

CONDITIONS FOR INTERNATIONAL PARCEL SERVICES

This document sets forth the Terms and Conditions (hereinafter, the “Conditions”) applicable to the international parcel delivery services (hereinafter, the “Services”) provided by the Spanish State Postal and Telegraph Company, S.A. S.M.E. (hereinafter, “CORREOS”), with its principal place of business at Calle del Conde de Peñalver, No. 19, 28006 Madrid (Spain), holding Tax Identification Number A83052407.

By contracting for CORREOS' international parcel delivery services, the Sender (hereinafter referred to as “the Customer” or “the Sender”) agrees that these Conditions shall apply upon acceptance of the Shipment by CORREOS, unless otherwise agreed or subject to specific terms arising from the nature of the contracted service. CORREOS may perform the Services directly or subcontract performance to other companies or independent contractors. These Terms and Conditions shall apply to any label or waybill generated by CORREOS' automated systems, which shall be deemed a delivery note for all purposes.

Correos reserves the right to amend these Terms and Conditions. The current effective version of these Terms will be published on the CORREOS website (www.correos.es). CORREOS shall inform the Client of any modifications. Failure by the Client to object within fifteen (15) calendar days of such notice shall constitute acceptance of the modification, and the latest version of the Terms and Conditions published on the indicated Web Page shall apply.

1. Service Features

1.1. Paq Premium Internacional

- a. **Definition:** An international express service with guaranteed delivery timeframes* for goods or documents, with or without commercial value, with a Gross Weight per package not exceeding 30 kg and 45 volumetric kg, to a residential/business address with signature required upon delivery. If the Client so requires, and both parties agree, this service offers the additional option of SAD (Single Administrative Document) customs management and Pick-up Service.
- b. **Delivery method:** Home delivery with signature required.
- c. **Delivery Times:** Guaranteed delivery times will be provided at the destination country level* (*Check available destinations at www.correos.es or at any of our offices).

1.2. Paq Standard Internacional

- a. **Definition:** An international delivery service with estimated delivery timeframes for goods or documents, with or without commercial value, with a Gross Weight per package not exceeding 30 kg and 45 volumetric kg, to a residential/business address with signature required upon delivery. If the Client so requires, and both parties agree, this service offers the additional option of SAD (Single Administrative Document) customs management and Pick-up Service.
- b. **Delivery method:** Home delivery with signature required.

1.3. Paq Light Internacional

- a. **Definition:** A service for sending goods or documents with or without commercial value, with a Gross Weight per package that may not exceed 2 kilograms, where volumetric weight is not applied. Available to all destinations from January 1, 2026. If the Customer so requires, and both

parties agree, this service offers the additional option of SAD customs management and Pick-up Service. Delivery method:

- b. **Delivery method:** Deliveries will be made at home, in the post box or by calling at the office for collection. Signature collection is not included.

1.4. Paq Return Internacional

- a. **Definition:** A service whereby the Client enables the recipients of its shipments (Client's customers or third-party shippers) to request a return. The third-party shipper designated by the Client (the Client's Consignee) shall assume the same obligations as the Client indicated above about the content, documentation, and packaging of the goods.
- b. **Delivery method:** Home delivery with signature required.

2. Extra services

- 2.1. **SAD customs management**
- 2.2. **Pick-up at Home**
- 2.3. **Customs clearance at destination**

3. Dimensions

	Paq Light Internacional	Paq Premium Internacional Paq Standard Internacional and, Parcel returns Internacional	Paq Return Internacional
Minimum Dimensions	Envelope or box: 15 x 10 x 1 cm. Roll/tube: Length + twice the diameter = 17 cm, with the largest dimension no less than 10 cm.	Envelope/Box: 14 x 9 cm. Roll/Tube: The longest side shall measure at least 10cm. In addition, the length plus twice the diameter must be at least 17 cm. Shipments with dimensions smaller than the minimum dimensions must be marked with a 10 x 7 cm label showing the address and postage.	Envelope/Box: 14 x 9 cm. Roll/Tube: The longest side shall measure at least 10cm. In addition, the length plus twice the diameter must be at least 17 cm. Shipments smaller than the minimum dimensions must bear a 10 x 7 cm label showing the address and postage.
Maximum Dimensions	Length + Height + Width = 90 cm. The longest side may not exceed 60 cm.	Envelope/Box: Length + Height + Width = 200 cm. The longest side may not exceed 105 cm. Roll/Tube: Length = 100 cm. Diameter = 15 cm.	Envelope/Box: Length + Height + Width = 190 cm. The longest side may not exceed 105 cm. Roll/Tube: Length = 100 cm. Diameter = 15 cm.

4. Exclusions:

Shipments whose contents could be considered Prohibited Items, or shipments whose transport is subject to special requirements or provision, cannot be transported, in accordance with applicable regulations. If the Sender delivers an excluded item to CORREOS, the Client agrees to indemnify CORREOS for any damages and to reimburse the amount of any penalties and any other expenses incurred by CORREOS.

