

Charter of Obligations towards Consumers

Within the framework of its operation, **DPD** establishes its Charter of Obligations towards Consumers (COC), for the primary purpose of regulating its relations with its customers – consumers.

In addition to basic, reliable information regarding the postal services provided by **DPD**, the COC also determines the respective obligations of the Company and its customers, so that every customer may monitor the Company's reliability and seek the provided compensation in cases where **DPD** is liable.

DPD can guarantee the confidentiality of correspondence pursuant to the provisions of the Constitution and the laws of the State, and can provide its services with the necessary confidentiality in each instance to protect the interests of its customers – consumers.

It is noted that these obligations that pertain to the products – services manufactured and provided by **DPD** ensue both from the laws of the Greek State and from International Conventions.

In compiling this COC, the following were taken into consideration:

1. The provisions of applicable national laws.
2. Related European Union Directives.
3. Greek Law 4053/2012 and the Regulation for General Postal Services Authorizations, GG 1700/B/10.07.2013.
4. Regulatory Decisions nos. 743/014/2014 (GG 83/B/19.01.2015), 721/010/2014 (GG 1734/B/27.06.2014), 710/019/2014 (GG 1441/B/04.06.2014), 688/052/2013 (GG 1412/B/10.06.2013), 687/328/2013 (GG 1874/B/31.07.2013), 687/327/2013 (GG 1874/B/31.07.2013), 686/064/2013 (GG 1700/B/10.07.2013).

1. DPD GREECE FEATURES

1.1 The Company globally

DPD Group is one of the largest pan-European distribution networks in the express and courier delivery sector. Combining innovative ideas and knowhow in providing delivery solutions, it offers fast and reliable express and courier services intended to meet its customers' every expectation.

The **DPD Group** international network links over 230 countries around the globe, delivering more than 3.6 million parcels daily. **DPD Group** is owned by GeoPost, a subsidiary of *Le Groupe La Poste* in France.

1.2 The Company in Greece

The Company has been in operation in Greece since 2016, trading as *DPD Greece*. The Company's full legal name is "DYNAMIC PARCEL DISTRIBUTION – HELLAS SINGLE-MEMBER LTD".

DPD Greece has obtained a National General Authorization, as provided by law, from the Hellenic Telecommunications and Post Commission (EETT), under no. 16-095.

Trade name:	DYNAMIC PARCEL DISTRIBUTION – HELLAS SINGLE-MEMBER LTD
Headquarters:	38, Ionos Dragoumi St., 54631 Thessaloniki
Phone no.:	+30 2310 23 23 80
Fax no.:	+30 2310 23 23 80
TIN:	997997826
PFD:	THESSALONIKI PFD FOR SA COMPANIES
G.E.MI. no.:	139331904001
Website:	www.dpd.gr

1.3 The Company's scope, pursuant to its articles of association, includes:

Provision of express and courier services, as well as auxiliary services in the sector of transport, forwarding, handling, storage and distribution of documents, parcels, merchandise and freight, as well as any other activity not prohibited by law, and if the execution of said activity requires certification, authorization or license, it is undertaken after said certification, authorization or license has been obtained.

In the pursuit of its scope, the Company may:

- a. Collaborate with any natural or legal person in any way.
- b. Represent any undertaking, foreign or domestic, with the same or similar scope.
- c. Establish branches, agencies or offices anywhere.
- d. Undertake any other work or activity contingent to the above.

At the same time, for the forwarding of its deliveries in Greece, DPD has contracted with the largest Greek distribution networks (ACS COURIER & SPEEDEX COURIER).

2. TYPES & QUALITY OF PROVIDED SERVICES

2.1 Overview

DPD provides a parcel pickup & delivery service via road transport and, with differentiated delivery times, from and to Greece.

The service is provided to everyone only at the sender's expense within the international DPD network.

In the future, and for destinations specified by the Company, the option to collect payment on delivery (C.O.D.) will be provided.

In Greece, the Company delivers even to the remotest villages, through partnerships with nation-wide branch networks.

International shipments are executed by the independent DPD network in those countries.

DPD offers the following services:

2.2 DPD CLASSIC (EXPORTS)

The cost efficient international transport service from Greece to European destinations, which is available to anybody, with the guarantee of DPD - one of the largest European road transport networks.

The service is provided with sender charge only.

In the future, and for destinations specified by the Company, the option to collect payment on delivery (C.O.D.) will be provided.

You can easily query the shipment at all stages with track & trace web tool.

Every parcel is a unique consignment.

Parcels exceeding 31.5 kg are not supported by the specific service and will not be received.

Delivery of documents, parcels according to the attached table «Indicative delivery time» (Annex I).

Every consignment is received in agreed time.

Delivery to and from the recipient's door Monday to Friday during working hours.

The delivery status of the order is accessible through the internet on www.dpd.gr

2.2.1 EXPRESS BALKAN (EXPORTS)

Express Balkan is the cost efficient Balkan courier service from Greece to Bulgaria and Romania, which is available to anybody, with the guarantee of SPEEDY - one of the largest Balkans networks.

The service is provided with sender charge only.

You can easily query the shipment at all stages with track & trace web tool.

Every parcel is a unique consignment with maximum weight per package of 35 kg.

Clarifications:

Delivery of documents, parcels according to the attached table «Indicative delivery times Express Balkan » (Annex II).

Every consignment is received in agreed time.

Delivery to and from the recipient's door Monday to Friday during working hours.

The delivery status of the order is accessible through the internet on www.dpd.gr

2.3 DPD CLASSIC (IMPORTS)

The cost efficient international transport service from European destinations to Greece, which is available to anybody, with the guarantee of DPD - one of the largest European road transport networks. The service is provided with recipient charge only. For every CR order the customer should fill in the form on the website of DPD Greece (www.dpd.gr) which should include all the necessary details for the collection of the order. You can easily query the shipment at all stages with track & trace web tool.

Every parcel is a unique consignment.

Parcels exceeding 31.5 kg are not supported by the specific service and will not be received.

2.4 Dimensions and weights within Europe

Every parcel is a unique consignment.

Parcels exceeding 31.5 kg are not supported by the specific service and will not be received.

Maximum dimensions are up to:

- Maximum length: 175 cm and,
- Length + the doubled sum of the width + the doubled sum of the width should not exceed 300 cm.

