



# COMMERCIAL OFFER

**DEDICATED TO CUSTOMERS  
WITH A CONTRACT**

**CARGUS S.R.L.**

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*Commercial offer valid from 1<sup>st</sup> of April 2025*

# Welcome!

Cargus presents the Commercial Offer 2025 applicable to customers with a negotiated contract and the Price List of postal and transport services offered to these customers.

We hope that this Commercial Offer will be a useful source of information on how we work with you, our partners, and support you in growing the business you represent.

We are convinced that after reading the document you will find the right service without any problems and the whole process of transport organization, invoicing and solutions, including business, will be even easier.



## Navigate success with Cargus!

**We create innovative and sustainable solutions, inspired by you**

We do this by offering constant support to our customers and consumers, as well as to local communities and organizations. Tens of millions of parcels arrive at their beneficiaries fast and safely due to a national network and to the people who set it in motion.

Our logistics and skilled staff, combined with the latest IT solutions, are a sure guarantee that our customers' needs are met.

When you benefit from the CARGUS experience you are confident because you have a partner you can rely on and success comes naturally. In an environment of change, we adjust our business to our customers' requirements.

Understanding the pressures of the business environment, we are more than responsible and efficient, we are a business partner who is always there for you.

# WHY CARGUS?

**Solutions to suit every need,**  
having a comprehensive commercial offer

**50,000+**

business customers have chosen us as  
their professional logistics partner  
for over 30 years

## **#1 in customer satisfaction**

survey conducted by the  
National Authority which  
supervises Romanian postal  
operators (ANCOM) in 2021



## **EcoVadis Silver Medal**

– the only courier company  
certified by EcoVadis, showing  
our commitment & sustained  
efforts to sustainability  
management

## **Most impressive business evolution**

(Romanian Courier & Postal Business  
Awards GovNet Gala in 2022)

## **Best mobile app**

of a courier company  
(Romanian Courier & Postal  
Business Awards GovNet Gala  
in 2021 & 2022)

## **Most innovative Service/Product**

in the courier industry for SIGN & GO  
(Romanian Courier & Postal Services  
Business Awards GovNet Gala in 2023)

## **Quality services**

(ISO 9001:2015 standard for courier  
activities carried out nationally  
and brokerage of  
courier activities internationally)

## **Best Contact Center**

(internal / medium sized and best Telesales  
department, as well as several other awards, honoured  
at Romanian Contact Center Awards 2022)



# SERVICE OFFERING

## CORE SERVICES

FOR CUSTOMERS WITH A NEGOCIATED CONTRACT

1. Service offering

2. Shipping & E-commerce solutions

3. Published rates list

4. Packaging methods & prohibited goods

5. Details on our service offering

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### CLICK & COLLECT

It is a national service involving the collection, sorting, transport and delivery of envelopes (maximum 1 kg) and parcels (maximum 15 kg) with maximum dimensions: 60X37X40 cm. The postal item is either dropped off to CARGUS SHIP & GO Network and/or delivered via CARGUS SHIP & GO Network available all over the Romanian territory, map of locations can be consulted on the website <https://www.cargus.ro/point-location-romanian/>.

### STANDARD

It is a national and international “door-to-door” service involving the collection, sorting, transport and delivery of envelopes (maximum 1 kg) and parcels (maximum 31 kg) with delivery to the recipient’s address. The

service can be performed in Romania or in other countries.

### STANDARD 31+

It is a national road transport “door-to-door” service that includes the collection, sorting, transport and delivery of parcels weighing more than 31 kg and up to 50 kg (maximum) with delivery to the recipient’s address.

### STANDARD 50+

It is a national road transport “warehouse to warehouse” service of goods weighing more than 50 kilograms and up to 800 kg, with delivery to recipient’s warehouse.

**TABLE 1**  
**CORE SERVICE**  
**CHARACTERISTICS**

	CLICK & COLLECT	STANDARD <sup>1</sup>	STANDARD 31+	STANDARD 50+
Maximum weight per piece	15 kg	31 kg	50 kg	800 kg
Maximum lenght per piece	< 60 cm	< 160 cm	< 160 cm	< 180 cm
Maximum dimensions per piece	60X37X40 cm	(L+W+H)< 180 cm	(L+W+H)< 180 cm	120 x 80 x 180 cm
Maximum number of pieces per shipment	1	Up to 15	15	1
Accessibility	Cargus Smart Hub, API integration, WebExpress, Plug ins			
Time-in-transit	<b>For zone 0</b> Next working day for more than 90% of shipment volume and 2-3 working days for rest of shipments. For shipments weighing over 50 kg, an extra working day is added to the delivery time. <b>For other zones, time in transit will vary depending on the country, from 2 until 5 working days</b>			
Billable weight	Billable weight means the highest value between the physical weight (gravimetric) and the volumetric weight. The volumetric weight is calculated according to this formula : [length cm (a) x width cm (b) x height cm (c)] ÷6000			

<sup>1</sup> Additional details regarding Standard service specific for each delivery zone can be found in Table 2.

# SERVICE OFFERING

## SERVICE DETAILS PER DELIVERY ZONE

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TABLE 2<sup>2</sup>

	STANDARD SERVICE PER DELIVERY ZONE				
	ZONE 0	ZONE 1	ZONE 2	ZONE 3	ZONE 4
Countries	ROMANIA	BULGARIA, HUNGARY	CZECH REPUBLIC, POLAND, SLOVAKIA	GREECE	GERMANY
Time-in-transit	Next working day for more than 90% of shipment volume and 2-3 working days for the rest	2-3 days	N/A	3-5 days	N/A
Max weight per piece	31 kg	30 kg	N/A	30 kg	N/A
Max length per piece (L) cm	160	120	N/A	120	N/A
Max sum of sizes per piece (L+H+W) cm	180	180	N/A	180	N/A
Maximum number of pieces per shipment	15	1	N/A	1	N/A
Delivery attempts	1	2	N/A	2	N/A

<sup>2</sup> Delivery services to Bulgaria and Greece are available starting 1<sup>st</sup> of October 2024, while delivery services for additional countries will be announced at a later stage.

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## VALUE ADDED SERVICES

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**TABLE 3**  
**SERVICE**  
**ASSOCIATIONS**

	DETAILS	CLICK & COLLECT	STANDARD	STANDARD 31+	STANDARD 50+
<b>SPECIAL DELIVERY</b>					
PRE 10 AM	Delivery before 10:00 AM	n/a	✓	✓	n/a
PRE 12 PM	Delivery before 12:00 PM	n/a	✓	✓	n/a
Saturday Delivery	Delivery on Saturdays for parcels picked up on Friday	n/a	✓	✓	n/a
<b>RETURNS</b>					
Consumer return	Return of parcels at initiative of recipient to the sender in a specific period	✓	✓	n/a	n/a
Document return	Return of documents from the recipient to the sender	n/a	✓	✓	✓
Exchange shipment	Collection of a parcel from the recipient to deliver it to the sender	n/a	✓	✓	✓
<b>VALUE ADDED SERVICES</b>					
COD Account <sup>3</sup>	Payment by the recipient to sender of the value of the good. Amount is transferred to sender into a declared bank account	✓	✓	✓	✓
COD Cash	Payment by recipient to sender of the value of the good. Amount is sent to the sender in cash	n/a	✓	✓	n/a
Declared value	Insuring the items up to the value of the declared value	✓	✓	✓	✓
Receipt Confirmation	Delivery by the sender of the proof of the registered mail, confirmed in writing by recipient	n/a	✓	✓	✓

Accessible only in zone 0

Accessible in zone 0 & other zones

<sup>3</sup> Receivers of the parcel will be able to pay the amounts in both cash and by card payment to the couriers. CoD collected amounts will be transferred to the sender in the local or foreign currency, dependent on the country of delivery / CoD collection. Our recommendation is for senders to hold an account in these currencies or to have a multi-currency account. Commissions for incoming payments will be born by the sender.

