



*Changes to the Allegro Terms & Conditions from March 31, 2026.*

*This document contains changes in the regulations concerning Allegro.pl, Allegro.cz, Allegro.sk and Allegro.hu. 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 18. Appendixes

18.1.

The Terms & Conditions contains the following appendixes which constitute its integral part:

(...)

Appendix No. 17. Charity Offers [and Donations](#):

(...)

## Appendix No. 4

### Appendix No. 4 Fees and sales commissions

(...)

### **Allegro.sk**

## SECTION 18. DELIVERY AND ADDITIONAL SERVICES COSTS (ALLEGRO.SK)

(...)

b. Any Additional Services strictly related to the delivery of Goods in the Allegro International Slovakia Service will be paid by the Seller, in accordance with the table below.

Service	Code	Fee
---------	------	-----

Additional Parcel Protection, up to EUR 1,000		included in the service price
Additional parcel protection over EUR 1,000 up to EUR 5,000	AIC_PROTECTION_N10	0,12% net 0,15% gross
POD — <b>Allegro International Courier Slovakia</b>	AIC_COD_N4	EUR 0.80 net EUR 0.99 gross
Verification of parcel weight and dimensions	AIC_VER_N4	EUR 2.84 net EUR 3.49 gross
Surcharge for <b>Allegro International Courier Slovakia</b> parcels with a weight of over 29 kg (actual weight) and dimensions exceeding 120 cm on the longest side, sum of 3 sides 220 cm	AIC_OVERSIZE_N5	EUR 4.06 net EUR 4.99 gross
Surcharge for <b>Allegro International Pick-Up Point Slovakia</b> parcels with a weight of over 15 kg (actual weight) and 80 cm longest side and <b>Allegro International Parcel Lockers Slovakia</b> parcels with a weight of over 15 kg (actual weight) and dimensions 64 x 38 x 41 cm	AIC_OVERSIZE_N5	EUR 4.06 net EUR 4.99 gross
<del>Collection order (applies to ordering 5 or fewer parcels from one place on the same day) [1]</del>	<del>AIC_PICK_UP_N9</del>	<del>EUR 0.97 net EUR 1.19 gross</del>

(...)

## Appendix No. 7C

### Appendix No. 7C. Allegro Finance Terms & Conditions

#### SECTION 1. GENERAL CONDITIONS FOR PROVIDING SERVICES

(...)

#### Overview of major features of the Allegro Finance Service

(...)

1.3. The condition for the performance of the payment service referred to in paragraph 1.2 above for a specific payment transaction shall be the existence of a monetary obligation, respectively, between Sellers and Buyers, in connection with the agreement concluded in the Transaction (including for refunds), [the Donation referred to in Appendix No. 17 to the Allegro Terms & Conditions](#) or on the part of the Carrier vis-à-vis the Seller, arising from the collection of funds from the Recipient in connection with the Service performed on the basis of the Delivery Service ordered by the Seller, or between the



User and the Company for a monetary obligation of the User arising from the Allegro Terms & Conditions, between the User and a third party providing services on Allegro.

(...)

1.16. Any financial operations related to the Allegro Finance Service are made in the starting currency specified by the Seller when listing the Offer (the “Base Currency”), the Conversion Currency (as defined below) or in a different currency supported by Allegro Finance.

1.16a. The Seller may decide that the funds collected in the settlement tool should be paid out in one of the currencies provided by Allegro Finance, different from the Base Currency, by means of the conversion service (hereinafter: “Conversion Currency”), provided by Allegro Finance. A Conversion Currency payout can only be made to an IBAN account with the country prefix corresponding to the Conversion Currency. Payouts in EUR may be made to any bank account of the Seller subject to paragraphs 4.7 and 4.8 below.

