

COMMERCIAL OFFER DEDICATED TO CUSTOMERS UNDER CONTRACT WITH CARGUS S.R.L. 2023

TABLE OF CONTENTS

CARGUS VALUES	2
CARGUS TEAM	2
CONTACT INFORMATION	3
CARGUS RECOGNITIONS AND PRIZES	4
BASIC DEFINITIONS USED IN CARGUS OFFER	5
TYPES OF SHIPMENTS	5
1. BASIC SERVICES	7
Service: Easy Collect Standard	
Service: Economic Standard	
Service: Economic Standard Plus	
Service: Pallet Standard	
2. ADDITIONAL SERVICES	11
Declared value shipment service	
Cash on delivery service	
Change of destination service	
Receipt confirmation service	
NEW! Consumers' Return Service	
PRE 10 AM Service	
PRE 12 AM Service	
Saturday Delivery Service	
Return of Documents Service	
Exchange Shipment Service	
Parcel Opening on Delivery	
Manual Waybill	
Oversize surcharge	
Additional handling surcharge	
Additional parcel	
Additional kilometres	
3. INTERNATIONAL SERVICES	
International Airline Service	18
4. E-COMMERCE SOLUTIONS	
WebExpress	19
API	
Module interface for online shops	
5. PACKING METHODS AND GOODS PROHIBITED AND RESTRICTED TO TRANSPORT	20
6. BASIC SERVICES RATE LIST	25
Easy Collect Standard Rate	
Economic Standard Rate	
Economic Standard Plus Rate	
Pallet Standard Rate	
7. SETTLING OF CLAIMS IN CASE OF COURIER AND TRANSPORTATION SERVICES	28
8. GENERAL TERMS ON THE PROVISION OF POSTAL SERVICES	29

Hi!

Cargus presents the Commercial Offer 2023 applicable to customers with a 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.

Cargus Team

CARGUS VALUES

We create innovating and sustainable solutions, inspired by you, to deliver happiness.

We do this by the constant support offered to our partners 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 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.

CARGUS TEAM

The Commercial Department can be contacted at the email addresses below:

telesales@cargus.ro
sales@cargus.ro
marketing@cargus.ro

For:

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

The Economic Department can be contacted at the email address below:

ecomm@cargus.ro

For:

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

The Customer Relations Department can be contacted at the email address below:

contact@cargus.ro

For:

- 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.

CONTACT INFORMATION



Strada 11 Iunie nr. 14, sector 4, Bucharest, Romania



021.9330
021.9282



contact@cargus.ro
sales@cargus.ro
marketing@cargus.ro
ecomm@cargus.ro
dpo@cargus.ro



The working hours of CARGUS SRL is mentioned at each location and may be found on the website of www.CARGUS.ro, at <https://www.cargus.ro/point-location-romanian/>

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 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.

Reasons to choose Cargus:

- High quality of services,
- On-time deliveries,
- Safety of transports,
- Innovative and modern tools.

Thanks to the quality of our services, we have earned the trust of more than 50,000 business customers for whom we have been a professional logistics partner for over 30 years.

Cargus offers solutions to suit every need, which is why our commercial offer is varied and suitable for every type of business.

CARGUS RECOGNITIONS AND PRIZES

Taking care of the high standard of services offered in all our company facilities, we have implemented quality management systems based on **ISO 9001:2015 standard** for express courier activities carried out nationwide and brokerage of express courier activities internationally.

The **Award of Excellence @ Crisis Management category and Certificate of Excellence @ Best Use of Gamification/ User-Generated Contests**, awarded at the European Excellence Awards @ Sabre EMEA

Best Contact Center (Intern / Medium size)/ **Best Telesales Department / Best Contact Center Advisor** (Key Accounts Desk) / **Best Contact Center Team Manager / Best Telesales Consultant / Best Telesales Team Manager** were honoured at the Romanian Contact Center Awards 2022.

Cargus **ranked 1st in the customer satisfaction survey** conducted by the National Authority that manages the Romanian postal operators, ANCOM, 2021.

The Cargus Mobile app was named **the best app of a courier company** at the Romanian Courier&Postal Services Business Awards 2021, organized by Govnet.

Cargus was awarded **the bronze medal for sustainability management** by EcoVadis, one of the largest rating and certification agencies. The award is all the more important as it is the first of its kind for Cargus and therefore a recognition of the sustained efforts and commitment to implement sustainability principles in the medium and long term.

The Award for **The Best Web App for Courier Services** - Cargus Web App and the Award for **The Most Impressive Business Evolution in 2022**. Both awards were presented at the Romanian Courier & Postal Services Business Awards 2022, organized by GovNet.

We have made available to Cargus services beneficiaries a platform where they can share their real experiences with Cargus and rate Cargus. We are proud to have qualified to the for the **Gold Medal - Vocea Clientului** (Voice of the Customer) equivalence award.



BASIC DEFINITIONS USED IN CARGUS OFFER

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 mailing or individual shipment;

"Shipment" - one or more postal items (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 more than one item 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://cargus.b-cdn.net/wp-content/uploads/CG-modalitati-de-ambalare-si-restrictii-la-transport.pdf>.

"Basic Price List" – general price list for the provision by CARGUS of services to its recipients, as provided in this offer in chapter 6 – Basic price list.

"Basic Price" – general rates for the provision by CARGUS of services in this offer to its recipients, as provided in the Basic Price List.

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

"National" means the delivery in Romania, but to another town/village/commune than the dispatch 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 form 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;
- **Asymmetrical shipment** - a shipment which is not standard in shape, i.e. which is not parallelepipedal or square-shaped and which is not compact and regular;
- **Oversized shipment** - a shipment that exceeds the maximum sizes or weight allowed for standard shipments;
- **Atypical shipment** - an asymmetric or oversized shipment. An atypical shipment includes, for example, round, cylindrical or oval-shaped items; irregularly shaped and/or protruding items; items exceeding the maximum weight allowed or uneven; items in bulk packaging.

Example of standard shipment

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

Example of non-standard shipment

- ✓ Round, cylindrical or oval-shaped items, irregularly shaped and if the sum of the sizes exceeds 180 cm.
- ✓ $a + b + c > 180 \text{ cm}$
- ✓ $a > 160 \text{ cm}$

Volumetric weight - The volumetric weight is calculated by the formula below:
length cm (a) x width cm (b) x height cm (c)

6000

Rates of services for standard shipments are charged/paid in RON, at the taxable weight of shipments. Taxable weight shall mean the highest value between the physical weight (gravimetric) and the volumetric weight.

The customer may request the acceptance of atypical shipments and Cargus S.R.L. may accept them, according to its operational possibilities, against surcharges and under the appropriate conditions set out in this offer.

All customers must comply with all the requirements of the document "Packing methods and Goods prohibited and restricted to transport", available at <https://cargus.b-cdn.net/wp-content/uploads/CG-modalitati-de-ambalare-si-restrictii-la-transport.pdf>.

Fuel index

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/>.

1 ■ BASIC SERVICES

CLICK & COLLECT SERVICE WITH THE COMMERCIAL NAME “EASY COLLECT STANDARD”

It is a national registered mail 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, within a period not exceeding 3 (three) working days of the collection via the CARGUS SHIP & GO Network, made up 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/>

The CARGUS SHIP & GO network is available all over the Romanian territory.

