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# **GUIDELINES FOR PREPARING AND PACKING PARCELS INPOST EASY**

Applies to all shipments sent using postal and courier  
transport services provided by InPost Easy platform.

[inposteasy.com](http://inposteasy.com)

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# 01 ADDRESS LABELS

**A correctly completed and affixed address label is a key element of the parcel handling process.**

It allows for efficient parcel collection, registration, sorting, and accurate delivery. It is also a marking element of the shipment, allowing for its identification in the event of any handling issues.



1. **Place the label on the top, largest side of parcel.** Avoid sticking it on the joint (closure) of the packaging.
2. **Check the print quality of the label.** Make sure it's not damaged and that no fragments have been cut-off. Print quality is especially important for barcodes.
3. If you use document enclosed labels stuck on a carton, do not use **labels with imprints** that may cover the barcode or address details.
4. For tubes, **stick the label along its longest axis.**
5. When using foil poly mailers, make sure that **the label is applied on an even surface** and its fragments are not stuck together.
6. **Do not use glossy paper** for printing labels.
7. **Remove all old address labels, tags, and stickers**, especially in cases where the carton has been used before.
8. When using customized IT solutions, **up-to-date directional information on the label** - the correct delivery branch and courier route code - is crucial for processing the shipment.

## EXAMPLES OF INCORRECT LABEL PLACEMENT



In the InStore shop <https://inpoststore.com> you can purchase packaging and consumables that meet all the requirements of the InPost operational process. Only in Poland.



Polly Mailers



Cardboard Boxes



Envelopes



Labels



Document  
Enclosed  
Labels

# PARCEL SIZES

## InPost Easy deliveries for retail consumers

**Country of Delivery:** Belgium, France, the Netherlands, Luxembourg, Spain, Portugal, Italy, Poland.



### Size A

Max 80 x 380 x 640 mm

minimum height: 21 mm



### Size B

Max 190 x 380 x 640 mm

minimum height: 81 mm



### Size C

Max 390 x 380 x 640 mm

minimum height: 191 mm

## 02 PACKING OF PARCELS



1.

### Select a suitable carton

The packaging should be selected according to the characteristics of the product that will be transported in it. The carton should have the appropriate hardness and should not have mechanical damage. Depending on the fragility of the goods to damage and their weight, choose the appropriate thickness of the packaging – for example, for packages weighing more than 5 kg, use a carton with a minimum of two layers (density 375 g/m<sup>2</sup>); for packages of more than 20 kg, use a three-layer carton (with a density of more than 427 g/m<sup>2</sup>).

#### How to check the quality of the packaging?

Press the top, side and edge of the package – if the carton deforms or damages, it means that the outer packaging is inadequate.



2.

### Fill the package

Use material to fill the empty space inside the carton. The purpose of the filling is to absorb the external factors acting on the parcel and not transmit them to the product. Proper filling prevents damage to the package due to crushing.

#### How to check the quality of the filling?

Press the top and side of the package – if the carton crumples, it means that the carton is not filled or the filling is insufficient.



3.

### Block the product inside

Immobilization of the product is intended to prevent the possibility of movement of the contents inside the package. A moving product can damage itself (e.g. against another product, against the package) or puncture the package and damage another parcel.

#### How to check the quality of immobilization?

Lift and shake the package – if the content appears to be moving inside the package, it means that it is not properly secured.



4.

### Separate the products inside

Separating the products from each other eliminates the possibility of mutual damage to the products or damage to the packaging. Use this method of packaging when shipping multiple unit packs.

#### How to check the correctness of packaging?

Pick up and shake the parcel – if there are sounds (knocks, rattles) coming from inside the parcel, it means that the products are not separated.



## 5.

### Secure the product

Under transport conditions, it is impossible to ensure a fixed position of the parcel, so all sides of the contents inside the package must be evenly secured and have a relatively stable position. It is important to note that in the process of sorting and transportation, the parcel can be arranged in different ways – on each of its sides.

#### How to check the security of the product?

Press the top and two sides of the package – if the packed product can be felt through the package, it means that it is not secured on all sides and is in contact with the packaging.



#### InPost company packaging – foil poly mailer

The contents of the poly mailer should not exceed a weight of 2 kg, due to the standard strength level of this type of packaging. It can carry documents, small cardboard packages containing light goods that do not have sharp, angular shapes that could cause the package to be cut from the inside.



