

# 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), provided that 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), provided that this is greater than the real weight.

### • EURONACEX ECONOMY

Maximum authorised weight per package: 40 kg.  
Volumetric weight does not exist.

- Box perimeter + length may not exceed 3 m: (width + height) x 2 + length.
- The length may not exceed 2 m. Palletised goods are not permitted.

### • PLUSPACK EUROPE

Maximum weight per package 20 kg.  
Volumetric weight is applied: width x length x height / 6,000 = kg. (1 m<sup>3</sup>= 167 kg), provided that this is greater than the real weight.

## 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 franchise office. Templates are available with the minimum mandatory information required. Please, check with your franchise office.

(Please find more information on the website [nacex.com](http://nacex.com) Services / General Conditions).

### • EXCLUDED GOODS

In addition to the goods excluded at national level, the following goods are excluded at international level: 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

For shipments within the EU, there is free circulation with the possibility of inspection, in which case it is required that both the exporter and importer have licenses and documentation if required.

## PERFUMERY:

Only for client account holders in some EU countries. Contact your franchise office to find out about the specific conditions.

For non-EU destinations, there are restrictions on shipments of alcoholic beverages, food, mobile phones, and personal effects.

There are also specific conditions for:

## MEDICINES:

Only for companies from the sector. The invoice and DOIFE (Official Spanish Pharmaceutical Inspection Document) and all documentation required must be presented, duly signed/ stamped.

## OLIVE OIL:

An invoice and SOIVRE (Official Service for the Inspection, Surveillance and Regulation of Exports) must be presented. We can manage this with a supplement of €20 on the expedition.

## HIDES/FURS OR PRODUCTS DERIVED FROM THEM:

The invoice and a complete use and destination letter must be presented, justifying that the goods comply with the legislation relating to protected flora and fauna.

## NON-PERISHABLE FOOD:

An export invoice must be presented, and food import licences may be required at the destination.

\*Please check with your franchise office for specific conditions.

## IMPORTS\*

Available for the **INTERNATIONAL EXPRESS**, **EURONACEX** and **EURONACEX ECONOMY** services. There is a surcharge for non-EU countries. Imports to the Canary Islands may only be by air service.

The sender's email address and telephone number must be provided to process the collection correctly.

Collection/delivery in 3rd countries is possible.

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

## RETURNS TO ORIGIN

For those expeditions that leave our installations, whose return is from customs and excise at origin or external mainland warehouses, €15 will be invoiced regardless of the service contracted. If the return is from the destination or transit areas, the original export price will be invoiced.

## SPECIAL DELIVERIES

### • FAIRS AND EXHIBITIONS:

These are arranged deliveries that must be organized in advance (minimum period of 48 hours prior to requesting the service) and require an additional surcharge. **We do not guarantee the service outside the EU.** Please check with 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 check with your franchise office.

### • CASH ON DELIVERY: Please check with your franchise office.

### • HAZARDOUS GOODS, TEMPORARY EXPORTS AND TRANSITS: Are not permitted.

It is the responsibility of the sender and consignee to be aware of the specific export conditions, as well as to provide the necessary documentation for clearance. We are not responsible for delays caused by the lack of proper processing/handling.

## ADDITIONAL TARIFFS

Export SAD included in tariffs. For all other documentation related to customs clearance and procedures, please check with your franchise office.

All charges and fines produced at customs that are not accepted by the importer will be passed on to the sender, as the one responsible for exportation.

## DELIVERIES TO PRIVATE INDIVIDUALS

In the event of an incident in deliveries to individuals, shipments will be deposited at a convenience point or collection point (Smart Locker, Drop point, etc.). The consignee will be duly informed of the conditions for collection.

### E-ALERT AND PRE-ALERT SERVICE

Confirmation to the client of delivery with the date, time, person who received it, by sms or e-mail. Please check availability with your franchise office.

- International shipments must travel with a telephone number and/or e-mail for the consignee. In the event of their omission, no claims or complaints are accepted.
- Shipment of product samples: The content and real value of the goods must be declared for all international destinations. Generic descriptions are not permitted.
- Digitised signatures: Not all international services are guaranteed to be digitally signed.
- Deliveries to post office boxes are not permitted.