

General Terms and Conditions



SERVICE GUARANTEE

For non-fulfilment of the service, the amount corresponding to the expedition will be reimbursed, except in cases of force majeure.

LIABILITY

All **NACEX** transport conditions and guarantees are reflected in the **Account Opening** clauses and in the Collection Note, which constitutes the transport contract.

DELIVERIES WITH NO MILEAGE CHARGE

Delivery with no surcharge for mileage on the prices shown on the tariffs. (Except **SATURDAY DELIVERY, ARRANGED DELIVERY, and SAMEDAY**).

COLLECTION

Our rates include any collection made in towns/cities with a **NACEX** franchise office and within its catchment area (15 km from the delivering franchise).

Spain and Andorra. 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 uninterrupted for businesses and shopping centres. For Portugal, check with your franchise office for collection times. In the event that the collection cannot be made, for reasons beyond the control of **NACEX**, the cost corresponding to a failed collection will be charged. For more information check with your franchise office.

For any collection outside this radius, there will be a surcharge per kilometre (return trip) from the franchise office to the place of collection*.

DIMENSIONS 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 expedition 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 are increased by an additional fraction of 5 kg.

The **e-NACEX** 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.

The volumetric weight shall be calculated (width x length x height (in cm): 4,000 = weight in kg) 1 m³ = 250 kg, with the surcharge for being oversized not being 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).

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

WEIGHT

The maximum weight per package is 40 kg with the exception of **NACEX PLUSBAG, NACEX PLUSPACK, NACEXpromo** services.

EXCEPTIONS

- Shipments of more than 1 package shall be calculated on the basis of 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 shall be counted as 15 kg.
- In the case of services by air, the calculation will be based on fractions of 2 kg.

SERVICE EXCEPTIONS

Saturdays, Sundays, and public holidays are not considered working days.

SCHEDULE EXCEPTIONS

- Shipments by air and sea to Ceuta, Melilla, the Balearic Islands, the Canary Islands, the Azores, and Madeira, may be subject to time variations 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, SAMEDAY and **PORTUGAL 10:30 H** in towns more than 15 km away from the delivering franchise office have an additional margin of 1 minute for each kilometre separating the two.

NACEX 19:00 H in towns/cities at a distance greater than 50 km from the delivering franchise office, delivery before 1:00 pm on the second working day.

e-NACEX, NACEX Swap in towns at a distance greater than 50 km from the delivering franchise office, delivery during the second working day.

DELIVERY EXCEPTIONS

- Deliveries to post office boxes will not be accepted.
- Due to seasonal campaigns (Black Friday and Christmas), our delivery service to private individuals may be affected.

EXCEPTIONS FOR ADDITIONAL HANDLING

Additional handling shall apply in the following cases:

- Any package that exceeds the established maximum weight or measurements.
- Irregular-shaped packages (cylindrical packages, 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 and/or an extra cost in the price of the shipment, with **NACEX** not guaranteeing the return/refund or reduction of shipment costs in this scenario; thus, **NACEX** does not reimburse shipping costs, when delivered outside the expected time, due to the need for additional handling.

EXCLUDED GOODS

The delivery of packages or objects whose content is contrary to the law, morality or decency, or involve illegal trafficking, is forbidden, with the client being liable for the ensuing consequences and **NACEX** being held completely harmless from any liability due to this. **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.

Note 1: Live animals, drugs, fuel, poisonous substances, infectious substances, explosives, (unlicensed) weapons, human remains, cash, and corrosive materials shall not be transported.

Note 2: Goods will be transported at the risk of the sender. Consequently, the client shall be liable for all damages, delays, and losses incurred by the goods during transport and up to delivery, due to unforeseeable circumstances, force majeure or their own inherent properties.

SPECIAL SERVICE CONDITIONS

NACEX 8:30 H

Service available in more than 1,700 towns. In other towns, delivery may be made up until 9 am.

NACEX 10:00 H

Delivery before 10:30 am:

- Provinces of A Coruña, Cádiz, Huelva, and Pontevedra.
- Province of Malaga (Antequera, Estepona, and Ronda).
- Province of Girona (Figueres, Olot, and Palamós).

Delivery before 11 am:

- Andorra (documentation).
- Mallorca, except Palma de Mallorca (delivery before 10:00 am)

NACEX 12:00 H

Towns/cities outside the 0 km radius (distance of 15 km from the delivering franchise office) before **1:00 pm**.

Delivery before 1 pm:

- Ibiza and Menorca
- Mallorca, except Palma de Mallorca (delivery before 12 pm)

NACEX 19:00 H

Towns at a distance greater than 50 km from the delivering franchise office, delivery before 1:00 pm on the second working day.

e-NACEX, NACEX Swap

Towns at a distance greater than 50 km from the delivering franchise office, delivery during 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 clearance, only documents are accepted.

NACEX PLUSBAG

Delivery guarantee in 24/48 hours in towns in the 0 km radius (distance of 15 km from the delivering franchise office) and **24 hours more for other towns/cities**. 25 units minimum.

NACEX PLUSPACK

Service with delivery guaranteed in 24/48 hours in locations with **NACEX** franchise offices in mainland Spain and Portugal. In towns located at a distance of more than 50 km from the **NACEX** franchise office, the delivery guarantee is **increased by 24 hours**. This service only permits single-parcel shipments, maximum 20 kg and 150 cm adding height + width + length. It does not allow the sending of more than 10 shipments and/or 200 kg to the same destination on the same day.

URBAN SERVICE

Check availability with your franchise office.

THE CANARY ISLANDS, CEUTA, GIBRALTAR, MELILLA AND INTERNACIONAL

Shipments may suffer delays for reasons beyond the control of **NACEX**. Parcel delivery may be delayed beyond the expected date and time due to customs issues. DGR, some dangerous/hazardous goods are subject to taxation by airlines. Please, check with your **NACEX** franchise office.

PORTUGAL

Shipments with Portugal as the origin and destination are subject to the application of the rules defined by the Portuguese Tax Authority, through the RBC ("Régimen de Bienes en Circulación" that are regulations relating to goods in circulation) and must be accompanied by transport documents processed by the senders of the goods based on the Goods in Transit Regulations.

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 expedition. Surfboards, maximum length 2 m.

NACEXpromo Bicycles:

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

Exclusively for the shipment of bicycles. No other item may be added to the box. Weight limit up to 20 kg. Any additional package will be invoiced separately. Please, follow the instructions provided in the **NACEX BICIBOX** for the correct packaging. Insurance of up to €1,000 included, for higher amounts please contract individual insurance Type A.

SATURDAY DELIVERY

For deliveries to be made on Saturday from 9 am to 1 pm. Service in towns with a **NACEX** franchise and within its catchment area (15 km from the delivering franchise office).

For locations outside this 0 km radius, there will be a mileage surcharge of €0.76 per km (round trip) on the Account Holder Tariff and €0.81 per km (round trip) on the General Tariff.

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

OFFICIAL BODIES

For those shipments addressed to any **OFFICIAL ORGANISATION**, whether it may be the city council, the civil, business or any other kind of registry office (as long as they depend on the State), whose content requires the following special conditions for its delivery:

- Deliveries by appointment only.
- Documented procedures and shipments to be returned on the same day.
- Procedures without a ticket required, documented and to be returned during the following days.
- Procedures without a ticket required, documented without a return and without a prior appointment.

Please ask your franchise office about cost and/or service conditions.

