

GENERAL CONDITIONS OF SALE

Manual waybills

1. PURPOSE

Except where specific conditions apply to certain services, the purpose of these conditions is to define the performance details of shipping services for documents and goods sent by Chronopost®.

A list of countries served together with special features of the services offered are given at www.chronopost.fr.

Irrespective of the capacity it is operating in, including freight forwarder or carrier, Chronopost undertakes to ensure shipping operations of parcels from when they are accepted for handling through to delivery to the agreed destination using the route, procedure and senders of its choice.

No special conditions issued by the sender may, unless expressly accepted by Chronopost, take precedence over these conditions.

2. DIMENSIONS

The parcels entrusted must correspond to the following standards (packaging and content included):

Weight: up to 30 kg

Minimum dimensions: 30 cm x 21 cm, minimum thickness 3 cm or 200 grams

Maximum dimensions: the sum of the length + 2 heights + 2 widths must not exceed 300 cm, the length must not exceed 150 cm.

If the foregoing weights and dimensions are exceeded, the consignment travels at the sender's risk without Chronopost being liable in any way.

3. RESTRICTIONS CONCERNING ACCEPTANCE

In general, the following will not be handled:

- **any goods within the scope of domestic or international regulations on dangerous products such as, but not only, ammunition; gases; or inflammable, radioactive, toxic, infectious, or corrosive materials;** or any objects that by their nature or packaging may endanger drivers or handling personnel, the environment, or transport vehicle safety, or that may damage the other parcels being transported, vehicles, or third parties;

- **jewelry; clocks and watches; precious stones and metals; coins; currency; banknotes; financial instruments or transferable securities; payment instruments or means; debt securities or commercial paper; gift certificates; telephone cards or their equivalent; or in general, any paper document or other fungible medium that makes payment possible and/or is subject to cash-in-transit law;**

- animals of any kinds living or dead; plants; goods under controlled temperature; perishables products or goods; biological or blood sample; organs; or any product subject to suspended excise taxes;

- all types of weapons; narcotics; psychotropic drugs; pieces of art, artwork; antiques; collector's goods; or publications or audiovisual materials prohibited by any applicable law;

- responses to calls for tenders; prequalification files in the context of procurement contract awards; application files and copies of examination papers; and all prototypes.

For international destinations the items covered by the above restrictions will not be handled together with furs and items prohibited from being imported into the destination country.

The sender undertakes to inform Chronopost of any special characteristics that are not apparent but may have repercussions on the carriage of the goods.

In the event of the sender entrusting Chronopost with items or documents covered by the above restrictions, they will travel at the sender's own risk and Chronopost will in no way be liable. The sender will therefore be liable for any consequences of failure to comply with these restrictions and will be held liable for any damage occasioned to third parties and/or Chronopost.

If the above provisions are infringed, the sender authorizes Chronopost to dispose of the parcels as it sees fit including stopping the routing and will compensate Chronopost for any consequences resulting therefrom irrespective of type.

If a sender entrusts Chronopost with goods where excise duty has been paid, without prejudice to the above restrictions, it undertakes to comply with the regulatory constraints in force particularly as concerns traceability in order to be able to certify if necessary that it has managed these rights correctly such that Chronopost is not pursued or held liable.

4. SENDER'S OBLIGATIONS

- **Content:** senders are held liable for damage caused to third parties and/or Chronopost by parcels covered by the restrictions set forth in the above article and any consequences of failure to comply with said restrictions.

- **Mandatory information:** Senders are responsible for the information provided on the shipping note particularly as concerns the surname and first name for natural person, business name for legal entity, and also the geographic address of the recipient (including the entry phone code) and the telephone number and/or e-mail address. Those mandatory information must be full, correct and accurate if distribution is to take place properly.

- **Packaging:** parcels must be prepared and packed by the sender in a safe place. They must be packed in closed, resistant packaging appropriate to the contents and transport requirements, including the successive handling inherent to the transport. Otherwise, the parcel travels at the sender's risk.

- **Weight:** the sender must mark the weight of the parcel on the transport document. Chronopost reserves the right to correct any error or omission regarding weight based on indications given by regularly calibrated weighing equipment.