## 6.

### Close and seal

Properly closed and taped packaging prevents the package from spontaneous opening and loss of contents. Method of properly closing and taping the parcel – closing using the so-called double „H” method. Use tape with a minimum width of 48 mm.

#### How to check the correctness of closing and sealing?

Press the top and bottom of the package at the point of gluing with adhesive tape – if the adhesive tape peels off the carton, thus causing access to the contents, it means that the parcel is incorrectly closed.



### „Carton in Carton” Method

Products from sensitive groups, including sharp items such as kitchen or pocket knives, should be packed using the „carton in carton” method – the space between the outer carton and the inner carton will further protect the goods. This method is also recommended for the shipment of other goods, the carriage of which requires special care. Cosmetics in glass packaging packed using this method should be additionally wrapped with bubble wrap/foam. The carton should be selected depending on the weight – a double-layer carton, density of 375g/m<sup>2</sup> (up to 5 kg) or a density of 427g/m<sup>2</sup> (more than 5 kg).



#### Correct protection of a blade

## EXAMPLES OF FILLERS

protection must be chosen appropriately according to the selected product



Polystyrene  
filler



Wood  
wool



Foam  
Sheets



Bubble  
wrap



Air  
bags



Crumpled  
paper



Styrofoam  
protections



Paper  
pulp



Expanding  
Foam bags

# PACKING SUITCASES, BACKPACKS, BAGS



**Please remember** that all shipments must be packed in cardboard or tightly wrapped in stretch foil, including protruding elements such as wheels and handles of travel suitcases. **Improperly packed items are at risk of damage during transport.**

**When preparing your suitcase for transport, be sure to read the following:**

## Section 1 of the Guide – Parcel dimensions for InPost International (p. 5)

Here you will find out the maximum dimensions your parcel can have;

## Section 2 of the Guide – Packing of parcels (p. 7)

where we advise you how to properly pack your item so it arrives safely at its destination;

## Section 3 of the Guide – Assortment (p. 10)

thanks to this you can be sure that what you want to pack in your suitcase, meets our requirements.

Use cardboard packaging or wrap tightly in stretch film. Any item that extends beyond the packaging is susceptible to damage during transport, so handles and wheels should also fit inside the box or be wrapped in stretch film.

**If your suitcase allows you to easily remove the wheels or handles, do so before packing it.**



# 03 ASSORTMENT



## Electronics, Household Appliances, Consumer Electronics

Items in the Electronics, Household Appliances, Consumer Electronics category should be protected from shocks during the transportation of the package. The recommended method of packaging is to maintain a distance of 2-5 cm (by using a filler) between the product and the outer packaging, which will reduce the risk of damage to the commercial packaging and the product. When shipping goods in commercial packaging, we recommend using at minimum stretch film as protection against damage to the outer carton. For larger and heavier products, polystyrene profiles are the best way to protect the inside.



## TV sets and monitors

Shipment of TV sets and monitors larger than 28 inches is prohibited in the InPost network. Smaller monitors and TVs should be packed in a carton of adequate strength; recommended filling: polystyrene profiles.



**ADVICE:** Your parcel has a long journey ahead of it. It's going to be sorted, stacked, and transported – that means you need solid protection for shock-prone products. **REMEMBER:** Detailed information on the permitted range per country can be found at the end of this document (page 13).



## Clothes

Transportation of clothing does not entail additional packaging requirements. Care should be taken to ensure that the size of the packaging is matched to the volume of the goods being transported – this will prevent the carton from deforming or puncturing.



## Cosmetics

The carriage of cosmetics is allowed in the InPost system, however, additional conditions are required:

- cosmetics should be in factory sealed packages;
- the entire package should be secured against spontaneous leakage. In the case of liquid cosmetics, the cap is particularly sensitive. The recommended method for packaging liquid cosmetics is to use flexible, airtight bags;
- transportation of aerosols and ADR/LQ goods is prohibited in the InPost network;

Remember to check temperature requirements. During hot and cold weather, our means of transport and Parcel Lockers are neither cooled nor heated! It is permissible to transport cosmetics in glass unit packages, with proper protection in accordance with InPost's packaging instructions located in section 2 – packaging of parcels using the „carton in carton” method as well as the section on liquids.