Minimum dimensions of each consignment should be up to 22.9cm x 16.2cm

2.4.1. Dimensions and weight for Express Balkan service

Every parcel is a unique consignment of maximum weight 35kg. The charge for each shipment depends on the combination of size and weight (volumetric system of the International Air Transport Association IATA). If the volumetric weight of the shipment is greater than the real actual weight (cases of light but voluminous shipments), then the charge is based on the volumetric weight and is calculated by multiplying the shipment's three dimensions and then by dividing by 5.000.

$$\text{Volumetric Weight (in kg)} = \frac{(\text{length}) \times (\text{width}) \times (\text{height}) \text{ in centimeters}}{5.000}$$

2.5 Supply of packaging materials

The service pertains to the supply of standardized non-assembled packaging Boxes or Envelopes or plastic bags (Packs) in various sizes.

The customer is responsible for the final completed assembly and internal, external and overall packaging of shipments. It is provided in the corresponding number per packaging depending on the packaging type and size, without delivery service.

2.6 Third-party collection services

Collection on delivery service: The collection of an amount in cash at the time of shipment delivery and refund of the amount to the beneficiary. (This service is provided in combination with express and courier services only for shipments to Bulgaria & Romania.)

2.7 Shipment tracking and tracing

The tracking of pickup, handling, sorting, transport and delivery of shipments by Express and Courier Services is carried out pursuant to the provisions of Greek Law 4053/2012 and Decision no. 686/064/26.03.2013 of the Hellenic Telecommunications and Post Commission (EETT), "Regulation for General Postal Service Authorizations", as is currently valid, as well as pursuant to Decision no. 687/328/05.04.2013 of the Hellenic Telecommunications and Post Commission (EETT), "Ethics Code for Postal Services Provision", as is currently valid.

For express and courier services, the tracking and tracing of shipments and customer notification is accomplished with the use of specialized equipment and software, which permits the exchange of electronic data between the collaborating networks in Greece and the DPD network stations abroad.

The Postal Items Tracking and Tracing System (PITTS) monitors and provides detailed step-by-step handling information for each shipment, such as: Pickup, arrival at shipment branch, departure from shipment branch, arrival at sorting center, assignment to delivery branch, departure from sorting center, arrival at delivery branch, assignment to courier, delivery or non-delivery, recipient information.

Shipment delivery data are available through the Company's website at www.dpd.gr and are at its customers' disposal 24 hours a day and for up to 6 months from the shipment date.

2.8 Clarifications about the services

Deliveries and delivery times to foreign destinations refer mostly to deliveries made in areas within major cities. For deliveries outside cities or to remote areas/destinations, as well as in cases where there is no exact address, the place and time of delivery for such shipments may be adjusted (1-3 days).

All delivery times cited are indicative and refer to business days, and are calculated from the date of departure from Thessaloniki until the first attempt at delivery at the recipient's provided address. In the event that delivery times are exceeded, **DPD** is not liable for any damages.

The sender guarantees that the shipped object has been properly packaged to ensure its safe delivery. Document shipments must be placed inside special envelopes. Separate parcels that are bound together by any type of tape or strap will not be accepted and must be placed inside a larger package (box).

The Company undertakes to carry out group shipment projects with the same handling specifications as for regular shipments.

Delivery times and charges depend in each case on an agreement with the customer, depending on the project's size and any special characteristics.

Express and Courier Services can be paid for in cash or on credit (and are invoiced on a daily, weekly or monthly basis), to the shipper or principal (for customers on credit).

The delivery of express shipments is proven by the recipient's signature and shipment delivery information (recipient's full name, signature, delivery date and time).

The recipient's signature may be obtained on the acknowledgement of pickup-delivery, or electronically on the shipment delivery and receipt electronic data collection device (PDA), or via another computerized system (PC, multi-use touch screen, etc.).

DPD reserves the right to request proof of identity and the customer is obligated to present such proof.

In general, in express and courier services the identity of the person who takes delivery of a shipment is not verified; their full name (as stated by them) is recorded, unless otherwise agreed in writing.

3. COST OF PROVIDED SERVICES

A detailed pricelist for the services provided by **DPD** is attached to the Charter of Obligations and forms and integral part thereof. (Annex III)

The pricelist is valid for a limited time and each new version replaces the previous one. The above-mentioned pricelist for provided services is published on the **DPD** website, www.dpd.gr, noting the date when it enters into force.

4. POSTAL SERVICES LIABILITY – COMPENSATION

The following applies to postal services:

4.1 Definitions

1) Total loss means the inability to track an object 5 business days after the pickup date.

2) Partial loss means a loss of part of the initial shipment, either due to damage to the external packaging that justifies the loss of part of the contents, or due to non-delivery of one or more envelopes/ parcels from the sum of envelopes/ parcels that constituted the initial shipment, before or up to the time of delivery.

3) Total destruction means the complete destruction of an object due to inappropriate or negligent handling.

4) Partial destruction means the destruction of part of a shipment due to inappropriate or negligent handling.

5) Force Majeure: Unexpected events beyond objective capabilities of human control (accidents, extreme weather conditions, delays in transport means, strikes, transit or telecommunication problems, etc.).

6) Actual value means:

For documents, the cost of preparation, replacement, reproduction or recompilation thereof;

7) For objects, the cost of repair, replacement or acquisition thereof, as evidenced by presented invoices (in the condition it was in at the time of pickup), taking each time the lowest value cited below, which under no circumstances can be higher than the amount limits set by EETT Decision no. 688/52/16.04.2013 (GG 1412/B/2013) for cases of proven theft, total loss or total destruction.

4.2 Conditions for compensation

Every consumer can submit a written complaint for any eventual losses or damages caused to a shipment within twenty (20) calendar days from the date of pickup and claim compensation, equal to the provided compensation limits depending on the service or the actual value of the postal object, on condition that at the time of pickup the shipment procedure “Stated Value for transport” was followed, the shipment has been paid for in due time and the related invoices proving the value are available.

4.3 Compensation procedure

After the customer's claim for compensation has been submitted and initially assessed, the related petition and necessary supporting documents are forwarded to the competent department, which processes the claim within a reasonable amount of time and subsequently informs the claimant about the final outcome of the claim. If the outcome is positive, the claimant's file is forwarded to the financial department of **DPD Greece** for payment of compensation and in any case for filing.

Subsequently, and provided that the customer has no outstanding debts to the company, compensation is paid within 5 business days from the date when the supporting documents were received and approved, which date is documented on the acknowledgement of pickup-delivery.

4.4 Compensation amounts

The liability of **DPD Greece** for inadequate provision of express and courier services, for individual customers (senders or recipients who, other than an individual contract, have no other special agreement with the company for the handling of large numbers of mail objects, and who pay for the services in cash, based on the standard prices of the **DPD Greece** pricelist, without discounts) is determined as follows:

Each shipment handled through the DPD network that does not include articles whose transport is prohibited, is automatically insured for loss or destruction up to the amount of 75 euro for documents and 100 euro for parcels.