- **Customs formalities:** In the event that customs formalities must be completed, the exporter and/or importer gives a direct representation mandate to CHRONOPOST in its capacity as Registered Customs Representative, in order to act in its name and on its behalf in the context of customs declarations. Customs clearance services shall be invoiced in accordance with the provisions of the Price section. The exporter and/or importer must present all the documents

required for the performance of customs formalities in line with the applicable regulations and to provide when appropriate its EORI number. They will be liable for payment of costs borne by Chronopost in the event of untruthful declarations as well as those incurred by the recipient if payment is not made by the recipient. Unless otherwise agreed, only DAP shipments (Incoterm: Delivery at place) are accepted by Chronopost. No parcel may be sent under the temporary exports scheme. Chronopost may not be held liable for actions or omissions attributable to the exporter and/or importer or the customs service. The exporter and/or importer shall bear sole liability for all the financial consequences resulting from erroneous, incomplete, inapplicable documents or those that have been provided too late, or for any breach of the regulations, particularly customs regulations, that may result in Chronopost being liable for additional duties, taxes or fines imposed by the government department concerned. The mandate given to Chronopost does not include representation in the context of a dispute with customs administration.

A support tool for customs procedures is available on www.chronopost.fr.

5. RIGHT TO INSPECT PARCELS

In the context of customs or security inspections the sender agrees that Chronopost in its capacity as authorized agent or any government authority including customs is entitled to open and inspect parcels entrusted to it at any time without the exercise of this right undermining the fact that the sender remains solely responsible for the truthfulness of its declarations.

In accordance with the regulations on air transport safety, the sender is hereby notified that all parcels loaded onto airplanes are liable to undergo safety checks that may include the use of X-rays.

If after suspending shipping for safety or inspection reasons Chronopost fails within a reasonable time to obtain instructions from the sender or the recipient and/or the documents necessary for shipping to be resumed, Chronopost will be entitled to destroy or dispose of the parcel without any risk of being held liable.

As regards international shipments, the sender undertakes not to entrust parcels to Chronopost if the sender or any third party involved in shipping is subject to restrictive measures, or placed under embargo by an international organization (UN, EU, US, etc.). As such, the Sender acknowledges that it does not appear on the "Specially Designated Nationals List" (SDN) issued by OFAC (US Treasury Office of Foreign Assets Control), and that it will not give Chronopost parcels addressed to persons on this list.

If this condition is breached, Chronopost reserves the right to suspend or interrupt the routing, (ii) give the competent authorities all information required and apply the procedures required by them including the destruction of parcels at the sender's expense without any risk of Chronopost being held liable.

6. ACCEPTANCE/DELIVERY

TSA, Cedex, PO Box, CS, Prepaid Reply and *Poste Restante* deliveries are not insured.

Upon delivery the recipient should note any damage or loss of content by writing full, clear reservations on the delivery note and dating and signing them.

The recipient's digital signature and its reproduction, or any indisputable means of secure identification, constitute proof of the delivery of the parcels and the parties acknowledge that such digital signature has the same legal value as a traditional signature on paper.

Any pending item will be given to the recipient or his/her representative on presentation of an identity document and after payment of any duties and taxes (VAT, customs duties, dock dues (octrois de mer), other taxes) in force, as well as the customs clearance services performed by Chronopost..

For shipments in mainland France and Monaco, and unless the sender has agreed otherwise, the recipient is offered an interactive delivery service (Predict) and receives delivery notification when the parcel is accepted for shipping as well as when an unsuccessful delivery is made. The recipient may change these provisions directly with Chronopost:

- the initial delivery date, (within a maximum 6 business days from the initial date), and/or
- choose a different delivery point than that initially chosen by the sender, such as a proximity point (Pickup relay or Chronopost agency) offered by Chronopost within the initial scope of delivery, or choose the address of an identified neighbor or choose a safe place of delivery with the agreement of Chronopost.

This service is activated only if Chronopost is given the recipient's mobile phone number and/or email address.

In the event of the recipient sending instructions to Chronopost modifying the day of delivery, the sender may not claim any compensation based on the delay.

7. LIABILITY

7.1 LOSS / DAMAGE

Chronopost shall be liable in the event of **proven loss or material damage** to parcels during transport or of non-delivery, but not for faults committed by the sender or recipient, *force majeure*, inherent defects in the items concerned or inadequate packaging, such cases constituting exemptions from liability.