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## VALUE ADDED SERVICES

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TABLE 3

SERVICE ASSOCIATIONS		CLICK & COLLECT	STANDARD	STANDARD 31+	STANDARD 50+
<b>ADDITIONAL FEATURES</b>					
Parcel opening upon delivery	Recipient opens and visually checks the contents of the item	n/a	✓	✓	n/a
Change of delivery destination	Changing the recipient or the delivery address outside the destination city before the delivery of the shipment	n/a	✓	✓	n/a
<b>Surcharges</b>					
Extended area	Delivery outside the Cargus coverage area	n/a	✓	✓	✓
Additional Handling	Delivery of an atypical shipment <sup>4</sup>	n/a	✓	✓	✓
Overmax	Delivery of an oversized shipment - exceeding the maximum size or weight allowed by Cargus <sup>5</sup>	n/a	✓	✓	✓
Return of undelivered parcel	Return of undelivered item to sender due to reasons not devolving upon CARGUS	✓	✓	✓	✓
Communication	Applied to shipments missing the recipient's email address or to shipments where email notifications are not sent successfully due to reasons unrelated to Cargus	✓	✓	✓	✓

Accessible only in zone 0

Accessible in zone 0 & other zones

<sup>4</sup> Check definition from Table 5

<sup>5</sup> Check definition from Table 5



# SERVICE OFFERING

## VALUE ADDED SERVICES PER DELIVERY ZONE

### 1. Service offering

### 2. Shipping & E-commerce solutions

### 3. Published rates list

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**TABLE 4**  
**COD & DECLARED**  
**VALUE DETAILS**

	<b>ZONE 0</b>	<b>ZONE 1</b>	<b>ZONE 2</b>	<b>ZONE 3</b>	<b>ZONE 4</b>
Countries	ROMANIA	BULGARIA		GREECE	
COD reimbursement	2-5 days	3-6 days		10-13 days	
Maximum COD amount	Door to door up to: 5,000 RON/legal entities & 10,000 RON/natural persons Cargus Ship & GO Network: up to 1,000 RON	2,000 BGN		1,000 EUR	
Maximum declared value	Door to door: up to 23,000 RON Cargus Ship & GO Network: up to 1,000 RON	up to 4,700 EUR		up to 4,700 EUR	

# SERVICE OFFERING

## ADDITIONAL FEES

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For customers with a contract, we offer the option of delivering shipments which are non-standard in shape or are above our standard dimensions, with surcharges. Plus, an additional surcharge can be applied in case senders request deliveries outside the Cargus coverage area.

TABLE 5

SHIPMENT MATRIX	STANDARD SHIPMENT	ATYPICAL SHIPMENT	OVERSIZED SHIPMENT
Shape	Rectangular or square-shaped	Non-rectangular or cylindrical shape	Both standard & atypical
Maximum length of a side	160 cm – in Romania 120 cm - International	>160 cm & <220cm - in Romania 120 cm - International	>220cm – in Romania >120 cm - International
Maximum sum of parcel sizes (L+W+H)	180 cm	>180 cm & <280 cm – in Romania 180 cm - International	>280cm in Romania >180 cm - International
Applied surcharge	None	Additional handling surcharge	Overmax surcharge

### ADDITIONAL HANDLING SURCHARGE

This is an option offered to customers who have a contract with Cargus, which consists of the possibility for the sender to request the delivery of an atypical shipment. For deliveries to Greece, the additional handling surcharge will apply for packages with length higher than 120 cm.

### OVERMAX SURCHARGE

This is an option offered to customers who have a contract with Cargus, which consists of the possibility for the sender to request the delivery of an oversized shipment - which exceeds Cargus maximum size or weight standards.

If a shipment is both oversized and atypical, **only the oversize surcharge shall apply**.

**Romania:** This surcharge will apply to shipments within ROMANIA that have a length >220 cm and a maximum sum of the parcel's dimensions (L+W+H) exceeding 280 cm. The fee is applicable to Standard and Standard 31+ services, as well as for non-palletised goods under Standard 50+. For palletised shipments under the Standard 50+ service, the surcharge applies if the pallet dimensions exceed 80x120x180 cm or if the weight exceeds 800 kg.

**International:** For deliveries to countries other than Romania, creating AWBs with Overmax dimensions and weight is restricted. The fee will apply to international shipments with a length >120 cm, a maximum sum of the parcel's dimensions (L+W+H) exceeding 180 cm or a weight greater than 31 kg

### EXTENDED AREA

Option offered to customers who have a contract with CARGUS consisting of the possibility for the sender to request the delivery to the following extended areas, <https://www.cargus.ro/wp-content/uploads/Cargus-Zona-Extinsa.pdf>.

# SHIPPING SYSTEMS & E-COMMERCE SOLUTIONS

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## **CARGUS SMART HUB**

Cargus Smart Hub is a Cargus solution for e-commerce customers that gives access to a unified control centre that covers the most important areas of e-commerce ecosystem, allowing to easily manage orders and shipments across multiple sales channels.

### **Functionalities:**

- **Product and Inventory Management:** rapid loading and synchronization of products across channels; real-time synchronization between marketplaces; inventory management through virtual warehouses;
- **Order and Offer Management:** view orders from all sales channels in one panel; quickly process orders and group them by customised statuses; create and manage offers across multiple sales channels; automate actions: send sales documents and return options to consumers;
- **Shipment Management:** view all shipments information in one panel; automatically generate waybills and notifications to customers; effortlessly print multiple waybills; create templates for shipments details;
- **Notification Management:** create predefined templates for personalized notifications; configure automated notifications based on configurable triggers;
- **Invoicing:** create, modify, print, or export invoices; manage invoicing for different sales channels; integrate with Smart Bill or other providers using API; automate sending invoices to customers;
- **Reporting:** real-time data on current deliveries; channel performance, and product performance in one place; analyse results and adapt business strategies.

More details can be found on: [CARGUS SMART HUB • Cargus](#)

## **API**

CARGUS has developed a CARGUS application interface (API), primarily for customers who own an online shop and use their own platforms, an interface that can be used to integrate with: CRM, WHM, SAP, etc. With this automated integration solution, customers will be able to easily manage their shipments, to prepare shipping documents online, to track a shipment at any time to see where it is located and when it will arrive at its destination, without the need to use CARGUS software.

### **MODULE INTERFACE FOR ONLINE SHOPS (PLUGINS)**

CARGUS has developed these modules to make it easier for customers to use the services offered and intended for online shops. Customers will be able to easily manage their shipments, to calculate the rates for the services ordered, to generate online waybills, to track at any time where the shipment is and when it will reach its destination, without having to use a CARGUS software.

### **WEBEXPRESS**

WebExpress is an online shipment processing tool, provided free of charge to customers who conclude a contract with CARGUS, allowing generation of waybills and placing an order to CARGUS courier without contacting Customer Service.

### **Benefits:**

- Accessible from [www.CARGUS.ro](http://www.CARGUS.ro), without prior installation of the application;
- Registered users have a history of their shipments at any time;
- Possibility to launch pick-up orders without contacting the Customer Service by phone;
- Allows to export shipping details or recipient details;
- Allows shipment processing at any time of the day;
- Editing of customers in their own database;
- Allows storage of previous records as well as consignee addresses, avoiding errors in drafting and completing the waybill.

For more details on Cargus shipping systems and e-commerce solutions, check: [Cargus IT tools and solutions for companies. Efficient dispatch of orders • Cargus](#) or contact our e-comm team: [ecom@cargus.ro](mailto:ecom@cargus.ro)

# PUBLISHED RATES LIST

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Legal entities can benefit from the following published rates, only based on the courier and transport services contract concluded with Cargus S.R.L.:

	ZONE 0	ZONE 1	ZONE 2	ZONE 3	ZONE 4	
Countries <sup>6</sup>	ROMANIA	BULGARIA, HUNGARY	CZECH REPUBLIC, POLAND, SLOVAKIA	GREECE	GERMANY	
CORE SERVICES						
CLICK & COLLECT	LOCO/NATIONAL					
PARCEL S (60cm x 37cm x 3cm)	21.90 RON	N/A	N/A	N/A	N/A	
PARCEL M (60cm x 37cm x 10cm)	25.19 RON	N/A	N/A	N/A	N/A	
PARCEL L (60cm x 37cm x 20 cm)	28.47 RON	N/A	N/A	N/A	N/A	
PARCEL XL (60 cm x 37 cm x 40 cm)	31.76 RON	N/A	N/A	N/A	N/A	
STANDARD	LOCO	NATIONAL				
Price for first kg of the shipment	23.00 RON	25.19 RON	9.86 €	10.29 €	9.86 €	16.32 €
Price per additional kg of shipment (over the first kg)	2.08 RON	2.08 RON	0.99 €	1.10 €	2.41 €	2.19 €
Price per additional piece in the shipment (over the first piece)*	0.00 RON	0.00 RON	0.00 €	0.00 €	0.00 €	0.00 €
STANDARD 31+	LOCO/NATIONAL					
Price for first kg of the shipment	93.08 RON		N/A	N/A	N/A	N/A
Price per additional kg of shipment (over the first kg)	2.74 RON		N/A	N/A	N/A	N/A
Price per additional piece in the shipment (over the first piece) *	0.00 RON		N/A	N/A	N/A	N/A
STANDARD 50+	LOCO/NATIONAL					
51– 100 kg	329.00 RON		N/A	N/A	N/A	N/A
101– 200 kg	657.00 RON		N/A	N/A	N/A	N/A
201– 400 kg	1,314.00 RON		N/A	N/A	N/A	N/A
401– 600 kg	1,971.00 RON		N/A	N/A	N/A	N/A
601– 800 kg	2,628.00 RON		N/A	N/A	N/A	N/A
Kg rate per pallet >800 kg	3.29 RON		N/A	N/A	N/A	N/A

- For CLICK & COLLECT, maximum weight allowed per piece: 15 kg. The delivery rate is per piece.
- For Standard, a shipment may contain a max of 15 pieces and the maximum weight of a piece is 31 kg. Pieces above 31 kg will be charged according to the Standard 31+ or, as applicable, the Standard 50+.
- For Standard 31+ a shipment may contain a max of 15 pieces and the max weight of a piece is between 31-50 kg. Pieces above 50 kg will be charged according to the Standard 50+.