At the same time that compensation is paid, the refund of the value of the postage charge paid for the specific shipment is also provided.

There is the option to take out additional Shipment Insurance up to the amount of €1,500.

For shipments with a value that exceeds €1,500, insurance coverage may be provided subsequent to arrangements and special written agreement with the company.

If the shipment has a value or reproduction cost between €100.01 and €1,500.00 and the sender requires full coverage, they must state the value of the shipment, which must result from legal invoices, in writing on the front of the shipping document, and they will be charged with the corresponding cost of the insurance service.

It is hereby specified that, for users of our services who have concluded or conclude – in the form of a personal contract – contracts/ agreements for the

handling of large numbers of postal objects and/or for the provision of postal services over long periods of time, and to whom there have been granted discounts on the basic prices in the official DPD Greece pricelist and/or special lower prices compared to the basic prices for said services, and/or credit for the provision of services with the use of a customer code, the special terms and conditions included in those agreements shall apply.

Compensation for non-material damages is included in the above-cited amounts, while incurred loss of profit is not compensated.

4.5 Object ownership

All objects that are compensated at full value devolve to the company's ownership.

4.6 Declaration of shipment value

DPD Greece cannot know the content of shipments.

The Principal/ Sender, who knows the content and its value, acknowledges and accepts without reservation that, if they do not declare the content's value to **DPD Greece** and pay the corresponding charge, content value shall in every case be considered equal to or less than the limits cited above in paragraph 4.4. The Principal/ Sender shall be fully liable for any amount in excess of the limits of the above paragraph 4.4, in any instance of shipment damage or loss.

In the event that the Principal/ Sender should insure their goods for transport with an insurance company of their choosing (without the mediation of **DPD Greece**), the insurance company must dispatch the "insurance certificate" to **DPD Greece** and it must also proceed to a written waiver of subrogation towards **DPD Greece**.

It is noted that the beneficiary of the compensation is the sender (or the recipient, if the sender should waive the relevant claim).

4.6.1 Exceptions

DPD Greece is liable only up to the amounts specified above and under no circumstances is it liable for any kind of loss or damage (including, indicatively, any kind of incidental or consequential damages, loss of profit, etc.), even if the risk of such damage or loss was made known to **DPD Greece** before or after the shipment was accepted.

Any claims by the sender or third parties are limited to one sole claim per shipment and up to the amount explicitly specified above, and the settlement of

said claim constitutes full and final settlement for any loss or damage in regards to the shipment.

The sender accepts without reservation the above-cited compensation amounts and waives any additional claim against **DPD Greece**, for any incidental or consequential damage or loss of profit, regardless of their cause.

Any different understanding by the customer regarding delivery times, or any addition, comment or note on the acknowledgement of pickup-delivery or on the shipment is not valid and is made at the customer's responsibility. **DPD Greece** is not liable for delay in pickup, transport or delivery of any shipment, nor for any loss, incidental or consequential damage or loss of profit, damage, faulty delivery or non-delivery that is due to force majeure or unforeseen circumstances, such as, indicatively:

- a. Due to unforeseen events lying beyond objective capabilities of human control (accident, extreme weather conditions, delays of means of transport, etc.).
- b. Due to omissions or faulty directions by the sender or the recipient or any third party that has an interest in the shipment in question.
- c. Due to the contents of the shipment that may be subject to special damage, decay or destruction.

The company's liability for the documents or postal objects under transport ceases to exist at the time of deposit of the documents/ objects at the recipient's address, as stated by the courier.

4.7 Other instances of company non-liability

DPD Greece is not liable under any circumstances for any total or partial destruction, loss, damage, faulty delivery or non-delivery due to unforeseen circumstances, and especially:

- i. Due to omissions or faulty directions by the sender or the recipient or any third party that has an interest in the shipment in question, or erroneous description of the object and/or missing or erroneous recipient information.
- ii. Due to the contents of the shipment that may be subject to special damage, decay or destruction, due to the particularly susceptible nature of the contents of the postal object or parcel, particularly in the case of food with expiration dates and medications.
- iii. Due to unsuitable packaging by the sender. Packaging is considered unsuitable, among other cases, when during the transport of objects together with or under other objects inside bags, trolleys and trucks or during transshipment the packaging cannot maintain its external

dimensions and protect its contents. The sender is solely responsible for the suitable packaging of the shipment.

- iv. Due to incidents of force majeure.
- v. Due to instances of:
 - a. Emergency, which the company could not have foreseen nor avoided. In such cases, the cost of shipment is refunded.
 - b. Proven criminal activities in the company's premises or on its means of transport that result in the loss, damage or destruction of postal objects. In such cases, the cost of shipment is refunded.
 - c. Shipments with contents that fall under prohibitions of transport or possession for the sender and/or the recipient; such contents are confiscated or returned by the competent Authorities.
 - d. The recipient has not expressed an interest in taking delivery of the postal object for a time period of more than 6 months.
 - e. The recipient takes delivery of the object and does not express any reservations within three (3) business days.

DPD Greece is not liable in any way for compensation to the customer/user for any shipment and from any cause, if the customer/user has not fully settled all financial obligations to **DPD Greece** in due time based on the agreement between them, including insurance premiums.

DPD Greece is not liable in any way for compensation to the customer/user if the customer/user does not produce in due time the necessary documents that prove the value of the transported shipments for compensation.

DPD Greece is not liable in any way for compensation to the customer/user in the event that delivery of the shipment to the recipient or return of the shipment to the sender is not possible, due to their refusal to take delivery or inability to locate them.

DPD Greece is only liable for the cases and amounts specified above and it bears no additional liability under any circumstances for any kind of loss or damage (including, indicatively, any incidental or consequential damages or loss of profits), even if the risk of such loss or damage was made known to **DPD Greece** before or after the shipment was accepted. Any claims by the sender or third parties are limited to one sole claim per shipment and up to the amount explicitly specified above, and the settlement of said claim constitutes full and final settlement for any loss or damage in regards to the shipment.

The sender accepts without reservation the above-cited compensation amounts and waives any additional claim against **DPD Greece**, for any incidental or consequential damages or loss of profit, regardless of their cause.

Every international transport is governed by the terms and limitations of the CMR, Warsaw, COTIF-CIM international treaties, as are valid.