5. Dangerous goods and other prohibited items

The Client agrees, in accordance with Law 43/2010, of 30 December 2010, on the Universal Postal Service, the rights of users and the postal market, its implementing regulations, the applicable International Postal Conventions, as well as current regulations and admission policy of CORREOS not to dispatch prohibited objects and dangerous goods through the postal network. The Client expressly declares that their shipment is fit for transport and does not contain any items classified as toxic substances, dangerous goods, or items prohibited or restricted by IATA (International Air Transport Association), ICAO (International Civil Aviation Organisation), ADR (European Road Transport Regulation on dangerous goods), or any other government body or relevant authority. The Client agrees to ensure that the shipment is properly identified that the delivery note is correctly completed, that it is properly packaged in such a way as to ensure its safe transport by any means, and therefore that it complies with all applicable laws, regulations, or standards regarding classifications, packaging, marking, and labelling of shipments.

The Client shall be liable to indemnify CORREOS for any damage, claim, or sanction arising from non-compliance with the obligations set forth in this clause or in the regulations resulting from its application.

6. Obligations of the Client

The Client warrants that the contents of their shipment are acceptable for transport by CORREOS, and that the shipment is correctly identified, addressed (including Zip/Postal Code) and prepared to ensure its safe transport with reasonable care in its handling, directly assuming the responsibilities associated with its non-compliance. Likewise, the Client shall be responsible for the correctness, accuracy, and truthfulness of the information provided regarding the Shipment, and for the recording, in all documentation the Client is responsible for completing, of the data pertaining to the Sender, Consignee, contracted services, and characteristics of the Shipment.

7. Inspection

CORREOS hereby notifies the Client that in legally established cases the relevant authorities can open and inspect a shipment without prior notice to the Sender. CORREOS shall in no event be liable for decisions taken by the competent authorities (including customs authorities).

8. Conditions of service

The service will be provided from Spain to different destinations indicated on the CORREOS website, according to the contracted product, from Monday to Friday, excluding public holidays.

When calculating delivery timeframes, neither Saturdays nor public holidays shall be included.

In cases where delivery cannot be completed due to weight, volume, or characteristics of the building to which the delivery is to be made, the parcel will be delivered to the designated facility of the destination Postal Operator.

CORREOS reserves the right to modify the agreed schedules for deliveries or pick-ups, in line with its own organisational needs.

9. Admission, Delivery Timeframe And Liability

9.1. Admission

The admission of shipments will take place at the admission points designated and published by CORREOS. The special conditions of scheduled pick-ups shall be agreed upon execution of the Contract and will be included in the corresponding section of the contract. Bulk/Seasonal pick-ups must be given advance notice by the Client of at least 24 (twenty four) hours.

The list of items accepted by the admission services of CORREOS shall be considered as definitive and accepted by the Sender.

9.2. Delivery timeframe:

The delivery timeframe will be provided at the destination country level (available in any of the CORREOS offices or at www.correos.es).

For Paq Premium International, the delivery timeframe, depending on the destination, is guaranteed* (*Check available destinations at www.correos.es or at any of our offices).

For Paq Standard International and Paq Light International products, delivery times are estimated and provided without any obligation.

9.3. Liability:

The maximum amount payable as indemnity by CORREOS to a Sender in the case of non-compliance due to loss, damage, or delay of a shipment is the following:

Paq Premium Internacional:

- -For the loss of a shipment, the Sender is entitled to the reimbursement of the tariff paid plus a maximum amount of €52.98.
- -For damage to a shipment, the Sender is entitled to compensation of up to €52.98, depending on the value of the damage to the shipment.
- -For delay of a shipment according to the guaranteed delivery timeframe, the Sender is entitled to the reimbursement of the tariff paid. See www.correos.es for ANNEX IX - CONDITIONS FOR DELIVERY DEADLINES.

Paq Standard Internacional and Paq Return Internacional:

- -For the loss of a shipment, the Sender is entitled to the reimbursement of the tariff paid plus the maximum amount of 40 SDRs + 4.5 SDRs / KG (for more information on SDR values, you can consult www.correos.es or ask in any of our offices).
- -For damage to a shipment, the Sender is entitled to the maximum compensation amount of 40 SDRs + 4.5 SDRs / KG according to the value of the damage to the shipment (for more information on SDR values, you can consult www.correos.es or ask in any of our offices).
- For delay, there is no compensation due as the timeframes are estimates only and are not binding.

Paq Light Internacional:

The Sender shall be liable for any damage or loss incurred during transport. The purchase of this service does not include any guarantee against risk of loss, damage, and/or delay of the shipment being transported.

CORREOS will not pay any compensation for shipments excluded from the postal network, even if they had been admitted in error.

CORREOS shall not be liable for consequential, special, or incidental damages, nor for lost profits or any other indirect loss arising from the loss, damage, delay, wrongful delivery, or non-delivery of your shipment.

The Sender shall be liable for any damage or loss suffered during transport and up to delivery, due to unforeseeable circumstances, force majeure, or the nature and inherent vice of the goods. In the case of perishable goods, compensation will not be paid for their loss or deterioration due to the passage of time.

