

Postal services regulations

Information translation of the linked Polish document. In case of discrepancies, the Polish original prevails. This translation does not change its content or date of issue. Earlier edition: this translation reproduces the source document, including its rates and delivery times. It is not the current collection booking price list.

Polish original

BackOffice Outsourcing Sp. z o.o., Al. Stanów Zjednoczonych 72/12, 04-036 Warszawa. KRS 0000470010; NIP 1132867570; REGON 146791818; UKE B-00516 (Register of Postal Operators); EORI PL113286757000000. Website stated in the source: www.backofficeoutsourcing.es.

1. These regulations govern cooperation between BackOffice Outsourcing Sp. z o.o., hereinafter the CONTRACTOR, and its customers, hereinafter the CUSTOMER, in providing transport and postal services.
2. The CONTRACTOR's area of operations covers the city of Warsaw.
3. The CUSTOMER commissions delivery of an item to a specified address within the CUSTOMER's operating area by written order, fax, confirmed telephone order or website order.
4. The legal document confirming the contract of carriage is the consignment note signed by the CUSTOMER when handing over the item; signing means acceptance of these regulations.
5. The CONTRACTOR may refuse a service if it finds that it cannot perform it.
6. The CUSTOMER must correctly and unambiguously mark the addressee, sender and weight on the item.
7. The sender must hand over the item properly packed and fit for carriage. Packaging must be carefully closed to prevent access, sufficiently strong for the weight and contents, and internally secured to prevent movement during transport. Non-standard contents must be marked, e.g. fragile glass; top/bottom.
8. The CONTRACTOR may refuse an item whose contents are insufficiently protected.
9. Under the Postal Law, where there are reasonable grounds to suspect that moving an item could damage other items or the CONTRACTOR's property, the CONTRACTOR may require it to be opened in the sender's presence to check its packaging and conformity with the description on the consignment note.
10. Where there are reasonable grounds to suspect that an item is connected with a crime or that its contents threaten people or the environment, the CONTRACTOR must immediately notify the competent services under the Postal Law and detain and secure the item until their inspection.
11. Proof of delivery is the recipient's confirmation on the consignment note of the date and time of receipt, authenticated by the receiving person's signature.
12. On delivery, all risks of damage to the item pass to the recipient. The recipient may submit a claim to the CONTRACTOR for hidden shortages or damage within 7 days of delivery.
13. Refusal to accept the item or the recipient's absence has the same financial consequences as delivery.
14. If the recipient is absent, the CONTRACTOR leaves a notice to arrange another delivery. The item is held for 7 days, then returned to the sender at the CUSTOMER's expense.
15. The CONTRACTOR guarantees delivery of city items within Warsaw's administrative boundaries, excluding Wesoła, within 2 hours of collection from the sender.
16. The CONTRACTOR guarantees delivery of suburban items within 4 hours of collection. The suburban delivery table is available at the CONTRACTOR's premises and on its website.
17. The CONTRACTOR guarantees domestic delivery by 18:00 on the next working day.
18. International delivery is guaranteed according to the delivery table available at the CONTRACTOR's offices. The table excludes customs items requiring individual clearance, islands, peninsulas and deliveries involving a ferry crossing.

19. Improper performance means: shortage of contents; damage to the item; failure to meet the delivery deadlines in points 15, 16, 17 and 18.
20. Loss of an item is treated as non-performance of the service.
21. An item is considered lost if not delivered within 10 working days after the guaranteed delivery deadline.
22. Failure to meet the guarantees in points 15, 16 and 17 solely due to service errors makes the service free of charge.
23. Failure to meet the guarantee in point 18 solely due to service errors requires a 50% reduction in the service fee.
24. The CONTRACTOR's liability is limited to loss, shortage or damage to the item, with compensation not exceeding PLN 100 (one hundred zlotys). An item of higher value is treated as a valuable item.
25. Valuable items require separate insurance, for which the CONTRACTOR charges the fee stated in the price list.
26. The insurer bears liability and pays any compensation for loss, shortage or damage to valuable items under its agreement with the CONTRACTOR.
27. The CONTRACTOR is not liable to the CUSTOMER or third parties for indirect damage or lost profits resulting from non-performance or improper performance.
28. The CONTRACTOR must not carry corrosive or radioactive materials, explosives, narcotics, or human or animal remains.
29. The CONTRACTOR does not carry items that do not match the consignment note.
30. The CUSTOMER must submit complaints in writing within 30 days of conclusion of the contract of carriage. A complaint does not suspend the payment deadline.
31. A complaint must include: a complaint letter with reasons; the complainant's name and address; the consignment note confirming the contract; the documented amount claimed; and proof of payment of all amounts due to the CONTRACTOR.
32. For an incomplete complaint, the CONTRACTOR must request the missing documents within 7 days. The complainant must supply them within 14 days.
33. The complaint must be resolved within 30 days of submission of a correct and complete complaint.
34. The CUSTOMER may use mediation conducted by the President of UKE and the Permanent Consumer Arbitration Court operating at the President of UKE.

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