~~Allegro Finance regularly updates the available and applied currency conversion rates for the Conversion Currency, which are subject to change. The currency rate finally applied for a given payout is indicated at the time of payout of funds accumulated in the settlement tool by the Seller.~~

1.16b. In the case of payouts requiring currency conversion (payouts in the Conversion Currency), the conversion rate is calculated on the basis of the “Base Rate” plus the Allegro Finance charge.

The Base Rate is the reference euro exchange rate published by the European Central Bank (ECB). In the case of currency pairs without euro, the Base Rate is determined on the basis of the ECB’s cross-rate exchange rates.

The charge added to the Base Rate includes Allegro Finance’s margin and costs incurred to third-party payment service providers. The total conversion cost is presented to the Seller as a percentage of the charge in relation to the ECB’s Base Rate (“ECB + %” model).

1.16c. The conversion rate presented to the Seller at the time of the payout request (or at the time of the automatic payout) is the final rate. The rate offered already includes the Allegro Finance margin, which means that the Seller does not incur any additional hidden fees or commissions related to the exchange service over and above the rate presented.

The conversion rate actually applied to a given payout is always disclosed in the Seller’s transaction history. In addition, in the Sales Center dashboard, Allegro Finance provides access to historical data on the ECB Base Rates and applied charges for each day, enabling the Seller to verify the currency conversion costs.

(...)

## SECTION 3. IDENTIFICATION AND VERIFICATION PROCEDURE

(...)

3.5. Pursuant to the rules described in paragraph 3.6 below, Allegro Finance may impose a limitation of the functionality of the Allegro Finance Service in respect of the Seller, which may involve:

- a. Withholding of payouts from transactions performed under the Allegro Finance Service or
- b. Refusal to perform transactions under the Allegro Finance Service.

In the event of suspension of the User's Account ~~resulting from actions referred to in paragraphs under paragraph 2.12 or 8.2 of the Allegro Terms & Conditions, or actions referred to in paragraph 8.4 of the Allegro Terms & Conditions~~, Allegro Finance may completely block the settlement tool (i.e., suspend the Allegro Finance Service in its entirety) for the duration of the ~~sanctions related to the Account suspension~~.

(...)

## SECTION 4. SPECIFIC RULES FOR THE PROVISION OF THE ALLEGRO FINANCE SERVICE UNDER THE FRAMEWORK AGREEMENT

(...)

4.2d. If funds are recorded in the Seller's settlement tool by mistake, in particular as a result of an obvious mistake by Allegro Finance or other participant in the settlements, Allegro Finance is entitled to deduct this amount from the funds recorded in the Seller's settlement tool. Allegro Finance shall inform the Seller about the correction in accordance with Section 1.18 of these Terms & Conditions.

(...)

4.6. In the functionality referred to in paragraph 4.1., the Seller may order a payout of funds recorded as per the following table:

The currency of the funds registered on the settlement tool:

- **PLN**

Bank account	one-off payout (on demand) in the Base Currency	recurring payout (automatic payout) in the Base Currency	recurring or one-off payout together with the conversion of that Base Currency into the Conversion Currency
in the IBAN format with the PL prefix	available	on a daily weekly or monthly basis. An automatic payout can	available on conversion of this base currency to EUR in accordance with

		be processed if the amount in the settlement tool is at least PLN 20 on the day indicated in the automatic payout order.	the rules described in paragraph 1.16a
<b>in the IBAN format with a prefix other than PL</b>	unavailable	on the first day of the month for amounts below the equivalent of PLN 100, and on the first day and fourteenth day of the month for amounts equivalent to PLN 100 and higher than the equivalent of PLN 100	available in accordance with the principles described in paragraph 1.16a
<del>Virtual bank account at PingPong, LianLian Global, Payoneer. Maintained at a bank based in the EU. For Sellers who set payouts before July 31, 2025.</del>	available	<del>on a daily weekly or monthly basis. An automatic payout can be processed if the amount in the settlement tool is at least PLN 20 on the day indicated in the automatic payout order.</del>	<del>available in accordance with the principles described in paragraph 1.16a</del>
<b>Virtual bank account at PingPong, LianLian Global, <span style="color: #00AEEF;">WorldFirst</span>, Payoneer. Maintained at a bank based in the EU. For Sellers who set payouts after July 31, 2025.</b>	unavailable	unavailable	available on conversion of this base currency to EUR in accordance with the rules described in paragraph 1.16a.