<sup>6</sup> Delivery services to Bulgaria and Greece are available starting 1<sup>st</sup> of October 2024, while delivery services availability for additional countries will be announced at a later stage.

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	ZONE 0	ZONE 1	ZONE 2	ZONE 3	ZONE 4
Countries <sup>7</sup>	ROMANIA	BULGARIA, HUNGARY	CZECH REPUBLIC, POLAND, SLOVAKIA	GREECE	GERMANY
<b>VALUE-ADDED SERVICES<sup>8</sup></b>					
SPECIAL DELIVERY	LOCO/ NATIONAL				
PRE 10 AM	27.38 RON	5.58 €	5.58 €	5.58 €	5.58 €
PRE 12 PM	13.14 RON	2.74 €	2.74 €	2.74 €	2.74 €
Saturday Delivery	6.57 RON	1.42 €	1.42 €	1.42 €	1.42 €
<b>RETURN</b>					
Consumer return	21.90 RON	N/A	N/A	N/A	N/A
Document return & Receipt confirmation	13.14 RON	10.79 €	11.27 €	10.79 €	17.87 €
Exchange shipment	Standard rate*	N/A	N/A	N/A	N/A
<b>VALUE ADDED SERVICES</b>					
COD Account	7.67 RON	1% + 1.64 €	1% + 1.64 €	1% + 1.64 €	1% + 1.64 €
COD Cash	13.14 RON + 2% of the cash on delivery	N/A	N/A	N/A	N/A
Declared value	1 % of declared value/ shipment	1%	1%	1%	1%
<b>ADDITIONAL FEATURES</b>					
Parcel opening upon delivery	5.48 RON	1.20 €	1.20 €	1.20 €	1.20 €
Change of delivery destination by the sender	Standard rate	N/A	N/A	N/A	N/A
<b>ADDITIONAL FEES</b>					
Extended area	27.38 RON	5.58 €	5.58 €	5.58 €	5.58 €
Additional Handling	16.43 RON	3.39 €	3.39 €	3.39 €	3.39 €
Overmax	109.50 RON	22.12 €	22.12 €	22.12 €	22.12 €
Return of undelivered parcel	Standard rate	Standard rate	Standard rate	Standard rate	Standard rate
Communication	0.15 RON	0.03 €	0.03 €	0.03 €	0.03 €

\* Standard rate is the rate applicable to the main services associated.

Note:

- For all countries, except Romania, all rates will be calculated and billed in RON, using exchange rate of National Bank of Romania from the day of invoicing. Rates do not include VAT.
- Cargus S.R.L. has the right to update its rates with the changes in fuel price. The information on the applicable fuel index is published on the company website: <https://www.cargus.ro/index-de-combustibil/>.
- In cases of currency conversions, a foreign exchange coefficient may be applied. The foreign exchange risk coefficient is 0% for EUR and 1% for all other currencies

Value-added service available

Value-added service currently unavailable

<sup>7</sup> Delivery services to Bulgaria and Greece are available starting 1<sup>st</sup> of October 2024, while delivery services availability for additional countries will be announced at a later stage.

<sup>8</sup> Value added services available for Bulgaria and Greece are marked in Table 3

# PACKAGING METHODS & PROHIBITED GOODS FROM TRANSPORTATION

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CARGUS S.R.L., as a postal and transport services provider, wants to ensure that postal items collected from its customers arrive in perfect condition at their destination.

Before pick-up, each sender is responsible for checking each shipment to ensure that it complies with the "**Packing Methods**" set out below.

Cargus provides customers with operational materials and packaging (flyers, envelopes, thermic label, etc.) via the website <https://.consumabile.cargus.ro>, at the rates and under the conditions specified on this website.

## Recommendations and packaging solutions to prepare shipments:

- The size and type of packaging must be consistent with the contents of the shipment;
- The outside of the packaging must be strong enough not to collapse due to the weight of the contents;
- Labelling shipments with the label "Fragile" is not a substitute for proper packaging;
- To prevent the contents from shifting inside the package during transport, the customer must ensure that sufficient protective material (paper, bubble wrap, etc.) is used for packing;
- Fragile goods must be placed in the centre of the parcel, without the items contained being in direct contact with each other;
- Adhesive tape must be used to seal the cartons.

## Atypical shipments (goods) with non-rectangular shapes:

- Round shaped goods (e.g. drums, barrels, etc.) - must be tied and protected on the pallet to prevent them from shifting (e.g. with wooden feet);
- Heavy coils - must be secured to the pallet using wooden blocking, as well as 2 (two) straps placed horizontally and 2 (two) straps placed vertically or with unbreakable plastic tape;
- Industrial equipment - must be transported in a crate or securely fastened to pallet, covered with hardboard and with protective edges;
- Liquids/fuels - must be completely removed from the equipment before the goods are picked up for transport;
- Heavy pieces - must be loaded on a wide base to prevent instability during transport.

## PACKING OF PALLETIZED GOODS

### Preparing a shipment:

All customers must comply with the "Packing Methods" and "Goods prohibited and restricted to transport" of CARGUS.

### Packages must be:

- Closed and sealed by an effective method such as adhesive tape, seals and other methods designed to secure the contents (shockproof materials, insulation, etc.);
- Intact and sufficiently resistant;
- Adapted to the shape, weight and size of the product to be transported;
- Make it impossible to access the contents without leaving visible traces of unsealing;
- Free of any elements which could in any way damage the shipment in question or other shipments during transportation.

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## Types of pallets:

- CARGUS will only accept undamaged pallets (preferably Euro-pallets or pallets of identical size and quality) for shipment.
- The maximum sizes of a palletized shipment are as follows (L x W x H): 120 x 80 x 180.
- The maximum billable weight of a shipment per pallet is 800 kg.

## Atypical, palletized shipments (goods):

- The atypical parcels (goods) must be tied to the pallet and properly secured, wrapped with stretch film and/or strapping tape to prevent shifting.

### Stacking the goods in columns

Placing goods on the pallet in columns ensures maximum stacking resistance. In case of goods with rigid content, parcels are stacked on the pallet in an interleaved manner, like bricks, to obtain more stability for them and therefore for the pallet.

### The goods must not exceed the surface of the pallet

The goods must be placed and stacked on the pallet so that they do not exceed the edges of the pallet. Otherwise, there is a risk of faulty packaging and damage to other goods carried by the same vehicle.

### Keeping the upper surface of the pallet flat

The flat top surface provides superior strength to the pallet, keeping the sizes of the goods compact and allowing stacking. Pallets that cannot be stacked will be charged extra.

### Securing pallets with rigid plastic tape or foil

Rigid plastic tape and/or plastic film must be used in pallet packaging to ensure the stability of the pallet on the side. In case of wrapping only with plastic film, the pallet must also be additionally secured with rigid plastic strips.

### Application of labels to sight

For better visibility, the labels should be fastened to the side of the pallet, not to the top.

### Pallet depreciation margin

In case of services involving the transport on pallets provided by the customer, a depreciation margin of maximum 10% is considered. CARGUS and the customer will draft a written conciliation of the number of pallets used to provide the services and depreciated at a 3-month interval.



# PACKAGING METHODS & PROHIBITED GOODS FROM TRANSPORTATION

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TYPE OF PRODUCT	RECOMMENDED PACKAGING
<b>IT&amp;C equipment (electronic and household goods)</b>	Special packaging provided by the manufacturer for transport. The six sides of the package must be protected inside with polystyrene or other protective material. Wooden box filled with polystyrene or other protective material.
<b>Bottled drinks or liquids</b>	The six sides of the package must be protected inside with polystyrene or other protective material. Special packaging provided by the manufacturer for transport
<b>Glass articles and products</b>	The six sides of the package must be protected inside with polystyrene or other protective material. Packaging made of wood or pressed cardboard, offered by the manufacturer for transport.
<b>Works of art (paintings, sculptures, statues)</b>	The six sides of the package must be protected inside with polystyrene or other protective material. Wooden box filled with polystyrene or other protective material
<b>Musical instruments</b>	The six sides of the package must be protected inside with polystyrene or other protective material. Special packaging provided by the manufacturer for transport or wooden package.
<b>Film reels</b>	The six sides of the package must be protected inside with polystyrene or other protective material. Cardboard packaging (box/tube) protected with polystyrene.
<b>DVDs and CDs</b>	Special packaging provided by the manufacturer for transport Cardboard or plastic packaging protected with polystyrene or bubble wrap
<b>Brittle goods</b>	Cardboard packaging The six sides of the package must be protected inside with polystyrene or other protective material.
<b>Printed items (magazines, catalogues, leaflets, folders, calendars)</b>	Durable cardboard box provided by the manufacturer for transport, secured by packaging tape (plastic or metal strap).
<b>Framed posters</b>	Wooden packaging with protective material.
<b>Magnetic boards, illuminated or non-illuminated signs (polycarbonate or metal).</b>	Packaging made of cardboard or wood. The six sides of the package must be protected inside with polystyrene or other protective material.