10. Optional Insurance

For Paq Premium Internacional and Paq Standard Internacional, the Client may purchase extra insurance to cover the loss or damage to shipments, with a maximum limit of 3,000.00 euros per shipment and/or claim with the same origin. The price for this coverage will be established in the tariffs in force and published on the CORREOS website, www.correos.es.

CORREOS reserves the right to reject the purchase of this insurance depending on the type of goods, the value requested, or the destination. The coverage excludes fraud, ordinary leakage, natural loss of weight/volume, and use and wear and tear of goods due to inherent vice.

The declared insurance value shall not be altered by any other value shown on the customs or shipping documents of the shipment. In the event of a claim, compensation shall be paid in the lesser of the following amounts: 1- the declared value; 2) replacement of the lost object; and 3) repair of the damaged object.

11. Claim Processing

The processing of claims for loss, damage, or delay (in cases where compensation is due), should be undertaken in writing or by phone through the commercial services or Client Service Representative, in any of our offices or via the website www.correos.es.

Claim periods are determined by the product and type of claim (loss, damage, or delay):

PRODUCT	Maximum period from the date of shipment, for LOSS CLAIMS	Maximum period from the date of mailing, for DAMAGE CLAIMS	Maximum period from the date of shipment, for DELAY CLAIMS
Paq Premium Internacional	4 months	4 months	21 days
Paq Standard Internacional Paq Return Internacional	6 months	6 months	N/A
Paq Light Internacional	N/A	N/A	N/A

Claims for loss or damage must meet the following requirements:

- The Shipment shall be deemed to have been delivered in good condition, unless the Consignee has noted exceptions on the delivery receipt in the event of damage and/or partial loss, on receipt of the Shipment and/or there is a manifest record of damage by the logistics operator.
- The contents of the Shipment must not constitute Prohibited Items for mailing by CORREOS, even if such Shipment has been accepted in error.
- The value of the merchandise must be proven with a proof of purchase. Where such proof is not available, an Affidavit of Value must be provided (see form "AFFIDAVIT OF VALUE" available on our website or at any of our offices), and evidence of this estimate must be provided (damaged insured shipments must be made available for inspection by designated personnel upon request).

12. Documentation

Shipments must be accompanied by the documentation established for this purpose for each type of service. This documentation is available to the Sender, for automatic generation, through the software application supplied by CORREOS or that of Correos Online (at www.Correos.es). It is the sole responsibility of the Client to ensure that the items tendered to CORREOS comply with the applicable regulatory requirements and demands, assuming all liability for a defect or deficiency in the completion of the information and/or provision of documentation associated with the Shipment.

13. Information on Shipments

Information on the status of shipments will be available to the Client via Correos Online (www.Correos.es), automated file updates, and from their contact person in Commercial Services. Such information shall include the date and timestamp of the Shipment status: accepted, delivery attempted, delivered, and returned, indicating, where applicable, the reasons for return or non-delivery and the measures taken.

14. Refusal and Suspension of Service

CORREOS reserves the right to refuse the carriage of goods or suspend carriage if it has already begun, in cases of non-compliance on the part of the Sender or Consignee of the regulations established in these terms and conditions and, specifically those set forth in the sections "Exclusions" and "Dangerous goods".

In the event CORREOS suspends carriage for a reason covered by these Terms and Conditions, it shall inform the Client thereof, who shall not be entitled to a refund of the shipping charges paid.

All costs generated shall also be the responsibility of the Sender, including, where applicable, those corresponding to the return to Sender, its deposit, and subsequent deliveries.

15. Shipping Charges and Invoicing

The Client shall pay or reimburse CORREOS, in the manner and by the means of payment agreed in the Contract, in addition to the fees associated with the contracted parcel delivery, all associated delivery charges, storage fees, duties, and taxes owed for services rendered by CORREOS or incurred by CORREOS, on behalf of the Client, the Consignee, or any third party. Where the authorities of the destination or transit country of the CLIENT'S shipment require CORREOS or any of its agents to declare, collect, and pay taxes, duties, fees, or any other charges related to the shipment, the CLIENT shall reimburse these to CORREOS in the manner and by the means of payment agreed upon in Clause Four of the Contract. The CLIENT shall also pay CORREOS the corresponding customs clearance or management fee at the destination, as published on the official CORREOS website, notwithstanding any special conditions agreed upon.

The Client shall pay or reimburse CORREOS for all claims, damages, penalties, and other items incurred in the event of a breach of any of these Conditions if the shipment is deemed unfit for carriage or if the information and/or documentation provided concerning the shipment or any part thereof was not accurate, complete, and/or correct.

16. Legislation and Jurisdiction

The contracted services are governed by Law 43/2010, of 30 December 2010, on the Universal Postal

Service, users' rights and the postal market, its implementing regulations, and the applicable International Postal Conventions.

For any disputes that may arise in the application or interpretation of these conditions, the Parties submit to the exclusive jurisdiction of the competent Courts and Tribunals of the Provincial Capital where the contract is executed, expressly waiving any other venue that may correspond to them.