

Insurance Handling

OPTIONAL GOODS INSURANCE

EUROPEAN UNION, ANDORRA AND SWITZERLAND

GENERAL

GENERAL GOODS

UP TO 3.000 €

Rate: 8% on carriage costs (up to a maximum of €3,000 per shipment).

For all services containing general goods and luxury/branded goods (clothes, accessories, footwear), up to a maximum of €1,500 per shipment.

Excluded from coverage: Precious metals, jewellery, watches (including plastic), costume jewellery, objects of exceptional value and/or antiques, works of art, commercial samples, promotional items, gifts/presents, personal items/belongings, cured hams and sausages, furniture removals, coin and stamp collections, weapons, ammunition and related spare parts/accessories, lottery tickets, meal vouchers, show tickets, smartbox.

INDIVIDUAL TYPE A

GENERAL GOODS

OVER 3.000 €

Rate: 0.60% on value of the goods.

Maximum € 5,000 per shipment.

(Watches: maximum €600 per shipment.

Branded/luxury goods (clothes, accessories, footwear) from €1,500 up to a maximum of €5,000 per shipment).

Minimum premium €1.50.

For all shipments containing general goods, plus those detailed below:

Goods with a value of over €3,000, commercial samples, promotional items, gifts/presents, jewellery and watches that do not contain precious metals, precious and/or semiprecious stones, personal items/belongings (suitcases, bicycles, trunks, etc.) furniture removals (excess of €300.50), cured hams and sausages (does not cover deterioration).

Excluded from coverage: precious metals, jewellery, costume jewellery and watches containing precious metals, precious and/or semiprecious stones, as well as watches worth over €600, objects of exceptional value and/or antiques, works of art and coin/stamp collections, weapons, ammunition and related spare parts/accessories.

INDIVIDUAL TYPE B

(excluding INTERNATIONAL, except Andorra and Portugal)

JEWELLERY

Rate: 1.60% on value of the goods.

(Maximum € 5,000 per shipment).

Minimum premium €1.50.

For all shipments containing: jewellery, metal craftwork/costume jewellery/watches containing precious metals, precious and/or semiprecious stones, as well as watches worth over €600.

INDIVIDUAL TYPE D

(excluding INTERNATIONAL, except Andorra and Portugal)

SPECIAL/EXCLUSIVE GOODS

Rate: 1.50% on value of the goods.

(Maximum € 5,000 per shipment).

Minimum premium €1.50.

For all shipments containing special goods such as: objects of exceptional value, antiques, works of art (paintings, figures, sculptures of any variety and cost), coin/stamp collections, metal craftwork that does not contain precious metals, precious and/or semiprecious stones.

INDIVIDUAL TYPE E

(For mainland Spain shipments)

WEAPONS, AMMUNITION, ACCESSORIES AND SPARE PARTS

Rate: 0.60% on value of the goods.

(Maximum € 5,000 per shipment).

Minimum premium: €1.50

For all those shipments that contain firearms, air guns, (regardless of their power), ammunition, accessories and spare parts.

INDIVIDUAL TYPE F

(For shipments to Spain, Andorra and mainland Portugal)

LOTTERY TICKETS*, MEAL VOUCHERS, SHOW TICKETS, SMARTBOX

***Coverage only for tickets from official lottery administrations**

Payment for the goods before delivery of the insured shipment (cash on delivery or returns are not accepted).

Rate: 1.50% on value of the goods.

(Maximum €5,000 per shipment)

Minimum premium: €1

For all those shipments of lottery goods (non-winning tickets), meal vouchers, show tickets, smartbox.

For more information, please check with your NACEX franchise.



Insurance Handling

GOODS INSURANCE

Insurance only applicable to goods.

Shipments of documentation are insured for the value of the printing, not for the value of creation or preparation. Compensation for goods will depend on the criteria adopted by the insurance company. This is usually for the market or cost value, not for the sale value, depending on each case.

Compensation for used goods damaged during transport, will be subject to the corresponding depreciation. Also, only the cost of repairs will be paid on claims made for damage to goods, with the final decision to apply the previously indicated point belonging to the company.

DEPRECIATION TABLE

Age of goods	Depreciation applied
Less than 1 year	0 %
From 1 to 2 years	20 %
From 2 to 3 years	40 %
From 3 to 4 years	60 %
From 4 to 5 years	60 %
From 5 to 6 years	80 %
Over 6 years	100%

The percentages of depreciation may vary, depending on the type of goods transported and in those cases where the intervention of the Company's claims handler is required.

COVERAGE INCLUDED*

The compensation received for this type of coverage shall never be greater than the value of the transported goods.

OVERLAND

NATIONAL

In accordance with the responsibility demanded by Law 15/2009 of 11 November on the Contract for the Overland Transport of Goods (LCTTM) the maximum compensation for the customer is set, in the event of damage, at a third of the IPREM/day (public indicator of the value of multiple effects in Spain) per kilogram of gross weight of the lost or damaged goods, never exceeding the market or cost value of the goods.

