHY	CZK 99
Surcharge for parcels over 10kg to 20kg to pick-up points and parcel lockers	DHL_EKSPORT_N1_PUNKTY_NADWAGA_10_20_CZECHY	CZK 49

Surcharge for parcels over 20kg to 31.5kg to pick-up points and parcel lockers	DHL_EKSPORT_N2_PUNKTY_NADWAGA_20_31_5_CZECHY	CZK 139
Surcharge for a parcel weighing over 20kg to 31.5kg	DHL_EKSPORT_N2_KURIER_NADWAGA_20_31_5_CZECHY	CZK 139
Surcharge for the dimensional weight of parcels for each element with a dimensional weight from 31.5 kg to 50 kg	DHL_EKSPORT_N6_PRZEKROCZONA_WAGA_WOLUMETRYCZNA_31_5	CZK 25
Surcharge for the dimensional weight of parcels for each element with a dimensional weight from 50 kg to 110 kg	DHL_EKSPORT_N7_PRZEKROCZONA_WAGA_WOLUMETRYCZNA_50	CZK 99
Surcharge for the dimensional weight of parcels for each element with a dimensional weight of more than 110 kg	DHL_EKSPORT_N8_PRZEKROCZONA_WAGA_WOLUMETRYCZNA_110	CZK 499
Fee for non-standard parcel	DHL_EKSPORT_N5_PACZKA_NIESTANDARDOWA	CZK 799
Return to sender	DHL_EKSPORT_N5_ZWROT_DO_NADAWCY	CZK 99
Pickup order (phone or email)	DHL_EKSPORT_N3_ZLECENIE_ODBIORU	Included in the Service price
Empty vehicle without releasing parcels (concerning ordering a courier and not releasing parcels)	DHL_EKSPORT_N4_PUSTY_PODJAZD	Included in the Service price
Additional parcel protection up to PLN 10,000	DHL_EKSPORT_U5_DODATKOWA_OCHRONA_DO_10000	CZK 89
Additional parcel protection PLN 10,000 up to PLN 20,000	DHL_EKSPORT_U6_DODATKOWA_OCHRONA_DO_20000	CZK 229
Additional parcel protection PLN 20,000 up to PLN 50,000	DHL_EKSPORT_U7_DODATKOWA_OCHRONA_DO_50000	CZK 599

d. The Services and Additional Services fees will be charged to the Seller's account in the month in which they were provided or in the following months after the provision of these services, depending on the date when the Company becomes aware of the basis for charging these fees.

e. In cases where the value representing the dimensional weight of the parcel, understood as width cm x length cm x height cm / 4000, exceeds the value corresponding to the actual weight of the parcel, the price for the Service is determined based on the dimensional weight of the parcel.

e. f. In the event that the Allegro Smart! parcel is not collected by the Buyer and returned to the Seller, or if the Buyer exercises their 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 methods 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. A condition for the



refund is that the return parcel has a status indicating its delivery. The fee is not refundable if, by dispatching the parcel to the Buyer, the Seller has violated the terms and conditions set forth in the Allegro Terms & Conditions and its appendixes. Return shall be granted as a transaction rebate.

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Appendix No. 16

Appendix No. 16 General Terms & Conditions of Delivery Service

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Allegro.cz

Section 1. Definitions (Allegro.cz)

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2. Capitalized terms used herein, whether in plural or singular, shall have the following meaning:

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Carrier — a third party providing to the Company or to the Seller any services, in particular, the services of picking up, moving, sorting, or delivering any Parcel between the Seller and the Recipient, including providing of Services or Additional Services.

