

CONDITIONS OF INTERNATIONAL PARCEL POSTAGE SERVICES

When enlisting the parcel postage services of “Sociedad Estatal Correos y Telégrafos S.A., S.M.E.” (hereafter referred to as “Correos”), you as the Sender agree that these Terms and Conditions shall apply from the moment that Correos accepts the Shipment, except in the case of specific agreements or conditions arising from a particular feature of a contracted service. Correos may carry out the services using their own resources or by subcontracting them to other companies, businesses or freelance workers. These Terms and Conditions must be affixed to any labels or shipping documents produced by Correos’ automated systems, which shall be treated as a Delivery Note for all intents and purposes.

Correos reserves the right to modify these Terms and Conditions. The up-to-date, valid version of these terms will be published on the Correos website (www.correos.es). Correos shall inform the client of any such changes. If the client does not respond to this communication within 15 calendar days, it shall be deemed that they have accepted the change and the latest version of the International Business Parcel Conditions published on the aforementioned website shall be applied.

I.- CHARACTERISTICS

1- Paq Premium Internacional

a. Definition: This is an urgent international service with a guaranteed* delivery time for goods or documents with or without commercial value, with an actual weight per package that may not exceed 30kg, for home delivery and to be signed for. If required by the customer, and if agreed by both parties, this service can come with the added value of SAD Customs Management and Home Collection.

b. Delivery method: Home delivery, signed for.

c. Delivery times: There are various guaranteed* delivery times depending on the destination country (*See available destinations at www.correos.es or in any of our offices).

2- Paq Standard Internacional

a. Definition: This is an international delivery service with a preferred delivery time, for goods or documents with or without commercial value, with an actual weight per package that may not exceed 30kg, for home delivery and to be signed for. If required by the customer, and if agreed by both parties, this service can come with the added value of SAD Customs Management and Home Collection.

b. Delivery method: Home delivery, signed for.

c. Delivery times: There are various estimated delivery times depending on the destination country (available at www.correos.es or in any of our offices), but there is no guarantee that these delivery times will be met.

3- Paq Light Internacional

a. Definition: This is a service for shipping goods or documents with or without commercial value, with an actual weight per package that may not exceed 2 kilograms, to a select number of the main international destinations. If required by the customer, and if agreed by both parties, this service can come with the added value of SAD Customs Management and Home Collection.

b. Delivery method: The delivery will be made **without checking the recipient’s ID and without their signature**, allowing for delivery to a mailbox or a place provided by the recipient for ordinary deliveries.

c. Delivery times: There are various estimated delivery times depending on the destination country (available at www.correos.es or in any of our offices), but there is no guarantee that these delivery times will be met.

4- Paq Return Internacional

a. Definition: It is a service through which the Client offers the possibility to the recipients of their shipments (clients of the Client or third party sender), to request their return. The third party specified by the client (the recipient of the Client) assumes the same obligations of the Client indicated with respect to the content, documentation and packaging of the documentation.

b. Delivery method: Home delivery, signed for.

c. Delivery times: There are various estimated delivery times depending on the destination country (available at www.correos.es or in any of our offices), but there is no guarantee that these delivery times will be met.

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II. ADDED VALUE

- a. SAD Customs Management.
- b. Home Collection.

III. DIMENSIONS

	Paq Light Internacional	Paq Premium Internacional Paq Standard Internacional Devoluciones Paquetería Internacional	Paq Return Internacional
Minimum Dimensions	Envelope or box: 15 x 10 x 1 cm. Roll / tube: Length + two times the diameter = 17 cm, in which the largest dimension must not be less than 10cm.	Envelope / Box: 14 x 9 cm. Roll / Tube: The longest side must measure a minimum of 10cm. In addition, the length plus double the diameter must be at least 17cm. Shipments with dimensions that are smaller than the minimum size must bear a 10 x 7 cm label with the address and stamp.	Envelope / Box: 14 x 9 cm. Roll / Tube: The longest side must measure a minimum of 10cm. In addition, the length plus double the diameter must be at least 17cm. Shipments with dimensions that are smaller than the minimum size must bear a 10 x 7 cm label with the address and stamp.
Maximum Dimensions	Length + Height + Width = 90 cm. The longest side may not exceed 60cm.	Envelope / Box: Length + Height + Width = 200cm. The longest side may not exceed 105cm. Roll / Tube: Length = 100 cm. Diameter = 15 cm.	Envelope / Box: Length + Height + Width = 190cm. The longest side may not exceed 105cm. Roll / Tube: Length = 100 cm. Diameter = 15 cm.

IV. EXCLUSIONS

In accordance with the applicable standards, any shipments which contain any item that may be considered as prohibited cannot be transported, or the transportation of such items shall be subject to special requirements or provisions. If the sender provides Correos with an excluded package, the Customer shall be obliged to compensate Correos for any damages that may be incurred, and to reimburse the total amount of any fines or other fees that Correos may have been charged.