- CZK

Bank account	one-off payout (on demand) in the Base Currency	recurring payout (automatic payout) in the Base Currency	recurring or one-off payout together with the conversion of that Base Currency into the Conversion Currency
in the IBAN format with the CZ prefix	available	on a daily weekly or monthly basis. An automatic payout can be processed if the amount in the settlement tool is at least CZK 100 on the day indicated in the automatic payout order.	available on conversion of this base currency to EUR in accordance with the rules described in paragraph 1.16a.
in the IBAN format with the prefix other than CZ	unavailable	on the first day of the month for amounts below the equivalent of CZK 5,000, and on the first day and fourteenth day of the month for amounts equivalent to CZK 5,000 and higher than the equivalent of CZK 5,000 The order is also accepted for execution every day, provided that the funds held in the settlement tool are equivalent to at least CZK 50,000. This payout option is only available to Sellers who had active recurring payout settings in CZK to an account in IBAN format with a prefix other than CZ before March 28, 2024.	available in accordance with the principles described in paragraph 1.16a

<del>Virtual bank account at PingPong, LianLian Global, Payoneer. Maintained at a bank based in the EU. For Sellers who set payouts before July 31, 2025.</del>	available	<del>on a daily weekly or monthly basis. An automatic payout can be processed if the amount in the settlement tool is at least CZK 100 on the day indicated in the automatic payout order.</del>	<del>available in accordance with the principles described in paragraph 1.16a</del>
Virtual bank account at PingPong, LianLian Global, <b>WorldFirst</b> , Payoneer. Maintained at a bank based in the EU. For Sellers who set payouts after July 31, 2025.	unavailable	unavailable	available on conversion of this base currency to EUR in accordance with the rules described in paragraph 1.16a.

• EUR

Bank account	one-off payout (on demand) in the Base Currency	recurring payout (automatic payout) in the Base Currency	recurring or one-off payout together with the conversion of that Base Currency into the Conversion Currency
Maintained at a bank based in the EU	available	on a daily weekly or monthly basis. An automatic payout can be processed if the amount in the settlement tool is at least EUR 10 on the day indicated in the automatic payout order.	available in accordance with the principles described in paragraph 1.16a
Virtual bank account at PingPong, LianLian	available	on a daily weekly or monthly basis. An	unavailable

Global, <b>WorldFirst</b> , Payoneer. Maintained at a bank based in the EU		automatic payout can be processed if the amount in the settlement tool is at least EUR 10 on the day indicated in the automatic payout order.	
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- HUF

Bank account	one-off payout (on demand) in the Base Currency	recurring payout (automatic payout) in the Base Currency	recurring or one-off payout together with the conversion of that Base Currency into the Conversion Currency
in the IBAN format with the HU prefix	available	on a daily weekly or monthly basis. An automatic payout can be processed if the amount in the settlement tool is at least HUF 2000 on the day indicated in the automatic payout order.	unavailable
in the IBAN format with the prefix other than HU	unavailable	unavailable	available in accordance with the principles described in paragraph 1.16a.
<del>Virtual bank account at PingPong, LianLian Global, Payoneer. Maintained at a bank based in the EU. For</del>	<del>unavailable</del>	<del>unavailable</del>	<del>available in accordance with the principles described in paragraph 1.16a.</del>



<del>Sellers who set payouts before July 31, 2025.</del>			
<b>Virtual bank account at PingPong, LianLian Global, <a href="#">WorldFirst</a>, Payoneer. Maintained at a bank based in the EU. For <del>Sellers who set payouts after July 31, 2025.</del></b>	unavailable	unavailable	available on conversion of this base currency to EUR in accordance with the rules described in paragraph 1.16a.