Characteristics:

- 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;
- The service does not allow multiple pieces to be shipped; thus, each piece will be considered as a stand-alone shipment;
- The maximum chargeable weight allowed of a postal item is 15 kg;
- The maximum parcel sizes (L+W+H) must not exceed 40x37x60 cm for postal items processed through a CARGUS SHIP & GO point, respectively 50x40x60 cm for postal items delivered to the locker;
- If the parcel exceeds the maximum chargeable weight allowed and/or the maximum sizes allowed, but these sizes correspond to the maximum allowed weight/size of the other similar services with higher limits (Economic Standard, Standard Plus, Standard Pallet), the shipment will be reclassified to the appropriate service and treated and charged as such;
- The parcel postal item must be of regular shape (parallelepiped or square);
- The delivery time may not exceed 3 (three) working days, calculated from the collection time;
- The delivery of postal items is done to all CARGUS SHIP & GO contact points and lockers mentioned on CARGUS website at the address above. The take-over of postal items for shipment is only carried out at CARGUS SHIP & GO access points, the lockers only allowing the pick-up of the Shipments;
- Payment can also be made by the recipient. The lockers do not have a technical solution for processing payments; therefore, all the corresponding costs will be paid before the pick-up of the postal item. The time limit for keeping the postal item in the CARGUS SHIP & GO Network points is 5 (five) working days; the time limit for keeping the postal item in the CARGUS SHIP & GO lockers and partner points is 3 (three) working days, followed by 2 (two) working days in the CARGUS SHIP & GO own points;

This service can be combined with the following additional services:

- Declared value shipment service, exclusively for a declared value of up to 1,000 RON/Shipment;
- Cash on delivery service by collector account, exclusively for a refund value of maximum 1,000 RON/Shipment;
- Return of documents, exclusively for postal items processed through CARGUS SHIP & GO access/contact points;
- Return of undelivered parcel;
- Consumers' Return Service;
- The oversize surcharge (consisting of the possibility for the sender to request the delivery of an oversize shipment - exceeding the maximum size or weight standards allowed by Cargus);
- Additional handling surcharge (consisting of the possibility for the sender to request the delivery of an asymmetrical shipment).

THE “ECONOMIC STANDARD” SERVICE

It is a national registered mail service involving the collection, sorting, transport and delivery of envelopes (maximum 1 kg) and parcels (maximum 31 kg for contract customers and the sum of sizes less than 180 cm) and their delivery to the recipient at his address within a period not exceeding 3 working days calculated from collection, in return for a fee.

Characteristics:

- The delivery is done “door-to-door”;
- The maximum allowed taxable weight of a shipment corresponds to a maximum number of 15 pieces/shipment, with a maximum weight of 31 kg/piece,
- The maximum admitted length of a side of the parcel must not exceed 160 cm;
- The maximum admitted sum of parcel sizes (L+W+H) must not exceed 180 cm;
- The parcel postal item must be of regular shape (parallelepiped or square);
- The minimum charging unit is 1 kg (the weight is rounded up when the weight exceeds 0.1 grams);
- The volumetric weight is calculated by the formula: length x width x height (measured in centimetres) / 6000;
- If the parcel exceeds the maximum chargeable weight allowed and/or the maximum sizes allowed, but these sizes correspond to the maximum allowed weight/sizes of the other similar services with higher limits (Standard Plus, Pallet Standard), the shipment will be reclassified to the appropriate service and treated and charged as such;
- Multiple shipments may not have more than 15 pieces;
- The service is available for all locations in Romania, according to CARGUS coverage area, of which details may be found on: <https://www.cargus.ro/wp-content/uploads/Aria-de-acoperire-Cargus.pdf>;
- The delivery time shall not exceed 3 (three) working days, calculated from the collection time;
- The service involves 1 (one) free delivery attempt to the address indicated by the sender, which is then kept at a CARGUS contact point for a period of 5 (days) for delivery to the recipient;
- Delivery is made, as appropriate, 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;
- 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;
- CARGUS is not liable for non-compliance with the delivery deadline;
- Payment can also be made by the recipient.

This service can be combined with the following additional services:

- Declared value shipment service;
- Cash on delivery service;
- Change of destination service;
- Receipt confirmation service;
- Special delivery under the commercial name of Pre 10 AM (consisting of the delivery before 10:00 AM);
- Special delivery under the commercial name of Pre 12 AM (consisting of the delivery before 12:00 PM);
- Special delivery under the commercial name of Saturday Delivery (consisting of the delivery on Saturdays);
- Return of Documents (consisting of the return of documents from the recipient to the sender);
- Exchange Shipment (consisting of the take-over of a parcel from the recipient to deliver it to the sender);
- Parcel opening upon delivery (consisting of the possibility that the recipient may open the parcel upon delivery);
- Manual AWB (consisting of the possibility that the sender manually fills in the waybill);
- Additional kilometres (consisting of the possibility that the sender asks for the delivery outside the Cargus coverage area);

- The oversize surcharge (consisting of the possibility for the sender to request the delivery of an oversize shipment - exceeding the maximum size or weight standards allowed by Cargus);
- Additional handling surcharge (consisting of the possibility for the sender to request the delivery of an asymmetrical shipment);
- Return of undelivered parcel (consisting of the return of undelivered item to the sender due to reasons not devolving upon CARGUS).

THE ECONOMIC STANDARD PLUS SERVICE

It is a national road transport service that consists of the take-over by CARGUS of a shipment (parcel) and delivery thereof to the recipient at his address, based on a commercial contract concluded with Cargus.

Characteristics:

- The delivery is done "door-to-door";
- The maximum allowed taxable weight of a shipment is 15 pieces/shipment, with a maximum weight of 50 kg/piece,
- The maximum length of a side of the parcel must not exceed 160 cm;
- The sum of parcel sizes (L+W+H) must not exceed 180 cm;
- If the parcel exceeds the maximum chargeable weight allowed and/or the maximum sizes allowed for this service but these sizes correspond to the maximum allowed weight/sizes of the Standard Pallet service, the shipment will be charged accordingly. Multiple shipments may not have more than 15 pieces;
- The service is available for all locations in Romania, according to CARGUS coverage area, of which details may be found on <https://www.cargus.ro/wp-content/uploads/Aria-de-acoperire-Cargus.pdf>;
- The minimum delivery deadline is 1 (one) working day and maximum 4 (four) working days calculated after the pick-up date;
- The service involves 1 (one) free delivery attempt to the address indicated by the sender, which is then kept at a CARGUS contact point for a period of 5 (days) for delivery to the recipient;
- Delivery is made, as appropriate, after the recipient has signed the delivery slip, or 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;
- 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 item;
- Payment can also be made by the recipient.

This service can be combined with the following additional services:

- Special delivery under the commercial name of Pre 10 AM (consisting of the delivery before 10:00 AM);
- Special delivery under the commercial name of Pre 12 AM (consisting of the delivery before 12:00 PM);
- Special delivery under the commercial name of Saturday Delivery (consisting of the delivery on Saturdays);
- Return of Documents (consisting of the return of documents from the recipient to the sender);
- Exchange Shipment (consisting of the take-over of a parcel from the recipient to deliver it to the sender);
- Parcel opening upon delivery (consisting of the possibility that the recipient may open the parcel upon delivery);
- Manual AWB (consisting of the possibility that the sender manually fills in the waybill);
- Additional kilometres (consisting of the possibility that the sender asks for the delivery outside the Cargus coverage area);
- The oversize surcharge (consisting of the possibility for the sender to request the delivery of an oversize shipment - exceeding the maximum size or weight standards allowed by Cargus);

- Additional handling surcharge (consisting of the possibility for the sender to request the delivery of an asymmetrical shipment);
- Return of undelivered parcel (consisting of the return of undelivered item to the sender due to reasons not devolving upon CARGUS).