Carriers are:

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c) DHL Parcel Polska Sp. z o.o. with its registered office in Warsaw, address: ul. Osmańska 2, 02-823 Warsaw, entered in the Register of Entrepreneurs at the District Court for the capital city of Warsaw, 13th Commercial Division of the National Court Register, under the KRS number 631916, NIP (Tax Identification Number): 9512417713, REGON (National Business Registry Number): 365170883, share capital: PLN 21,479,000.00, the party providing Services in the following delivery options: Allegro DHL Courier Czechia, Allegro DHL Courier Czechia payment on delivery; [Allegro DHL Courier Czechia — next-day delivery](#); [Allegro DHL Courier Czechia — next-day delivery, payment on delivery](#); [Allegro DHL Pickup Czechia — next-day delivery](#); [Allegro DHL Pickup Czechia — next-day delivery, payment on delivery](#); [Allegro DHL BOX Parcel Lockers 24/7 Czechia — next-day delivery](#); [Allegro DHL BOX Parcel Lockers 24/7 Czechia — next-day delivery, payment on delivery](#)

(...)

Service — a service provided by the Carrier for the benefit of the User, consisting of the movement, transport or organization of transport of the Goods between the Seller and the Recipient, under the General Terms & Conditions, the Carrier's Terms & Conditions, and generally applicable regulations. The Services are presented by the Company on the Platform under the following names: Allegro DPD Courier Czechia; Allegro DPD Courier Czechia payment on delivery; Allegro DPD Pickup Czechia; Allegro DPD Parcel Lockers Czechia, Allegro DHL Courier Czechia; Allegro DHL Courier Czechia payment on delivery; [Allegro DHL Courier Czechia — next-day delivery](#); [Allegro DHL Courier Czechia — next-day delivery, payment on delivery](#); [Allegro DHL Pickup Czechia — next-day delivery](#); [Allegro DHL Pickup Czechia — next-day delivery, payment on delivery](#); [Allegro DHL BOX Parcel Lockers 24/7 Czechia — next-day delivery](#); [Allegro DHL BOX Parcel Lockers 24/7 Czechia — next-day delivery, payment on delivery](#); Allegro Dispatch from Poland to Czechia — Packeta Pick-up point; Allegro Dispatch from Poland to Czechia — Packeta Parcel Lockers; Allegro Dispatch from Poland to Czechia — Packeta Pick-up point payment on delivery; Allegro Dispatch from Poland to Czechia — Packeta Parcel Lockers payment on delivery; Allegro Zásilkovna Parcel Lockers; Allegro Pick-up at Zásilkovna Pick-up Point, Allegro dispatch from Hungary to Czechia — Packeta Parcel Lockers, Allegro dispatch from Hungary to Czechia — Packeta Parcel Lockers payment on delivery, Allegro dispatch from Hungary to Czechia — Packeta Pick-up Point, Allegro dispatch from Hungary to Czechia — Packeta Pick-up Point payment on delivery, Allegro One Courier; Allegro One Pick-up at Pick-up Point; Allegro One Parcel Lockers; Allegro Zásilkovna Parcel Lockers payment on delivery; Allegro Pick-up at Zásilkovna Pick-up Point payment on delivery; Allegro One Courier payment on delivery; Allegro One Pick-up at Pick-up Point payment on delivery; Allegro One Parcel Lockers payment on delivery; Allegro DPD Courier; Allegro DPD Courier payment on delivery; Allegro DPD Pickup Payment on Delivery; Allegro DPD Parcel Lockers; Allegro DPD Parcel Lockers Payment on Delivery; PPL ParcelShop (return at Point), Allegro dispatch from Slovakia to Czechia — Packeta Pick-up Point, Allegro Dispatch from Slovakia to Czechia — Packeta Pick-up Point payment on delivery, Allegro Dispatch from Slovakia to Czechia — Packeta Parcel Lockers, Allegro Dispatch from Slovakia to Czechia — Packeta Parcel Lockers payment on delivery, Allegro Courier DPD Czechia; Allegro Courier DPD Czechia payment on delivery; Allegro DPD Pickup Czechia, Allegro DPD Parcel Lockers Czechia;

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Next-day delivery — a service limited with respect to [postal codes](#). This is a declared delivery time, without guarantee of delivery.

