

GENERAL TERMS AND CONDITIONS
to the Contract with the users of non-universal postal services
provided by Gebrüder Weiss EOOD

Section I

General provisions

1. These General Terms and Conditions to the Contract with the users of courier services included in the scope of the non-universal postal service provided by Gebrüder Weiss EOOD (the "Operator"), and hereinafter referred to as "General Terms and Conditions" (GTC), shall define the rights, obligations and responsibilities of the parties to the contract in the performance and use of the services.

2. A "User" may be any natural person or legal entity that has made a request to use a courier service provided by the Operator.

3. Users can consult the GTC:

3.1. At the Operator's customer service outlets;

3.2. Electronically on the Operator's website;

4. All conditions that are not expressly mentioned in the GTC are subject to individual negotiation between the Operator and the User.

5. These GTC have been prepared in accordance with the effective laws of the Republic of Bulgaria.

Section II

Scope of services and types

6. The GTC shall apply to domestic and international courier services within the scope of the non-universal postal service, as well as to the additional services thereto provided by the Operator. The services provided are:

6.1. Basic courier services:

6.2. Delivery of non-palletized parcels within the territory of the Republic of Bulgaria, including delivery of domestic and incoming international parcels assigned by another postal operator;

6.3. Delivery of international non-palletized parcels by land or air;

6.4. Delivery of domestic and international palletized parcels;

6.5. Additional services:

6.6. Cash on delivery - delivery of a parcel against payment by the recipient of an amount specified by the sender in the currency of the country in which the delivery is made;

6.7. Return receipt - a service where the Operator informs the sender of the parcel or a person authorized thereof of its delivery to the recipient;

6.8. Return documents - a pre-ordered documentary parcel that the Operator takes from the recipient and delivers back to the sender;

6.9. Reverse packing - a pre-ordered parcel containing a Euro pallet rack that the Operator takes from the recipient of an inland palletized shipment and delivers back to the sender;

6.10. Stowage - a parcel's stay at the Operator's facility after 2 working days have elapsed from the date of notification to the User by a short text message (SMS, Viber, etc.), by phone or by e-mail that the parcel is available for delivery at the Operator's facility, including the return of a shipment undelivered for a reason not attributable to the Operator.

7. The Operator guarantees equal access of all Users to the services provided under these GTC.

8. The Operator shall have the right to introduce new services and to terminate existing services depending on the supply and demand.

Section III

Contract for courier service

9. The Courier service contract shall be deemed to have been concluded from the time of takeover of the parcel by the Operator at an access point of its postal network or from the address of a User, including upon placement of the parcel by the User in an automatic postal station or other Operator's designated place or facility.

10. The Contract shall incorporate these GTC and the consignment note completed by the User or completed in accordance with the User's instructions. The consignment note shall be drawn up in accordance with the Operator's template in electronic format

and shall have a unique identifier number. The consignment note shall be stored in the Operator's electronic system and shall certify the conclusion of the Contract and the services provided. No signature is required on both sides of the consignment note.

11. Where the consignment note is completed by the Operator following the instructions of the User, the sender shall have the right to inspect, at the time of receipt of his copy, the contents and to request the correction of errors or omissions. Where the consignment note has been completed by the User in a self-service module, the User shall have the opportunity to correct any errors or omissions in the consignment note by the time the parcel is handed over to the Operator at the latest.

12. The data contained in the consignment note shall be declared by the User requesting the respective courier service. In order to fill in properly the consignment note the following information shall be required as a minimum: the names of the sender and the recipient of the parcel, an accurate and complete delivery address, including country, locality, postal code, street, residential area, block, number, entrance, floor or others, a person and a mobile phone number for contact with the sender and the recipient in the country where the address of delivery/receipt of the parcel is located. For international shipments, the data shall be written in Latin characters. The Operator may require additional data in order to identify the sender and the recipient, where this is provided for by law and depending on the type of service (cash on delivery, international shipments, etc.).

13. The applicant of the service shall be responsible for the data made available and, at the time of parcel takeover, it shall be deemed that the applicant:

13.1. confirms the accuracy of the data declared in the consignment note, including the declared contents of the parcel;

13.2. accepts the terms of delivery and payment for the service requested;

13.3. provides personal data and consents to their processing for the purposes of the performance of the courier service contract and the statutory obligations of the Operator;

13.4. shall be liable for the consequences of any false or incomplete data declared by him;

13.5. agrees to handle the parcel in order to fulfill the Operator's obligations, namely: opening and checking the contents of the parcel in the cases provided for by the laws and these GTC, check weighing to determine the tariff weight, re-tariffing in case of any discrepancies with the declared data, repacking, etc.