Each sender must also undertake responsibility for the content of its shipment, in compliance with the provisions on prohibited and restricted goods set out below.

The transport of dangerous goods is regulated with the aim of preventing, as far as possible, accidents and damage to people, the environment, means of transport or goods.

Thus, **the Romanian Road Authority (RAR)** classifies dangerous and prohibited substances in the following categories:

## Explosive substances and articles:

- Flammable gases;
- Non-flammable gases;
- Toxic gases.



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## Flammable liquids:

- Flammable solids;
- Substances subject to spontaneous ignition;
- Substances that in contact with water release flammable gases;
- Comburents;
- Organic peroxides;
- Toxic substances.

## Infectious substances:

- Radioactive substances;
- Corrosive substances;
- Substances and objects with various hazards.

SUBSTANȚE ȘI OBIECTE EXPLOZIVE		
		
Gaze inflamabile	Gaze neinflamabile	Gaze toxice
LICHIDE INFLAMABILE		
		
Substanțe solide inflamabile	Substanțe supuse aprinderii spontane	Substanțe care în contact cu apa degajă gaze inflamabile
		
Substanțe comburante	Peroxizi organici	Substanțe toxice
SUBSTANȚE INFECTIOASE		
		
Substanțe radioactive	Substanțe corozive	Substanțe și obiecte cu pericole diverse

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GOODS PROHIBITED AND/OR RESTRICTED TO TRANSPORT	CATEGORY
Animals, fish, live or dead birds, insects, worms, snakes,	Prohibited
Human remains - including ashes	Prohibited
Laboratory tests of any kind as well as human organs	Prohibited
Complete firearms or parts, imitations, Air soft, ammunition, ammunition - imitations	Prohibited
Explosives, explosive charges, fireworks, imitation	Prohibited
Precious metal jewellery	Prohibited
Ingots of any precious metal	Prohibited
Bulk gemstones	Prohibited
Value goods (fur, watches, paintings, icons, collectable coins, etc.)	Prohibited
Goods of value in bearer form	Prohibited
*Dangerous goods	Prohibited
**Goods prohibited by law	Prohibited
Cash, meal vouchers, blank payment instruments (PO, CHEQUE, PN)	Prohibited
Tax stamps/banderols	Prohibited
Cigarettes and tobacco	Prohibited
Drugs/hallucinogenic plants, ethnobotanical plants and psychotropic substances and their precursors	Prohibited
Perishable products (meat, fruit, vegetables, dairy, etc.)	Prohibited

\* It covers dangerous goods regulated by the legislation.

\*\* It covers all items qualified as such by the law.

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## 5.0 GENERAL INFORMATION ABOUT SERVICES:

<b>Volumetric weight</b>	<ul style="list-style-type: none"> <li>The volumetric weight is calculated by the formula below: [length cm (a) x width cm (b) x height cm (c)] ÷ 6000</li> </ul>
<b>Billing</b>	<ul style="list-style-type: none"> <li>Rates of services for standard shipments are charged/paid in RON, at the billable weight of shipments. Billable weight shall mean the highest value between the physical weight (gravimetric) and the volumetric weight.</li> <li>The minimum billable unit is 1 kg (the weight is rounded up when the weight exceeds 0.1 grams).</li> <li>Additional fees may apply if delivery takes place outside Cargus coverage area, if shipments are exceeding maximum size or weight standards allowed by Cargus and if the parcel's shape is not regular.</li> <li>If the parcel exceeds the maximum billable weight allowed and/or the maximum sizes allowed for a service, but these sizes correspond to the maximum allowed weight/sizes of other similar services offered by Cargus with upper limits, the shipment will be reclassified to the corresponding service and will be treated and charged accordingly.</li> </ul>
<b>Fuel index</b>	<ul style="list-style-type: none"> <li>Cargus S.R.L. has the right to update its rates with the changes in fuel price. The information on the applicable fuel index is published on the company website: <a href="https://www.cargus.ro/index-de-combustibil/">https://www.cargus.ro/index-de-combustibil/</a>.</li> </ul>
<b>Packaging</b>	<ul style="list-style-type: none"> <li>All customers must comply with all the requirements of the document "Packing methods and Goods prohibited and restricted to transport", available at <a href="https://www.cargus.ro/wp-content/uploads/CG-modalitati-de-ambalare-si-restrictii-la-transport_ENG.pdf">https://www.cargus.ro/wp-content/uploads/CG-modalitati-de-ambalare-si-restrictii-la-transport_ENG.pdf</a></li> </ul>
<b>Collection and delivery info</b>	<ul style="list-style-type: none"> <li>The postal item is handed over to the recipient after the recipient has signed the delivery slip, by confirming the delivery PIN received by sms and/or email or by scanning this PIN in the graphic form of a QR code displayed in the Cargus Mobile app, according to user's option, where applicable; For collection from Cargus lockers, the recipient simply needs to have Cargus application installed, ensure that both location and Bluetooth are activated and press the button from waybill details.</li> <li>In case of the recipient's refusal to sign the delivery slip or to confirm the PIN received by sms and/or email or to scan the QR code, where applicable, the Provider will not deliver the postal item.</li> <li>If the delivery was not completed, the item is then kept at a CARGUS contact point for a period of 5 calendar days, except for palletized goods that are kept for maximum 2 (two) working days in case of failed delivery attempt. If, in this period, the recipient does not pick up the postal item, the shipment will be returned to sender (see more details on return to sender, page 29).</li> <li>Cargus domestic delivery services involves 1 (one) free delivery attempt;</li> <li>CARGUS is not liable for non-compliance with the delivery deadline except for PRE 10 AM, PRE 12 PM and Saturday delivery.</li> </ul>

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## 5.1 CORE SERVICES

### 5.1.1 CLICK & COLLECT SERVICE<sup>9</sup>

It is a national service involving the collection, sorting, transport and delivery of envelopes (maximum 1 kg) and parcels (maximum 15 kg) with the maximum sizes allowed indicated below, with delivery in the next working day for more than 90% of the shipment volume and in 2-3 working days for the rest of the shipments\*. The postal item is either dropped off to CARGUS SHIP & GO Network and/or delivered via CARGUS SHIP & GO Network, available all over the Romanian territory, map of locations can be consulted on the website <https://www.cargus.ro/point-location-romanian/>.

#### Characteristics:

<b>Accessibility</b>	<ul style="list-style-type: none"> <li>The service is available to all CARGUS customers using one of the following transport documents issuing solutions: WebExpress application, API integration, online shop modules, mobile and web applications, Cargus Smart Hub.</li> </ul>
<b>Number of pieces</b>	<ul style="list-style-type: none"> <li>The service does not allow multiple pieces to be shipped; thus, each piece will be considered as a stand-alone shipment.</li> </ul>
<b>Specifications: weight, dimensions, and shape</b>	<ul style="list-style-type: none"> <li>The maximum billable weight allowed of a postal item is 15 kg;</li> <li>The maximum parcel sizes (L+W+H) must not exceed 60X37X40 cm for postal items processed through a CARGUS SHIP &amp; GO point or locker;</li> <li>The parcel/ postal item must be of regular shape (parallelepiped or square).</li> </ul>
<b>Billing</b>	<p>Rates apply to the following 4 (four) categories of dimensions:</p> <ul style="list-style-type: none"> <li>Small: 60X37X3 cm</li> <li>Medium: 60X37X10 cm</li> <li>Large: 60X37X20 cm</li> <li>Extra-large: 60X37X40 cm</li> </ul>
<b>Availability</b>	<ul style="list-style-type: none"> <li>The CARGUS SHIP &amp; GO network is available all over the Romanian territory, the map of locations can be consulted on the website: <a href="https://www.cargus.ro/point-location-romanian/">https://www.cargus.ro/point-location-romanian/</a>.</li> </ul>
<b>Collection and delivery info</b>	<ul style="list-style-type: none"> <li>The delivery time is the next working day from the collection time for more than 90% of the shipment volume and 2-3 working days for the rest of the shipments<sup>10</sup>. For precise time in transit calculation, we recommend consulting the information available at the following link: <a href="http://www.cargus.ro/estimare-livrare">www.cargus.ro/estimare-livrare</a>.</li> <li>The collection of postal items for shipping is only carried out within the CARGUS SHIP &amp; GO access points, with lockers exclusively allowing the pick-up of Shipments; Delivery of postal items is conducted at all CARGUS SHIP &amp; GO contact points and lockers mentioned on the CARGUS website at the address indicated above.</li> </ul>
<b>Payment</b>	<ul style="list-style-type: none"> <li>Payment of the transport fee can also be made by the recipient.</li> </ul>
<b>COD</b>	<ul style="list-style-type: none"> <li>If the value of the goods has to be paid by the recipient to the sender, the lockers do not have a technical solution for processing payments; therefore, all the corresponding costs will be paid by link before the pick-up of the postal item.</li> </ul>

<sup>9</sup> This service is a registered item service according to the applicable legislation.