INTERNATIONAL

Compensation as established by obligatory CMR insurance (Convention on the Contract for the International Carriage of Goods by Road).

BY AIR

NATIONAL/INTERNATIONAL

Compensation as established by obligatory IATA insurance (International Air Transport Association).

GOODS EXCLUDED FROM INSURANCE COVERAGE

Goods with inadequate packaging; dangerous goods or items and those prohibited by law; tobacco; corrosive or flammable material, explosive material, poisonous material etc.; live animals; live plants; biological samples; perishable goods; goods that require refrigeration; fresh or frozen meats, fish or seafood; precious furs; damaged goods; marble and mineral slabs; sheet glass; documents or photocopies of any kind; air or any other transport tickets; money in any form, coins, banknotes, commercial or bank documents; negotiable instruments, mobile phone top up cards, pre-paid cards, credit cards or similar, etc.; written projects, goods with no commercial value; documents and goods whose intrinsic value is greater than the goods themselves.

OTHER INTERNATIONAL DESTINATIONS

ADDITIONAL INSURANCE

Rate: €4.50 + 1% declared value.
Check with your franchise.

IMMEDIATE/DIRECT

Service excluded from goods insurance.
Check with your franchise.

Insurance Handling

HANDLING OF INSURANCE CLAIMS

Claims for loss and/or damage suffered by transported goods, must be made within **7 calendar days** following their delivery, unless the damage was evident at the time of receipt, in which case the claim must be made at that moment. (Art. 60 LCTTM).

Once the claim has been formally presented within this period, a statute of limitations of one year will apply. (Art. 79 LCTTM).

PROCESSING OF CLAIMS

The following must be taken into consideration for correct processing of **Optional Coverage insurance**:

- Any claim for damaged goods during transport must be made to the **NACEX** franchise.
 - 1 • any concerns should be noted at the moment of receipt of the goods on the delivery note or,
 - 2 • in the following 7 calendar days by letter,
 - 3 • losses due to breakage which amount to more than €1000, require assessment by a claims handler, which must be requested within 24 hours of the communication sent during the period indicated above (points 1 and 2),
 - 4 • in order to submit a claim for damaged shipments, photographs must be taken at the time of receipt thereof as proof and sent to the **NACEX** franchise within a maximum period of 72 hours (outer packaging with the label to identify the shipment, inner packaging, damage to the goods, etc).
- The customer must provide the following for subsequent processing by the insurance company,
 - 1 • photocopy of the commercial invoice containing the totality of the goods sent (if this document is not available and a different one is sent instead, the insurance company may deduct 20% of the amount indicated),
 - 2 • damage claim letter,
 - 3 • in the event of breakage, a quote for the repair of the damaged goods or, failing that, a written letter of non-repair from an official technical service as well as the return of the goods,
 - 4 • invoice or debit note for the amount of the damaged goods.

The company reserves the right to request additional documentation and/or clarification if the claims procedure so requires.

The presentation of all of the aforementioned documentation is essential in order to proceed with the handling of the claim.

This documentation must be sent to the **NACEX** franchise within a maximum period of **30 days** from the notification of the claim.

- As a general rule, the **NACEX** franchise will pay compensation after the appropriate investigations and assessments have been carried out within a period of approximately 90 days, from the acceptance of the claim by the Insurance Company, with the agreement of the Claims Handler if required. It should be noted that the assessment by the claims handler is a subcontracted service and is not handled directly by the insurance company. In these cases, the process usually takes longer which may delay the payment of compensation. The compensation amount will be determined based on the assessment made by the claims handler. The same applies to large claims whose timescale cannot be determined due to the magnitude of the event (theft or road accident).

It is the customer's responsibility to package the transported goods in an appropriate manner; otherwise, the insurance company may reject the claim.

In light of the above, the transport of goods using **NACEX** is carried out with the customer's full knowledge and acceptance of the general and specific conditions of the insurance policy and the risks covered and the amounts of compensation provided therein, exempting us from any liability for damages that may result from the loss, deterioration, delay, robbery or theft of shipments that are entrusted to us and that are not covered by the contracted insurance policy.

OPTIONAL COVERAGE

RATE	RATE VALUE	INSURED GOODS	MAXIMUM INSURABLE AMOUNT
Optional Goods Insurance			
EUROPEAN UNION, ANDORRA AND SWITZERLAND (TYPE B and TYPE D excluding International, except Andorra and Portugal) (TYPE E for mainland Spain shipments) (TYPE F excluding International, except Andorra and mainland Portugal)			
8%	On Carriage	General goods, value up to €3,000	3.000€
A	0,60%	General goods, value over €3,000	5.000€
B	1,60%	Jewellery	5.000€
D	1,50%	Special/exclusive goods	5.000€
E	0,60%	Weapons, ammunition, accessories and spare parts	5.000€
F	1,50%	Lottery tickets, meal vouchers, show tickets, etc.	5.000€
Additional International Insurance			
4,50€ + 1%		<i>Check with your franchise</i>	