PALLET STANDARD SERVICE

It is a national road transport of palletized goods service, made available to customers who have concluded a contract with Cargus.

Characteristics:

- The delivery is on a "warehouse to warehouse" basis;
- The shipment contains only 1 (one) piece;
- Rates apply to the following 5 (five) categories of weight of palletized goods:
 - 51-100 kg;
 - 101 - 200 kg;
 - 201 - 400 kg;
 - 401 - 600 kg;
 - 601– 800 kg inclusively.
- The rate is calculated per pallet, by the formula: maximum of the physical weight (gravimetric) and volumetric weight;
- The maximum sizes of a pallet are: 120 x 80 x 180 cm;
- The goods must be palletized, fixed and packed in foil;
- The service involves 1 (one) free delivery attempt;
- The deadline for keeping the palletized goods by CARGUS after the failed delivery attempt is maximum 2 (two) working days;
- The service is available for all locations in Romania, according to CARGUS coverage area, of which details may be found on [web: https://cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-Palet-Standard.pdf](https://cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-Palet-Standard.pdf);

This service can be combined with the following additional services:

- Return of Documents (consisting of the return of documents from the recipient to the sender);
- Exchange Shipment (consisting of the take-over of a parcel from the recipient to deliver it to the sender);
- Manual AWB (consisting of the possibility that the sender manually fills in the waybill);
- Additional kilometres (consisting of the possibility that the sender asks for the delivery outside the Cargus coverage area);
- The oversize surcharge (consisting of the possibility for the sender to request the delivery of an oversize shipment - exceeding the maximum size or weight standards allowed by Cargus);
- Additional handling surcharge (consisting of the possibility for the sender to request the delivery of an asymmetrical shipment);
- Return of undelivered parcel (consisting of the return of undelivered item to the sender due to reasons not devolving upon CARGUS).

2. ■ ADDITIONAL SERVICES

DECLARED VALUE SHIPMENT

It is a national value-added postal service involving the collection, sorting, transport and delivery of envelopes (maximum 1 kg) and parcels (maximum 31 kg and sum of sizes less than 180 cm) within a period not exceeding 3 (three) working days and involving ensuring that the collected item is secure against loss, theft, total or partial destruction or damage, for an amount not exceeding the value declared by the sender, and the issue, on request, after the deposit or delivery of the mail item, of proof of deposit of the postal item or delivery to the recipient, without written confirmation by the recipient.

Characteristics:

- Its object is to extend CARGUS's liability limit;
- The rate for ensuring the postal item: 1% of the declared value, mentioned on the transport document;
- Payment can also be made by the recipient;
- Maximum declared value: RON 23,000/postal item, except for postal items subject to Easy Collect Service, for which the maximum value is RON 1,000;
- The delivery is both door-to-door and at fixed (contact) points and lockers;
- It is available for all locations in Romania, according to CARGUS coverage area;
- The delivery time may not exceed 3 (three) working days, calculated from the collection time;
- The service 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;
- This service can be combined with the following additional services:
 - Special delivery under the commercial name of Pre 10 AM (consisting of the delivery before 10:00 AM);
 - Special delivery under the commercial name of Pre 12 AM (consisting of the delivery before 12:00 PM);
 - Special delivery under the commercial name of Saturday Delivery (consisting of the delivery on Saturdays);
 - Return of Documents (consisting of the return of documents from the recipient to the sender);
 - Exchange Shipment (consisting of the take-over of a parcel from the recipient to deliver it to the sender);
 - Parcel opening upon delivery (consisting of the possibility that the recipient may open the parcel upon delivery);
 - Manual AWB (consisting of the possibility that the sender manually fills in the waybill);
 - Additional kilometres (consisting of the possibility that the sender asks for the delivery outside the Cargus coverage area);
 - The oversize surcharge (consisting of the possibility for the sender to request the delivery of an oversize shipment - exceeding the maximum size or weight standards allowed by Cargus);
 - Additional handling surcharge (consisting of the possibility for the sender to request the delivery of an asymmetrical shipment);
 - Return of undelivered parcel (consisting of the return of undelivered item to the sender due to reasons not devolving upon CARGUS).

CASH ON DELIVERY SERVICE

It is a service involving the collection, sorting, transport and delivery of envelopes (maximum 1 kg) and parcels (maximum 31 kg and the sum of sizes less than 180 cm), within a period not exceeding 3 (three) working days and involving 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 postal item (envelopes and parcels) registered or taken over by the postal services provider.

Characteristics:

- Maximum values of the cash on delivery:
 - 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);
- By exception from the above values, the maximum value of the cash on delivery is RON 1,000 in case of postal items sent by the Easy Collect Service.
- The delivery time shall not exceed 3 (three) working days, calculated from the collection time;
- The service 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 deadline for returning the collected cash is maximum 5 (five) working days from the delivery;
- The deadline for returning a parcel refused by the recipient is maximum 5 (five) working days from the data refusal;
- The sender must enter correctly and completely all his identification data on the transport document by filling in all the relevant boxes of the transport document;
- The return of the reimbursement value is made in the collector account and in cash for customers with a contract and exclusively in the collector account for customers without a contract;
- The delivery is done "door-to-door";
- The service is available for all locations in Romania, according to CARGUS coverage area, of which details may be found on [web: https://cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-Palet-Standard.pdf](https://cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-Palet-Standard.pdf).

CHANGE OF DESTINATION SERVICE

It is a service involving the collection, sorting, transport and delivery of envelopes (maximum 1 kg) and parcels (maximum 31 kg and the sum of sizes less than 180 cm), within a period not exceeding 3 (three) working days and involving 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:

- This service may be requested by the sender in writing or by chat, the latest by 17:00 on the take-over day;
- The delivery is done "door-to-door";
- The service is available for all locations in Romania, according to CARGUS coverage area, of which details may be found on [web: https://cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-Palet-Standard.pdf](https://cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-Palet-Standard.pdf);
- The delivery period runs from the date of confirmation of the change of destination and may be extended by two (2) working days;
- The service 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.

RECEIPT CONFIRMATION SERVICE

It is a service involving the collection, sorting, transport and delivery of envelopes (maximum 1 kg) and parcels (maximum 31 kg and the sum of sizes less than 180 cm), within a period not exceeding 3 (three) working days and involving the delivery by the sender of the proof of the registered mail, confirmed in writing by the recipient.

Characteristics:

- This service may be requested by the sender by filling in the corresponding rubric on the waybill;
- The service is available for all locations in Romania, according to CARGUS coverage area, of which details may be found on [web: https://cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-Palet-Standard.pdf](https://cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-Palet-Standard.pdf);
- The delivery is done "door-to-door";
- Delivery is conditional on the appropriate filling in and signature by the recipient of the confirmation of receipt;
- The delivery time is of maximum 3 (three) working days, calculated from the collection time;
- The service involves 1 (one) free delivery attempt;
- The deadline for returning the acknowledgement of receipt is 3 to 5 (five) days from the delivery;
- 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;
- 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.

THE "CONSUMERS' RETURN" SERVICE

It is a national postal service in the registered mail category 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, within a period not exceeding 3 (three) working days calculated from collection, in return for a fee to be paid by the Initial Sender.