<sup>10</sup> <sup>10</sup> Except for Sulina, which has a transit time of 5 days.

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## 5.1.2 STANDARD SERVICE<sup>11</sup>

It is a national or international “door-to-door” service involving the collection, sorting, transport and delivery of envelopes (maximum 1 kg) and parcels (maximum 31 kg) with delivery to the recipient’s address.

The service is available for customers who have a commercial contract with Cargus and is carried out on the territory of Romania and to other countries outside the territory of Romania.

### Characteristics<sup>12</sup>:

<b>Accessibility</b>	<ul style="list-style-type: none"> <li>The service is available to all CARGUS customers using one of the following transport documents issuing solutions: WebExpress application, API integration, online shop modules, mobile and web applications, Cargus Smart Hub</li> </ul>
<b>Number of pieces</b>	<ul style="list-style-type: none"> <li>The shipments can be individual (Zones 1 and 3) or multiple (Zone 0). Multiple shipments cannot have more than 15 pieces for Zone 0;</li> </ul>
<b>Specifications: weight, dimensions, and shape</b>	<ul style="list-style-type: none"> <li>The maximum allowed taxable weight of a shipment corresponds to a maximum number of 15 pieces/shipment for Zone 0 and 1 piece/shipment for Zones 1 and 3 with a maximum weight of 31 kg/piece;</li> <li>The maximum admitted length of a side of the parcel must not exceed 160 cm for Zones 0 and Zone 1 and 120 cm for Zone 3;</li> <li>The maximum admitted sum of parcel dimensions (L+W+H) must not exceed 180 cm;</li> <li>The parcel / postal item must be of regular shape (parallelepiped or square);</li> <li>No. of delivery attempts: 1 for Zone 0 and 2 for Zones 1 and 3.</li> </ul>
<b>Billing</b>	<ul style="list-style-type: none"> <li>Rate structure is base + additional kilogram.</li> </ul>
<b>Availability</b>	<ul style="list-style-type: none"> <li><b>Zone 0</b> - The service is available for locations in Romania included into CARGUS coverage area, of which details may be found on: <a href="https://www.cargus.ro/wp-content/uploads/Aria-de-acoperire-Cargus.pdf">https://www.cargus.ro/wp-content/uploads/Aria-de-acoperire-Cargus.pdf</a>;</li> <li><b>Other zones:</b> check service availability from TABLE 2</li> </ul>
<b>Delivery info</b>	<ul style="list-style-type: none"> <li><b>Zone 0:</b> The delivery time is the next working day from the collection time for more than 90% of the shipment volume and 2-3 working days for the rest of the shipments<sup>13</sup>. For precise time in transit calculation, we recommend consulting the information available at the following link: <a href="http://www.cargus.ro/estimare-livrare">http://www.cargus.ro/estimare-livrare</a>;</li> <li><b>Other zones:</b> check delivery time from TABLE 2</li> </ul>
<b>Payment</b>	<ul style="list-style-type: none"> <li>Payment of the transport fee can also be made by the recipient</li> </ul>

The full list of service/supplementary characteristics associations can be consulted in TABLE 3.

<sup>11</sup> This service is a registered item postal service according to the applicable legislation.

<sup>12</sup> Consult the full list of characteristics per each delivery zone, as presented in TABLE 2

<sup>13</sup> Except for Sulina, which has a transit time of 5 days

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## 5.1.3 STANDARD 31+

It is a national road transport “door-to-door” service that includes the collection, sorting, transport and delivery of parcels weighing more than 31 kg and up to 50 kg (maximum) with delivery to the recipient’s address during the next working day for 90% of the shipment volume and of 2- 3 working days for the rest of the shipments\*. The service is available for customers who have a commercial contract with Cargus and is carried out on the territory of Romania.

### Characteristics:

<b>Accessibility</b>	<ul style="list-style-type: none"> <li>The service can be accessed by using one of the following transport documents issuing solutions: WebExpress application, API integration, online shop modules, Cargus Smart Hub.</li> </ul>
<b>Number of pieces</b>	<ul style="list-style-type: none"> <li>The shipments can be individual or multiple. Multiple shipments cannot have more than 15 pieces.</li> </ul>
<b>Specifications: weight, dimensions, and shape</b>	<ul style="list-style-type: none"> <li>The maximum allowed taxable weight of a shipment corresponds to a maximum number of 15 pieces/shipment, with a maximum weight of 50 kg/piece;</li> <li>The maximum admitted length of a side of the parcel must not exceed 160 cm;</li> <li>The maximum admitted sum of parcel dimensions (L+W+H) must not exceed 180 cm;</li> <li>The parcel / postal item must be of regular shape (parallelepiped or square).</li> </ul>
<b>Billing</b>	<ul style="list-style-type: none"> <li>Rate structure is base + additional kilogram.</li> </ul>
<b>Availability</b>	<ul style="list-style-type: none"> <li>The service is available for all locations in Romania, according to CARGUS coverage area, of which details may be found on: <a href="https://www.cargus.ro/wp-content/uploads/Aria-de-acoperire-Cargus.pdf">https://www.cargus.ro/wp-content/uploads/Aria-de-acoperire-Cargus.pdf</a>.</li> </ul>
<b>Delivery info</b>	<ul style="list-style-type: none"> <li>The delivery time is the next working day starting the collection for more than 90% of the shipment volume and 2-3 working days for the rest of the shipments<sup>14</sup>. For precise time in transit calculation, we recommend consulting the information available at the following link. <a href="http://www.cargus.ro/estimare-livrare">http://www.cargus.ro/estimare-livrare</a>; For shipments weighing over 50 kg, an extra working day is added to the delivery time.</li> </ul>
<b>Payment</b>	<ul style="list-style-type: none"> <li>Payment of the transport fee can also be made by the recipient.</li> </ul>

The full list of service/supplementary characteristics associations can be consulted in TABLE 3.

<sup>14</sup> Except for Sulina, which has a transit time of 5 days

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## 5.1.4 STANDARD 50+

It is a national road transport “warehouse to warehouse” service of goods weighing more than 50 kg and up to 800 kg, with delivery to recipient’s warehouse during the next working day for 90% of the shipment volume and within maximum 4 working days for the rest of the shipments. The service is available for customers who have a commercial contract with Cargus and is carried out on the territory of Romania.

### Characteristics:

<b>Accessibility</b>	<ul style="list-style-type: none"> <li>The service can be accessed by using one of the following transport documents issuing solutions: WebExpress application, API integration, online shop modules, Cargus Smart Hub.</li> </ul>
<b>Number of pieces</b>	<ul style="list-style-type: none"> <li>The shipment can contain only 1 (one) piece.</li> </ul>
<b>Specifications: weight, dimensions, and shape</b>	<ul style="list-style-type: none"> <li>Maximum weight: 800 kg;</li> <li>The maximum sizes of a pallet are: 120 x 80 x 180 cm;</li> <li>The goods must be palletized, fixed and packed in foil.</li> </ul>
<b>Billing</b>	<p>Rates apply to the following 5 (five) categories of weight of goods:</p> <ul style="list-style-type: none"> <li>51-100 kg;</li> <li>101 - 200 kg;</li> <li>201 - 400 kg;</li> <li>401 - 600 kg;</li> <li>601– 800 kg inclusively.</li> </ul> <p>Goods transported on a pallet, regardless the dimension of the pallet, will be billed according to the Standard 50+ service.</p>
<b>Availability</b>	<ul style="list-style-type: none"> <li>The service is available for all locations in Romania, according to CARGUS coverage area, of which details may be found on <a href="https://cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-Palet-Standard.pdf">web: https://cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-Palet-Standard.pdf</a>;</li> </ul>
<b>Delivery info</b>	<ul style="list-style-type: none"> <li>The delivery time is the next working day from the collection time for more than 90% of the shipment volume and maximum 4 working days for the rest of the shipments<sup>15</sup>. For precise time in transit calculation, we recommend consulting the information available at the following link: <a href="http://www.cargus.ro/estimare-livrare">www.cargus.ro/estimare-livrare</a>. For shipments weighing over 50 kg, an extra working day is added to the delivery time.</li> <li>The deadline for keeping the palletized goods by CARGUS in case of failed delivery attempt is maximum 2 (two) working days.</li> </ul>
<b>Payment</b>	<ul style="list-style-type: none"> <li>Payment of the transport fee can be made only by the sender.</li> </ul>

The full list of service/supplementary characteristics associations can be consulted in TABLE 3.

<sup>15</sup> Except for Sulina, which has a time in transit of 6 days.



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## 5.2 VALUE ADDED SERVICES

### 5.2.1 SPECIAL DELIVERY<sup>16</sup>

#### PRE 10 AM SERVICE

It is a national “door-to-door” postal service which consists of CARGUS picking up the postal item (envelopes and/or parcels) and delivering it to the recipient at the address indicated by the sender, on the second working day after collection, by 10.00 AM.

