

General terms and conditions

SERVICE GUARANTEE

For non-fulfilment of the service, the amount corresponding to the shipment will be reimbursed.

LIABILITY

All **NACEX** transportation conditions and guarantees are detailed in the **Opening Account** clauses and in the Delivery Note. These items constitute the shipping agreement.

DELIVERIES WITH NO MILEAGE COSTS

Delivery with no surcharge for mileage on the prices shown on the price list. (Except **DELIVERIES ON SATURDAYS, SCHEDULED DELIVERIES** and **SAME-DAY DELIVERIES**).

COLLECTION

Our prices include any collection in towns with a **NACEX** franchise and within its catchment area (30 km round trip).

They also include all collections outside this catchment area requested the day before or the same day of collection before 9 am on the same day, and which can be made between 9 am and 1 pm, for individuals and companies and from 10 am to 7 pm uninterruptedly for shops and shopping centres. If the shipment cannot be collected for reasons beyond the control of **NACEX**, the cost corresponding to a failed collection will be charged. For more information check with your franchise.

For any collection outside this radius, each kilometre (round trip) will be charged a supplement per km from the franchise to the collection point*.

SIZES AND WEIGHTS

When the sum of the three measurements of a package (width + length + height) is between 101 and 150 cm, the price of the shipment will be increased by a base unit, depending on the service and destination.

If the sum of these measurements is between 151 cm and 200 cm (maximum permitted size), the price of the shipment will be increased by two base units. (A base unit is the corresponding price of the fraction of up to 5 kg).

Exception: the **NACEX 19:00 H** and **PORTUGAL 19:00 H** services will be increased by an additional fraction of 5 kg.

The **e-N@CEX** and **NACEX PLUSPACK** services include a first excess in their price.

ADDITIONAL CHARGING FOR LARGE PACKAGES

Volumetric weight will be applied, whenever superior to the real weight, to all packages in multi-package expeditions or single-package multi-expeditions of this kind.

Volumetric weight is calculated (width x length x height (in cm)/4000 = weight in kg) 1 m³ = 250 kg, the surcharge for being oversized will not be applied in these cases.

• VOLUMETRIC WEIGHT CALCULATION FOR SHIPMENTS BY AIR (Balearic and Canary Islands, Ceuta and Melilla, Azores and Madeira)

For deliveries by air, a volumetric weight is applied (width x length x height (in cm): 6,000 = kg), (1 m³ = 167 kg), provided that this is greater than the actual weight, and no excess size surcharge will be applied).

Deliveries by air must be accompanied by a Declaration of Commitments-Account Consignor, as well as a description of contents, in accordance with the Civil Aviation National Security Plan and in compliance with European Regulation 300/2008 dated 11 March 2008. The Known Consignor Letter form can be requested from your franchise.

• WEIGHT

The maximum weight per package is 40 kg, except for **NACEX PLUSBAG, NACEX PLUSPACK, NACEXpromo** services.

• EXCEPTIONS

- Shipments that include more than one package will be calculated using fractions of 5 kg, provided that the number of packages is greater than the number of fractions.
Example: 3 packages Total weight: 6 kg.
They will be counted as 15 kg.
- Air services will be calculated using fractions of 2 kg.

SERVICE EXCEPTIONS

Saturdays, Sundays and holidays are not considered working days.

• SCHEDULE EXCEPTIONS

- Deliveries by air and sea to Ceuta, Melilla, Balearic Islands, Canary Islands, Azores and Madeira may be subject to variations in schedule beyond our company's control, and to the customs and excise process of the Canary Islands, Ceuta, Melilla, Andorra and Gibraltar.
- Deliveries for the services:

NACEX 10:00 H, SAME-DAY and **PORTUGAL 10:30 H** in towns more than 15 km away from the delivering franchise have an additional margin of one minute for each kilometre separating the two.

NACEX 19:00H, e-N@CEX, NACEX C@mbio in towns more than 50 km away from the delivering franchise, delivery before 1 pm on the second working day.

• DELIVERY EXCEPTIONS

Deliveries to post office boxes will not be accepted.

• EXCEPTIONS DUE TO ADDITIONAL HANDLING

Additional handling will be applied in the following cases:

- Any package in excess of the maximum weight or dimensions established.
- Irregular-shaped packages (cylindrical, drums/barrels, tyres, etc.)
- Packages that do not permit the overlaying of others, due to not having a regular flat side to support them.
- Packages that do not have the appropriate or adequate packaging or that may be a risk to the rest of the goods in terms of breakage and damage.

This additional handling may represent a delay in the expected delivery date, with **NACEX** not guaranteeing the return/refund or reduction of shipment costs in this scenario; thus **NACEX** does not refund shipment costs, when it is delivered outside of the expected delivery time, due to the need for additional handling.

EXCLUDED GOODS

The delivery of packages or objects whose contents are contrary to the law, morality or decency, or involve illegal trafficking, is forbidden. **NACEX** will be held harmless from any liability and the customer will be held responsible for any consequences. **NACEX** may reject those shipments that are not suitable for transport, in accordance with Article 27 of the Commercial Code of Law 15.2009 of 11 November of the Contract for the Overland Transport of Goods.