13.6. confirms that it is aware of these GTC and that they are part of the courier service contract.

14. The Courier service contract shall be deemed to have been fulfilled:

14.1. upon delivery of the parcel to the recipient;

14.2. upon return of undelivered parcel to the sender;

14.3. upon destruction of the parcel on the grounds of and pursuant to the provisions of Section V of these GTC.

15. The Operator undertakes to comply with the legal requirements for the protection of personal data processed in connection with the conclusion and performance of the Courier service contract, as well as to provide information in connection with the processing of personal data as described in the relevant laws.

16. In order to ensure and to improve the quality of the services offered, telephone calls between the Operator and the Users may be recorded and the Operator's premises may be placed under video surveillance.

Section IV

Quality and efficiency of service

17. The Operator shall ensure the quality of the courier services provided by taking measures in order to:

17.1. comply with postal security requirements and ensure the security of the postal network, guarantee the integrity of the parcels and protect the confidentiality of the correspondence;

17.2. protect Users' personal data from unlawful processing;

17.3. not allow prohibited items and substances in courier parcels;

17.4. assist in the prevention and detection of offences and crimes committed against or through the postal network.

18. The Operator shall ensure efficiency in the provision of courier services by achieving an optimal ratio between quality, reliability, price and speed in the execution of the Courier service contract whereby:

18.1. the time for collection of parcels from the User's address shall be determined depending on the time of parcel notification, the location of the address and the availability of Operator's office in the locality;

18.2. the delivery times shall be determined according to the types of services and destinations and shall be respected in case the data indicated by the applicant in the consignment note (name, address and mobile phone number for contact with the recipient) shall be complete and accurate;

18.3. the processing of claims and the payment of compensation shall be carried out under a free and simplified procedure.

20. The Operator shall ensure reliability in the provision of courier services by:

20.1. advising Users about reliable packaging of parcels, taking into account the security requirements and normal technological risk in the handling and transportation of parcels;

20.2. using barcodes and scanning devices to minimize errors and omissions in parcels processing and tracking mail traffic;

20.3. providing a means of information access to Users for real-time tracking of the traffic of their parcels.

Section V

Conditions for acceptance and delivery of domestic and international parcels. Parcel requirements

21. Acceptance/delivery of courier parcels shall be carried out in accordance with the Courier service contract at the User's address or at an access point to the Operator's postal network. In the case of limitations in the provision of the service imposed by the competent authorities or force majeure events and other extraordinary circumstances, they shall be disclosed to all Users by means of an announcement on the Operator's website or to the affected User upon acceptance of the parcel and drawing up of the consignment note.

22. The acceptance/delivery of courier parcels shall be made within the Operator's business hours, which shall be announced in a visible and accessible place in each office of the Operator, as well as on the Operator's website.

23. Acceptance of parcels is subject to the following conditions:

23.1. Requests for a courier to visit the address specified by the User shall be accepted during the Operator's working hours and shall be executed within 2 working days after processing such request. The time shall be determined by the Operator depending on the location of the address and the availability of Operator's office in the relevant

location and shall not be fixed. A request made after 3:00 p.m. or concerning parcels in remote locations that are not serviced daily may be processed the next business day.

23.2. The daily servicing of the settlements shall be carried out according to the schedule published on the Operator's website and in each of its offices.

23.3. The parcel must be ready for delivery to the courier at the time of his visit to the User. The maximum time the courier is obliged to wait at the address is 10 minutes. Once this time has elapsed, the User must re-claim his/her parcel and wait for a further visit by a courier to hand it over.

23.4. Palletized shipments are accepted and delivered from ramp to ramp; the organization of loading and unloading lies on the User.

24. Mandatory requirements on the format, minimum and maximum dimensions and tariff weight of courier parcels:

24.1. Domestic non-palletized parcels - single-package parcels with a maximum tariff weight per package of up to 50 kg or multi-package parcels with a maximum tariff weight per package of up to 100 kg, with a maximum package length of the parcel in the consignment (maximum length) of 3 m shall be accepted. At the automatic postal station (automatic machine) shall only be accepted single-package parcels with maximum dimensions 60x35x37 cm and maximum physical weight of 20 kg. Parcels with different sizes and/or weights than those specified shall be accepted after confirmation of the request by the Operator;