Characteristics:

- The maximum sizes allowed for postal items which may be covered by this service are 40X37X60 cm and the maximum length of one side may not exceed 60 cm;
- It is available to all CARGUS customers who cumulatively meet the following conditions:
 - they have concluded a contract with CARGUS which covers at least the Easy Collect Standard Service and which provides for pricing based on the chargeable weight of the shipment;
 - they send only one mail item per shipment, via the CARGUS Economic Standard or Easy Collect Standard Services, associated, if applicable, with the Cash on Delivery Service (the maximum amount allowed for reimbursement is RON 1000);
 - they use one of the solutions for issuing transport documents: WebExpress application, API integration, online shop modules;
- The service is applicable only for shipments initially sent based on the Economic Standard and Easy Collect Standard 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;
- The pick-up from the Initial Sender takes place through the access points/contact points in the CARGUS SHIP & GO network, available on: <https://www.cargus.ro/point-location-romanian/>, except for the Locker points. Collection is done by scanning the QR code generated by the return voucher, entering the alphanumeric code of the return voucher or by entering the return waybill number associated with the original waybill;
- 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;

- Collection from the Initial Recipient is made only during the period of validity of the Consumers' Return option, calculated from the date of delivery of the original shipment by the Initial Recipient and may not exceed 180 days.
- Delivery to the Initial Sender shall be made to the initial shipping address or, if applicable, to another address indicated by the Initial Sender;
- The price of the 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;
- The delivery time shall not exceed 3 (three) working days, calculated from the collection time;
- CARGUS is not liable for non-compliance with the delivery deadline;

“PRE 10 AM” SERVICE

It is a national postal service in the special delivery category which consists of CARGUS picking up the postal item (envelopes and 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, for a fee.

Characteristics:

- The delivery is done “door-to-door”;
- The maximum chargeable weight allowed of a postal item is 31 kg;
- The maximum length of a side of the postal item must not exceed 160 cm;
- The sum of postal item's sizes (L+W+H) must not exceed 180 cm;
- The postal item that is a parcel must be of regular shape (parallelepiped or square);
- The minimum charging unit is 1 kg (the weight is rounded up when the weight exceeds 0.1 grams);
- The volumetric weight is calculated by the formula: length x width x height (measured in centimetres) / 6000;
- 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>;
- The service involves 1 (one) free delivery attempt to the address indicated by the sender, which is then kept at a CARGUS contact point for a period of 5 (days) for delivery to the recipient;
- Delivery is made, as appropriate, after the recipient has signed the delivery slip, or by confirming the delivery PIN received by sms/ email or by scanning this PIN in the graphic form of a QR code displayed in the Cargus Mobile app;
- In case of the recipient's refusal to sign the Delivery slip or to confirm the PIN received by sms and/or e-mail or to scan the QR code, where applicable, the Provider will not deliver the postal item;
- If the delivery time is exceeded, CARGUS will refund the difference between the applied tariff and the tariff for the Economic Standard service, as well as an additional 0.5% of the applied tariff for every 12 hours of delay;
- Payment can also be made by the recipient.

“PRE 12 AM” SERVICE

It is a national postal service in the special delivery category, which consists of CARGUS picking up the postal item (envelopes and 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, for a fee.

Characteristics:

- The delivery is done “door-to-door”;
- The maximum taxable weight allowed of a parcel must not exceed 31 kg;
- The maximum length of a side of the parcel must not exceed 160 cm;
- The sum of parcel sizes (L+W+H) must not exceed 180 cm;
- The parcel postal item must be of regular shape (parallelepiped or square);

- The minimum charging unit is 1 kg (the weight is rounded up when the weight exceeds 0.1 grams);
- The volumetric weight is calculated by the formula: length x width x height (measured in centimetres) / 6000;
- The coverage is presented in the Annex Localities - CARGUS PRE 12 AM Service, details being available on the website <https://cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-PRE12AM.pdf>;
- The service involves 1 (one) free delivery attempt to the address indicated by the sender, which is then kept at a CARGUS contact point for a period of 5 (days) for delivery to the recipient;
- Delivery is made, as appropriate, after the recipient has signed the delivery slip, or by confirming the delivery PIN received by sms/ email or by scanning this PIN in the graphic form of a QR code displayed in the Cargus Mobile app;
- In case of the recipient's refusal to sign the Delivery slip or to confirm the PIN received by sms/ email address or e-mail or to scan the QR code PIN, where applicable, as displayed in the Cargus Mobile app, the Provider will not deliver the postal item;
- If the delivery time is exceeded, CARGUS will refund the difference between the applied tariff and the tariff for the Economic Standard service, as well as an additional 0.5% of the applied tariff for every 12 hours of delay;
- Payment can also be made by the recipient.

THE “SATURDAY DELIVERY” SERVICE

It is a national postal service in the special delivery category consisting of Saturday delivery of postal items collected from senders on Friday.

Characteristics:

- It is offered by selecting the Saturday delivery option, which can be found on the Waybill;
- 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-sâmbăta.pdf>;
- Payment can also be made by the recipient;
- If the delivery could not be made for reasons attributable to CARGUS, the fee for this service will be refunded. The fee for this service shall not be refunded if the delivery could not be made for reasons beyond the control of CARGUS;

RETURN OF DOCUMENTS

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

Characteristics:

- The delivery time is of maximum 2 (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.

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;
- This may only be requested by the sender;
- The delivery time is of maximum 2 (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.

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. The characteristic is accessed by ticking the appropriate box on the transport document.

Characteristics:

- The mail item to be opened must be capable 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 that requested, is not in perfect condition for delivery and shows signs of dents, 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 can only be paid for by the sender;
- This feature cannot be associated with the acknowledgement of receipt service.

MANUAL WAYBILL

It is an additional characteristic consisting of the option offered to the customer to request a CARGUS courier/agent to manually complete and issue a waybill for the service requested by the customer.

Characteristics:

It is offered to customers who do not benefit from or do not want to benefit from electronic solutions for generating/printing waybills.

OVERSIZE SURCHARGE

This is an additional feature 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:

- Applies to atypical shipments that exceed the maximum size or weight standards allowed by Cargus; 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 Basic Price List;
- The oversize surcharge does not apply if the maximum permissible sizes for a service are exceeded, but the real 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 asymmetrical, only the oversize surcharge shall apply.

ADDITIONAL HANDLING SURCHARGE

This is an additional feature offered to customers who have a contract with Cargus, which consists of the possibility for the sender to request the delivery of an asymmetric shipment.

Characteristics:

- Applies to asymmetrical 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 Basic Price List;
- If a shipment is both oversized and asymmetrical, only the oversize surcharge shall apply.

ADDITIONAL PARCEL

It is a service that consists of taking back from the sender more than one Piece per Shipment to the same destination address, up to a maximum of 15 Pieces.

ADDITIONAL KILOMETRES

This is an additional feature offered to customers who have a contract with CARGUS consisting of the possibility for the sender to request the delivery outside the Cargus coverage Area.

3 ■ INTERNATIONAL SERVICES

INTERNATIONAL AIRLINE SERVICE

It is an international air courier service that belongs to the registered mail service category and offers customers delivery of postal items services (envelopes and parcels) to over 220 countries.

Characteristics:

- The service is provided in partnership with DHL International Romania SRL;
- The deadline for delivery to the partner is a maximum of 2 (two) working days after collection;
- It requires 2 (two) free delivery attempts, made on consecutive working days;
- The minimum delivery deadline is 5 (five) and maximum 10 (ten) working days calculated after the pick-up date;
- The delivery is made in more than 220 countries;
- CARGUS is not liable for non-compliance with the delivery deadline;
- The payment of the service is made only by the sender;
- The sum of parcel sizes (L+W+H) must not exceed 180 cm;
- The maximum length of a side of the parcel must not exceed 160 cm;
- The maximum chargeable weight allowed per postal item is 31 kg;
- It is recommended that the postal item in the form of a parcel has a regular shape (parallelepiped);
- The minimum charging unit is 1 kg (the weight is rounded up when the weight exceeds 0.1 grams);
- The volumetric weight is calculated by the formula: length x width x height (measured in centimetres) / 5000.