(...)

## SECTION 5. PRIVACY AND CONFIDENTIALITY

### Processing of Personal Data in Connection with the Provision of the Allegro Finance Service

(...)

5.7a. When performing the Allegro Finance Service, Allegro Finance cooperates with PayU S.A. and PayPro S.A., to whom it may disclose the Users' personal data to the extent necessary to perform the Allegro Finance Service. More information on the principles of processing the User's personal data by

a. PayU S.A. is can be found on the website available [here](#).

b. PayPro S.A. can be found on the website available [here](#).

(...)

## Appendix No. 17

### Appendix No. 17. Charity Offers [and Donations](#)

This appendix sets out the rules for posting and participating in Charity Offers [and making Donations](#). Any matters not regulated by these Terms & Conditions shall be governed by the Allegro Terms & Conditions

## 1. Definitions

(...)

**Fundraiser Goal** — a cause indicated by a Charity consistent with its statutory objective, for which funds raised through [Donations](#) and Charity Offers, i.e. funds from [Donations](#) and the sales of Goods and ~~Donations~~, will be allocated.

**Donation** — a functionality available [on the Platform](#) ~~in each Charity Offer~~ that allows Users (Buyers) ~~at the time of making the Transaction in a Charity Offer~~ to donate any amounts [of funds](#) to the Charity [for a Fundraising Goal, at the time of making the Transaction in the Charity Offer listed for the benefit of that Charity, or enabling Users, regardless of such Transaction, to directly support the Fundraising Goal by transferring any amount of money to the Charity for that Fundraising Goal](#) ~~for the benefit of which the Offer has been posted.~~

(...)

## 2. General Provisions

2.1. Company shall support Charity Offers [and the Donations functionality](#) by providing tools necessary for their functioning, to be used, for example, to indicate and activate by a Charity a Fundraiser Goal for which Charity Offers will be posted and Donations will be made.

(...)

2.3. A Charity shall make the Fundraiser Goal credible. For this purpose, at the request of Company, the Charity shall submit the necessary documentation the scope of which shall be determined by Company depending on the Fundraiser Goal. The documentation referred to in the preceding sentence shall be sent by email to the following address: [kontakt.charytatywni@allegro.pl](mailto:kontakt.charytatywni@allegro.pl)

The Fundraiser Goal should be indicated precisely and may not be changed through the duration of Charity Offers posted for a given cause from the time when buying offers appear [or Donations are made](#) in the respective Charity Offer.

(...)

2.5. In the cases referred to in paragraph 2.4 above, Company shall make it impossible to indicate a Fundraiser Goal and post any Charity Offers [and make Donations](#) related to it.

2.6. Company is not responsible for actions or omissions of Charities that act independently of Company. Verification by Company shall be limited to making sure that a Fundraiser Goal satisfies the formal requirements set out in the Terms & Conditions. [The Company is not liable for the tax settlements of the Charity and the User for the money received or transferred.](#)

2.7. The provisions of Appendix No. 7B of the Allegro Terms & Conditions and the exclusions concerning the non-binding nature of the Offers described in paragraph 3.3 of the Allegro Terms & Conditions shall not apply to Charity Offers [and Donations](#). Transactions referred to in paragraph 3.3 of the Allegro Terms & Conditions made as part of Charity Offers shall be binding, except for Transactions concerning real estate sales or lease.

(...)

## 4. Charity Offers [and direct support for Fundraising Goals](#)

4.1. Users purchasing Goods in Charity Offers [or making Donations to directly support the Fundraising Goal](#) shall be identified in accordance with the provisions of Appendix No. 7A of the Allegro Terms & Conditions.

(...)