##### Characteristics:

- The coverage is presented in the Annex of localities serviced by the PRE 10 AM Service, details being available on the website <https://cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-PRE10AM.pdf>;
- If the delivery time is exceeded, CARGUS will refund the difference between the applied tariff and the tariff for the STANDARD SERVICE, as well as an additional 0.5% of the applied tariff for every 12 hours of delay;
- Payment of the transport fee can also be made by the recipient;
- The maximum weight and dimensions will correspond to those of the associated core service.

The full list of service/supplementary characteristics associations can be consulted in TABLE 3.

#### PRE 12 PM SERVICE<sup>17</sup>

It is a national “door-to-door” postal service which consists of CARGUS picking up the postal item (envelopes and/or parcels) and delivering it to the recipient at the address indicated by the sender, on the second working day after collection, by 12:00 PM.

##### Characteristics:

- The coverage is presented in the Annex Localities - CARGUS PRE 12 PM Service, details being available on the website <https://cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-PRE12PM.pdf>;
- If the delivery time is exceeded, CARGUS will refund the difference between the applied tariff and the tariff for the STANDARD SERVICE as well as an additional 0.5% of the applied tariff for every 12 hours of delay;
- Payment of the transport fee can also be made by the recipient;
- The maximum weight and dimensions will correspond to those of the associated core service.

The full list of service/supplementary characteristics associations can be consulted in TABLE 3.

#### SATURDAY DELIVERY SERVICE<sup>18</sup>

It is a national “door-to-door” postal service consisting of Saturday delivery of postal items collected from senders on Friday.

##### Characteristics:

- The collection/delivery is done according to the Annex Localities - Saturday pick-up/delivery area, available on: <https://www.cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-livrare-sambata.pdf>;
- Payment of the transport fee can also be made by the recipient;
- If the delivery could not be completed for reasons attributable to CARGUS, the fee for this value-added service will be refunded. The fee for this service shall not be refunded if the delivery could not be completed for reasons beyond the control of CARGUS;
- The maximum weight and dimensions will correspond to those of the associated core service.

The full list of service/supplementary characteristics associations can be consulted in TABLE 3.

<sup>16</sup> This service is a special delivery postal service according to the applicable legislation.

<sup>17</sup> This service is a special delivery postal service according to the applicable legislation.

<sup>18</sup> This service is a special delivery postal service according to the applicable legislation.



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## 5.2.2. RETURN

### CONSUMER RETURN<sup>19</sup>

It is a national postal service involving the collection, sorting, transport and delivery of envelopes (maximum 1 kg) or parcels (maximum 15 kg) and the return thereof to an initial sender (the "Initial Sender") by and on the initiative of an initial recipient ("Initial Recipient"), at the forwarding address or another address indicated by the Initial Sender, in return for a fee to be paid by the Initial Sender.

#### Characteristics:

<b>Accessibility</b>	<p>It is available to all CARGUS customers who cumulatively meet the following conditions:</p> <ul style="list-style-type: none"> <li>they have concluded a contract with CARGUS which covers at least the CLICK &amp; COLLECT Service;</li> <li>they send only one mail item per shipment, via STANDARD or CLICK &amp; COLLECT Services, associated, if applicable, with the Cash on Delivery Service (the maximum amount allowed for Cash on Delivery is RON 1,000);</li> <li>they use one of the solutions for issuing transport documents: WebExpress application, API integration, online shop modules.</li> </ul>
<b>Specifications: weight, dimensions, and shape</b>	<ul style="list-style-type: none"> <li>The maximum sizes allowed for postal items which may be covered by this service are 60X37X40 cm and the maximum length of one side may not exceed 60 cm;</li> <li>The service is applicable only for shipments initially sent based on STANDARD or CLICK &amp; COLLECT services and not associated with other additional services or features, except for the Cash on Delivery Service (within the above limit) and cannot be associated with other additional services or features of the CARGUS commercial offer;</li> </ul>
<b>Delivery info</b>	<ul style="list-style-type: none"> <li>The pick-up from the Initial Recipient takes place through the access points/contact points in the CARGUS SHIP &amp; GO network, available on: <a href="https://www.cargus.ro/point-location-romanian/">https://www.cargus.ro/point-location-romanian/</a>, except for the Locker points. Collection is done by scanning the QR code of return voucher, entering the alphanumeric code of the return voucher or by entering the return waybill number associated with the original waybill;</li> <li>The collection period of a shipment that benefits from the Consumer Return service is indicated by the Initial Sender at the time of sending of the original shipment;</li> <li>Collection from the Initial Recipient is made only during the period of validity of the Consumer Return option, calculated from the date of delivery of the original shipment by the Initial Recipient and may not exceed 180 days;</li> <li>Delivery to the Initial Sender shall be made to the initial shipping address or, if applicable, to another address indicated by the Initial Sender;</li> <li>The delivery time is the next working day from the collection time for more than 90% of the shipment volume and 2-3 working days for the rest of the shipments. For precise time in transit calculation, we recommend consulting the information available at the following link: <a href="http://www.cargus.ro/estimare-livrare">www.cargus.ro/estimare-livrare</a>.</li> </ul>
<b>Payment</b>	<ul style="list-style-type: none"> <li>The price of the Consumer Return Service will be due from the Initial Sender from the moment of acceptance of the postal item at the Cargus access point and will be invoiced and paid in accordance with the contract concluded with CARGUS.</li> </ul>

The full list of service/supplementary characteristics associations can be consulted in TABLE 3.

<sup>19</sup> This service is a registered item postal service according to the applicable legislation.

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## RETURN OF DOCUMENTS

It is an additional feature that consists of handing over a postal item (envelopes and/or parcels) to the recipient and picking up another postal item (necessarily envelope, containing documents) from the recipient to be delivered to the sender.

### Characteristics:

- The delivery time is of maximum 3 (three) working days, calculated from the collection time;
- If the recipient refuses the delivery of return postal items, the Provider shall not deliver the postal item.

The full list of service/supplementary characteristics associations can be consulted in TABLE 3.

## EXCHANGE SHIPMENT

It is an additional feature that consists of the delivery to the recipient of a postal item and picking up, another parcel from the recipient to be delivered to the sender.

### Characteristics:

- CARGUS undertakes no liability for the content of the returned parcel;
- Booking of the service and payment can be requested only by the sender.
- The delivery time is of maximum 3 (three) working days, calculated from the collection time; If the recipient refuses the delivery of return postal items, the Provider shall not deliver the postal item.

The full list of service/supplementary characteristics associations can be consulted in TABLE 3.

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## 5.2.3 DECLARED VALUE SERVICE

It is a value-added service that involves insuring the collected postal items against loss, theft, total or partial destruction, or damage, for an amount not exceeding the declared value by the sender. Additionally, upon request, following the deposit or delivery of the postal item, it provides proof of depositing the postal item or delivery to the recipient, without requiring written confirmation from the recipient.

### Characteristics:

- Its object is to extend CARGUS's liability limit;
- The rate for insuring the postal item: 1% of the declared value, mentioned on the transport document;
- For national services, the maximum declared value: RON 23,000/postal item, except for postal items subject to CLICK & COLLECT Service, for which the maximum value is RON 1,000; For international services, consult the declared value per country as mentioned in TABLE 4;
- Payment can also be made by the recipient;
- The maximum weight and dimensions will correspond to those of the associated core service.

The full list of service/supplementary characteristics associations can be consulted in TABLE 3.

## 5.2.4 CASH ON DELIVERY SERVICE

It is a cash on delivery service that involves the payment by the recipient to the sender, via the CARGUS postal network, of the value of the good that is the subject of the item (envelopes and parcels) registered or received by the postal services provider.

### Characteristics:

- For national services maximum values of the cash on delivery are: RON 5,000 (for the cash on delivery service intended to legal entities) & RON 10,000 (for the cash on delivery service intended to natural persons); As an exception for postal items subject to the CLICK & COLLECT Service, the maximum Cash on Delivery value is 1,000 RON, regardless of the recipient's status.
- For international services, consult the Cash on Delivery limits per country as mentioned in TABLE 4
- The deadline for returning the collected Cash on Delivery is maximum 5 (five) working days starting the delivery for national services; for international services, consult the deadlines provided in TABLE 4
- The return of the Cash on Delivery value is made in the collector account or in cash, according to the customer's choice and given the availability of these options in each Zone;
- If the cash of delivery amounts are reimbursed to an IBAN Account opened in a country other than Romania, the following fees apply:
  - If the account's currency is RON, a monthly fee of 80 EUR.
  - If the account's currency is other than RON, a fee per transaction of 0,08% of the transferred value
- The maximum weight and dimensions will correspond to those of the associated core service;

When associated to any other service or supplementary feature, the main service will always be Cash on Delivery service.

The full list of service/supplementary characteristics associations can be consulted in TABLE 3.