## Artificial Jewellery

We allow the shipment of artificial jewellery, including:

- steel and surgical steel jewellery
- jewellery made of copper
- jewellery made of beads
- ethnic jewellery and jewellery products of an artistic nature
- cufflinks made of artificial materials
- products made of plastic (brooches, bracelets, pins, chains, etc.)
- devotional articles
- articles containing synthetic stones
- products made of string or cord

The packaging should be tightly packed (bubble wrap, paper, polystyrene) to limit the movement of individual packages inside, in accordance with the InPost packaging instructions in section 2. „Packing shipments”.



## Furniture

Furniture should be transported disassembled. Individual pieces should be separated with dividers. Furniture pieces should be protected with a sheet of polyurethane foam, with corners covered with polyurethane angles (3-4 cm thick). The entire package should be packed in at least three-layer, rigid cardboard with a density of at least 800 g/m<sup>2</sup>, secured with adhesive tape or binding tape.



## Sinks, washbasins, bowls and water closets

The transportation of sinks, washbasins, bowls and water closets requiring special conditions during transport and sorting (in particular: ceramic, granite and fragranite, brittle, breakable) is prohibited in the InPost network.



## Sharp objects

The transportation of sharp objects is allowed, provided that they are properly packaged. This type of assortment must be packed using the Carton in Carton method (after securing the blade with a carton clamp – instructions for proper packing are on page number 8) or if the manufacturer has packed the item in a blister it is required to use additional outer carton packaging. Excluded from carriage are all items constituting weapons in accordance with generally applicable laws, including in accordance with the Act of 21 May 1999 on Weapons, Ammunition and Other Explosive or Flammable Materials (including weapons within the meaning of Article 4(1) of the Act of May 21, 1999 on Weapons and Ammunition).



## Glass articles

The carriage of glass and ceramic articles is prohibited in the InPost network, with the exception of provisions for cosmetics.



## Substances in the form of aerosols

Good prohibited in the InPost network:

- a. chemically and biologically active items
- b. agents with explosive, flammable, oxidizing, irritant, corrosive, sensitizing, carcinogenic, mutagenic and reproductive toxicity properties
- c. goods subject to ADR/LQ regulations
- d. goods emitting intense odor
- e. liquid goods with a unit package volume of more than 750 ml.



## Medical products. Medical devices

The carriage of medical products is prohibited in the InPost network. An exception is allowed for the carriage of products classified in Class I (including orthopedic collars, examination gloves, devices with a measuring function, sterile devices).

The carriage of hemp and hemp products is prohibited in the InPost network – with the exception of fibrous hemp (cannabis sativa) and hemp products derived therefrom (including hemp fiber products), for which the THC concentration level is below 0.30%.



## Stones and coal

The carriage of aggregates: among others, stones, coal and related materials is prohibited in the InPost network.



## Food items. Dietary supplements

The carriage of perishable goods that require controlled temperatures and/or special storage and carriage conditions is prohibited in the InPost network. Other goods are accepted without additional conditions, with the exception of liquid goods provided they are adequately protected (see page 14).



## Alcohols, tobacco products, e-cigarettes

Alcohols, tobacco articles, e-cigarettes are prohibited in the InPost International network.



## Chemical articles

Goods prohibited in the InPost network:

- a. rzeczy chemicznie i biologicznie aktywne,
- b. agents with explosive, flammable, oxidizing, irritant, corrosive, sensitizing, carcinogenic, mutagenic and reproductive toxicity properties,
- c. goods subject to ADR/LQ regulations,
- d. liquid goods with a unit package volume of more than 750 ml.

It is permitted to transport liquid goods with a unit package volume of less than 750 ml, provided that it is protected against spontaneous leakage.



## Advertising and printing materials

It is permissible to use wrapping paper as external protection, but the appropriate number of layers should be considered depending on the parcel weight. If wrapping paper is used, the corners of the parcel should be protected with cardboard corners. Advertising and printing materials weighing more than 10 kg should be bound with a minimum of two perpendicular plastic straps.



## Containers for the carriage of gases, fuel and related products

Only brand new products are allowed to be transported.