Delivery area: According to the Annex International Air Zoning available at:

<https://www.cargus.ro/wp-content/uploads/Cargus-Anexa-Zonare-International.pdf>

Rates: According to the Annex International Air Rates available at:

<https://cargus.ro/wp-content/uploads/Cargus-Anexa-Tarife-International-Aerian.pdf>

4 ■ E-COMMERCE SOLUTIONS

WEBEXPRESS

WebExpress is an online shipment processing tool available free of charge to customers who conclude a contract with CARGUS, giving them the possibility to issue/generate waybills and to send an order to CARGUS courier without having to contact the Customer Service.

Benefits:

- Is accessed from the main webpage www.CARGUS.ro, without a previous installation of the application;
- Offers registered users the possibility to have a history of their shipments at any time and to keep a database of them;
- Offers the possibility to launch pick-up orders without contacting the Customer Service by phone;
- Offers the possibility to export shipment details or details of the recipients of shipments;
- Allows a shipment to be processed at any time of the day;
- Allows the editing of customers in its own database;
- Allows the storage of previous records as well as consignee addresses, resulting in avoidance of errors in drafting and completing the waybill.

API

To make it easier for contract customers to use the services offered, 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

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. More details can be found on: ecomm@cargus.ro

5. ■ PACKAGING METHODS AND GOODS PROHIBITED AND RESTRICTED FROM TRANSPORTATION

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, boxes, 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 in 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/asymmetrical, shipments (goods) with irregular 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 secured to the 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.

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 palletised shipment are as follows (L x W x H): 120 x 80 x 180.
- The maximum chargeable weight of a shipment per pallet is 800 kg.

Atypical, palletised 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 taken into account. 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.

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

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

GOODS PROHIBITED AND/OR RESTRICTED TO TRANSPORT	CATEGORY
Animals, fish, live or dead birds, insects, worms, snakes, insects	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.

6 ■ BASIC PRICE LIST

Natural persons or legal entities can benefit from the following basic tariffs, only based on the courier and transport services contract concluded with Cargus S.R.L.:

EASY COLLECT STANDARD RATES

A. Delivery rate / Piece	Standard rate
PARCEL S (60 cm x 37 cm x 3 cm)	National: 20.00 lei
PARCEL M (60 cm x 37 cm x 10 cm)	National: 23.00 lei
PARCEL L (60 cm x 37 cm x 20 cm)	National: 26.00 lei
PARCEL XL (60 cm x 37 cm x 40 cm)	National: 29.00 lei

The above rates DO NOT include VAT.

This service can be combined with the following additional services:

Additional Services	Standard rate
Declared value shipment	1 % of the declared value/ shipment
Cash on delivery service by collector account	7.00 lei
Consumers' Return	20.00 lei
Return of Documents	12.00 lei
Additional handling surcharge	15.00 lei
Oversize surcharge	100.00 lei
Return of undelivered parcel	Standard rate*

The above rates DO NOT include VAT.

Standard rate*: the rate for each package category will apply depending on the size.

ECONOMIC STANDARD PRICE

Basic tariffs for the delivery of postal items (documents and goods in "door to door" system)	
Loco: Parcels (documents/goods) (maximum 31 kg/postal item)	21.00 RON / first kg / postal item
	2.20 RON each additional kg
National: Parcels (documents/goods) (maximum 31 kg/postal item)	23.00 RON / first kg / postal item
	2.20 RON each additional kg

A shipment may contain a maximum of 15 postal items and the maximum weight of a postal item is 31 kg. Packages weighing more than 31 kg will be charged according to the Standard Economic Plus Service or, as applicable, the Standard Pallet Service.

This service can be combined with the following additional services:

Additional Services:	Standard rate
Additional kilometres (delivery to localities outside the coverage area)	25.00 lei

Manual Waybill	2.00 lei
PRE 10 AM	25.00 lei
PRE 12 AM	12.00 lei
Delivery on Saturday	6.00 lei
Declared value shipment service	1 % of the declared value/ shipment
Cash on delivery service by Collector account	7.00 lei
Cash on delivery service in Cash	12.00 lei + 2% of the amount of the refund
Parcel opening upon delivery	5.00 lei
Consumers' Return	20.00
Return of Documents	12.00 lei
Additional handling surcharge	15.00 lei
Oversize surcharge	100.00 lei
Exchange shipment	Standard rate*
Change of delivery destination by the sender within the destination city (loco)	Standard rate*
Change of delivery address by the sender outside the destination city in Romania (national)	Standard rate*
Return of undelivered parcel	Standard rate*
The above rates DO NOT include VAT.	

ECONOMIC STANDARD PLUS PRICE

Parcel rate	
Loco:	Base 32 kg: 80.00 lei
	2.50 RON each extra kg (between 33-50 kg inclusive)
National:	Base 32 kg: 80.00 lei
	2.50 RON each extra kg (between 33-50 kg inclusive)
One shipment may contain a maximum of 15 parts, with a maximum individual weight between 32-50 kg	
Packages weighing more than 50 kg will be charged according to the the Standard Pallet Service.	

This service can be combined with the following additional services:

Additional Services:	Standard rate
Additional kilometres (delivery to localities outside the coverage area)	25.00 lei
Manual Waybill	2.00 lei
PRE 10 AM	25.00 lei
PRE 12 AM	12.00 lei
Delivery on Saturday	6.00 lei
Declared value shipment service	1 % of the declared value/ shipment
Cash on delivery service by collector account	7.00 lei
Cash on delivery service in Cash	12.00 lei + 2% of the amount of the refund
Parcel opening upon delivery	5.00 lei
Return of Documents	12.00 lei

Additional handling surcharge	15.00 lei
Oversize surcharge	100.00 lei
Exchange shipment	Standard rate*
Change of delivery destination by the sender within the destination city (loco)	Standard rate*
Change of delivery address by the sender outside the destination city in Romania (national)	Standard rate*
Return of undelivered parcel	Standard rate*
The above rates DO NOT include VAT.	

PALLET STANDARD PRICE

A. Delivery rate / Piece	National standard rate
51– 100 kg	300.00 lei
101– 200 kg	600.00 lei
201– 400 kg	1,200.00 lei
401– 600 kg	1,800.00 lei
601– 800 kg	2,400.00 lei
The above rates DO NOT include VAT.	

This service can be combined with the following additional services:

Additional Services:	Standard rate
Additional charge per pallet > 800 kg (lei/additional kg)	5.00 lei
Additional kilometres (delivery to localities outside the coverage area)	25.00 lei
Manual Waybill	2.00 lei
Declared value shipment service	1 % of the declared value/ shipment
Cash on delivery service by collector account	7.00 lei
Cash on delivery service in Cash	12.00 lei + 2% of the amount of the refund
Return of Documents	12.00 lei
Additional handling surcharge	15.00 lei
Oversize surcharge	100.00 lei
Exchange shipment	Standard rate*
Return of undelivered parcel	Standard rate*
The above rates DO NOT include VAT.	

Standard rate: the Loco or National rate will be applied to each weight threshold.*

7. ■ SETTLING OF CLAIMS

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), 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;
- verbally, at the registered office of the Provider or at any fixed access/contact points served by staff or 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.