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## 5.2.5 RECEIPT CONFIRMATION SERVICE

It is a value-added service that involves the delivery by the sender of the proof of the delivery, confirmed in writing by the recipient.

### Characteristics:

- Delivery is carried out in a "door-to-door" regime. Delivery is conditioned by the recipient appropriately completing and signing the acknowledgement of receipt;
- The acknowledgement of receipt is sent physically and must contain the following information: surname/name of the recipient, capacity (recipient or authorised representative), signature of the natural/legal person, date; The deadline for returning the acknowledgement of receipt is 3 (three) to 5 (five) working days from the delivery;
- A copy of the acknowledgement of receipt shall be kept in the Cargus archives for a maximum of 9 (nine) months after the postal item has been delivered.

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## 5.2.6 ADDITIONAL FEATURES

### CHANGE OF DESTINATION

It is an additional feature that involves the possibility of changing the recipient or the delivery address before the delivery of the shipment, at the express request of the sender communicated to CARGUS within a period agreed in advance with the sender, as well as the possibility of stopping the delivery of the postal item.

#### Characteristics:

- It may be requested by the sender in writing, the latest by 17:00 on the pick-up day. Delivery is carried out in a "door-to-door" regime. It is available for all locations in Romania, according to CARGUS coverage area, of which details may be found on the web: <https://www.cargus.ro/wp-content/uploads/Aria-de-acoperire-Cargus.pdf>;
- The delivery term runs from the date of confirmation of the change of destination and may be extended by two (2) working days;
- It involves 1 (one) free delivery attempt to the address indicated by the sender, thereafter, being kept at a CARGUS contact point for a period of 5 (days) for delivery to the recipient.

The full list of service/supplementary characteristics associations can be consulted in TABLE 3.

### PARCEL OPENING ON DELIVERY

It is an additional feature that allows the recipient to open and visually (not technically) check the contents of the mail item for a maximum of 5 (five) minutes before delivery.

#### Characteristics:

- The mail item to be opened must be able of being closed and sealed (e.g. in cardboard boxes) after visual inspection;
- If, after the visual inspection of the integrity of the packaging, the recipient agrees to receive the parcel, before the actual opening of the shipment, he shall clearly indicate his name and surname on the delivery slip and sign for acceptance;
- If, after opening the parcel, the recipient finds that the product ordered does not correspond to what was requested, is not in perfect delivery condition and shows signs of impact, scratches or other aesthetic problems, the recipient shall have the right to refuse the receipt;
- To refuse the receipt of the shipment, the recipient must fill in a Record of Findings in the presence of the courier at the time of delivery. This document cannot be filled in after the courier has left;
- Once the recipient has refused to accept the shipment and has signed the delivery slip, the courier will seal the shipment and return it to the sender;
- If a shipment contains more than one product, and after opening the parcel(s) on delivery the recipient finds that one of the products is not in perfect condition and decides to refuse it, the procedure involves the return of all the products delivered;
- This feature can only be paid for by the sender;

This feature cannot be associated with the acknowledgement of receipt service.

The full list of service/supplementary characteristics associations can be consulted in TABLE 3.

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## 5.2.7 ADDITIONAL FEES

### ADDITIONAL HANDLING SURCHARGE

Option offered to customers who have a contract with Cargus, which consists of the possibility for the sender to request the delivery of an atypical (non-rectangular) shape shipment.

#### Characteristics:

- Applies to non-rectangular shape shipments - which are non-standard in shape, i.e. not parallelepipedal or square-shaped and not compact and regular; in this case, the customer may request and Cargus may accept their pick-up, according to its operational possibilities, against the additional handling surcharge mentioned in the Published rates list; The surcharge will be applied also for shipments containing parcels where the length of a side will be between 160 cm – 220 cm and the total sum of sizes will be between 180 cm – 280 cm.

### OVERMAX SURCHARGE

Option offered to customers who have a contract with Cargus, which consists of the possibility for the sender to request the delivery of an oversized shipment - which exceeds Cargus maximum size or weight standards.

#### Characteristics:

##### In Romania

- Applies to shipments that exceed the maximum size or weight standards allowed by Cargus (maximum length of a side > 220 cm and the maximum sum of parcel sizes > 280 cm); in this case, the customer may request and Cargus may accept their pick-up, according to its operational possibilities, against the oversize surcharge mentioned in the Published rates list;
- Does not apply if the maximum allowed sizes for a service are exceeded, but the actual sizes fall within the maximum allowed sizes of another service, in which case the shipment will be recharged to the corresponding service and rated accordingly;
- If a shipment is both oversized and atypical, only the oversize surcharge shall apply.
- Applies to shipments corresponding to Standard 50+ service if the pallet dimensions exceed 80x120x180 cm or the weight exceeds 800 kg. The surcharge applies to all shipments except those in the "flyer" category.
- This surcharge is applicable to Standard and Standard 31+ services, as well as for non-palletised goods under Standard 50+. For palletised shipments under the Standard 50+ service, the surcharge applies if the pallet dimensions exceed 80x120x180 cm or if the weight exceeds 800 kg.
- The surcharge applies to all shipments except those in the "flyer" category.
- In the case of multi-piece shipments, where multiple pieces exceed the limit, the surcharge is applied per piece.

##### In international:

- For deliveries to countries other than Romania, creating AWBs with Overmax dimensions and weight is restricted. The fee will apply to international shipments with a length >120 cm, a maximum sum of the parcel's dimensions (L+W+H) exceeding 180 cm or a weight greater than 31 kg

### EXTENDED AREA

Option offered to customers who have a contract with CARGUS consisting of the possibility for the sender to request the delivery to the following extended areas, <https://www.cargus.ro/wp-content/uploads/Cargus-Zona-Extinsa.pdf>.

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## RETURN TO SENDER

- Return to sender of postal items involves returning a postal item to the original sender and will be performed according to Cargus' terms & condition.
- If the postal item could not be delivered, Cargus shall inform the recipient and keep the postal item at the point of contact for a period of 5 (five) calendar days from the date of the notice sent to the recipient, period that does not involve additional charges. Cargus undertakes to return the postal items that could not be delivered to the recipients to the address indicated by the sender or to the point of contact, depending on his request, at the sender's expense, according to the tariffs provided in the commercial offer.
- The return period shall be no more than 2 (two) working days, in case of domestic postal items, respectively up to 17 days, in case of international postal items, a period which shall be calculated, as applicable, from the expiry date of the approved retention period or from the date of the attempted delivery.
- The period for keeping postal items that could not be handed over to the recipient or returned to the sender is of 9 (nine) calendar months calculated starting the date of the postal item collection.
- Transportation items and palletised goods are kept by CARGUS in a contact point after the failed delivery attempt for maximum 5, respectively 2 working days. After this period, the goods will be delivered back to the original sender within the same time as tour delivery for the corresponding service. The return shipment will be invoiced at the same rates as the tour shipment.

## COMMUNICATION

Applied to shipments missing the recipient's email address or to shipments where email notifications are not sent successfully due to reasons unrelated to Cargus, such as but not limited to the following examples:

- invalid e-mail address of the recipient;
- the sender does not use the recipient's email address, but one / several generic address(es), which leads Cargus' server to mark the email address(es) provided as spam and not send the notification;
- the recipient has the inbox full and Cargus' server is not able to send the notification (email bounces back);
- the recipient has marked Cargus' email as spam and Cargus is unable to send the notification.

The surcharge can be avoided by providing a valid and functional e-mail address of the recipient for all the shipments. Customer may challenge the surcharge only by providing a reasonable proof that he offered Cargus a valid and functional email address pertaining to the recipient.

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## 5.3 Glossary of terms

Definitions in this offer are given the meaning specified in bold below unless the context indicates that certain terms should be given a different meaning.

**"Piece"** - a single postal shipment or individual transportation shipment;

**"Shipment"** - one or more pieces (with a maximum weight per piece of 31 kg), transport shipments (weighing more than 31 kg) or both, sent under the same waybill ("**AWB**").

**"Pallet"** - a shipment or shipments weighing more than 50 kg, consolidated on a rigid structure used to carry multiple items accepted for carriage.

**"Packing methods and goods prohibited or restricted to transportation"** – document including the packing methods and goods prohibited and restricted to transportation, available on [https://www.cargus.ro/wp-content/uploads/CG-modalitati-de-ambalare-si-restrictii-la-transport\\_ENG.pdf](https://www.cargus.ro/wp-content/uploads/CG-modalitati-de-ambalare-si-restrictii-la-transport_ENG.pdf)

**"Published rates list"** – the list of general rates for the provision of services by CARGUS to the recipients of this offer, namely contract customers, as provided in this offer under chapter 3– Publishes rates list.

**"Loco"** means the delivery within the same town/village/commune as the dispatch location of the postal item/transport shipment.

**"National"** means the delivery within the territory of Romania, but to another town/village/commune than the dispatch location of the postal item/transport shipment.

**"Door-to-door"** means the pick-up of a postal item/transport shipment from the sender's address and delivering it to the recipient's address.