24.2. International non-palletized parcels - single package parcels shall be accepted, except for parcels to/from Romania, which may be multi-package. Maximum tariff weight per package shall be 31.5 kg, except for shipments to/from Greece, Romania and North Macedonia, where a maximum tariff weight of 50 kg per parcel is allowed. Parcels for delivery by land transport are accepted with minimum dimensions of 22.9x16.2 cm, maximum length (greatest length of the parcel) - 175 cm, and maximum dimensions (sum of the length + twice the sum of the height and width of the package in cm) - 300 cm. Airfreight parcels with minimum dimensions of 22,9x16,2 cm and maximum tariff weight of 3 kg shall be accepted. Parcels of different sizes or weights shall be accepted after confirmation of the request by the Operator;

24.3. Palletized parcels - domestic parcels with a pallet base of 80x120 cm, a maximum height of 200 cm and a maximum tariff weight of up to 1200 kg and international parcels with a maximum height of 180 cm and a maximum tariff weight of up to 1000 kg shall be accepted. Parcels of different sizes or weights shall be accepted upon confirmation of the request by the Operator;

24.4. The tariff weight of the parcel shall be determined in the way specified in item 43 of these GTC.

25. After the acceptance of the parcels, they can be weighed and measured at the Operator's warehouses. If a discrepancy is found with the weight and dimensions filled in by the User or following his instructions, the Operator shall carry out an ex officio correction of the electronic consignment note and re-tariffing. In such cases, the User shall pay a price for the service which corresponds to the actual tariff weight of the parcel as established in accordance with the Operator's applicable price list.

26. Parcels must be packed appropriately in a way that does not compromise the contents thereof or the integrity of other parcels. The packaging and sealing of the parcels must be suitable for their contents, volume and weight and provide sufficient external and internal insulation to protect them and other parcels transported by the Operator. Recommended guidelines for the proper packaging of parcels are available to Users at each Operator's office and on the Operator's website. In the event that a parcel is accepted for transportation by the Operator, such parcel shall be deemed to be suitably packed.

26.1. The User shall provide at his own expense suitable and reliable packaging and sealing of the parcel, notwithstanding such packaging shall be purchased from the Operator or the User shall use his own.

26.2. Regarding domestic and international parcels that contain glass or fragile containers containing liquids, the use of the Operator's packaging designed for that purpose is mandatory.

26.3. Documentary parcels delivered by international service must be packed in a cardboard envelope by the sender.

26.4. Individual parcels may not be joined as a single consignment by attachment with packing tape unless they are placed by the sender in a single, larger and sufficiently strong carton (case or carton box).

26.5. The Operator does not guarantee the preservation of the appearance of the commercial packaging of goods contained in a courier parcel if it is not secured by additional outer carton packaging.

27. The Operator offers different types of packaging (polyethylene degradable envelopes, cardboard envelopes for documents, boxes, boxes for wine transportation, jars, stretch film and bubble wrap), which are provided to the User upon his/her explicit request and payment of the relevant price, as stated in the Operator's price list.

28. When executing a Contract for international courier services:

28.1. The Operator shall act as the authorised representative of the sender and/or of the recipient where this is necessary for customs control and processing purposes;

28.2. Parcels under customs control to North Macedonia shall be delivered only to the warehouse of the customs broker selected by the Operator. After release of the parcel by the User - recipient of the parcel or his representative, the Operator shall make delivery to the recipient's address without additional payment;

28.3. Shipments with a customs value in excess of that specified in the applicable customs laws and those to/from the UK, regardless of their value, shall be subject to customs processing and payment of additional fees, duties and taxes in accordance with the relevant laws. The declared customs value may be changed at the discretion of the customs authorities.

28.4. The sender shall provide all duly completed documents required in the countries along the route of the respective courier service and shall enclose them with the shipment.

28.5. In the event that the sender gives an order to stop or to return the parcel after it has left the Operator's logistics facilities and has been handed over to an international partner for transport and delivery outside Bulgaria, the Operator shall not guarantee the execution of this order.

29. The Operator shall have the right to operational autonomy in the organization and execution of the reception, processing, redirection, transportation and delivery of parcels, using routes, means of transport, distribution centers and subcontractors in accordance with its judgment of expediency and provided that this does not result in the payment of an additional price by the User or violate the terms of the contract between the parties.