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 30th 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.

8. GENERAL TERMS ON THE PROVISION OF POSTAL SERVICES

GENERAL CONDITIONS ON THE PROVISION OF POSTAL SERVICES

CARGUS S.R.L. (hereinafter referred to as "**Provider**" or "**CARGUS**"), Romanian legal entity, with its registered office in Bucharest, Str. 11 Iunie nr. 14, sector 4, Romania, registered with the Trade Register Office under no. J40/4892/2022, SRC RO3541906, tel: +4021/9330000, bank account no. RO61OTPV23000M175135RO01, opened at OTP Bank and bank account no. RO58RNCB0081104613950001, opened at BCR, represented by Mrs. Oana Mândicescu and Mrs. Alexandra Bucșan, directors, as a Postal Service Provider, informs of the following "**General Conditions on the Provision of Postal Services**", conditions concerning the aspects below:

1. Through its activity, the Provider offers and provides to its Beneficiaries postal services having as object domestic and international postal items, included in the scope of the universal service, as well as not included in the scope of the universal service.
2. The conditions under which CARGUS provides postal services to its Beneficiaries are as follows:
 - ✓ By means of an order made by telephone or by drawing up the order form (online, at the access point, etc.), the Provider will present itself within the timeframe indicated by the Beneficiary and at the address indicated by the Beneficiary (Sender/Integrator) and will take over from it the postal items to be delivered in accordance with the service chosen by the Beneficiary (Sender/Integrator).
 - ✓ The Provider will take over the postal items based on transport documents (pre-printed "AWB" waybills, transport documents generated by the e-Commerce applications and which can be used exclusively for this purpose), documents certifying that the postal item has been taken over by the Provider.
 - ✓ The Sender is responsible for the data he provides to the Provider to fill in the transport document.
 - ✓ The Supplier accepts the postal items presented by the Sender, packed according to the goods subject to the postal shipment, with an opaque outer shell that does not allow the content to be viewed, for example, in boxes made of cardboard, metal, wood, plastic, etc.
 - ✓ Postal items containing fragile goods shall be appropriately packed by the Sender, using as sawdust filler, anti-shock polystyrene or other material that mitigates the mechanical shock (e.g. bubble wrap) and bear the inscription/label "*Fragile*".

- ✓ Detailed information and recommendations/instructions on the packaging of postal items are available on CARGUS website, here: <https://www.cargus.ro/wp-content/uploads/CG-modalitati-de-ambalare-si-restrictii-la-transport.pdf>.
 - ✓ The Supplier undertakes to recognize and respect the inscriptions/labels applied by the Sender and to pay special attention in the handling and storage of the postal items concerned (e.g. fragile).
 - ✓ The Supplier is not responsible for any alteration of the postal shipment by means or for electromagnetic reasons (e.g. demagnetization, X-ray scanning in security/customs procedures, etc.).
 - ✓ The Supplier does not accept the following postal items (postal items excluded from pick-up):
 - Postal items the packaging of which has inscriptions that contravene the public order or good morals, as well as postal items consisting of goods that contravene the public order or good morals, if they are left unpacked or in transparent packaging;
 - Postal items comprising goods the transport of which is prohibited by the law, even on a part of the road (e.g. but not limited to: explosive, toxic, flammable, psychotropic substances, drugs, weapons or parts thereof, ammunition, etc.); the detailed list of these goods can be found here: <https://www.cargus.ro/wp-content/uploads/CG-modalitati-de-ambalare-si-restrictii-la-transport.pdf>.
 - Postal items containing goods which, by means of administrative, economic, sanitary, veterinary, phytosanitary and similar legal provisions, require CARGUS to hold special permits or authorizations.
 - ✓ The Sender must not enter into the postal network postal items whose object is prohibited by the legal provisions even for a part of the journey. The Sender is responsible for the damages that may be caused to the Provider as a result of introducing into the postal network a closed postal item containing goods (products, materials or values) prohibited by the law.
 - ✓ The Provider is not responsible for the contents of the collected closed postal item.
 - ✓ The Provider may refuse the delivery to the recipient in the situations below:
 - when, after taking over the postal item, it undoubtedly results that it contains goods prohibited from carriage or that do not comply with the special conditions of carriage established under the relevant legislation, namely the legislation of the states in whose territory the delivery is to be made or of the states to be transited;
 - when, after picking-up the postal item, it has caused or may cause imminent damage to persons, the environment, installations used or other postal items; in this case, the Provider may destroy the postal item in compliance with the applicable legislation and, where possible, with the notification of the sender, the contract shall cease to be valid. The burden of proof lies with the Provider;
 - ✓ The (minimum/maximum) number of postal items that can be picked-up by the Provider (in a single order): minimum 1 (one) postal item - unlimited maximum (no restriction in number), except for postal advertising services where the minimum number of items is 500 (five hundred).
- The Provider shall make 1(o) free delivery attempt of the postal item.
- ✓ Upon the delivery of the postal item, the Provider and the recipient may, if the recipient so chooses at the time of delivery, mention in the Waybill or on the Record of Findings any observations on any non-conformities of the postal item (packaging deformations, scratches, partial/full destruction of the postal item, etc.), but the absence of such a record in this respect shall in no way prejudice the user's right to lodge a complaint within the legal time limit and, respectively, to have his complaint settled favourably by the Provider.
 - ✓ The Provider will hand over the postal item to the recipient/person authorized to receive the postal item only to the extent that the recipient/person authorized to receive the postal item will sign for the receipt of the postal item physically, on the document provided by the Provider (AWB, delivery slip) or electronically or will confirm the PIN received by sms, except for postal items subject to the Acknowledgement of Receipt service, if the relevant legal provisions are applicable. The application of the signature or knowledge of the PIN code by the recipient/authorised person does not, however, preclude his/her obligation to prove his/her identity by means of an appropriate document. If, however, the recipient/authorised person does not know the PIN code, does not have it or refuses to provide it to the supplier's staff, the mail item will be delivered to the extent that the recipient/authorised person presents an identity document, including for the purpose of collecting certain information by the provider's staff to deliver the mail item. The delivery of postal items having as object and the communication of the PIN code is not applicable to postal items subject to the Acknowledgement of receipt services, Cash on Delivery.
 - ✓ The documents containing the signatures of receipt (original or, as applicable, electronic) and/or the information related to the confirmation of delivery by PIN received by sms and/or email will be kept for 9 (nine) months. The Provider does not deliver postal items to the mailbox.

