

Information on ensuring compliance with the accessibility requirements of the My DHL mobile application

DHL eCommerce (Poland) sp. z o.o. (hereinafter referred to as "DHL eCommerce") strives to ensure the accessibility of its mobile application, Mój DHL (hereinafter referred to as "the Application"). This effort is in accordance with the Act of April 26, 2024, which mandates that business entities meet specific requirements for the availability of certain products and services.

Information on the service offered and provided

The Application is software in the form of a mobile application, within which, after registering, the user can use the transport and courier services offered for a fee by DHL eCommerce. The Application is available on an electronic device (e.g. smartphone) using the iOS system, Android system, and in terms of selected functionalities, also on the website <http://www.mojdhl.pl/>. The scope of services provided within the Application and the terms of their use have been specified in detail in the Regulations of the mobile application "Mój DHL". These services are provided at the request of the user, at a time and place chosen by him. The Application is made available free of charge.

Name of the service/service	Description of the service/service	Address or source that it refers to
My DHL App (PWA)	application for tracking the shipment, redirecting the shipment	https://mojdhl.pl/login
My DHL Mobile App	My DHL mobile application, application for tracking the shipment, redirecting the shipment available in Google Play + App Store	Google Play Oraz App Store
Track&Trace	website for tracking parcels by tracking number	https://mojdhl.pl/tracking

Information necessary to use the service

Using the Application and its correct operation is possible if the technical requirements specified in the Regulations of the "My DHL" mobile application are met. Detailed rules for registering an account are specified in the Regulations of the "My DHL" mobile application.

Information on how the service meets accessibility requirements

We make every effort to ensure that our websites and the Application are accessible to all users.

The application has the following facilities for people with disabilities:

1. In most cases, the Application can be used freely using only the keyboard.
2. The Application has the ability to enable options that make it easier for people with disabilities to use the Application:
 - Enlarge text;
 - Reduce text;
 - Dark version of the interface.

At the same time, the Application mostly meets the following requirements:

- Alternative text for images;
- Adequate contrast;
- Correct navigation;
- Screen reader support;
- Adaptation to various devices.

If you encounter any difficulties related to the accessibility of the site, please contact us - we will do our best to remove them immediately. DHL eCommerce Team.