If established, Chronopost's liability will, upon presentation of documentary proofs, be held :

- **for professionals, up to the original value of the goods on the day of the loss, the cost of their repair or the direct costs of recreating documents, subject to a limit of € 250 per parcel.**
- **for consumers, in accordance with the provisions of the standard transport contract applicable to public road transport, shown in Appendix II of article D3222-1 of the Transport Code.**

7.2 LATE DELIVERY

Chronopost cannot be held liable for late delivery in case of force majeure as defined by article 1218 of the Civil Code. The Parties agree that a late delivery resulting from a regulatory measure imposed by public authorities due to a pandemic, or any other measure taken by public authorities likely to affect the delivery timeframes, will be considered in particular as a case of force majeure.

For shipments within the same country the deadlines are for a pick-up from Monday to Saturday morning and for a delivery from Monday to Friday, except public holidays. Saturday delivery is possible as an option.

For some coastal islands, the delivery time may be extended by one day. For Corsica and the day after public holidays, delivery may occur within one day without any commitment on deadline being given.

For international shipments, timeframes imply pickup from Monday to Friday, with the exception of shipments dropped off on Saturday, for which timeframes run as from the following Monday. Deliveries are made on working days, except public holidays, in the country of destination.

Deliveries by service and by country are available at www.chronopost.fr

Any damage relating to a delay or a refusal of the package as a result of a delay capable of being caused as part of export control, referred to in Article 5, may not be the subject of any claim for compensation, without Chronopost being held liable

For professionals, Chronopost's liability will be held only in the event of damage that is proved to result from a delay in delivery caused by Chronopost. Chronopost undertakes to pay compensation that may not exceed the price of transport (excluding miscellaneous duties, taxes and fees), following a written request made based on the claims procedure specified in the article "Claims" below.

For consumers, Chronopost's liability will be held in accordance with the provisions of the standard transport contract applicable to public road transport, shown in Appendix II of article D3222-1 of the Transport Code.

7.3 COMPENSABLE LOSS

Chronopost may not be held responsible for immaterial or indirect prejudice, regardless of the cause.

8. INSURANCE OF GOODS TRANSPORTED

Senders may insure the contents of parcels up to a value of € 5,000 in exchange for payment of the corresponding premium in accordance with the rates and conditions available on the tariff posters displayed at points of sale or at www.chronopost.fr. Senders must declare the value of goods transported on the front of the shipping note as of the first euro and pay the corresponding premium.

The insured value is automatically substituted for the limit of contractual liability for loss and damage.

It does not cover immaterial damage, damage resulting from a delay or consequential damage such as loss of market, profit, deprivation of enjoyment, etc.).

The insurance does not cover goods or documents that are the subject of handling restrictions, faults committed by the sender or the recipient, inherent defects in items shipped, insufficient packing, acts of terrorism, popular uprising, riots, the circumstances of war or any nuclear damage.

As the insurance is underwritten by Chronopost on behalf of the sender, the sender has direct recourse against the insurer for the repair of its prejudice.

9. CLAIMS

On pain of forfeiture and the inadmissibility of the claim, any claim must be specifically addressed to "Customer Service" in writing, the contact details of which appear on the shipping note, within the following deadlines:

- for transport within the country: at the latest within fourteen (14) days of delivery for consumers.

- **for international transport:** no later than twenty-one (21) days after delivery.

Claims must be substantiated and accompanied by proof of damage (waybill, purchase invoice, photos providing evidence of the damage, etc.).

Unless the recipient has entered detailed reservations on the delivery slip, it shall be the claimant's responsibility to provide proof that the damage occurred during transport and establish that the damage can be ascribed to the transport.

10. PRICE

The service is billed according to the destination zone, the type of service ordered and the actual weight of the parcel as per the fee schedule in force on the drop-off day. Payment must be made at the parcel drop-off time at the latest.

Under the mandate given to Chronopost, in its capacity of Registered Customs Representative, customs clearance services, in addition to customs duties, dock dues (octrois de mer), VAT, and other applicable taxes, will be paid at the delivery of the parcel, according to the pricing in force depending on to the country of destination and the Incoterm.

11. MEDIATION

Consumers who have lodged claims and are not satisfied with Chronopost's response or have not received a response 2 months after the claim was made, may apply to the Mediator of the La Poste group, Case Postale D160, 9 rue du Colonel Pierre Avia, 75757 Paris CEDEX 15, <https://mediateur.groupe laposte.com> which has the power to mediate in any dispute concerning all the services covered by these General Conditions of Sale. No charge is made for the mediation procedure. Consumers may contact the Mediator of the La Poste group either directly or through an intermediary such as a consumers' association, lawyer, elected representative or other mediator.