4.8 Unacceptable postal objects

1. **DPD Greece** does not undertake the handling of postal objects, the transport of which is against any laws and provisions that are valid each time. In particular, the company does not undertake the transport of the following:

MONEY AND SECURITIES

DANGEROUS AND EXPLOSIVE MATERIALS

LIVESTOCK

FOOD

ANTIQUES (FRAGILE OBJECTS)

GOLD BARS

FIREARMS AND PARTS THEREOF

AMMUNITION

CORPSES – REMAINS

JEWELRY, PRECIOUS STONES AND METALS

NARCOTICS

ANY ILLEGAL POSSESSIONS PROHIBITED BY LAW/ PROVISION

2. The company reserves the right to refuse to transport objects considered dangerous, such as:

EXPLOSIVE TOYS WITH DETONATING CAPS

BUTANE GAS CANISTERS (FOR LIGHTERS), OXYGEN TANKS

FLAMMABLE LIQUID VARNISHES, CORRECTION FLUID (WHITEOUT),
HAIRSPRAY

FLAMMABLE SOLID MATCHES

OXIDIZERS, HAIR DYE, PERMANENT HAIR LOTION

INSECTICIDE POISONS, BIOLOGICAL SAMPLES

RADIOACTIVE MATERIALS, PACEMAKERS, FIRE DETECTORS

CORROSIVES, LITHIUM BATTERIES AND LIQUID ELEMENTS

FRAGRANCE, COLOGNE, SPRAY, DEODORANT

which the company may transport, under specific terms and conditions.

DPD Greece is not obligated to check the contents of the object under shipment and the sender formally declares that the shipment does not contain any of the above goods or materials.

The prohibition regarding money excludes the collection of cash on delivery.

4.9 Terms for handling undelivered objects

1. Definition of undelivered objects – shipments

Undelivered objects are:

- a. Those which it was not possible to deliver to the recipient for any cause.
- b. Those which have been legally withheld by **DPD Greece**.
- c. Those which it was not possible to deliver to the recipient and at the same time it was not possible to notify the sender.

2. Handling of undelivered objects – shipments

The company makes every effort to deliver the above-specified undelivered objects within the specified delivery times. If this is not possible, the company's competent bodies are notified.

The competent bodies must:

- a. Seek out the recipient through official databases (national directory information, etc.). Also, they inform the sender, in order to obtain sufficient information that may lead to the successful delivery of the object.
- b. Inform the recipient or sender in regards to postal objects that have been withheld by official agencies (e.g. customs, etc.), deliver the accompanying documents and facilitate processing and final delivery.
- c. If the sender does not provide additional information that assists in the object's delivery, the object is returned to the sender, who is liable for transport costs.
- d. If payment of the bill of lading burdens the recipient and they refuse to settle said obligation, the sender is liable for the transport cost, as well as for any eventual expenses in the event of return of the shipment.

3. Destruction of undelivered objects – shipments

The company stores undelivered objects, for which return to sender is not possible, for a period of six (6) months, after which an official destruction report is drawn up. In cases requiring special handling, such as objects that are subject to

decay, an official destruction report is drawn up and the objects are destroyed immediately.

Excluded from the above process are objects which have been formally withheld or the sender has declared that their value is over 100.00 euro, in which case they are delivered to the EETT.

4. Withholding of objects – shipments

DPD Greece is entitled to withhold or not deliver any object it transports, in order to secure the cost that results from transport (freight – bills of lading, etc.), until it is paid in full.

The ownership of objects whose value is set off against the above costs devolves to the company.

5. CONTRACTUAL AND OTHER TRANSPORT TERMS

5.1 INDIVIDUAL CONTRACT WITH THE USER OF DPD GREECE SERVICES

Each transported shipment is accompanied by a **DPD Greece** Accompanying Transport Document (ATD); on it, the sender, who is solely responsible for the accuracy of the information, states their own and the recipient's full information, the date and time of delivery, as well as the desired services.

The drawing up of the ATD and the undertaking of transport by **DPD Greece** certifies the conclusion of an individual contract between the user of the services and **DPD Greece** and is proof of acceptance of the general terms of transport by the contracting parties.

The following are specified on the ATD:

Unacceptable objects and objects whose transport is prohibited pursuant to international, national and European treaties; the company's right to refuse to collect objects for transport if the sender refuses their inspection by a company representative; the insurance coverage terms for the postal object and related amounts; compensation for delays, loss and damages to the object and deadlines for claims by the user, at minimum pursuant to Ministerial Decision no. 29030/816/2.6.2000 (GG 683/B); instances where the express and courier company is not liable; the handling method for undelivered postal objects; and the process of dispute resolution between the company and the user.

The sender, by assigning the transport of their shipment to **DPD Greece**, accepts the **DPD Greece** terms of transport both on their own account and in the capacity

of representative of the principal, owner or possessor of the goods to be transported.

The above shall apply also in cases where the company undertakes the handling of mass shipments, where the handled shipment is accompanied by a simplified ATD, which does not state the Terms and Conditions of Transport.

Unless otherwise agreed, **DPD Greece** is obligated to deliver the object to the recipient's address and to a third party, if the recipient is absent. Upon delivery, the recipient shall clearly write their name and the date and time of delivery and shall sign the bill of lading/ acknowledgment of receipt.

The liability of **DPD Greece** for transported shipments ceases to exist at the moment of delivery of each shipment to the recipient. The recipient's signature and noting of the delivery information on the copy of the ATD constitutes clear proof of correct delivery.

All shipments transported by **DPD Greece** are tracked and traced electronically at every stage of transport through the PITTS. **DPD Greece** keeps transport data through the PITTS, as well as an ATD archive in printed or electronic form for six months from commencement of shipment.

DPD Greece makes every effort to deliver each shipment pursuant to the usual delivery timeframes. **DPD Greece** is not liable for any incidental or consequential damages caused by any eventual delays, beyond what is stipulated in Article 9 of the transport terms and conditions.

DPD Greece is capable of providing up to date information to the sender and recipient about the state of the shipment, provided they know the ATD number.

The detailed terms and conditions of transport are as follows:

5.2 General terms and conditions of shipment of documents and packages carried out by DPD Greece:

The Consignor agrees to the terms and conditions, provided in this document for the shipment of packages and documents through **DPD Greece** shipment and processing system. Each party - a representative, an agent, or an employee of **DPD Greece**, the Consignor or the Consignee – do not have the right to amend or withdraw the provided terms and conditions herein.

Article 1: The accompanying courier consignment note (CCN) of **DPD Greece** is a non-negotiable standard document, and the Consignor confirms that it is filled in thereby or by **DPD Greece** on their behalf. The Consignor declares and agrees that they are the owner, or a holder, or a representative of the owner or the holder of the goods subject to shipment.

Also, the Consignor declares that by this document they accept unconditionally the terms and conditions of shipment carried out by **DPD Greece** both in person and in their capacity as representative of the ordering party, the owner or the holder of the goods subject to shipment.

Article 2: The Consignor guarantees that the processed item:

- a) does not fall into postal articles which are unacceptable by **DPD Greece**;
- b) The provided Consignor's and Consignee's particulars are correct
- c) the item is packed properly, so as to ensure safe handling.