V. DANGEROUS GOODS AND PROHIBITED OBJECTS

The Customer agrees, under the protection of Law 43/2010 of 30 December, the Universal Postal Service, users' rights and the postal market, its standards for development and the International Postal Agreements currently in force, to not send prohibited objects or dangerous goods via the postal network. The Customer expressly declares that their shipment is acceptable for transport and it does not fall under the list of items classified as toxic substances, dangerous goods, or items prohibited or restricted by the IATA (International Air Transport Association), the OACI (International Civil Aviation Organisation), ADR (European Road Transport Regulation on dangerous goods), or by any other government body or other relevant organisation.

The Customer is obliged to confirm that the shipment is properly identified, the delivery note is correctly filled in, suitably packaged so that the package will be secure through any mode of transport, and therefore complies with all applicable laws, regulations or standards in terms of classifications, packaging, labels and markings on packages.

The Customer is obliged to compensate Correos for any damages, claims or fines that may arise in the event of non-compliance with the obligations outlined in this clause or in the currently applicable standards.

VI. CUSTOMER'S OBLIGATIONS

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The Customer guarantees that the contents of the package are acceptable for being transported by Correos, and that the package is correctly identified, addressed (including Post Code) and packaged so that it can be transported securely with reasonable care and handling, with the Customer assuming direct responsibility for any non-compliance. Similarly, the Customer is responsible for correctly and accurately filling in any documentation required, with the information relating to the sender, recipient, services enlisted and characteristics of the shipment.

VII.- INSPECTION

Correos declares that in legally stipulated cases, the competent authorities may open and inspect a package without providing advanced notice to the sender.

VIII.- CONDITIONS OF SERVICE

The service is provided from Spain to various destinations indicated on the Correos website, depending on the product purchased, from Monday to Friday, excluding national holidays.

When calculating delivery times, Saturdays and national holidays will not be counted.

In the event that a delivery cannot be made due to the weight, volume or characteristics of the shipment, it shall be delivered to the relevant Office of the Postal Operator for the destination area.

Correos reserves the right to modify the times agreed for deliveries or collections, depending on its own organisational requirements.

IX.- ACCEPTANCE, DELIVERY TIME AND SCOPE OF LIABILITY

Acceptance:

a) The **acceptance** of shipments is carried out at the acceptance points indicated and disclosed by Correos. Any special collection conditions to be scheduled shall be agreed at the time that the Contract is signed, with the details being included in the corresponding section of the contract. The Customer must provide a minimum of 24 hours' notice for campaign collections.

The consignment validated by the Correos acceptance services shall be considered as the definitive accepted shipment.

b) Delivery time:

There are different delivery times depending on the destination country (available at any of the Correos offices or at www.correos.es).

For the product "Paq Premium Internacional", the delivery times for each destination are guaranteed* (*See the destinations available at www.correos.es or in any of our offices).

For the products "Paq Standard Internacional", "Paq Light Internacional" and "Paq Return Internacional", the delivery times are preferred estimates only, and they do not constitute any form of guarantee.

c) Scope of liability:

The maximum amounts for which Correos may compensate the sender in the event of non-compliance or loss, damage or delay of a shipment, shall be as follows:

Paq Premium Internacional:

-**For the loss** of a package, the sender will be entitled to a refund of the fee paid, plus a maximum amount of €52.98.

-**For damage** to a package, the sender will be entitled to a maximum compensation of 52.98, depending on the value of the damage to the package.

-**For a delayed** package, in the case of a guaranteed delivery time agreed in accordance with the destination, the sender will be entitled to a refund of the fee paid. See www.correos.es, APPENDIX 1. CONDITIONS FOR DELIVERY TIMES.

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Paq Standard Internacional and Paq Return Internacional:

-For the loss of a package, the sender will be entitled to a refund of the fee paid, plus a maximum quantity of 40 SDR + 4.5 SDR / Kg (for more information on SDR values, please visit www.correos.es or any one of our offices).

-For damage to a package, the sender will be entitled to a maximum compensation of up to 40 SDR + 4.5 SDR / Kg in accordance with the value of the damage to the package (for more information on SDR values, please visit www.correos.es or any one of our offices).

-For a delayed package, there is no compensation of any kind, as the set delivery times are only estimates and are not guaranteed.

Paq Light Internacional: Any damages suffered during transport shall be payable by the sender. Purchasing this service does not come with any guarantees against the risk of loss, damage and/or delays to the package being transported.

CORREOS will not provide any compensation if the package includes any items that are not permitted to be circulated by the postal network, even if it has been included in error.