## Articles of construction chemicals (foams, hardeners)

Goods prohibited in the InPost network:

- a. chemically and biologically active items,
- b. agents with explosive, flammable, oxidizing, irritant, corrosive, sensitizing, carcinogenic, mutagenic and reproductive toxicity properties,
- c. goods subject to ADR/LQ regulations
- d. liquid goods with a unit package volume of more than 750 ml.,
- e. aerosols (installation foams and related products).



## Construction materials

The carriage of construction materials: bricks, cubes, hollow blocks, lintels, concrete blocks, and gypsum boards is prohibited in the In Post network due to their fragility and irregular shapes.



## Car parts, aggregates, mechanical devices

Metal parts must be protected by sharp edges in such a way as not to expose other shipments to damage.

Rechargeable and non-rechargeable batteries are allowed in the InPost network as an integral part of the device (children's cars, scooters, other related devices). All other batteries, shipped separately, are prohibited in the InPost network.

Forbidden in the InPost network is the carriage of components and drive units not protected against leakage of operating fluids – operating fluids should be removed before shipment.

Car windshields, car hooks, body parts and car parts with non-standard shapes (bumpers, exhaust systems) are prohibited in the InPost network.



## Maintenance oils, paints, stains, multi-purpose lubricants, technical lubricants, impregnates, mold removal agents

The carriage of paints, varnishes, maintenance oils, stains, universal lubricants, technical lubricants, impregnates, mold removal agents is prohibited in the InPost network.



## Weapons and ammunition

Transportation of weapons and ammunition is prohibited in the InPost network.



## Drugs, psychotropic substances and psychoactive substances, referred to as „legal highs”

Carriage of drugs, psychotropic substances and psychoactive substances, referred to as „legal highs”, is prohibited in the InPost network.



## Tyres

The carriage of tires is prohibited in InPost International.



## Windshield wiper fluids

The carriage of windshield washer fluids is prohibited in the InPost network except for the French market, where they are permitted in domestic traffic.



## Valuable items

The carriage of money, securities, other documents of a payment nature and valuables (jewellery, works of art, antiques, numismatics, etc.) is prohibited in the InPost network.



## Animal food

The carriage of dry granular animal food is permitted only if it is packed in a carton.



## Fire extinguishers

The carriage of fire extinguishers subject to ADR/LQ regulations is prohibited in the InPost network.



## Car oils, brake fluids and related fluids

The carriage of automotive oils, brake fluids, oil and fuel additives and related goods is prohibited in the InPost network.



## Animals and plants

The carriage of live and dead animals and plants, including insects and live fishing bait, is prohibited in the InPost network. The carriage of seeds and grains that do not require special transport conditions is permitted.

**The Sender is solely responsible of the licit nature of the items sent according to the laws and regulations of the Countries involved in the transportation of the Parcel. In addition to the products forbidden by said laws and regulation, the Sender acknowledges and agrees to comply with the following list of forbidden items for Parcels in the given Country:**

#### **All countries**

- 1) Explosives,
- 2) Ammunition\*,
- 3) Weapons\*\*,
- 4) Combustible and flammable materials,
- 5) Money, banknotes, coins, securities,
- 6) Goods which, by their nature or packaging, may represent a danger to the human environment, the safety of transport equipment, the environment, vehicles, or damage other transported packages,
- 7) Live or dead animals,
- 8) Perishable food/groceries requiring appropriate conditions during transport,
- 9) Goods requiring the acquisition of a special licence or authorization for transport, import or export,
- 10) Goods whose carriage, import or export is prohibited by any law or regulation in the Destination Country,
- 11) Parcels containing human corpses, organs, ashes, or funerary relics,
- 12) Parcels whose packaging contains insults, racist or anti-Semitic remarks, threats, or statements contrary to public order or morality, or likely to damage the image or reputation of the Operator, or any statement that may damage the rights or reputation of third parties.

\* Poland – excludes bogeyman cartridges with a calibre of up to 6mm

\*\* Spain, Portugal, France, Belgium, Luxembourg, Netherlands – Category A-B-C-D weapons

Poland - weapons that cannot be purchased and used without obtaining a permit or registration card in accordance with the generally applicable law, including the Act of 21 May 1999 on weapons and ammunition.