30. The parcel belongs to its sender until it is delivered to the recipient.

31. The delivery of parcels shall be made to the recipient's address or to the Operator's office specified by the sender. Parcels may be delivered to an automatic machine under conditions specified by the Operator. Courier service to an address shall include one visit to the recipient's address, and in the event of unsuccessful delivery for reasons not attributable to the Operator, the parcel shall be left at the nearest Operator's office. The recipient shall be notified by e-mail or by the contact telephone number provided of the possibility to collect the parcel from the relevant office within the time limit until its return to the sender. Parcels shall not be delivered to a post office box.

32. Shipments shall be delivered to the person named as recipient on the consignment note under the following conditions:

32.1. Shipments to an individual recipient shall be delivered in person, and in the event that the recipient is not present at the address - shall be handed over to a person who

is present at the address and who accepts the parcel as attested by his/her signature (a person from the recipient's household, another person who is present at the address of receipt at the time of delivery), and in the event that the recipient's address is located in a residential or administrative building where access to outsiders is prohibited, it shall be handed over to a porter, security guard, reception clerk, etc.

32.2. Shipments to a recipient - a legal entity shall be delivered to an employee or other person who is present at the address, and in the case that recipient's address is located in a building where access to outsiders is prohibited, it shall be handed over to a porter, security, reception clerk, etc.

32.3. Recipients of courier parcels may authorise other persons to receive them whereby no express form of authorisation is needed.

32.4. In all cases in which explicit identification of the recipient by means of an identity document is not required, the Operator shall request, note and store the name of the person who received the shipment.

32.5. For the services for which the identification of the recipient or his/her proxy is needed, the latter must identify himself/herself to the Operator by producing an identity document, by providing/entering a PIN-code previously sent by the Operator to the recipient on the contact telephone number indicated in the consignment note, or in any other appropriate way so as to attest his/her capacity as proxy for parcel receiving.

32.6. Parcels addressed to minors shall be handed over to their parents or guardians in person upon presentation of documents attesting their identity.

33. The Operator shall perform the courier services within the following time limits, starting from the first working day following the day of acceptance of the shipment:

33.1. Delivery time for domestic non-palletized parcels - 1 business day for delivery to an office or address in a location that is serviced daily, and up to 3 business days otherwise.

33.2. Delivery time for international non-palletized parcels by land transport shall be up to 7 working days depending on the area where the address is located. In the case of international parcels with delivery addresses in remote locations or islands subject to customs processing, with an inaccurate/incomplete address or without a telephone and email address for contact with the sender and recipient, and addressed to a location in Bulgaria that is not serviced daily, the delivery time may be extended accordingly.

33.3. Delivery time for domestic palletized parcels shall be up to 2 business days for delivery to an office or address in a location that is serviced daily, and up to 3 business days otherwise.

33.4. Delivery time for international palletized parcels shall be up to 5 working days; the Operator reserves the right to introduce services with shorter terms of delivery.

33.5. Delivery time for international non-palletized air shipments shall be up to 6 business days, depending on the zone in which the address is located. The specified delivery time for international shipments addressed to remote locations or to islands subject to customs processing, with an inaccurate/incomplete address or without a telephone and email address for contact with the sender and recipient, as well as addressed to a location in Bulgaria that is not serviced daily, may be extended accordingly.

33.6. Amounts collected under the additional service "Cash on Delivery" shall be paid at the address/office from which the parcel was sent on the first working day (Monday to Friday) following the day of delivery of the parcel. For security reasons, the payment of larger amounts may be directed to a specific office of the Operator or a specific range of working hours.

34. If the recipient wishes to refuse receiving a parcel, he may do so by notifying the Operator prior to or upon delivery. The Operator shall immediately return the parcel to the sender at the sender's expense.

35. In the event that the Operator is unable to deliver a parcel due to the fact that the recipient refuses to pay for it, is absent or unknown at the indicated address, the recipient is deceased, the delivery address is incorrect, incomplete or non-existent, the parcel is not claimed by the recipient after notification by the Operator, as well as for other objective reasons, the Operator shall return the parcel to the sender at his expense. The parcel shall be redirected ex officio to the Operator's office and returned to the sender after a 7-day stay, the latter being liable to pay for the service in both directions. The Operator shall not be liable in case of sender's refusal to receive the parcel back and to pay for the service, as well as in case of inability to deliver the parcel.

36. The redirection of a parcel to a new address, to a different recipient or with changed service parameters is carried out based on the instructions of the User (sender or recipient). Such instructions shall be considered as a request for a new service and shall be subject to separate payment. In case of redirection, a new consignment note shall be drawn up ex officio in accordance with the changed service parameters.