[4.3. In order to make a donation in the form of directly supporting the Fundraising Goal, the User uses a special form available at the given Fundraising Goal. The amount of money indicated in this form and subsequently paid by the User will be transferred to the Charity whose Fundraising Goal was selected by the User.](#)

~~4.3~~ [4.4.](#) When a Charity Offer is posted by a User, the price of the Goods to be sold in such a listing shall be transferred ~~directly to the account number of the~~ Charity the Fundraiser Goal of which was indicated by the User prior to its posting on the Website.

~~4.4.~~ [4.5 Donations to directly support a Fundraising Goal and](#) ~~In the case of Charity Offers,~~ payments for Goods [in Charity Offers](#) may be made only using the payment service specified in Appendix No. 7A or Appendix No. 7C of the Allegro Terms & Conditions.

~~4.5.~~ [4.6](#) When Charity Offers concern Goods referred to in Annex No. 15 to the VAT Act of 11 March 2004 (consolidated version: Journal of Laws of 2020, item 106, as amended), the sales of which will be evidenced with an invoice for the total amount of receivables exceeding the amount referred to in Article 19(2) of the Entrepreneurs' Law of 6 March 2018 (Journal of Laws of 2019, item 1292, as amended), i.e. a gross amount of PLN 15,000, and the payment for the aforementioned Goods has been made using the split payment mechanism, the User (Seller) shall immediately transfer to the Charity the entire amount corresponding to the price of these Goods.

~~4.6.~~ [4.7](#) Under of Charity Offers [and in Donations](#), the following products/services are not available:

a) the 'Installments' product at Allegro referred to in the terms and conditions available at <http://allegro.pl/raty/regulamin>

~~b. the 'Allegro Pay Later' (Allegro Zapłać Później) service referred to on the webpage: <https://allegro.pl/regulaminy/regulaminuslugi-allegro-zaplac-pozniej-z8XAXR6ZYFL>~~

↪ [b\)](#) the Allegro Pay service provided in accordance with its Terms & Conditions.

~~4.7.~~ **4.8.** Company shall not charge basic fees for the posting of Charity Offers and sales commissions on the sales of Goods in such listings.

~~4.8.~~ **4.9.** The price of the Goods to be sold in Charity Offers posted by Users shall be transferred ~~directly to the account number of the Charity.~~ In this case, the User who has posted the Charity Offer shall receive only the costs paid by the Buyer of the delivery of the Goods purchased in this offer.

~~4.9.~~ **4.10.** Payments by the Users who are Buyers for Goods purchased in Charity Offers **and Donations to directly support a Fundraising Goal** shall be made through an entity intermediating in the conducting the payment transaction.

~~4.10.~~ **4.11.** Should the User who is the Buyer exercise the right to withdraw from the agreement concluded as part of a Charity Offer as per Article 27 of the Consumer Rights Act of 30 May 2014, the Charity, at Seller's request made directly through the Message Center functionality, shall refund the amount corresponding to the price of the Goods purchased to the Buyer's account number.

~~4.11.~~ **4.12** Charity Offers may not be posted in the following categories:

- Health > Erotica
- Health > OTC drugs
- Sports and Travel > Military supplies > Air Guns
- Sports and Travel > Military supplies > Knives, Machetes
- Business and services > Services
- Business and services > Live Animals
- Automotive > Cars
- Automotive > Motorcycles and Quads
- Automotive > Machinery
- Automotive > Trailers, Semitrailers
- Automotive > Other Vehicles and Boats
- Real Estate
- ~~Culture and Entertainment > Tickets~~
- Supermarket > Pet Supplies > Non-prescription veterinary drugs

~~4.12.~~ 4.13. The duration of Charity Offers may not exceed the duration of the Fundraiser Goal, i.e., a maximum of 90 days, except that the duration of a Charity Offer may not be shorter than 24 hours.