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Section 2. Terms and Conditions of Delivery Service (Allegro.cz)

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5. The Services provided as part of the delivery options: Allegro DPD Courier Czechia payment on delivery; Allegro DHL Courier Czechia payment on delivery; [Allegro DHL Courier Czechia — next-day delivery, payment on delivery](#); [Allegro DHL Pickup Czechia — next-day delivery, payment on delivery](#); [Allegro DHL BOX Parcel Lockers 24/7 Czechia — next-day delivery, payment on delivery](#); Allegro DPD

Courier payment on delivery; Allegro Dispatch from Poland to Czechia - Packeta Pick-up Point payment on delivery; Allegro Dispatch from Poland to Czechia - Packeta Parcel Lockers payment on delivery, Allegro dispatch from Hungary to Czechia — Packeta Parcel Lockers payment on delivery, Allegro dispatch from Hungary to Czechia — Packeta Pick-up Point payment on delivery, Allegro One Courier — payment on delivery; Allegro One Point – payment on delivery; Allegro One Parcel Lockers — payment on delivery; Allegro Pick-up at Zásilkovna Pick-up Point payment on delivery; Allegro Zásilkovna Parcel Lockers payment on delivery, Allegro DPD Pickup Payment on Delivery; Allegro DPD Parcel Lockers Payment on Delivery, Allegro Dispatch from Slovakia to Czechia — Packeta Pick-up Point payment on delivery, Allegro Dispatch from Slovakia to Czechia — Packeta Parcel Lockers payment on delivery, Allegro DPD Courier Czechia payment on delivery shall be provided in accordance with, inter alia, the General Terms & Conditions and the Carrier's Terms and Conditions, taking into account the characteristics and agreed scope of those Services and delivery options, which means that the use of the Services provided using these delivery options may be limited, inter alia, to the options of collecting funds from the Recipient selected by the Carrier or made available by the Carrier.

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8. Transfers of an amount equal to the funds collected from the Recipient:

a. for the Services provided based on the Delivery Service as part of the delivery options: Allegro DPD Courier Czechia payment on delivery; Allegro Dispatch from Poland to Czechia — Packeta Pick-up Point payment on delivery; Allegro Dispatch from Poland to Czechia — Packeta Parcel Lockers payment on delivery, Allegro dispatch from Hungary to Czechia — Packeta Parcel Lockers payment on delivery, Allegro dispatch from Hungary to Czechia — Packeta Pick-up Point payment on delivery, Allegro One Courier — payment on delivery; Allegro One Point – payment on delivery; Allegro One Parcel Lockers — payment on delivery; Allegro Pick-up at Zásilkovna Pick-up Point payment on delivery; Allegro Zásilkovna Parcel Lockers payment on delivery, Allegro Courier DPD, Allegro Courier DPD Payment on Delivery, Allegro DPD Pickup Payment on Delivery; Allegro DPD Parcel Lockers Payment on Delivery, Allegro Dispatch from Slovakia to Czechia — Packeta Pick-up Point payment on delivery, Allegro Dispatch from Slovakia to Czechia — Packeta Parcel Lockers payment on delivery, Allegro DPD Courier Czechia payment on delivery; [Allegro DHL Pickup Czechia — next-day delivery, payment on delivery](#); [Allegro DHL BOX Parcel Lockers 24/7 Czechia — next-day delivery, payment on delivery](#) are made by the Company within two working from receiving the parcel delivery status from the Carrier via the Payment Operator, to the Seller's settlement tool. The maximum payment on delivery amount shall be, as appropriate: PUDO/APM — CZK 20,000.00, courier delivery to the address — CZK 50,000.00.

b. for the Services provided on the basis of the Delivery Service as part of the Allegro DHL Courier Czechia delivery option, [Allegro DHL Courier Czechia — next-day delivery, payment on delivery](#) the Company executes payment on delivery within 2 working days of receiving the delivery status of the Parcel from the Carrier via the Payment Operator to the settlement tool. The maximum payment on delivery value is CZK 40,000.

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