37. Parcels not claimed or not delivered within the period and under the conditions specified in item 35 of these GTC shall be stored by the Operator for a period of 7 days after which they shall become the property of the Operator. The Operator, as the owner, shall have the right to destroy the parcel or to sell it.

38. Destruction of parcels shall be carried out after the Operator has drawn up a statement of the reasons for the destruction and the following actions shall be taken:

38.1. documentary parcels shall be destroyed by manual shredding or by a specialized paper shredding machine;

38.2. items, that can be sold, shall be sold in an appropriate commercial manner, with the proceeds, after deduction of the costs of sale, remaining for the benefit of the Operator, and items not so sold shall be disposed of in an appropriate manner.

Section VI

Price conditions and terms of payment

39. The Operator shall establish the prices for the provided courier services in accordance with the market conditions and shall submit them to the Communications Regulation Commission for information within 10 days prior to their entry into effect. The prices of the services offered shall be contained in the Operator's price list for the provision of domestic and international courier services, which shall be announced to Users via:

39.1. publication on the Operator's website;

39.2. placement at a prominent place in each office of the Operator;

39.3. paper or electronic delivery on request;

40. For the determination of the price of each courier service, the Operator's price list effective at the time of acceptance of the parcel shall apply. The price for the delivery of palletized parcels shall be determined by an electronic calculator on the Operator's website or upon request by telephone, and the User shall fill in or declare correct and accurate parameters of the parcel (maximum length and width, which, depending on the location and packaging of the parcel, may deviate from the dimensions of the pallet base, height and weight).

41. The prices for courier services (excluding additional services) include fuel surcharge. The charge is updated at the beginning of each month based on the retail price of diesel fuel on the last day of the previous month. The applicable fuel surcharge is available at any time on the Operator's website.

42. The cost of courier services, including additional services, shall be prepaid by the sender upon acceptance of the parcel, if at his expense, or by the recipient upon receipt of the parcel, if at his expense, or by a third party where this has been expressly agreed.

43. The measurement of the parcel shall take into account its physical and volumetric weight, the volumetric weight being determined at a ratio which at the date of adoption of these GTC is 1 cubic metre = 200 kg. The tariff weight of the parcel at which it is charged shall be the higher of the physical weight and the dimensional weight. The Operator has the right to carry out a check measurement and to re-tariff the service if it finds a discrepancy of the parcel with the data made available by the User when drawing up the consignment note, or a higher volumetric weight than the physical one.

44. The Operator reserves the right to determine and to include in the price of the courier service additional charges and surcharges to the basic price resulting from the specific conditions of the service (e.g. delivery to/from an address), processing (e.g. for handling heavy parcels or loading and unloading operations, clarification/correction of an inaccurate/incomplete address of the recipient after acceptance of the parcel) or delivery (e.g. to certain addresses or remote/difficult to reach destinations, for toll, for delivery on a partial working day or on official weekends or public holidays) as they are detailed by type and value in the Operator's price list.

Section VII

Declared value of shipments

45. The applicant for the courier service may request, and the Operator may provide, an additional "Declared Value" service, whereby the Operator undertakes to indemnify the User for any parcel lost, looted or damaged in whole or in part during the performance of the service, subject to the Operator's limited liability up to the amount of the Declared value. The Declared value cannot be higher than the actual value of the contents of the parcel and shall be subject to documentary evidence produced by the User during the claim procedure.

46. In the case of non-palletized parcels, the additional "Declared Value" service shall only be offered for parcels containing packages weighing up to 32 kg. For other domestic or international parcels, the additional service "Declared Value" shall be offered without weight limit. The Declared value of parcels may not exceed 10,000 levs, except for land deliveries to/from Europe and air deliveries where the Declared Value may not exceed 3,000 levs.

47. Parcels containing mobile phones and notebook computers may only benefit from the additional service "Declared value" if the User has the identification numbers of the mobile phones (IMEI) or the factory numbers of the notebook computers and declares them to the Operator upon shipment. In cases where the parcel contains other equipment, the Operator shall have the right, at its discretion, to request the provision of factory or other identification data.

48. The additional service "Declared value" is provided only for parcels that contain new items or goods or items under warranty. The service is not available for parcels containing used goods and goods other than those under warranty; money, credit cards, securities, vouchers, coupons; documents, plans, designs, drawings; computer, audio, video recordings and information, software; works of art, precious metals and precious stones; any vehicles, except bicycles, packaged in original factory packaging,

49. The Operator's liability for failure to perform the additional service "Declared value" shall be limited to the actual amount of direct and immediate material damage or loss caused to the User, however not exceeding the amount of the declared value of the parcel. The Operator does not cover indirect and immaterial damages or loss of profits. For partially damaged shipments, the Operator may alternatively, at its discretion, cover the cost of damage repairing (repair works) based on an invoice or other document attesting the expense.

