

# 20% off with ShipNow Promotion Terms and Conditions

## § 1. General Provisions

1. The '20% off with ShipNow' promotion is organised by DHL Express (Poland) Sp. z o.o., with its registered office in Warsaw at ul. Wirażowa 37, entered on the National Court Register kept by the District Court for the capital city of Warsaw, 14<sup>th</sup> Commercial Division, under KRS number 47237, with a share capital of 419,000 PLN, and NIP (tax identification number) 527-00-22-391 (hereinafter: the Organiser or DHL).
2. Participation in the Promotion is open to individuals or entities established/residing in Poland who are not currently under contract with DHL for ongoing transport services.
3. These terms and conditions (hereinafter: the Regulations) outline the conditions for participation, the promotion's duration, communication methods regarding the promotion and its terms, and the procedure for lodging complaints related to the promotion.
4. The Organiser provides the Regulations free of charge, and participants are required to review them before taking part in the promotion. The Regulations can be accessed at <https://dhlexpress.pl/en/ship-now/>. Upon request, the document can be provided in an alternative format that allows participants to acquire, reproduce, and store its content using their telecommunication system.
5. By participating in the promotion, the Participant acknowledges that they have read and accepted all the provisions of the Regulations.

## § 2. Discount Conditions

1. The promotion offers a 20% discount, calculated from the price of the transport service (hereinafter: the Service) ordered by the Participant, as listed in the Click Service Price List available at [https://dhlexpress.pl/wp-content/uploads/2024/09/dhl\\_cennik\\_CLICK.jpg](https://dhlexpress.pl/wp-content/uploads/2024/09/dhl_cennik_CLICK.jpg).
2. The discount:
  - a) does not apply to services other than transport, such as customs or additional services
  - b) is valid only for shipments made through <https://shipnow.dhl.com/pwa-ui/> using the promotion code and paid for online;
  - c) applies exclusively to shipments within Poland as specified in the Click Service Price List.
3. Participants may use the promotion code multiple times.
1. The promotion code is available at <https://dhlexpress.pl/en/ship-now/>.

## § 3. Promotion Duration

1. The promotion runs from 16 September to 31 December 2024.

#### **§ 4. Complaints**

1. Complaints regarding the promotion can be submitted in writing to the contact details of the Organiser provided in § 1 or by email to [reklamacje.cash@dhl.com](mailto:reklamacje.cash@dhl.com).
2. Complaints will be reviewed within 14 days of receipt by the Organiser. The parties concerned will be notified of the outcome of the complaint in the same form in which the complaint was submitted, promptly after it has been reviewed.
3. Any technical issues related to the correct functioning of the website <https://shipnow.dhl.com/pwa-ui/> or incorrect functioning of the code can be reported by email to [kontakt.int@dhl.com](mailto:kontakt.int@dhl.com) or via the helpline at +48 42 63 45 100.

#### **§ 5. Personal Data Protection**

1. The data controller (as defined in Article 4 of GDPR) of the data provided by Participants is the Organiser.
2. The Processing of Personal Data will be conducted in accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), hereinafter: GDPR.
3. The Personal Data provided by Participants to the Organiser through the online form will be processed for the purpose of fulfilling the order covered by the promotion.
4. The Organiser will process the following personal data of the sender and the recipient of the shipment provided by the Participants in the promotion: email address, first and last name, postal address, phone number (hereinafter: Personal Data).
5. The provision of Personal Data is voluntary, but failure to provide it will make it impossible to participate in the Promotion.
6. More information about DHL's processing of personal data can be found [here](#).

#### **§ 6. Final Provisions**

2. The content of these Regulations is available throughout the promotion period at <https://dhlexpress.pl/en/ship-now/>.
3. The Organiser is not responsible for the functioning of internet connections used by the Participants to order the Service.
4. In matters not regulated by the Regulations, the generally applicable laws, in particular the Civil Code, shall apply.