- ✓ The Provider will inform the Beneficiary by any means of communication (by telephone or in writing, by fax or e-mail, by sms or through the online platform for tracking parcels) about any incomplete/wrong addresses that have been entered on the postal item, on its packaging.
 - ✓ Except for the special delivery service, in the event of the impossibility of delivery of postal items (such as, for example, an absent recipient), the Provider will notify the recipient by means of a notice (hardcopy or sms) announcing the arrival of the postal item and the next delivery attempt.
 - ✓ If the postal item could not be delivered following the delivery attempt, the Provider shall inform the recipient and keep the postal item at the point of contact for delivery to the recipient for a period of 5 (five) calendar days from the date of notifying the recipient, period that does not involve additional charges.
 - ✓ If the data entered on the postal item by the Sender is incorrectly filled in or incomplete, rendering impossible or difficult to identify the recipient / person authorized to receive the postal item, the Provider disclaims responsibility for any delays. The burden of proof lies with the Provider.
 - ✓ The Provider may deliver the postal item to the recipient or person authorized to receive it and to automated delivery systems ("lockers"), only if the recipient agrees to receive the postal shipment under the conditions of accessing this delivery option set out below;
 - ✓ The option is available only for postal items with a maximum weight of 15 kg, with a maximum size of 50x40x60 cm and a declared value or cash on delivery value, if applicable, of a maximum of RON 1,000 (cumulative conditions); the Sender will offer the option of delivery to the locker to the recipients only if the postal item complies with the maximum allowed sizes described above;
-
- ✓ The addresses and location of the Cargus lockers are available in the Cargus contact and access points map available at: <https://www.cargus.ro/point-location-romanian/> ;
 - ✓ The recipient will be informed by notification in the Cargus Mobile application, e-mail and/or sms of the date and time of delivery of the postal item to the locker, the locker address, as well as the duration of the retention of the postal item at the locker;
-
- ✓ The recipient may pick up the postal item from the locker at any time from the date and time and for the duration indicated in the notification received in the mobile application, e-mail and/or sms (non-stop, on any of the days of the week);
 - ✓ To access the locker, it is necessary (i) for the recipient or the person authorized to receive the postal item to download and install on the mobile phone (iOS or Android type), the Cargus mobile application available at: <https://www.cargus.ro/cargus-mobile-app-ro/> and (ii) Internet connection of the mobile phone used, any time between the delivery of the postal item to the locker and the time of accessing the locker;
-
- ✓ A unique encrypted key will be generated as soon as the mail has been delivered to the locker. This key is sent to the recipient's mobile app as soon as it has access to mobile data. When the encrypted key is received, the "Pick-up now" button of the application will become visible in the application. The button will only work in close proximity to the locker;
 - ✓ To access the locker, the recipient must connect the mobile phone with the locker via the Bluetooth function of the mobile phone and press the "Pick-up now" button;
 - ✓ Proof of generating an unique identification key and opening of the locker presumes the receipt of the postal item by the recipient and can be made available to the recipient upon request;
-
- ✓ After closing the door of the locker compartment in the Cargus mobile application, at the section corresponding to the postal item in question, the status will change to "Delivered";
 - ✓ While the locker compartment is open, the recipient is prohibited from taking any action other than the pick-up of the postal item, including, but not limited to putting any goods of any nature inside it, the modification, alteration or physical damage in any way to the interior or exterior (by writing, mechanical deformation, etc.), making the locker compartment available to third parties, etc.; the recipient will also completely and correctly close the door of the locker compartment after use, without snapping it;
-
- ✓ The recipient may choose to authorize another person to pick up the postal item on his or her behalf, in which case the authorized person will have to fulfil all the conditions for access and use in this respect;
 - ✓ By choosing this delivery option, the recipient expressly agrees with the conditions for accessing and using the locker, respectively undertakes the consequences for the situations in which they are not fulfilled without any fault of Cargus (inability to access the locker and pick up the postal item, further approval of the latter, the impossibility of the authorized person to pick-up for failure to meet the technical conditions to access the locker, etc.);
-
- ✓ For the avoidance of any doubt, the lockers are Provider's contact points (from where the recipients can pick up the postal items); they are not access points, through which the postal items can be entered into the postal network; therefore, any goods/envelopes/parcels deposited in the locker are not considered

as postal items accepted by the Provider in the postal network, with all the consequences resulting from this and the Provider is not in any way responsible for them;

- ✓ Lockers do not have a display allowing recipients to access the locker compartments based on QR code or PIN code, access can only be made via the Cargus mobile application;
- ✓ Lockers do not have a technical payment processing solution, therefore, all costs for postal items that are chosen to be collected from the locker (transport, reimbursement, insurance, etc.) will be paid before the pick-up of the postal item through the Cargus Mobile application.
- ✓ The Provider shall maintain the confidentiality of the data and information relating to the Beneficiary, except in the situations expressly provided by the law (for example, following the request of public authorities addressed in accordance with the law, etc.).
- ✓ The Provider shall make sure that Beneficiary's workers who come into contact with Provider's workers have received sufficient and appropriate instructions regarding the occupational safety and health risks and emergency situations during the term of the contract, when such contracts exist between the parties, in accordance with the provisions of Law no. 319/2006 and G.D. no. 1425/2006 on the Methodological norms for the application of the law in question.
- ✓ In emergency situations, both parties shall coordinate their actions to eliminate and remove the reasons and ensure the safe evacuation of exposed staff.
- ✓ The provision of postal services by the Provider is governed by the law in force.
- ✓ The currency in which the postal service fee can be paid, respectively the collection and payment of the amounts of money in case of the cash on delivery service is the national currency, "leu" (RON).
- ✓ The maximum values admitted by the Provider as declared value and for the refund respectively, in case of postal items subject to a declared value delivery service or a cash on delivery service are as follows:
 - RON 5,000.00 (for the cash on delivery service intended to legal entities).
 - RON 10,000.00 (for the cash on delivery service intended to natural persons).
 - RON 23,000.00 (for postal items with declared value);
- ✓ The Provider has standard tariffs, as well as negotiated tariffs, established by the contracts concluded with its Beneficiaries.
- ✓ The service fee is charged/paid in RON, on the chargeable weight of the concerned postal items, i.e. on the higher of the calculated value of the physical (gravimetric) weight/ the volumetric weight.
- ✓ The maximum chargeable weight allowed of a postal item is 31 kg.
- ✓ The maximum length of a side of the parcel must not exceed 160 cm.
- ✓ The sum of sizes (L+W+H) of a parcel must not exceed 180 cm.
- ✓ **The volumetric weight is calculated by the formula: length x width x height (measured in centimetres) / 6000.**
- ✓ The payment of the postal service fee is made on the date of issue of invoices and of contracting the postal service, unless the parties agree otherwise by means of written contracts concluded based on individual negotiated offers.
- ✓ The postal service fee payment methods are as follows: cash or payment made by generally accepted banking means (bank transfer and card).
- ✓ The quality conditions that CARGUS postal services must fulfil are:

Delivery time:

- In case of postal services having as object domestic postal items, delivery times shall not exceed 3 (three) working days from collection.
- If the Provider exceeds the delivery times exclusively in case of special delivery postal services or which have an additional feature associated to the special delivery postal service, the Provider shall refund the difference between the applied tariff and the Standard service tariff, as well as an additional 0.5% of the charge applied for each 12 hours of delay.
- In case of other services offered and provided, Cargus is not liable for the delay.
- The Provider offers and provides postal services for international postal items, both in the EU/EEA and outside the EU/EEA.