The additional costs which might arise with regard to the processing (e.g.: return or storage) of the items will be paid by the Consignor/Ordering party.

Article 3: **DPD Greece** is entitled, but not obliged, to check the contents of the consignment, which they undertake to process. In addition, they have the right to refuse to accept the item, if the Consignor refuses to have it checked. **DPD Greece** has the right to suspend the processing of a certain item, where there are indications that it falls into the postal articles which are unacceptable by **DPD Greece** or if the Consignor, for any reason, have provided incomplete or wrong information for the processing or eventually, if not all necessary documents required by the competent customs authorities have been submitted.

Article 4: **DPD Greece** has got the right to withhold or refuse the delivery of all items being carried to ensure payment of any cost arising from such carriage or from previous one (charges, duties, bills of lading, etc.), until the final payment.

Article 5: **DPD Greece** shall undertake the processing of consignments with cash on delivery charged to the consignee. In the event that the respective fee is not paid for any reason, the obligation for the payment thereof to **DPD Greece** shall be borne by the Consignor.

Article 6: **DPD Greece** undertakes to carry on any of its courier services (for example: parcel delivery, cash on delivery etc), even if requested by non-written order (e.g.: electronically, on the phone). In these cases the ordering party has got the rights and obligations of the Consignor as stated in the CCN.

Article 7: In case of loss or damage to the sent item, document or package, the liability of **DPD Greece** shall be limited to the minimum specified below:

7.1) Up to EUR 75 for documents and up to EUR 100 for parcels.

7.2) Up to the actual value of the documents or items, without taking into account their commercial value or their special value for the Consignor, the Consignee or a third person, but limited at maximum up to the amounts referred to above in 7.1. Actual value shall mean: for documents - the value for their physical replacement or re-issue, and for the items - the cost of their purchase, repair or

replacement (in consideration of their condition at the time of their acceptance), as is substantiated by the respective documents submitted thereof.

The above also applies in the case of shipments with a declared value, but without being insured with **DPD Greece**. In each case, the provisions contained from the Regulatory Decision issued by EETT 687/328/2013

DPD Greece shall agree with the Ordering party/Consignor on the basis of the strict limitation of their liability only for direct damages, and for the limits referred to above. In no event they shall be held liable for any other kind of loss or damage (including indicative actual or prior damage, lost profits, loss of income, etc.), regardless of the reason for their occurrence, even in the event that the risk of such loss or damage is brought to the attention of **DPD Greece** before or after acceptance of the shipment. Any claims of the ordering party/Consignor or third parties shall be limited to only one claim per shipment, the settlement of which shall represent a full and final settlement for any loss or damage in respect of the shipment.

DPD Greece in no case could know the exact content of each consignment. The ordering party/Consignor accepts unconditionally that the value of the content – in the event that they did not make the insurance through **DPD Greece** by paying the respective price – is in any case lower than the stated limits in article 7.1, and that they are solely responsible for the possible exceeding of the higher limits in every case of loss or damage of the consignment.

Article 8: The ordering party/Consignor has the option to proceed to insurance coverage of their shipments through an insurance company with which **DPD Greece** cooperates, by paying the respective insurance cost, which is equal to 1% of the insured value.

The insured value must be declared in the designated field for insurance in the CCN and confirmed by the relevant legal documents.

For shipments worth more than EUR1.500 transportation and insurance coverage can only be made after case specific communication and agreement (in writing, by fax or e-mail) with **DPD Greece**.

It is expressly agreed that in the case when the ordering party/Consignor make insurance of the transported by **DPD Greece** items with another insurance company at their option (i.e. beyond the insurance coverage offered by **DPD Greece** with this Agreement), the liability of **DPD Greece** – in aggregate to the Ordering party/Consignor and therefore to any insurance company, or to any third party – shall not exceed the amounts that are expressly agreed and mentioned above (article 7, paragraph 7.1). In this case, the ordering party/Consignor or the third person declares and guarantees to **DPD Greece** that the insurance includes waiver of subrogation right of the insurance company against the carrier, and is being responsible to **DPD Greece** for any damage they

possibly will suffer if the above condition is not specified in the insurance coverage. It is agreed that, the necessary precondition for the payment of any amount by **DPD Greece** for compensation is the proven liability of **DPD Greece** for destruction, loss or theft of the item.

Article 9: **DPD Greece** shall endeavour and undertake all actions to deliver every shipment in accordance with the normal time limits for delivery, as indicated on the official Web page of the company www.dpd.gr. Any incorrect understanding of the ordering party/Consignor or visible indication - labelling on the CCN or the parcel concerning delivery deadlines do not apply and do not bind upon **DPD Greece**.

In the event of delayed completion of a shipment order through obvious and proven fault, **DPD Greece** shall not be held liable for any damage or loss caused beyond the limits set from the Regulatory Decisions issued by EETT 687/328/. In particular, compensation in the event of delayed delivery of a postal item may not exceed the compensation payable upon loss of uninsured shipments, as it is defined in article 7, paragraph 7.1. The determined maximum amounts of compensation shall be accepted by the ordering party/Consignor, who is waving any other possible claim for additional actual or consequential damage, lost profits, loss of income, etc., regardless of the cause of their occurrence. The foregoing applies even if the possibility of such loss has been brought to the attention of **DPD Greece** before or after undertaking of shipping.

In no case **DPD Greece** shall be responsible for the delay in the receipt, transportation or delivery of the shipment or for any loss, damage, injury, improper delivery or non-delivery due to force majeure or unforeseeable reasons such as:

- a) Extraordinary events which are out of the usual human control (an accident, adverse weather conditions, delays of vehicles, criminal activity, etc.).
- b) any act and omission or erroneous instructions of the Consignor or of the Consignee or a third party interested in the specific shipment.
- c) the nature of the shipment, to which specific damage, modification, or destruction may occur, e.g.: easily perishable foods, magnetic means, etc.

In any case, the liability of **DPD Greece** for the transported items shall cease to have effect upon the delivery of the consignment to the Consignee. The Consignee's signature together with the provided information about the delivery on the copy of the CCN, without written statement of possible reservations, represents indisputable proof of proper delivery.

Article 10: Every claim must be placed by the Consignor and to be submitted in writing to the central offices of **DPD Greece** within 6 months after the date of undertaking the shipment by **DPD Greece**. No claim can be accepted after the expiry of the said term.