CORREOS shall not be held responsible for consequential or extraordinary damages, or for a loss of profit, or any other indirect losses which arise from the package being misplaced, damaged, delayed, incorrectly delivered or undelivered.

Any damages suffered during transport, until the point of delivery, shall be payable by the customer if the damage is due to a fortuitous event, force majeure, the force of nature or inherent defects with the items. In the case of perishable products, no compensation will be provided for any loss or damage to them caused as a result of "actio temporalis".

X.- OPTIONAL INSURANCE.

In connection with the Paq Premium Internacional, Paq Standard Internacional and Paq Return Internacional products, the customer may purchase additional insurance to cover loss or damage to shipments, with a maximum limit of 3,000.00 euros per shipment and/or damages with the same cause. The price for this coverage is set out in the current rates published on www.correos.es.

Correos reserves the right to refuse the purchase of said insurance depending on the type of goods, the value requested or the destination. The coverage excludes wilful intent, ordinary leaks, loss of weight / volume due to natural causes, and the use and wear and tear of goods due to inherent defects.

The declared value of the Insurance shall not be altered by anything else that appears in the customs documents or shipping documents. The following types of compensation shall be provided in the event of loss or damage: 1- The declared value; 2- Replacement of the lost item; and 3- Repair of the damaged item.

XI.- FILING CLAIMS.

Claims for loss, damage or delayed packages (in the case of compensation being provided) should be filed in writing or by telephone via the contact person in Business and Post-Sales Services, at any one of our offices or via our website, www.correos.es.

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Deadlines for claims are set depending on the product and type of claim (loss, damage or delay):

PRODUCT	Maximum time period from the date of shipment for CLAIMS for LOSSES	Maximum time period from the date of shipment for CLAIMS for DAMAGES	Maximum time period from the date of shipment for CLAIMS for DELAYS
Paq Premium Internacional	4 months	4 months	21 days
Paq Standard Internacional Paq Return Internacional	6 months	6 months	N/A
Paq Light Internacional	N/A	N/A	N/A

Claims for loss or damage must meet the following conditions:

- It shall be considered that the package has been delivered in good condition unless, in the event of damage and/or partial deterioration, the recipient states their reservations on the delivery note upon receipt of the shipment, and/or if there is a declaration or notice of damages drawn up by the person responsible for the logistics process.
- The contents of the package must not fall under the list of items excluded for transport by Correos, even if they have been included in error.
- Proof must be provided of the value of the goods by providing the receipt. If it is not possible to provide the receipt, then a sworn statement or affidavit of the value must be provided (see "SWORN STATEMENT OF VALUE" form available on our website or in any of our offices), with evidence to support the estimate if necessary (damaged packages which have been insured must be provided for assessment by designated personnel if this is deemed necessary).

XII.- DOCUMENTATION

Packages being posted must be accompanied by the relevant documentation for each type of service. This documentation can be generated automatically by the sender using the software application provided by Correos, or via Correos Online (at www.correos.es).

XIII.- INFORMATION ABOUT SHIPMENTS

The Customer will receive information about the status of their shipments via Correos Online (www.correos.es), automatic feedback in files and from their contact person in Business Services. This information provides details about the date and time of the shipping status: accepted, attempted delivery, delivery and returned, indicating any causes for changes to deliveries or failure to deliver and the measures taken, if applicable.

XIV.- REFUSAL AND DISCONTINUATION OF TRANSPORT

Correos reserves the right to refuse to transport goods, or to discontinue the transportation if already begun, in the event of the Sender or Recipient failing to comply with these terms and conditions, in particular the terms under the "Exclusions" and "Dangerous Goods" sections.

In the event that Correos is entitled to discontinue transportation for reasons covered under these terms and conditions, the Sender shall be informed and shall not be entitled to a refund of the transport fees they paid.

Similarly, the Sender shall be charged for any charges that may arise, including, where applicable, any charges relating to returning the package to its place of origin, posting it and any subsequent deliveries.

XV.- CHARGES AND INVOICING FOR THE SHIPMENT

The Sender shall pay or reimburse CORREOS S.A. for all shipping charges, storage fees, customs duties and taxes, for all services provided by Correos or incurred by Correos on behalf of the Sender, the Recipient or any

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third party, and for all charges relating to claims and/or damages, fines or other charges incurred if the Shipment is considered unacceptable for transport, as described in the second and third terms of this document.

XVI.- LEGISLATION AND JURISDICTION

The services enlisted shall be governed by the provisions of Spanish Law 43/2010 of 30 December, the Universal Postal Service, users' rights and the postal market, its standards for development and the International Postal Agreements currently in force.

For any legal disputes that may arise from the application or interpretation of these conditions, both parties shall refer to the competent Courts and Tribunals in the capital of the province in the place where the contract is signed, with the express renunciation of any other jurisdiction that may apply.