- In case of international postal items collected from the territory of Romania to be delivered to a recipient located in one of the Member States of the European Union or the European Economic Area (EU/EEA) or outside the EU/EEA, as well as in reverse situations, delivery times will not exceed 10 (ten) working days from pick-up.
- The time limit within which the sender may request proof of the submission or delivery of the postal item subject to the declared value delivery service, as well as the one in which it can request proof of the submission or delivery to the recipient of the postal item subject to the acknowledgement of receipt service shall be 9 (nine) months from the date of pick-up of that item.
- The required proof, in case of the declared value service, as well as in case of the acknowledgement of receipt service - will be communicated to the sender within 30 (thirty) calendar days of the request, by a method agreed with the sender or integrator (e.g. fax, e-mail, etc.), no additional costs being incurred by the sender.
- In case of the *Cash on delivery service* having as object domestic postal items, the deadline for returning the equivalent value of the postal items to the sender (the amounts collected from the recipient) is maximum 5 (five) working days from delivery.
- In case of the *Acknowledgment of receipt service* having as object domestic postal items, the time limit for returning to the sender the proof of delivery of the postal item, confirmed in writing by the recipient, shall not exceed 5 (five) working days from delivery. If the Provider omits to return the acknowledgment of receipt, the postal item is deemed to be lost, in which sense the Provider will grant compensation according to the applicable legal provisions, and also the provisions of article 42 (7) of GEO no. 13/2013 remain applicable.
- The Provider offers and provides *Cash on delivery* postal services and *Acknowledgment of receipt* services having as object only domestic postal items.
- The retention period for the delivery to the recipient of postal items (excluding those subject to the special delivery service) that could not be handed over to the recipient is 5 (five) calendar days from the date of the notification of the recipient.
- The Provider undertakes to return the postal items that could not be delivered to the recipients, for one of the reasons provided by the law, to the address indicated by the sender or to the point of contact, depending on his request, at the expense of the sender, according to the tariffs in the commercial offer.
- The return period shall be no more than 2 (two) working days, in case of domestic postal items, or 6 (six) working 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 9 (nine) calendar months calculated from the date of the postal item submission.
- The settlement of complaints received from Beneficiaries/Users (Senders/Recipients) in relation to the services provided by the Provider is done according to the "*Claim resolution mechanism*".

Claim resolution mechanism:

The appropriate compensation/reimbursement system for damages in case of claims filed by the Beneficiary petitioners (senders or recipients) regarding postal services having as object domestic and/or international postal items offered or provided by CARGUS is based on the following steps:

- ✓ The claim can be filed by both the sender and the recipient.
- ✓ The claim can be addressed within 6 (six) (calendar) months calculated from the date of submission of the postal item, by the following communication methods:
 - in writing, by email (at sesizări@cargus.ro), by any postal service or by sending the claim to the registered office of the Provider or to any fixed access/contact points served by staff;
 - verbally, at the registered office of the Provider or at any fixed access/contact points served by staff or 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.

- Thus, depending on the event that is the subject of the complaint, copies of the relevant documents related to the claimed event are accepted by CARGUS, such as: copy of the invoice or receipt certifying the payment of the service, copy of the Record of Findings of the damage for those situations where the finding/record of destruction/damage of the postal item was made by the recipient/sender, as applicable, at the time of receipt of the postal item from the supplier, the damaged/deteriorated good that is the object of the postal item, the (original) packaging of the postal item, etc.
- The CARGUS Supplier, through the Customer Services Department, confirms the receipt of the complaint by allocating a unique registration number to each complaint received and, respectively, by communicating it to the petitioner, depending on the manner of sending it to CARGUS, as follows:
 - personally – by handing it over, upon submission, in case of complaints submitted / addressed personally, including verbally, to the registered office or to the fixed access / contact points served by the staff of the Provider;
 - by phone, on the spot, at the time of receipt (registration) of the complaint, when made by telephone;
 - in writing, by email, within 1 (one) working day from the date of filing (sending) the complaint by email, if the complaint was received by email;
 - in writing, on hardcopy, which will be sent by email, depending on the petitioner's request, within a maximum of 1 (one) working day from the date of the submission (sending) of the complaint, if it was received in writing, on hardcopy, through a postal service.
- According to the legal provisions, the time limit for settling a claim shall be no more than 3 (three) calendar months, calculated from the date of filing the claim.
- If the user's complaint (natural person or legal entity) proves to be well founded, the user will be asked for the compensation invoice or the bank information necessary for the compensation (only if it was not provided at the time of the complaint), if the user requests the payment of the compensation by bank transfer. If the user requests the payment in cash, the payment will be made at the access/fixed contact point served by the staff chosen by the user. In all situations, in case of well-founded claims, Cargus will award the compensation without any express request from the user being required.
- Upon receipt of the compensation invoice / bank information requested, the Provider shall pay the compensation within 30 (thirty) calendar days from the date of favourable completion of the complaint analysis, but not exceeding the 3 (three) calendar months mentioned above, by transfer of the compensation amount in lei into his bank account or by paying it in cash, at Cargus cash desk located at one of Cargus's fixed contact points served by the staff, according to the petitioner's option.
- In case of founded claims, the Provider shall grant the compensation within the above term and conditions, by law, without any express request from the user in this respect.
- In all situations, the time limit for submitting the complaint or for filing the writ of summons is 1 (one) year. The mentioned time limit is a limitation period and runs from the date of submission of the postal item.

Provider's liability limit

Provider's liability for any theft, loss, total or partial destruction, total or partial damage to domestic postal items, as well as for non-compliance with the quality-of-service conditions during the performance of the postal service, is as follows:

a) in the event of theft, loss or total destruction:

1. with the full declared value, in case of a postal item which is the subject of a declared value delivery service, including whether or not that postal item is the subject of a cash on delivery service;
2. with the amount of the refund, for a postal item which is the subject of a non-declared cash on delivery service;
3. with the amount representing 5 times the price of the service, for postal items that are not subject to a declared value delivery service or a cash on delivery service.

b) in the event of partial loss or destruction or damage:

1. with the declared value for the missing, destroyed or damaged part or with the share corresponding to the missing weight of the declared value, for postal items subject to a declared value delivery service;
2. with the amount representing 5 times the service fee, in case of partial loss, partial destruction or damage of postal items not subject to a declared value delivery service.

c) in case of a shipment which is the subject of a cash on delivery service, the Supplier shall be liable with the full amount of the refund for the situation in which it has not returned to the sender the full amount of the shipment or with the corresponding difference up to its full value, if the refund has been partially received from the recipient.

- In the event of theft, loss or total destruction of the postal item, apart from the damages provided above, the Provider shall also refund to the Beneficiary the fees charged for the provision of the postal service complained (whose object is the postal item in respect of which the complaint was made).
- To the amounts stipulated in letters a) and letters b) above, the legal interest that incurs from the date of filing of the prior complaint or, as applicable, the filing of the writ of summons shall be added, regardless of which of these moments occurs first.
- The complete loss of content is equivalent to the loss of the postal item.
- If the sender has declared a lower value of the postal item than the actual value, the compensation shall be made at the level of the declared value.
- In case of non-performance of the services that are additional characteristics of the postal services, nominated by the sender by special indications, only the charges collected in addition to the applicable tariff for the standard postal service shall be refunded.
- In case of loss of proof of delivery of the registered postal item, confirmed in writing by the recipient, the Provider must draw up and make available to the sender a duplicate of the proof of delivery.
- The Provider is not liable for indirect damages and unrealized benefits, which are not compensated.

The postal services provider is relieved of liability in the following situations:

- a) the damage occurred as a result of the deed of the sender or recipient;
- b) the item was received without objection by the recipient, except for complaints regarding the loss, theft, damage or total or partial destruction of the content of the postal item;
- c) the damage occurred as a result of force majeure or act of God; in this case the sender is entitled to the refund of the paid rates, except for the insurance tariff.

The Provider is responsible for international postal items in accordance with the domestic legal provisions.

If the delivery of the postal items collected by CARGUS is carried out by another supplier, the liability toward any Beneficiary is always CARGUS's.

By the decision made by CARGUS Management, the Provider may conclude services agreements with subcontractors or other authorized postal services providers, the extent of the rights and obligations of the parties being found in the written form of the contract between the parties, without prejudice to the legal provisions in the field of postal services.

These general conditions for the provision of postal services are applicable from 01.04.2023.

PROVIDER
CARGUS SRL
By Mrs. Oana Măndicescu
Director

And by Mrs. Alexandra Bucșan
Director