Article 11: **DPD Greece** does not assume the processing and transport of the following documents and articles: money – breakable items, inadequately packaged items -enabled bank cards – vouchers for landlines and mobile phones – gold in any form – gold watches – jewelry – precious stones and metals - antiques – artwork – non-reproducible documents or items (e.g.: correspondence/films/video recordings with personal value, postage stamps, lottery tickets, antiques) – perishable foods – plants – drugs – flammable, explosive and radioactive materials – biological material – infectious, corrosive & poisonous substances – species or parts of weapons – animals – pornographic materials and common goods carriage of which is prohibited by international conventions or organizations (IATA, ICAO) and/or by provisions of community and/or national legislation. **DPD Greece** is not obliged to check the contents of the transported item, and the Consignor declares at their responsibility that the package does not contain any of the above listed types of items.

Article 12: Any postal item shall be weighed/its volume weight shall be assessed at Company's facilities and on the basis thereof the charge shall be determined, regardless of the declared weight by the sender. The greater quantity between the real and the volume weight shall be used for price calculation for each consignment.

Article 13: When, for some reason, the postal item cannot be delivered to the Consignee or to be returned to the Consignor, then it shall be kept for 6 (six) months from the last failed attempt for its delivery in the company's warehouses at Consignor's expense. After the expiry of the six-month period, the consignment shall be considered as finally undelivered and a procedure for its destruction shall follow, after the company having drawn up a relevant destruction protocol. From the above procedure shall be excluded items which have been officially held or which have been declared by the sender to have a value greater than EUR100,00 and therefore shall be forwarded to the National Committee for telecommunications and post (NCTP).

Article 14: The procedure for the resolution of disputes shall be carried out either amicably by mutual consent: by written communication between the user and DPD Greece to achieve a settlement of the dispute, or by setting up a Reconciliation Commission for the resolution of disputes: **DPD Greece**, upon request, shall set up a Reconciliation Commission for the resolution of disputes.

Article 15: Competent to resolve any legal dispute between **DPD Greece** and the customer shall be the courts of justice in Thessaloniki.

6. USER COMPLAINT REVIEW PROCESS

In order to provide updates and information to the customers about any query, problem or complaint, the progress of a shipment or compensation claim, or even

the company's operation in regards to customer service, a customer service department operates that can be contacted at +30 2310232380 or by email at info@dpd.gr .

The company must respond within 20 days from the date when the customer submits their request, regarding any customer service issue within the framework of applicable legislation.

If the response cannot be definitive for any reason, the company undertakes the obligation to inform the customer about the process to be followed to resolve the issue within the framework of this COC and the regulatory provisions of applicable legislation, and to inform the customer definitively about all of the above upon completion of the related procedure.

This obligation of the company does not apply in cases where it is otherwise provided by this COC or by applicable legislation.

The telephone number and call center business hours when customers can contact the company are posted at a visible location in its offices.

The process for dispute resolution includes the following discrete stages:

1. *Amicable Settlement*: Written communication by the user with **DPD Greece** in order to resolve the dispute between the two parties pursuant to the provisions of the COC or with the agreement of both parties, within 10 business days.
2. *Dispute Resolution Committee*: Disputes that ensue between users and **DPD Greece** may be resolved at the next stage by the Dispute Resolution Committee.

Subject to a request by the user, the company convenes the Dispute Resolution Committee, within 20 business days. The committee is constituted by company executives and a consumer representative. The user may be present or represented by a duly authorized proxy at the committee's meetings.

The company notifies the user about the time and place of the committee's meetings and of the user's right to submit a written memo if it is not possible to appear in person. Users of postal services may exercise their rights, if they so wish, within a time period of 6 months from when the shipped object was deposited.

7. Dispute Resolution Committee

DISPUTE RESOLUTION COMMITTEE

The complainant, before submitting a complaint to the EETT, must follow the procedure for dispute resolution through amicable settlement as stated above, or with the agreement of the parties through the convening of the Dispute Resolution Committee (DRC). The dispute shall be resolved within twenty (20) business days from when the complaint is filed with the company, or within forty (40) business days if additional information is required.

The Dispute Resolution Committee shall be constituted by:

1. A company representative, and specifically Mr. Stavros Asabanoglou, legally authorized company representative;
2. Ms. Ketikidou Olga, company legal representative;
3. A representative of the complainant, with the latter having to right to be present, if so desired.
4. **DPD Greece** notifies the user about the time and place of the committee's meetings and of their right to submit a written memo if it is not possible to appear in person.

The complainant who requests that the Committee be convened may be present (without the right to vote) in the Committee's meetings.

A dispute is a proven violation by the company of any of the terms and conditions of this COC.

The Courts of Thessaloniki, Greece have jurisdiction for the resolution of any dispute in general where legal recourse is sought.

If the customer's issue is not definitively resolved through the above procedures, they may submit a related complaint to the EETT within six (6) months from the shipment of the object. This complaint is printed on plain paper or on the special form provided by the EETT. The complaint must state the complainant's full information and the company's alleged violation, the point in time when the complainant received knowledge thereof, the involved express and courier service undertaking, any involvement by judicial or administrative authorities, and the requested means of restitution. If the above form is not observed, it is assessed as simple notification and does not incur judicial results.

The complaint, after being registered, is forwarded to the competent organic unit of the EETT, which proceeds to a preliminary investigation. If no violations of the legal and regulatory framework are ascertained, the complaint is considered groundless and filed.

The EETT reviews the complaint and may proceed to further investigation of the case, offer recommendations for dispute resolution, recommend to the EETT Plenum to hold a hearing or audits if violations are ascertained, or have the case filed if it is not necessary to examine it.

If a complaint is overdue, anonymous, vague, impossible to assess or repeated in an abusive manner without additional evidence, it is filed by a decision of the EETT. Said decision is notified to the complainant, who has the right to appeal pursuant to applicable provisions.

8. CUSTOMER SERVICE AND FACILITATION OF INDIVIDUALS WITH SPECIAL NEEDS

8.1 Customer service

Our company's schedule of business days and opening hours for customer service is compiled according to the company's needs and its existing capabilities each time.

When compiling the above schedule, the company takes into consideration specific objective criteria, such as the season (winter-summer opening hours, holiday season, etc.), the volume of postal business in the area, etc.

Opening hours for company offices are Monday to Friday, 9am to 6pm.

The company is bound to provide all possible facilitations to individuals with special needs, as well as giving them absolute priority in their transactions with every company department.

At the same time, customers can also obtain information about the services and operation of **DPD Greece**, or about the progress of their shipments, online through the website www.dpd.gr, in Greek and English.

8.2 Personnel Conduct – Respect – Decorum

The personnel of **DPD Greece** and its network of associates are obligated to behave respectfully to customers in their contacts with them. Customer complaints of improper or rude behavior and faulty service can be submitted either verbally to the head of the customer service department by calling +30 2310 232380, or in writing by email at info@dpd.gr.

