

# General terms and conditions for International Services

## DIMENSIONS AND WEIGHT

### INTERNATIONAL EXPRESS

Volumetric calculation: Width x Length x Height / 6.000 = kg. (1 m<sup>3</sup> = 167 kg), as long as this is greater than the real weight.

DESTINATION	MAXIMUM WEIGHT WITHOUT PALLETISING	MAXIMUM WEIGHT PALLETISED	MAXIMUM DIMENSIONS (cm)
EU	70	500	240 x 120 x 150
Outside EU	30	500	100 x 60 x 70

### EURONACEX

Volumetric calculation: Width x Length x Height / 4.000 = kg. (1 m<sup>3</sup> = 250 kg), as long as this is greater than the real weight.

DESTINATION	MAXIMUM WEIGHT WITHOUT PALLETISING	MAXIMUM WEIGHT PALLETISED	MAXIMUM DIMENSIONS (cm)
EU	70	1000	240 x 120 x 180
Outside EU	70	500	180 x 120 x 105

### EURONACEX ECONOMY

Maximum authorised parcel weight: 40 kg.

Volumetric weight does not exist.

- Box perimeter + length may not be greater than 3 metres: (width + height) x 2 + length.
- Length may be no greater than 2m. Palletised goods are not permitted.

### PLUSPACK EUROPA

Volumetric calculation: Width x Length x Height / 6,000 = kg. (1 m<sup>3</sup> = 167 kg), as long as this is greater than the real weight

- Maximum parcel weight 20 kg.

\* For further information and transit times please go to <https://www.nacex.es> / Services / Terms and Conditions and Procedures / International Conditions / **Dimensions and Weight**

## SERVICE EXCEPTIONS

### SHIPMENTS OF PRODUCT SAMPLES TO NON-EC COUNTRIES

The original invoice and in pdf to the clients branch office will be required. Please ask your NACEX franchise office. Templates are available with the minimum mandatory information required.

(Please find more information on our website <https://www.nacex.es> Services / Terms and Conditions and Procedures).

### EXCLUDED GOODS

In addition to the goods mentioned on a national level, the following are also excluded: articles of unusual value, marketable securities, ivory and products derived from it, weapons, jewellery, pornographic material, hides/furs, passports, ID cards, plants, seeds, activated credit cards, tobacco and products derived from it. Please check out the conditions for the following goods: alcoholic beverages.

Shipments to post office boxes are not permitted.

### RESTRICTED GOODS

#### PERFUMERY:

Only for client account holders. Contact your franchise office to find out about the conditions.

#### MEDICINES:

- EU: free circulation with the possibility of inspection, in such a case it is required that both parties have the licenses and documentation in the event of needing documentation.
- Outside the EC: Only for companies from the sector. The invoice and the Official Spanish Pharmaceutical Inspection Document (already carried out and stamped) must be presented.

#### OLIVE OIL:

- EU: free circulation with the possibility of inspection, in such a case it is required that both parties have the licenses and documentation in the event of needing documentation.
- Outside the EC: Only for companies from the sector. The invoice and SOIVRE (Official Service for the Inspection, Surveillance and Regulation of Exports) must be presented. May be carried out by customs and excise with a surcharge of 20€. Please ask your franchise office.

#### HIDE/FUR ARTICLES or similar:

- EU: free circulation with the possibility of inspection, in such a case it is required that both parties have the licenses and documentation in the event of it being requested.
- Outside the EC: Must be accompanied by a complete use and destination letter, justifying that the goods subject to clearance comply with the legislation related to protected flora and fauna. Please ask your franchise office.

#### NON-PERISHABLE FOODS:

- EU: free circulation with the possibility of inspection, in such a case it is required that both parties have the licenses and documentation in the event of it being requested.
- Outside the EC: On the invoice where the articles are declared, a tag that states **\*\*States that it is clarified that, under their responsibility, the products to be exported that are included in this shipment, are not subject to animal health control. Place, date, signature and stamp.\*\***

#### PRODUCT SAMPLES TO MIDDLE-EASTERN COUNTRIES:

- It is recommended that the Dual Use letter is provided together with the invoice.



\* 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](http://www.mityc.es)).

Detailed information at: <https://www.nacex.es> -> Services -> Fuel surcharge

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## IMPORTS\*

Available for the **INTERNATIONAL EXPRESS**, **EURONACEX** and **EURO-NACEX ECONOMY SERVICES**. A surcharge exists for countries outside the EC Existe.

Imports going directly to the **Canary Islands** may only use the By Air service. The sender's email address and telephone number must be provided in order to correctly process the shipment.

\* Please check the scope of the service with your franchise office.

## RETURNS TO ORIGIN

The original export price will be invoiced if the return is from the destination or from transit zones. For those shipments that leave our installations whose return is from customs and excise or external mainland warehouses at origin due to non-compliance with transport requirements, 15 € will be invoiced regardless of the service contracted.

## SPECIAL SHIPMENTS

### • TRADE FAIRS AND EXHIBITIONS

There is an additional surcharge in some countries for delivery and pick up at trade fairs and exhibitions, due to the arranged delivery times. Please check the surcharge amount with your franchise office at least 48 hrs before requesting the service.

### • HAZARDOUS GOODS, TEMPORARY EXPORTS AND TRANSITS.

Are not permitted.

### • CASH ON DELIVERY

Please ask your franchise office.

### • PRIOR NOTICE PROCEDURE

**Exclusive service** for samples of alcohol, pharmaceutical and perishable goods to countries subject to FDA controls. Please ask your franchise office.

## ADDITIONAL TARIFFS

Export SAD included in the prices. For other additional documentation derived from customs handling and clearance, please ask your franchise office.

## DELIVERIES TO PRIVATE INDIVIDUALS

A first delivery attempt will be made at the individual's address. In the event of nobody being at home, a neighbour will be asked to receive the shipment. If delivery is not possible, it will be returned to the point closest to their home and a notification will be left with the telephone number of said office in order that they arrange delivery. In the case of not receiving a reply, a second delivery attempt will be made.

If the delivery address is a residential area that permits deliveries without a signature, the shipment will be left in a secure place inside the premises.

### E-ALERT AND PRE-ALERT SERVICE

Confirmation to the client of delivery, with the date, time, and person who received it, via sms or email. Please check availability at your franchise office.

- International shipments must travel with a **telephone number** and/or **email** in the destination country. In the event of their omission, no claims or complaints are accepted.
- **Shipment of product samples:** The real contents of the goods must be declared and detailed for all international destinations. Generic descriptions are not permitted.
- **Digitised signatures:** Digitised signatures are not guaranteed for all international services.

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