50. In the event of a claim, the User shall prove the value of the damage caused to him by producing invoices, contracts for the purchase and sale of goods, the Operator's report of damage on delivery, customs declarations, photographs and/or other documents depending on the contents of the parcel and the User's rights thereupon.

51. In cases where any circumstance, inaccurately stated or omitted by the User, or other User's (sender's or recipient's) behaviour has had an impact on the occurrence of the damaging event and/or the reason for the damage, no compensation shall be paid. No compensation shall be payable under the additional service "Declared value" if it is established that the parcel contains an item or goods listed in items 47 and 48 and the applicant for the service has not expressly declared this fact when drawing up the consignment note.

Section VII

Rights and obligations of Users of courier services

52. According to these GTC Users shall have the right to:

52.1. Receive information in an accessible manner regarding the applicable GTC, the Operator's price list, the Operator's requirements regarding the format, minimum and maximum dimensions, weight and method of packaging and addressing of parcels, the Operator's business hours, prohibited articles and substances, deadlines for accepting claims and the amounts of compensation;

52.2. Receive the agreed service with good quality and in time, without deviation from the conditions specified in the consignment note and the GTC, and when an individual contract is concluded - from the conditions stipulated therein;

52.3. Users shall have the right to make claims in case of damaged, missing, destroyed or robbed shipments or non-compliance with delivery deadlines and to receive appropriate compensation.

53. The sender owns the parcel up until it is delivered to the recipient, and all costs related to the execution of orders to change service parameters shall be at the sender's expense, except in cases where the recipient of a domestic parcel shall be deemed to be authorised by the sender to order a change to the Operator's office or delivery address detailed by the sender, as well as to change the delivery time. In this case, if the parcel is delivered, the cost of changing the service parameters shall be borne by the recipient.

54. Users shall:

54.1. provide complete and accurate information about the sender, the recipient and the contents of the parcel for the purpose of service performance;

54.2. not place in the parcels substances and objects, the transportation of which is prohibited or restricted by the effective regulations;

54.3. prepare the parcel for shipment so that its contents, weight, dimensions, shape, packaging and appearance meet the requirements of these GTC;

54.4. pay the cost of the courier service and the additional services thereto;

54.5. indemnify the Operator for damages caused by the contents of their parcels to the Operator's property/employees or to other parcels. Liability shall be to the extent of the direct and immediate material damage suffered and, in the case of damage to other parcels, to the extent that the Operator is liable to the persons whose parcels are damaged.

54.6. indemnify the Operator for the direct material damages incurred by the latter, which result from incorrect or incomplete data, from documents, declarations or other information not submitted/submitted with delay, as well as from the late payment of the price of the service.

54.7. reimburse the Operator for any amount paid to them under an additional service "Cash on delivery", when the recipient of the parcel has made the payment by card, but has subsequently disputed the transaction with the card issuer and the amount is debited ex officio from the Operator's bank account.

Section IX

Rights and obligations of the Operator

55. The Operator shall be entitled to:

55.1. require that the parcel be properly packaged for shipment in accordance with these GTC and refuse to accept a parcel with packaging that in its opinion is inadequate;

55.2. not accept parcels containing prohibited articles or substances;

55.3. not accept an international parcel that is not accompanied by documents required by the competent authorities of the countries through which the shipment is in transit for customs or border control purposes, or that does not comply with the maximum weight and minimum and maximum dimensions specified in the Operator's price list;

55.4. receive the remuneration for the respective service as stated in the effective Price list or agreed in an individual contract;

55.5. obtain compensation from Users for damages caused by them or their parcels to the Operator or to other parcels transported by the Operator;

55.6. carry out control measurements of the parcels, re-tariff the parcels in case of discrepancies due to misdeclaration of data by the User or for any other reason attributable to the User, to additional pack and/or repack parcels in order to protect their contents,

55.7. draw up ex officio a new consignment note for the parcel in case of redirection or in case of change of service parameters by the sender or the recipient;

56. The Operator shall:

56.1. maintain the confidentiality of the communications during and after the provision of the service, as well as to comply with the requirements of the effective laws in the processing of personal data of Users;

55.2. provide the Users in a visible and accessible place with the General Terms and Conditions, the Operator's current Price list, information on the access points to the Operator's postal network, the requirements for the shape, size, weight, packaging and addressing of the parcels, the Operator's business hours, the items and substances prohibited for carriage in postal parcels, the deadlines for acceptance and processing of claims, the extent of the Operator's liability and the compensation payable in case of justified claims;

55.3. compensate Users for damages suffered by them under the terms and in the amounts contained in these GTC or in the individual contract concluded between the parties;

55.4. consider and take opinions on complaints, appeals, requests and proposals by Users.

