



Press release

DHL and Allegro enter strategic cooperation for delivery services in Poland

- DHL eCommerce's pickup points, parcel lockers, and courier services are now accessible through the Allegro Delivery program

Bonn, November 28, 2024: DHL eCommerce, a division of DHL Group, and Allegro, the largest e-commerce platform in Poland, have expanded their cooperation by entering into a strategic partnership that includes the integration of DHL's delivery services into the Allegro Delivery program. Polish Allegro customers can now benefit from DHL's extensive logistics and delivery network, including DHL BOX 24/7 lockers, DHL POP pickup points, and DHL's courier services. This collaboration aims to provide even greater convenience and accessibility for online purchases, aligning with market trends and customer needs.

"Introducing our parcel lockers, pickup points and courier deliveries to the Allegro Delivery program is an important step for us and an example of our efforts to meet the dynamically growing needs of the e-commerce market in Poland. By supporting programs such as Allegro Delivery we are ensuring fast, convenient and reliable deliveries for both shoppers and retailers. Customers can enjoy not only a wide selection of products but also easy access to a variety of convenient delivery options, which significantly improves the shopping experience. These type of solutions allow better control over the delivery process and greater flexibility, which are currently among the most important factors influencing the satisfaction of senders and recipients. We are glad that our solutions and the highest quality of our services will enable Allegro customers to enjoy even faster and more convenient shopping," comments Agnieszka Świerszcz - CEO of DHL eCommerce Poland.

The Allegro Delivery program was launched by Allegro to offers customers the choice of convenient delivery options: to parcel lockers, pickup points, or direct delivery to an address. Through this program, Allegro takes full responsibility for the parcel at every stage of its journey - from dispatch to handling complaints or returns. As part of this, Allegro provides full care for the entire delivery process – from choosing a convenient form of delivery to support at every stage of the parcel's journey, providing buyers and sellers with a single point of contact. Thanks to the cooperation with DHL, users of Poland's most popular e-commerce platform will gain even greater access to fast and convenient delivery solutions in their local area, significantly simplifying their everyday online shopping. With an extensive network of parcel lockers as well as modern parcel sorting and distribution centers across Poland, DHL eCommerce stands for reliable, affordable and sustainable parcel delivery services.



“As announced, we are consistently developing the Allegro Delivery program to provide our customers with the highest standard of service. The addition of DHL eCommerce, whose services are highly rated by our customers, means that within Allegro Delivery we will offer 27,000 convenient collection points throughout Poland. Thanks to this cooperation, customers will gain even wider access to fast and safe delivery options, and Allegro will provide them with support at every stage – from purchase to receipt of the shipment. At the same time, we look to the future, examining the new needs of both customers and sellers in order to develop our services, invite new partners to cooperate, and offer solutions even better suited to changing expectations,” says Jakub Kłoczewiak, Chief Operating Officer of Allegro.

“Our priority is to provide services that not only meet but exceed the expectations of our customers. With one of the most extensive networks of service points, covering over 20,000 locations in Poland, we are able to provide fast, convenient and effective logistics solutions that significantly improve the order fulfillment process. Thanks to continuous investment in modern technologies and innovative solutions, such as our parcel sorting centers and the optimization of delivery routes, we support the development of the Polish e-commerce market, while ensuring the comfort and satisfaction of our customers,” adds Anna Krauze, Director of Strategic eCommerce Development at DHL eCommerce Poland.

The growing popularity of out-of-home delivery and partnership programs

The development of last-mile logistics, especially in the field of deliveries to parcel lockers and pickup points, addresses the growing customer demand for faster, more flexible and sustainable delivery methods. Out-of-home delivery and returns are hugely popular in Poland. Based on the findings of the latest DHL Online Shopper Trends Report Poland is the only country where more shoppers (64%) choose a parcel locker over home delivery. With an annual growth rate of 9.63%, the Polish e-commerce market is projected to reach a revenue of USD 36.13 billion by 2029. And 96% of the Polish online shoppers surveyed by DHL say that delivery options influence where they shop online¹. This makes strong partnerships and reliable logistics solutions such as offered by DHL and Allegro even more important for the future².

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¹ [DHL Online Shopper Trends Report 2024 – Country Report Poland](#)

² [eCommerce - Poland | Statista Market Forecast](#)

Press release



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DHL – The logistics company for the world

DHL is the leading global brand in the logistics industry. Our DHL divisions offer an unrivalled portfolio of logistics services ranging from national and international parcel delivery, e-commerce shipping and fulfillment solutions, international express, road, air and ocean transport to industrial supply chain management. With about 395,000 employees in more than 220 countries and territories worldwide, DHL connects people and businesses securely and reliably, enabling global sustainable trade flows. With specialized solutions for growth markets and industries including technology, life sciences and healthcare, engineering, manufacturing & energy, auto-mobility and retail, DHL is decisively positioned as “The logistics company for the world”.

DHL is part of DHL Group. The Group generated revenues of more than 81.8 billion euros in 2023. With sustainable business practices and a commitment to society and the environment, the Group makes a positive contribution to the world. DHL Group aims to achieve net-zero emissions logistics by 2050.