#### **In addition, excluded in the Spain, Portugal, France, Belgium, Luxembourg, Netherlands**

- 1) Goods covered by national, European and international dangerous goods regulations (dangerous goods according to ADR or the European Agreement concerning the International Carriage of Dangerous Goods by Road, classes 1-9),
- 2) Foreign currencies, bonds, payment instructions,
- 3) Gases,
- 4) Radioactive materials,
- 5) Toxic materials,
- 6) Corrosives,
- 7) Jewellery,
- 8) Precious Stones (gems),
- 9) Precious metals,
- 10) Drugs, narcotics,
- 11) Works of art,
- 12) Counterfeit goods,
- 13) Responses to inquiries/tenders,
- 14) Pre-qualification files,
- 15) Examinations, exams,
- 16) Publications or audio visual media prohibited by law,
- 17) Parcels with a declared customs value that exceeds its authorized value,
- 18) ATA Carnet Travel Items, Including Display Items,
- 19) Operator also does not deliver Parcels to: ships, fairs, exhibitions, hotels, campsites, mailboxes, transport agencies, construction sites or mobile places.

## **Additionally excluded in Italy**

- 1) Live animals, including fish and insects,
- 2) Human and animal embryos, ashes or remains, dead or stuffed animals,
- 3) Fireworks,
- 4) Any Parcel to be delivered cash on delivery,
- 5) Any Parcel intended for delivery to APO (Army Post Office) or FPO (Fleet Post Office) addresses,
- 6) Lottery tickets, gambling items, if prohibited by law,
- 7) Foodstuffs, perishable foodstuffs, beverages that require refrigeration or other environmental controls,
- 8) Negotiable instruments,
- 9) Pornographic and/or obscene material,
- 10) Ice (frozen water),
- 11) Hazardous waste, including but not limited to hypodermic needles and/or used syringes or medical waste,
- 12) Damp or wet packages that have leaks or that give off any type of odour,
- 13) Hazardous products,
- 14) Shares granted, remittance letters, collector's stamps, foreign currencies, bonds,
- 15) Plants and plant material, including seeds and cut flowers.

## **Additionally excluded in Spain and Portugal**

- 1) Items contrary to labour and employment law,
- 2) Parcels whose carriage, importation, or export is prohibited under any law or regulation of the destination country (e.g., furs, plants, psychotropic substances, drugs, securities traded on the stock exchange etc.),
- 3) Foodstuffs requiring temperature-controlled transport,
- 4) Vouchers,
- 5) Parcels, where the recipient is obliged to pay excise duty, if the goods are subject to it,
- 6) Negotiable instruments,
- 7) The customer-buyer applies and complies with the Applicable law, if the Parcel requires air transportation, it may be subject to security checks including the use of X-rays

## **Additionally excluded in France and Belgium, Luxembourg, Netherlands**

- 1) Dirty goods, items contrary to labor law and/or probable, due to their nature or packaging, to injure people and/or damage of Operator's equipment,
- 2) Parcels whose transportation, import, or export is prohibited by any law or regulation in the Destination Country.

## **Additionally excluded in Poland**

- 1) Items prohibited by the Applicable law, including the Polish Postal Law and the relevant provisions of the Universal Postal Union,
- 2) Items obtained as a result of criminal activity,
- 3) Other payment documents,
- 4) Valuable items due to their specificity (jewellery, works of art, antiques, numismatic items, etc.),
- 5) Valuable items due to their market value, i.e. goods not more than €150 (unless the Sender chose and ordered the Additional Service "Additional Cover", in which case they can send an item in the Parcel with a value within the chosen range).
- 6) Objects with chemical and biological effects
- 7) Oxidizing, irritating, aggressive, sensitizing, carcinogenic, mutagenic substances, and substances harmful to reproductive abilities that may endanger health or cause damage to the Operator's property,
- 8) Drugs, psychoactive substances, and new psychoactive substances, so-called "designer drugs",
- 9) Hemp and hemp products – with the exception of hemp (*cannabis sativa sativa*) and hemp-derived products (including hemp fibre products) with a THC concentration of less than 0.30%,
- 10) Plants,
- 11) Human or animal organs and human or animal secretions or tissues,
- 12) Tobacco products, including tobacco and cigarettes, e-cigarettes, and parts thereof.

## 04 CONSEQUENCES OF IMPROPER PACKING



damaged Parcel Locker



accident at work



damaged parcel



evacuation of the branch



additional cost for the customer



parcel with leaking liquid



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