8.3 Customer service throughout Greece

In order to serve its customers throughout Greece, **DPD Greece** collaborates with other express and courier service undertakings, which have the necessary infrastructure and organization to meet and serve the needs of our company. At the same time, the option to establish other branches throughout Greece is anticipated herein.

8.4 Simplification of administrative procedures

DPD Greece undertakes the obligation to serve its customers in the simplest way possible. For this reason, on matters pertaining to its relations with customers, it must implement simplified, fast and clear procedures within the framework of the laws of the State and International Postal Conventions, properly training and instructing its personnel.

8.5 Maintenance of postal network

The company is obligated to maintain its means and facilities in good condition, by repairing and restoring any damage or impediment that hinders customer service.

In cases of damages, impediments or external interventions that cause irregularities in its operation, **DPD Greece** is obligated to proceed to the immediate restoration of its smooth operation, acting in accordance with the laws of the State and all applicable regulations and safety provisions.

8.6 Service updates and improvements

The company's overall goals include the continuous updating and improvement of the quality of its services.

Planning and quality auditing of postal services pursuant to international standards and improvement goals for postal object delivery times.

The introduction of new services – products, taking into consideration modern- day social and financial needs and relying on contemporary technological advances.

The existence of a satisfactory level of customer service.

8.7 Instances where the COC does not apply

The Charter of Obligations towards Consumers does not apply in the following cases:

Force majeure and especially during extraordinary events whose consequences adversely affect the company's operation (strikes, extreme weather conditions, unfavorable transport and telecommunications conditions, etc.).

Criminal activities at the company's premises or on its means of transport, which result in the loss of postal objects.

Inability of the company's courier to access the property, which is due to the customer (sender or recipient) or any third party.

Non-performance of customers' contractual obligations, including customers' financial obligations to **DPD Greece**.

Actions which are contrary to the laws of the State.

Non-performance of a company obligation due to the actions or omissions of other entities with which it collaborates.

Proven liability of the customer or any third party.

Proven inability of the company.

Proven unfounded claim.

Non-compliance with any user (customer) obligation provided by the COC.

In all of the above cases, **DPD Greece** is not liable in any way to the sender, recipient, customer.

ANNEX I
Indicative delivery time

ZONE	COUNTRY	INDICATIVE DELIVERY TIME
Zone 1	Austria	4 - 5 working days
Zone 1	Hungary	3 - 5 working days
Zone 2	Germany	4 - 6 working days
Zone 3	Belgium	5 - 7 working days
Zone 3	Croatia	4 - 6 working days
Zone 3	Czech Republic	4 - 6 working days
Zone 3	Denmark	5 - 7 working days
Zone 3	France	4 - 6 working days
Zone 3	Italy	4 - 6 working days
Zone 3	Luxemburg	5 - 7 working days
Zone 3	Holland	5 - 7 working days
Zone 3	Poland	4 - 6 working days
Zone 3	Slovakia	4 - 5 working days
Zone 3	Slovenia	4 - 6 working days
Zone 3	United Kingdom	5 - 7 working days
Zone 4	Estonia	5 - 7 working days
Zone 4	Finland	6 - 9 working days
Zone 4	Ireland	5 - 8 working days
Zone 4	Latvia	5 - 7 working days
Zone 4	Lithuania	5 - 7 working days
Zone 4	Portugal	6 - 9 working days
Zone 4	Spain	5 - 8 working days
Zone 4	Sweden	6 - 8 working days

The following postal codes are not supported by DPD Classic service:

DENMARK 1. 3900-3999

FRANCE 2. 00001-00030, 00100-00151, 00153-00299, 00361-00429, 00500-00699, 00750-00999, 96000-97999, 97100-97499, 98100-98999

ITALY 3. 47031, 47890-47899

ANNEX II

Indicative delivery time Express Balkan

Country	Indicative delivery time
Bulgaria	1-3 working days
Romania	1-3 working days

ANNEX III
DPD CLASSIC
Road Delivery from Greece to Europe Door to Door
EXPORTS

WEIGHT (kg.)	ZONE 1	ZONE 2	ZONE 3	ZONE 4
0- 3 kg	21.77	20.16	21.77	45.97
Small< 7kg	24.19	24.19	33.87	47.58
Medium< 15 kg	29.03	25.00	37.90	52.42
Large up to 31.5	31.45	25.00	39.52	54.84
Destination	AUSTRIA, HUNGARY	GERMANY	BELGIUM, CROATIA , CZECH REPUBLIC, DENMARK, FRANCE, ITALY, LUXEMBOUR G, HOLLAND, POLAND, SLOVAKIA , SLOVENIA, UK	ESTONIA, FINLAND, IRELAND, LATVIA, LITHUANIA PORTOGAL, SPAIN, SWEDEN
All the above prices are in Euro without VAT (currently 24%).				

SERVICE DESCRIPTION

The cost efficient international transport service from Greece to European destinations, which is available to anybody, with the guarantee of **DPD** - one of the largest European road transport networks. The service is provided with sender charge only. You can easily query the shipment at all stages with track & trace web tool.

A shipment could contain one package with maximum weight of 31.5 kg.
 Maximum dimensions (the maximum size of the package) up to 175 cm.
 Maximum dimensions in cm: the sum of the length + the doubled sum of the height and width must not exceed 300 cm. Minimum dimensions of: 22.9 cm x 16.2 cm.

DPD CLASSIC Collection Request (CR)
 Road Delivery from Europe to Greece Door to Door
 IMPORTS

WEIGHT (kg.)	ZONE 1	ZONE 2	ZONE 3	ZONE 4
0- 3 kg	27.42	27.42	35.48	46.77
Small < 7 kg	29.03	29.03	37.10	48.39
Medium <15 kg	33.06	33.06	39.52	53.23
Large up to 31.5 kg	34.68	34.68	41.13	55.65
Destination	AUSTRIA, HUNGARY	GERMANY	BELGIUM, CROATIA , CZECH REPUBLIC, DENMARK, FRANCE, ITALY, LUXEMBOURG, HOLLAND, POLAND, SLOVAKIA , SLOVENIA, UK	ESTONIA, FINLAND, IRELAND, LATVIA, LITHUANIA PORTOGAL, SPAIN, SWEDEN
All the above prices are in Euro without VAT (currently 24%).				

SERVICE DESCRIPTION

The cost efficient international transport service from the European countries to Greece, which is available to anybody, with the guarantee of **DPD** - one of the largest European road transport networks. The service is provided with recipient charge only. For every CR order the customer should fill in the form on the website of DPD Greece (www.dpd.gr) which should include all the necessary details for the collection of the order.

