

Changes to the Allegro Terms & Conditions from July 30, 2026.

This document contains changes in the regulations concerning Allegro.pl. 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](#).

Allegro Terms & Conditions

(...)

Section 10. Other obligations of Users

(...)

10.2.

A User must explain the correctness of the performance of the agreement concluded between the Buyer and the Seller. The Seller must give their response and present exhaustive explanations in the Discussion within 24 hours from being alleged of any misconduct by the Buyer, with Saturdays, Sundays, and other public holidays being excluded from such response time according to the laws applicable to the country of registration or permanent residence of the Seller.

When the Discussion concerns undelivered Goods and the time limit to deliver them has lapsed, the Seller is obliged to resolve the problem reported by the Buyer within 7 days. The following shall, in particular, be regarded as a resolution of the problem:

- Posting the tracking number to show that the parcel is on the way or has been delivered;
- Refunding the amount paid to the Buyer through Allegro Finance, or posting the refund confirmation in the Discussion.

~~After the lapse of 7 days, Allegro enables the Buyer to mark the Discussion as unresolved.~~ If the Buyer's problem is unresolved and they decide to use the Allegro Buyer Protection and receive a refund, the amount paid to the Buyer will be charged to the Seller in accordance with Section 4(10) of Appendix No. 9 of the Allegro Terms & Conditions.

In other cases, the Seller will have 14 days from the start of the Discussion to resolve the Buyer's problem.

(...)

Appendix No. 9

Appendix No. 9: Allegro Buyer Protection — Terms & Conditions

(...)

SECTION 3. COMPENSATION CLAIM FROM ALLEGRO BUYER PROTECTION

1. In order to receive compensation from Allegro Buyer Protection, the Buyer must first express their objections related to the relevant Transaction to the Seller — respectively — in a Discussion or complaint. If the problem indicated by the Buyer is not clarified, the Buyer ~~should mark this problem as unresolved. After the Buyer has performed the activities referred to in the preceding sentence, they are~~ is obliged to fill in and submit to the Company, in an electronic form, the form available on the Allegro website along with the attachments referred to in Section 4(1) below, providing the required data and describing the Transaction and the performance of the agreements (hereinafter: "Form").

(...)