## 5. Security and credibility of Donations and Transactions made as part of Charity Offers

5.1. Company reserves the right to a three-step verification of Users purchasing Goods in Charity Offers or Donations to directly support a Fundraising Goal in the cases when the value of the Transaction made as part of a Charity Offer or the amount offered during the Auction or the Donation amount to directly support a Fundraising Goal is greater than or equal to PLN 1,000.00, 10,000.00 PLN and 100,000.00 PLN. For this purpose, sub-paragraph 2.12(a) of the Allegro Terms & Conditions shall apply *mutatis mutandis*.

The verification may involve, e.g., entering a code sent in a text message, or making a verification transfer. The verification transfer amount will be returned to the relevant payment instrument on the next working day, at the latest.

(...)

## 6. Complaints Procedure

6.1. A User may lodge complaints regarding the failure to perform or undue performance of services related to the handling of Charity Offers and Donations by Company.

(...)

## 7. Privacy

7.1. Company is the personal data controller for the Users participating in Donations, Charity Offers and establishing Fundraiser Goals within the meaning of Article 4(7) 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, the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) ("GDPR").

(...)

# Appendix No. 18

### Appendix No. 18. Terms & Conditions of International Forwarding Services

#### Section 1. Definitions

(...)



2. Capitalized terms used herein, whether in plural or singular, shall have the following meaning:

(...)

**Platform** — the open e-commerce platform operated by the Company, available at <https://allegro.pl/> or <https://allegro.cz/> or <https://allegro.sk/>

(...)

**Allegro Terms & Conditions** — the Terms & Conditions for using the Platform available at: <https://allegro.pl/regulamin/pl>, and <https://allegro.cz/podminky> and <https://allegro.sk/podmienky>;

(...)

## Section 2. Terms & Conditions of the Forwarding Service

(...)

5. The Company provides Forwarding Services for Parcels containing goods and items, excluding:

a. goods and items whose possession, shipping, storage, or trade is prohibited by the laws applicable in Poland, or the Czech Republic, [Slovakia](#) or other countries in which the Service is performed,

(...)

## Section 3. Rights and obligations of the Client

(...)

2. Clients shall be obliged:

(...)

d. to prepare, package, and label each Parcel in a manner suitable for transport by road and enabling the Parcel to be delivered and released without loss, deterioration, or damage; the rules for correct packaging are available at: <https://help.allegro.com/sell/cs/a/O3aKoBM8xSa>  
<https://help.allegro.com/pl/sell/a/ZMI7ZD6aqFe>

(...)

## Section 5. Forwarding Orders

5. The Company declares that it will make every effort to arrange the delivery of Parcels, within two working days, the guaranteed deadline being 14 working days from dispatch of the Parcel/ release of the Parcel to the Carrier, with the day considered as the Parcel dispatch date being the Working Day of handing the Parcel over to the Courier or leaving it at a parcel locker or the Customer Service Point,



provided that the Parcel is released to the Carrier or left at the parcel locker by the cut-off time indicated on the Company's website at: for Parcels dispatched from Poland to Czechia [or to Slovakia: https://help.allegro.com/sell/pl/a/allegro-international-czechy-informacje-dla-sprzedajacych-3AdEKV0RruE?marketplaceId=allegro-pl#jakie-sa-godziny-graniczne-nadawania-przesylek](https://help.allegro.com/sell/pl/a/allegro-international-czechy-informacje-dla-sprzedajacych-3AdEKV0RruE?marketplaceId=allegro-pl#jakie-sa-godziny-graniczne-nadawania-przesylek)

(...)

10. Subject to the provisions of paragraphs 14 and 15 below, the storage period for a Parcel is:

at a Customer Service Point ~~in Poland~~ — 5 business days, and at a Parcel Locker ~~in Poland~~ — 48 hours from the moment of placing the Parcel at a Customer Service Point or Parcel Locker;

~~Customer Service Point in Czechia — 5 working days, and Parcel Locker in Czechia — 48 hours from the moment of placing the Parcel at the Customer Service Point or Parcel Locker.~~

For Parcels stored at the Customer Service Point, Sundays and holidays do not count towards the aforementioned period.

(...)