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Note 1: Live animals, drugs, fuel, poisonous substances, infectious substances, explosives, unlicensed weapons, human remains, cash or corrosive materials will not be transported.

Note 2: Goods will be transported at the sender's risk. Consequently, the customer will be liable for all damages, delays and impairments that the goods may experience during transportation and until delivery, due to unforeseeable events, force majeure or their own inherent properties.

SPECIAL SERVICE CONDITIONS

NACEX 8:30H

Service available in more than 1,700 towns.

NACEX 10:00H

Delivery before 10:30 am:

- Provinces of Cádiz, Huelva, A Coruña, Pontevedra.
- Province of Málaga (Estepona, Ronda y Antequera).

Delivery before 11 am:

- Balearic Islands (Menorca, Ibiza, Formentera and Inca).
- Andorra (documentation).

NACEX 12:00H

For locations outside of the 0 km radius (30 km round trip), before **1 pm**.

NACEX 19:00H / e-N@CEX

For locations more than 50 km (100 km round trip) from the **NACEX** office, the delivery is guaranteed for **1 pm on the second working day**.

MAILBAG

The same schedule exceptions as **NACEX 10:00H**. Maximum weight 10 kg for mainland destinations and 2 kg for destinations by air.

For destinations with customs control, only documents are accepted.

NACEX PLUSBAG

Guarantee of delivery in 24/48 hours in locations in the 0 km radius (30 km round trip) and **24 hours for other locations**. 25 unit minimum.

NACEX PLUSPACK

Service with guarantee of delivery in 24/48 hours in towns with **NACEX** franchises in mainland Spain, mainland Portugal. For locations more than 50 km (100 km round trip) from the **NACEX** office, the delivery is guaranteed is extended by **24 hours**. Maximum single package: 20 kg and 150 cm (adding together height + width + length).

NACEXpromo

Baggage: maximum 80 x 50 x 30 cm. Single package with maximum weight of 20 kg.

Golf bags, surfboards and diving equipment, maximum 1 package per shipment.

Surfboards, maximum length 2 m.

NACEXpromo Bicycles:

1 **NACEX BICIBOX** packaging included in the price.

For exclusive shipment of bicycles. No other item may be added to the box. Any additional packages will be invoiced separately. Follow the instructions indicated on the **NACEX BICIBOX** box for the correct packaging.

URBAN SERVICE

Check your franchise for availability.

CANARY ISLANDS, CEUTA, GIBRALTAR, MELILLA AND INTERNATIONAL

Shipments may suffer delays beyond the Company's control.

The delivery of parcels may be delayed due to customs issues.

SATURDAY DELIVERY

For deliveries that have to be made on Saturday from 9 am to 1 pm.

Service in towns with a **NACEX** franchise and within its catchment area (30 km round trip).

For populations outside this 0 km radius, there will be a mileage surcharge of €0.68 per km (round trip) for Account Holder prices and €0.73 per km (round trip) for General prices.

For destinations with customs control, only documentation can be delivered.

COMPLEMENTARY SERVICES

SCHEDULED DELIVERY

Services that require an scheduled delivery with the recipient with a minimum margin of 2h between 9am and 8pm. Surcharge of € 9 in towns with **NACEX** franchise and its radius of action (15 km one way and 15 km round). For populations outside this 0 km radius, there will be a mileage surcharge of €0.68 per km (round trip) for Account Holder prices and €0.73 per km (round trip) for General prices.

Free pre-alert included with the service.

Available for the Saturday service with a surcharge and a margin of 2 hours (understood to be from 9am to 1pm).

OK 15 MINUTES

Fixed surcharge on shipping price. Exempt from the surcharge in the 8:30H service. Price: 3 €

CASH ON DELIVERY

Reimbursement of the amount to the customer, via bank transfer, between 2 and 5 working days, once the delivery has been made.

Fixed percentage of commission on the amount to be reimbursed (minimum of €3 and maximum of €30).

Maximum reimbursement authorized per shipment: €2,500 (or maximum amount authorized by law).

Except **e-N@CEX.shop** limited to €600.

ADVANCES

Maximum value of the advance: €120,20.

Exempt from commission up to €6.

From €6.01 fixed commission percentage with a minimum of €3. Payment of the advance and the commission will be made upon delivery of the service.

Exclusive service for account holders (Spain and Portugal).

OFFICIAL DELIVERIES

For those services that require processing by official bodies:

- Visas in Consulates and Embassies
- Submitting immigration documentation to the Foreign Ministry.
- Submitting official books to the Companies Registry.
- Procedures with the Traffic Authorities.
- University enrolment.
- Accepting credentials.

Price: 20 €

DELIVERY WITH SPECIAL HANDLING

Shipping with handling services for deliveries that require special procedures, additional instructions or special manipulations.

* NACEX will apply a fuel surcharge rounded up or down, depending on the variation of diesel fuel prices published monthly by the Ministry of Industry, Tourism and Trade (www.mityc.es). Detailed information at: <https://www.nacex.es> -> Services -> Fuel surcharge

* Prices without VAT or corresponding tax