The **"CARGUS SHIP & GO network"** consists of CARGUS SHIP & GO points (own and partner access/contact points served by staff) and automated delivery systems, hereinafter referred to as "lockers" (contact points not served by staff), available on the website: <https://www.cargus.ro/point-location-romanian/>.

## TYPES OF SHIPMENTS

- **"Envelope"** - postal items with a total weight of up to 1 kg (including the weight of the packaging); this type of postal item can only contain documents;
- **"Flyer"** – shipment packed in a plastic bag for transport in A4 or A3 format;
- **"Standard shipment"** - a shipment that is (i) standard in shape (i.e. compact and regular - in the shape of a parallelepiped or square) and (ii) standard in size and weight (i.e. within the maximum sizes and weights allowed);
- **"Maximum sizes allowed"** - For parcels, the size of the longest side may not exceed 160 cm and the sum of the sizes may not exceed 180 cm. For pallets, the maximum allowed sizes are 80cmx120cmx180 cm;
- **"Maximum weights allowed"** - the maximum weights allowed indicated in this offer for each individual service;
- **"Atypical shipment"** - a shipment which has a non-rectangular shape, i.e. which is not parallelepipedal or square-shaped and which is not compact and regular. An atypical shipment includes, for example, round, cylindrical or oval-shaped elements; with irregular shapes and/or protruding elements; non-uniform items; placed in bulk packaging.
- **"Oversized shipment"** - a shipment with the following characteristics:
  - the maximum dimension of a side of more than 220 cm and/or
  - the sum of the dimensions of all sides of more than 280 cm.



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## Example of standard shipment in Romania

- ✓ The size of the longest side may not exceed 160 cm and the sum of the sizes may not exceed 180 cm.
- ✓  $a + b + c \leq 180$  cm
- ✓ a, b and c  $\leq 160$  cm

## Example of atypical shipment in Romania

- ✓ Round, cylindrical or oval-shaped items, irregularly shaped or where the sum of its dimensions exceeds 180 cm but does not exceed 280 cm or the dimension of one side exceeds 160 cm but does not exceed 220 cm
- ✓  $a + b + c > 180$  cm but  $\leq 280$  cm
- ✓ a, b and c  $> 160$  cm but  $\leq 220$  cm

## Example of oversized shipment in Romania

- ✓  $a + b + c > 280$  cm
- ✓ a, b and c  $> 220$  cm

The customer can request the collection/pickup of atypical or oversized shipments and Cargus S.R.L. can accept them, according to its operational capabilities, against surcharges and under the corresponding conditions provided in this offer.

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If the beneficiary wishes to file a complaint as a result of loss, theft, partial or total damage to a shipment (including palletized goods) taken over by CARGUS, as well as the delay in carrying out the transport service, the Beneficiary must comply with the procedure mentioned below.

Any complaint must be made to the attention of the Customer Service Department.

If the loss or partial damage of a shipment delivered to the recipient is found at the time of delivery, the consignee and CARGUS courier shall draw up a Record of Findings. Otherwise, it is presumed that the ordered service was performed correctly and the shipment was delivered to the destination in good condition.

## In case of courier service:

a) The claim can be addressed both by the sender and by the recipient, within 6 (six) months (calendar), calculated from the date of submission of the postal item, by the following communication methods:

- in writing, by email (at [sesizari@cargus.ro](mailto:sesizari@cargus.ro)), by any postal service or by sending the complaint to the registered office of the Provider or to any fixed access/contact points served by staff;
- by telephone via CARGUS Customer Service Department, at +40219330000.

The claim must be documented by the claimant providing all details of the event complained of and by attaching only evidence of the event complained of, contact details (including an e-mail address, in so far as the sending/transmission of the claim is made by electronic mail or postal service) and of bank details if, in case of a successful claim, the claimant requests the payment of compensation into a bank account.

b) the time limit for settling a claim shall be no more **than 3 (three) calendar months**, calculated from the date of filing the claim.

c) If the claim proves to be justified, the Provider will grant the compensation within a maximum of 30 (thirty) calendar days from the date of the favourable completion of the analysis of the complaint, without exceeding, however, the period of 3 (three) calendar months mentioned above.

Further details on the mechanism for settling complaints regarding the performance of the postal service can be found on the Cargus website at: <https://www.cargus.ro/conditii-generale-de-furnizare-a-serviciilor-postal/>

## In case of freight service:

- In the event of total or partial damage, any claim must be submitted in writing **within a maximum of 30 (thirty) days** from the time the shipment (including the palletised goods) was delivered to the recipient;
- In the event of loss or theft, any claim must be submitted in writing **within a maximum of 30 (thirty) days** from the time the shipment (including the palletised goods) had to be delivered to the recipient;
- In the event of delivery delay, any claim must be sent in writing **within a maximum of 21 (twenty-one) days** from the date of delivery of the goods to the attention of the recipient.

At the time of registration of a claim, the Beneficiary must provide CARGUS with all relevant data concerning the event that occurred and is being claimed, as well as the documentation (in copy) relating to the shipment (including palletised goods): transport service order, Waybill, goods accompanying note, goods invoice, other documents proving the event and shipment that are the subject of the claim, original packaging of the shipment (if applicable).

Otherwise, it shall be presumed that the transport service was correctly performed and the shipment (including palletised goods) has been delivered to its destination in good condition.

If the Beneficiary's claim proves to be justified, CARGUS will compensate the Beneficiary within a **maximum of 30 (thirty) days** from the settlement and closure of the claim, i.e. from the moment of receipt of the compensation invoices issued by the Beneficiary.

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The compensation shall be paid to the Beneficiary in accordance with the provisions of Art. 9 "Cargus Liability Limit" and shall be transferred to the Beneficiary's account within **30 (thirty) days** of the receipt of the invoices by the Customer Relations Department.

If a shipment (including palletised goods) declared lost was found 1 (one) year after the payment of the compensation granted to the Beneficiary, the goods shall become CARGUS property.

The time limit for filing the writ of summons is **1 (one) year and** runs as follows:

- In the case **of courier service**, the limitation period runs from the date of submission of the postal item;
- In the case **of the transport service**, the limitation period runs:
  - i) in case of partial loss or destruction, in case of delay, from the day on which the palletized shipment/cargo was delivered to the recipient;
  - ii) in case of total loss, starting from the 30<sup>th</sup> day calculated after the expiry of the delivery period for the ordered transport service;
  - iii) in all other cases, starting with the expiry of a period of 3 (three) months from the date of taking over the shipment/goods (palletized).

CARGUS will not consider complaints that do not comply with this procedure or if the payment of the ordered service has not been made. The Beneficiary may also not deduct from the related charges due for the services provided by CARGUS an amount that would compensate for the loss claimed.

# Cargus Team

## Which team?

Commercial



## Where?

[telesales@cargus.ro](mailto:telesales@cargus.ro)  
[sales@cargus.ro](mailto:sales@cargus.ro)  
[marketing@cargus.ro](mailto:marketing@cargus.ro)

## How can we help you?

- Details on CARGUS services,
- Price quotations for domestic services,
- Price quotations for international services,
- Customized services solutions,
- Details on the terms of a commercial contract.

E-commerce



[ecom@cargus.ro](mailto:ecom@cargus.ro)

- Expert recommendations on logistical solutions appropriate to the specifics of the online shop,
- Integration of the online shop with solutions developed by Cargus,
- Utilization of e-commerce applications.

Customer Relations



[contact@cargus.ro](mailto:contact@cargus.ro)

- Service orders,
- Collections/pick-ups, dispatches/deliveries,
- Shipment monitorization,
- Operational data and information on our network,
- Advice on shipment procedures and
- Activity reports,
- Any suggestions on our services.

## Online order

For the convenience of customers, CARGUS has created a way to place an order online for collection/pick-up of a shipment without having to contact the Customer Service.

The customer can fill in the form on the website **www.CARGUS.ro** or in the Cargus Mobile application in case of customers without a contract, and the information provided by the customer is automatically sent to the CARGUS system so that the order can be registered.

### Click to chat



Through this channel, CARGUS provides its customers with answers to questions and requests regarding the services offered. The channel may be accessed both on the platform [www.CARGUS.ro](http://www.CARGUS.ro) and in the Cargus Mobile application.

### Click to mail



Through this channel, CARGUS provides its customers with answers to questions and requests received. The answer is sent to them within maximum 2 hours.

## CONTACT INFORMATION



11 iunie no. 14, sector 4, Bucharest, Romania



VAT No. RO3541906; Trade Registry No. J40/4892/2007



021.9330



[contact@cargus.ro](mailto:contact@cargus.ro) | [sales@cargus.ro](mailto:sales@cargus.ro) |  
[marketing@cargus.ro](mailto:marketing@cargus.ro) | [ecom@cargus.ro](mailto:ecom@cargus.ro) | [dpo@cargus.ro](mailto:dpo@cargus.ro)



The operating hours of CARGUS SRL are specific to each location and can be consulted on the website [www.CARGUS.ro](http://www.CARGUS.ro).