12. ETHICS AND COMPLIANCE WITH APPLICABLE ANTI-BRIBERY LAWS

Chronopost undertakes to respect the ten principles of the United Nations Global Compact concerning Human Rights, Labour Rights, the environment, and the fight against corruption. Chronopost undertake to respect and maintain in force suitable procedures to ensure compliance with all applicable laws and regulations in the fight against corruption. Chronopost therefore declares and warrants that it has not and will not give or propose to give, directly or indirectly, any sum of money or any other benefit, whether pecuniary or not, to any person, and particularly to any person with public authority, for the purpose of influencing any act or decision, in particular with a view to obtaining commercial advantages or business relations

Chronopost has a business ethics program that includes a Code of Business Conduct and a Sustainable procurement charter, available on www.chronopost.fr that it undertake to respect.

13. CANCELLATION - INVALIDITY

In the event of any provision of these conditions being declared null or deemed unwritten, all the other provisions will continue to apply

14. STATUTE OF LIMITATIONS

All actions are time-limited to one year from the date of delivery or the day the delivery should have taken place

15. PERSONAL DATA PROTECTION

Chronopost hereby informs the Contractor that the personal data (hereinafter the "Data") requested of it are necessary for Chronopost to process its application and undertake the transport services as well as associated services.

The Data processed are the recipient's identity data (title, first name, surname), his postal address, as well as his phone number and/or email address.

Chronopost undertakes maintain the safety and the confidentiality of the Data provided by the sender and/or the recipient and to process them in accordance with the applicable regulations on the protection of personal data

The Data collected are intended for Chronopost, La Poste and its subsidiaries.

It is expressly stipulated that Chronopost has a general authorization for the Data to be used by Chronopost and by any subcontractor located within the European Union or a "third country providing an adequate level of protection" according to the European Commission's definition, participating in the execution of the services and this in strict compliance with the regulations, in particular:

- for the performance of the transport service including tracking of parcels, the sending of delivery notifications to recipients and the management of delivery preferences, and for the improvement of the delivery conditions by correcting addresses if necessary,
- for performing and controlling customs formalities and embargo control,
- for sending sender customers of Chronopost only offers of products and similar services and, unless explicitly refused, targeted communications as part of the personalization of the commercial relationship,
- for measuring levels of recipient satisfaction and improving Chronopost offers and services using satisfaction surveys (by e-mail or telephone), and for the production of statistics.
- for answering to requests made by the sender or the recipient in particular via Customer Service.

As CHRONOPOST has partially externalized its Customer services activities, as well as its service of correction of delivery address to optimize the delivery process, and its customs clearance service, Chronopost informs the Contracting Party that Data might be transferred in Senegal, Côte d'Ivoire, Madagascar and Mauritius. These transfers are the responsibility of Chronopost subject to conditions and under guarantees to ensure the protection of these Data, in particular by the signing of standard contractual clauses in accordance with the procedures laid down by decision of the European Commission.

The data retention periods are specified in the [Data Protection Policy](https://www.chronopost.fr/en/data-protection-policy) of Chronopost available at the following address: <https://www.chronopost.fr/en/data-protection-policy>.

The Contractor has right of audit that may be exercised in the event of a data security incident. This audit must be carried out on the understanding that it does not disrupt Chronopost's activities as a result of its duration, frequency or the methods used, and notably may not be carried out at the same time as another audit.

The Contractor, in its capacity as processing manager, undertakes to have provided all prior information and formalities necessary for the implementation of the processing of personal data that it performs. Subject to the conditions set out above, the Contractor particularly undertakes to inform the persons concerned that their Data has been disclosed to Chronopost.

The Contractor may at any time exercise his right of access, of rectification, opposition, portability, or deletion of the Data concerning him, as well as his right to limit processing. The form for exercising rights is available at the following address: <https://www.chronopost.fr/en/rights-personal-data>.

16. APPLICABLE LAW - JURISDICTION

These conditions are subject to French law.

Any dispute relating to these conditions with a professional falls under the exclusive jurisdiction of the Commercial Court of Paris.