Section X

Prohibited articles and substances

57. The following items and substances are prohibited from being placed in domestic and international courier shipments:

57.1. Narcotics, drugs, psychotropic and poisonous substances

57.2. Weapons, ammunitions, pyrotechnic articles, explosive, incendiary or other dangerous substances and objects

57.3. Objects contrary to moral norms

57.4. Items and substances which, because of their nature or packaging, represent a danger to the life or health of postal employees or other persons, or may contaminate or damage other parcels and equipment

57.5. Religious materials of banned or unregistered sects and organizations

57.6. Movable cultural items for which no permits or certificate have been issued

57.7. Coins, banknotes, currency notes, traveller's cheques, items of value to the sender, platinum, gold, silver, worked or unworked precious stones and other valuable items may not be placed in postal items, with the exception of items of declared value.

57.8. Excise goods and tobacco waste on which the excise duty has not been paid, the possession, transfer, transport, supply and sale of which are prohibited by the Excise and Tax Warehouses Act

57.9. Live animals or perishable biological substances, including diagnostic specimens, if their packaging does not comply with the requirements laid down in the laws of the Republic of Bulgaria and the applicable international documents.

57.10. Human remains

57.11. Energy products /fuels/

58. Courier items whose contents are subject to a special regime and may be held, transported or carried only upon fulfillment of certain requirements of the laws of the

Republic of Bulgaria shall not be accepted unless the sender certifies compliance with these requirements and provides the Operator with the documents necessary for the performance of the service. It is prohibited to place excise goods with unpaid excise duty in domestic and international parcels.

59. In case it is suspected that the courier parcel contain any prohibited articles or substances, or items whose possession, transportation or carriage is subject to a special regime, the Operator shall request the sender's consent to carry out an inspection by opening the parcel and examining the contents. Failing consent, the parcel shall not be accepted.

60. Where it could be reasonably believed that an accepted courier parcel contains prohibited articles or substances, or items the possession, carriage or transfer of which is subject to a special regime, the Operator shall have the right to detain the parcel and to suspend delivery for inspection and/or actions taken by the competent authorities.

61. The Operator shall not be liable for any lost, destroyed, stolen or damaged parcel in which the Sender has placed prohibited items as specified in these GTC or the effective laws but has not declared them to the Operator at the time of drawing up the consignment note. In this case, the User shall owe compensation to the Operator for the damages resulting from the violation, including penalties imposed by the competent authorities.

Section XI

Claims and compensation

62. Claims may be filed in respect of incomplete, inaccurate or delayed performance of the courier service, including in respect of lost, robbed or damaged parcels, either in whole or in part; in respect of returned parcels without a valid reason for non-delivery; in respect of failure to comply with the deadlines for delivery of parcels specified in these GTC; or failure to perform other parameters of the courier service.

63. The period for filing a claim shall be 6 months as from the date of acceptance of the shipment.

64. In the event that upon receipt of the parcel damage to its contents or packaging is detected, a report of inspection shall be drawn up in two identical copies in accordance with the Operator's template, which shall be signed by the courier and the parcel recipient. The report shall include details of the time of delivery, the damage found and any reasons thereof, if any. If the recipient refuses to sign the report, the courier shall certify the refusal.

65. Channels for submitting a claim: in writing at the Operator's office, in writing to the Operator's address, by email or via the claims form on the Operator's website. A claim

shall be deemed to have been duly made only if all amounts due to the Operator for the provided services have been paid without delay or set-off.

66. The Operator shall examine the claim and, within one month for domestic shipments and three months for international shipments, shall notify the claimant in writing of the result.

67. Upon a justified claim for a lost, robbed or damaged domestic or international shipment, either in whole or in part, the Operator shall pay compensation in the following amounts:

67.1. for an international non-palletized parcels without an additional "Declared value" service, the compensation shall be equal to the actual value of the damage, however not exceeding 100 levs;

67.2. for domestic non-palletized parcels without an additional "Declared value" service, the compensation shall be equal to the actual value of the damage, however not exceeding 15 levs;

67.3. for domestic or international palletized parcels without the additional service "Declared value" the compensation shall be equal to the amount of the actual value of the damage, however not exceeding 200 BGN;

67.4. for a domestic or international parcels with an additional "Declared value" service, the compensation shall be equal to the actual value of the damage, however not exceeding the declared value of the shipment.

