

RULES AND REGULATIONS FOR THE PROVISION OF POSTAL SERVICES

1. The Regulations set out the principles of cooperation between Backoffice Outsourcing Sp. z o.o., hereinafter referred to as the TENDER, and its clients, hereinafter referred to as the TENDER, in the process of providing transport and postal services.
2. The scope of activity of the TENDER covers the area of the capital city of Warsaw.
3. The PURCHASER shall contract with the TENDER in the form of a written order, a fax, a confirmed telephone call or an order via the website for the service of delivery to a specified address in the TENDER's area of operation.
4. The legal document of conclusion of the contract of carriage is the signature of consignment note by the LENDER. This fact takes place upon delivery of the consignment and signifies acceptance by the LENDER of the contents of these regulations.
5. The TENDER may refuse to provide the service if it determines that the service cannot be provided.
6. It shall be the responsibility of the TENDER to mark correctly and unambiguously on the consignment the addressee and the sender as well as the weight of the consignment.
7. The Sender is obliged to hand over the shipment properly packed, in a condition allowing its proper carriage. The packaging of a shipment should be carefully closed, preventing access to its contents, as well as adequately resistant to the weight and content of the shipment, have adequate internal protection to prevent the contents from shifting during the carriage process, have markings of non-standard character of the contents e.g. caution: glass; top/bottom.
8. The Customer may refuse to accept the consignment for carriage on the grounds that the contents of the consignment are insufficiently protected.
9. In accordance with the Postal Law, in the event of a reasonable suspicion that the movement of the consignment may cause damage to other consignments or to the 's property, the CLIENT may request that the consignment be opened in the presence of the sender and that the correctness of the packaging as well as the conformity of the contents with the description on the waybill be checked.
10. In the event of a reasonable suspicion that a consignment is the subject of an offence or that its contents constitute a danger to people or the environment, in accordance with the Postal Law, the PURCHASER shall be obliged to notify the competent services immediately and shall detain and secure the consignment until it has been inspected by these services.
11. Proof of delivery is provided by the consignee's confirmation on the consignment note of the date and time of receipt, authenticated by the signature of the person taking delivery.
12. Upon delivery of the consignment, all risks of damage to the consignment are transferred to the consignee. The consignee has the right to make a claim to the CLIENT within 7 days of delivery of the consignment for invisible loss or damage.
13. The consignee's refusal or failure to find the consignment has the same financial consequences as delivery.
14. If the consignee is not present, the CUSTOMER shall leave a notification letter in order to arrange a new delivery date. The period of detention of an advice letter is 7 days. After this period, the consignment shall be returned to the sender at the Contractor's expense.
15. The Customer guarantees the delivery of a city parcel (within the administrative territory of Warsaw, excluding the W-wa Wesoła district) within 2 hours of receipt from the sender.
16. The Customer shall guarantee delivery of the suburban parcel (the suburban parcel table is available at the registered office of the Customer as well as on the) within 4 hours of collection from the sender.
17. The Customer shall guarantee delivery of the domestic consignment on the next working day by 6 p.m.
18. The PURCHASER guarantees the delivery of international shipments in accordance with the delivery table available at the PURCHASER's outlets. The delivery table does not apply to customs shipments requiring individual customs clearance, islands, peninsulas, deliveries requiring ferry crossings.
19. An improperly performed service is deemed to be:
 - Loss of consignment contents
 - Damage to the consignment
 - Failure to comply with the time limit for service under paragraphs 15, 16, 17 and 18.
20. Loss of a consignment is treated as a service not provided.
21. A consignment is considered lost if it is not delivered within 10 working days of the guaranteed delivery date.

22. Failure on the part of the LICENSEE to meet the guarantees under points 15, 16, 17 due exclusively to service faults shall result in the service being provided free of charge.
23. Failure by the TENDER to meet the warranty in accordance with Clause 18 due solely to service faults will result in an obligation to reduce the service charge by 50%.
24. The liability of the CLIENT is limited solely to the liability for loss, shortage, damage to the consignment, whereby the compensation shall not exceed 100 PLN (one hundred zlotys). A consignment of a higher value shall be considered a consignment of value.
25. A consignment of value shall be insured separately, for which the Customer shall be charged a fee as set out in the price list.
26. The insurer shall be responsible for the of, or damage to, the consignment of value, and shall pay any compensation under the contract with the TENDER.
27. The TENDER shall not be liable for indirect damage and lost profits resulting from the non-performance or improper performance of services, either towards the TENDER or third parties.
28. The CLIENT shall not be allowed to carry consignments such as:
 - Corrosive and radioactive materials
 - Explosives
 - Drugs
 - Human and animal corpses
29. The Customer shall not transport consignments that do not comply with the note.
30. All claims shall be submitted by the Contractor in writing within 30 days of the conclusion of the contract of carriage. The submission of a claim shall not suspend the deadline for payment for the services rendered.
31. The complaint should include:
 - Letter of complaint with appropriate justification
 - Name and address of the complainant
 - Confirmation of the conclusion of the contract of carriage - waybill
 - The documented amount of the claim
 - Proof of payment of all amounts due to the TENDER
32. In the event of an incomplete claim, the Contractor shall be obliged to request the claimant to complete the missing documents within 7 days. The complainant is obliged to complete the missing documents within 14 days.
33. The time limit for clarification of a complaint may not exceed 30 days from the date of submission of a correct and complete complaint.
34. The Contractor may use mediation proceedings conducted by the President of UKE and the Conciliation Consumer Court acting under the authority of the President of UKE.