You can easily query the shipment at all stages with track & trace web tool. A shipment could contain one package with maximum weight of 31.5 kg. Maximum dimensions (the maximum size of the package) up to 175 cm. Maximum dimensions in cm: the sum of the length+ the doubled sum of the height and width must not exceed 300 cm. Minimum dimensions of: 22.9 cm x 16.2 cm.

CLARIFICATIONS

The delivery time is in working days. The times shown are statistical (the usual transit time to major cities in shown countries). For shipments, addressed to islands and remote places, eligible for customs' processing, with incomplete or non-existent address, or without contact information for the sender/receiver, as well as for door-to-door shipments, the estimated delivery time can be extended with 1-3 working days. In the case of exceeding the delivery time, DPD Greece does not have any liability for compensation.

The packaging of the shipment is a responsibility of the sender. Appropriate packaging is a guarantee for the security of the parcel. Shipments containing documents must be placed in a cardboard envelope. Separate parcels joined by duct tape are not accepted. They must be placed in a larger, solid container.

ISLANDS AND OVERWEIGHT ADDITIONAL FEES, RETURNED PARCELS

For delivery to some islands (see the list with post codes) there is an additional fee of 18€ added (including VAT).

Germany:

18565, 25846-25847, 25849, 25859, 25863, 25869, 25929-25933, 25938-25942, 25946-25949, 25952-25955, 25961-25970, 25980, 25985-25986, 25988-25990, 25992-25994, 25996-25999, 26465, 26474, 26486, 26548, 26571, 26579, 26757, 27498, 83209, 83256

Denmark:

3700, 3720, 3730, 3740, 3751, 3760, 3770, 3782, 3790, 4592, 5960, 5970, 5985, 6720, 7884, 8305, 8592, 9940, 9950, 9960

Estonia:

62601, 88001-88005, 91217, 91301-91320, 92001-92420, 93001-94799, 96028, 96098

Italy:

25050, 30010, 30012, 30100-30126, 30131-30133, 30135, 30141, 4020, 4027, 57030-57039, 58012, 58019, 7024, 7046, 71040, 80070-80071, 80073-80077, 80079, 90010, 9014, 91017, 91023, 92010, 98050, 98052, 98055

Finland:

22100-22101, 22120, 22130, 22140, 22150, 22160, 22220, 22240, 22270-22271, 22310, 22320, 22330, 22340, 22410-22411, 22430, 22520, 22530, 22550, 22610, 22630, 22710, 22720, 22730, 22810, 22820, 22830, 22840, 22910, 22920, 22930, 22940, 22950

France:

17111, 17123, 17190, 17310, 17370, 17410, 17480, 17550, 17580, 17590, 17630, 17670, 17740, 17880, 17940, 20000-20999, 22870, 26780, 29242, 29253, 29259, 56360, 56590, 56780, 56840, 85330, 85350

Holland:

1156AA-1156ZZ, 1791AA-1797ZZ, 8881AA-8884ZZ, 8891AA-8897ZZ, 8899AA-8899ZZ, 9161AA-9164ZZ, 9166AA-9166ZZ

Sweden:

10005, 13000-13099, 13025, 13033-13034, 13036, 13038-13039, 13042-13043, 13055-13056, 37020-37023, 37025-37029, 37042-37043, 38060-38099, 38500-38599, 38700-38799, 43080-43099, 47100-47499, 62000-62999, 76019

We don't serve the following destinations:

Jersey

Guernsey

Isle of Man

Canary Islands

Ceuta

Melilla

Additional charge of EUR 18.00 incl. VAT is added for every overweight (above 31.5 kg.) or oversized (over 300 cm.) shipment.

Returned parcels: same price for delivery

The Courier and Transport services as well as the charges that are mentioned in the present document are governed by DPD General Terms of Carriage and by the Charter of Obligations towards Consumers (COC).

CONSIGNMENT INSURANCE

Every consignment, which is not classified as a prohibited good for transportation, is automatically insured for loss or damage as follows: Up to EUR 75 for documents and up to EUR 100 for parcels.

Additional Consignment Insurance - the following surcharges apply for the insurance of consignments.

VALUE OF SHIPPED ARTICLES	% OF THE INSURED VALUE
Up to 1500€	1%

EXPRESS BALKANS**IMPORTS- EXPORTS**

WEIGHT (kg.)	BULGARIA	ROMANIA
Up to 5	8.54	8.54
Every additional kg.	1.00	1.00
COD per shipment	1.50	1.50

All the above prices are in Euro without VAT (currently 24%).

SERVICE DESCRIPTION

The efficient Balkan courier service from/to Greece to/from Bulgaria & Romania, which is available to anybody, with the guarantee of **SPEEDY** - one of the largest Balkans network. The service is provided with sender charge only from Greece to Bulgaria & Romania and with the recipient charge only from Bulgaria & Romania to Greece. For every order for a parcel from Bulgaria & Romania to Greece the customer should send an e-mail with all the delivery details to order@dpd.gr

You can easily query the shipment at all stages with track & trace web tool. Available for multiple-packaged shipments with maximum weight per package of 35 kg.

VOLUMETRIC WEIGHT CHARGE

The charge for each shipment depends on the combination of size and weight (volumetric system of the International Air Transport Association IATA). If the volumetric weight of the shipment is greater than the real actual weight (cases of light but voluminous shipments), then the charge is based on the volumetric weight and is calculated by multiplying the shipment's three dimensions and then by dividing by 5.000.

Volumetric Weight (in kg) = $\frac{(\text{length}) \times (\text{width}) \times (\text{height}) \text{ in centimeters}}{5.000}$

CLARIFICATIONS

The delivery time is in working days. For shipments, eligible for customs' processing, with incomplete or non-existent address, or without contact information for the sender/receiver, as well as for door-to-door shipments, the

estimated delivery time can be extended with 1-3 working days. In the case of exceeding the delivery time, DPD Greece does not have any liability for compensation.

The packaging of the shipment is a responsibility of the sender. Appropriate packaging is a guarantee for the security of the parcel.

The Courier and Transport services as well as the charges that are mentioned in the present document are governed by DPD's General Terms of Carriage and by the Charter of Obligations towards Consumers (COC), which are available on the web site www.dpd.gr.

CONSIGNMENT INSURANCE

Every consignment, which is not classified as a prohibited good for transportation, is automatically insured for loss or damage as follows: Up to EUR 75 for documents and up to EUR 100 for parcels.

Additional Consignment Insurance - the following surcharges apply for the insurance of consignments:

VALUE OF SHIPPED ARTICLES	% OF THE INSURED VALUE
Up to 1500€	1%
After 1500€	Contact with us

