

# General terms and conditions for **International Services**

## DIMENSIONS AND WEIGHT

### • INTERNATIONAL EXPRESS

Volumetric weight is applied to expeditions by air:  
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.

### • EURONACEX

Volumetric weight is applied to overland expeditions:  
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.

### • 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.com> / Services / General Conditions / International Conditions / **Dimensions and Weight**

\* As a consequence of the BREXIT, shipments to and from the United Kingdom may be subject to customs charges.

## SERVICE EXCEPTIONS

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

The original exportation invoice, and copy in pdf, needs to be taken to the client branch office. Templates are available with the minimum mandatory information required. Please ask your NACEX franchise office.

(Please find more information on the web <https://www.nacex.com> Services / General Conditions).

### • EXCLUDED GOODS

In addition to the goods mentioned on a national level, on an international level the following are excluded: articles of unusual value, marketable securities, ivory and products derived from it, weapons, jewellery, pornographic material, hides/furs, passports, ID cards, car registration/license plates, plants, seeds, activated credit cards, tobacco and products derived from it.

### • RESTRICTED GOODS

Depending on the destination, please ask your franchise office whether it is possible to send: alcoholic beverages, food, mobile phones, and personal effects.

### 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 an event it is required that both parties have the licenses and documentation, should they be required.
- **Outside the EC:** Only for companies from the sector. The invoice and the DOIFE (Official Spanish Pharmaceutical Inspection Document) must be presented, duly signed/stamped.

### OLIVE OIL:

- **EU:** free circulation with the possibility of inspection, in such an event it is required that both parties have the licenses and documentation, should they be required.
- **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.

### HIDES/FURS OR PRODUCTS DERIVED FROM THEM:

- **EU:** free circulation with the possibility of inspection, in such an event it is required that both parties have the licenses and documentation, should they be required.
- **Outside the EC:** The invoice and a complete use and destination letter must be presented, justifying that the goods 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 an event it is required that both parties have the licenses and documentation, should they be required.
- **Outside the EC:** The exportation invoice must be presented and they are susceptible to requiring food import licences at destination. Please ask your franchise office.

## IMPORTS\*

Available for the **INTERNATIONAL EXPRESS**, **EURONACEX** and **EURONACEX ECONOMY** services. A surcharge exists for countries outside the EC.

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 expeditions 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 a 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, medicines, and food to countries subject to FDA (Food and Drug Administration) 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, or another kind of incident, a second and last delivery attempt will be agreed. If delivery is still not possible, it will be left at a pick-up point close to the addressee (**NACEX.shop**, Smart Locker, etc) and the addressee will be provided with the point's information.

### 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.
- **Digitized signatures:** Digitized signatures are not guaranteed for all international services.
- Deliveries to post office boxes are not permitted.