67.5. for a domestic or international parcels not mentioned in the preceding paragraphs the compensation shall be equal to the amount of the actual value of the damage, however not exceeding 15 levs.

68. In case of a justified claim for an unjustified returned parcel, where there is no reason for non-delivery, the Operator shall refund the price paid for the non-performed courier service.

69. In case of a justified claim for delayed payment of amounts collected under the additional service "Cash on Delivery", the Operator shall pay compensation in the amount of 10% of the price of the additional service "Cash on Delivery" for each day of delay, however not exceeding 50% thereof.

70. In case of a justified claim for delayed delivery of a parcel, the Operator shall pay compensation in the following amounts:

70.1. for a domestic non-palletized parcel - the compensation shall be equal to 10% of the courier service price for each day of delay, however not exceeding 50% thereof;

70.2. for a domestic palletized parcel - the compensation shall be equal to 10% of the courier service price for each day of delay, however not exceeding 30% thereof;

70.3. for an international non-palletized/palletized parcel the compensation shall be equal to 0.1% of the courier service price for each day of delay, however not exceeding 10 levs.

70.4. for a domestic parcel under a service for delivery of incoming international parcels of another postal operator, the compensation shall be equal to 1 lev for each day of delay, however not exceeding 10 levs.

70.5. for a domestic or international parcel not mentioned above the compensation shall be equal to 1 lev for each day of delay, however not exceeding 10 levs.

71. The amount of damage in case of lost, robbed, destroyed or damaged parcels, either in whole or in part, shall be attested by the User by means of invoices, customs declarations, ownership documents or other appropriate written evidence that certify the contents of the shipment, its value and the damage occurred.

72. In cases where the service is not provided in full for reasons attributable to the Operator, the Operator shall refund to the User the price paid for the service.

73. The Operator shall not be liable for delayed delivery of a parcel found to be totally lost, destroyed, damaged or looted (total loss). In this case the Operator's liability shall be limited in accordance with item 67 of the GTC.

74. The Operator shall not be liable for any indirect or immaterial damages suffered by the Users, as well as for lost profits resulting from non-performance, incomplete, inaccurate or delayed performance of the courier service. The Operator's liability for damages resulting from non-performance, incomplete, inaccurate or delayed performance of the courier service contract shall be limited to the amounts set out in items 67 to 70 of these GTC.

75. The Operator shall not be liable for non-performance, delayed, incomplete or inaccurate performance of the Service where it is due to:

75.1. force majeure events, including but not limited to natural disasters, strikes, riots, anti-epidemic or other restrictive measures imposed by competent authorities, etc. In such cases, the Operator shall make a good faith effort to limit the default and to minimize the damages.

75.2. unforeseen circumstances arising out in the course of domestic or cross-border transport (e.g. detention of the parcel for verification of its contents, due to violations of applicable laws, for completion of customs formalities of the receiving country, for

payment of customs duties or other levies). In this case, the delivery period shall be automatically extended by the number of days for which the shipment was detained by the competent authorities.

75.3. damage or destruction of the parcel caused by the fault of the sender or arising out from the nature of the parcel contents.

75.4. confiscation or destruction of the parcel by the competent authorities (including in other countries of transit) in accordance with the established procedures, on the grounds that the parcel contains prohibited articles or substances.

75.5. an incomplete or incorrect address or contact telephone number, so that the parcel could not be delivered to the recipient or is delivered to another person;

75.6. failure to submit a written claim within the time limit set out in item 63 of these GTC.

76. The Operator shall not be liable for damages to the parcel provided that the recipient has exercised his right to open or test the parcel prior to the acceptance thereof under the relevant additional services and has accepted it without objection after examination.

77. The time limit for payment of compensation for a justified claim filed by a User shall be 15 business days after the Operator notifies the claimant of its decision on the claim and the latter indicates its bank account or office where to receive the compensation.

Section XII

Dispute Resolution Procedure

78.0 Disputes between Users and the Operator shall be resolved on the basis of good partnership, through negotiations and additional agreements. Failing agreement, either party may request assistance from the Communications Regulation Commission, other competent authorities or refer the dispute to the competent Bulgarian court.