

GENERAL CONDITIONS OF SALE

Prêt-à-Expédier® on September 1, 2024

Domestic and international shipments (excluding Chronopoint®)

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1. PURPOSE

The purpose of these general conditions of sale (GTC) is to define the performance details of national and international shipping services for documents and goods sent by Chronopost®.

They apply to Prêt-à-Expédier® (which means “ready to ship”) services on condition that standards governing restrictions, destinations and text appearing on packaging are complied with.

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 GTC.

We would stipulate the following points:

- **“Chrono 13 1 kg padded pouch”** is a carrying service for **documents and/or goods** offered by Chronopost using inflatable sleeves; the service is available in mainland France and Monaco.
- **“Chrono 13 1 kg envelope”** is a carrying service for **documents** offered by Chronopost using special envelopes; the service is available in mainland France and Monaco.

2. DIMENSIONS

Prêt-à-Expédier is subject to specific standards regarding maximum weight, dimensions and resistance which appear on the packaging; if these limits are exceeded items travel at the sender's own risk and Chronopost is in no way liable.

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 in all forms; 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 including imitation weapons; narcotics; psychotropic drugs; piece 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 overseas and 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.

For the Prêt-à-Expédier 1 kg envelope only documents are allowed to the exclusion of any other items or goods.

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, Chronopost may dispose of the parcels in a reasonably expedient manner, in particular to stop the routing, and the sender 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.

- **The sender is responsible for:**
 - introducing the documents or goods for shipping into the Prêt-à-Expédier packing and ensuring it has been closed,
 - fill out the entire shipping note
 - take the filled, closed Prêt-à-Expédier into the post office or Chronopost counter of his/her choice.
- **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 and its intracommunity VAT. 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® ICC 2020: Delivered 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. 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, may at any time 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 to comply with national and international regulations, in particular those relating to export control. The sender guarantees that its shipment complies with (i) all national and international regulations relating to dual-use goods, and (ii) any restrictive measures or embargoes imposed under United Nations sanctions programs or any other international or national program.

As such, the Sender acknowledges that it is not among the persons or entities identified on any list drawn up by an international organisation, including in particular 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 those lists.

The sender is informed and accepts that the data concerning the sender and the recipient will be subject to control in order to verify that they do not appear on national or international sanctions lists. The sender undertakes to inform the recipient thereof.

In the event of failure to comply with this article, 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.

6.1 PERSONAL DELIVERY

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/or any indisputable means of secure identification, 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 six (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 e-mail address.

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

6.2 "MAILBOX DELIVERY" OPTION IF THE RECIPIENT IS ABSENT

This option is only applicable on domestic shipments of Prêt-à-ExpédierChrono 13® 1 kg envelope and 1 kg padded pouch in Metropolitan France and Monaco. When handing over either of these two types of shipment for transport, the sender may opt for a mailbox delivery if the recipient is absent and to track the transport through to the destination at the Chronopost website at the following address www.chronopost.fr or by telephone to the Customer Service department whose number appears on the shipping note.

Opting for a mailbox delivery implies that the sender knows the characteristics of the mailbox. In all cases, the sender remains responsible for the consequences of non-delivery if the mailbox is non-existent, impractical, inaccessible or incompatible with the size and/or shape of the Prêt-à-Expédier.

In this context:

- **The parties (sender - Chronopost - recipient) acknowledge that the delivery is deemed performed, from the time the information that the message stating that the shipment was delivered to a mailbox is entered into the Chronopost information system.** Such messages may be consulted on the Chronopost website www.chronopost.fr or by telephone to the Customer Service department whose number appears on the shipping note.
- **Similarly, the parties (sender - Chronopost - recipient) acknowledge that the Prêt-à-Expédier to which the above messages refer is deemed to have been delivered in good condition.** Proof that loss of content or damage occurred before delivery as defined above is the responsibility of the recipient or sender.

6.3. CHRONO 10® DELIVERY OPTION

Provided that the destination town is eligible for the Chrono 10 service (Chrono 10® delivery option), on payment of a supplement at the time of drop-off, the sender may choose for delivery to be made the next day before 10 a.m. for all formats of Prêt-à-Expédier packaging from the Chrono 13® Metropolitan France and Monaco range.

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 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 € 500 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. It is agreed 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 domestic shipments, 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 the day after public holidays, parcels might be delivered during the day, without time commitment. For some coastal islands delivery time might suffer a one-day extension. Parcels accepted on Saturday or the day before public holidays to Corsica will be delivered on Tuesday or the day after the public holiday.

For Overseas and international shipments, the deadlines are for a pick-up from Monday to Friday, with the exception of shipments handed over on Saturday for which deadlines run 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 parcel 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 shall not be liable for any loss that is not a foreseeable, immediate and direct consequence of the non-performance of the contract

8. INSURANCE OF GOODS TRANSPORTED

Senders can insure the contents of parcels up to a limit of € 5,000 on payment of a premium that includes any management administration charges, in accordance with the rates and conditions available on the tariff posters displayed at points of sale or at www.chronopost.fr; Senders may declare the value of goods transported as of the first euro and pay the corresponding premium prior to shipping.

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 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.).

Claims are only admissible if the transport price has been paid.

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. DELIVERED ON TIME OR NO CHARGE

For any purchase of a "Prêt-à-Expédier National" product the sender may use the "Delivered on time or No Charge" service (hereinafter "the Service"), provided it is registered at www.chronopost.fr/satisfait before midnight on the drop-off day of the "Prêt-à-Expédier National". If there are multiple shippings, a request must be made for each shipment. No requests by mail will be accepted.

Senders may not use this Service if they fail to comply with these general conditions of sale. This service is not valid in case of faults committed by the sender or recipient, force majeure, inherent defects in the items concerned or inadequate packaging, action taken by the customs authorities or failure to comply with handling restrictions. Similarly, the sender may not use this service if it fails to comply with the standards, destinations and information appearing on the packaging.

In the event of a delay in delivery caused by Chronopost, senders using this service will be automatically assigned a reduction code equivalent to the purchase value of the "Prêt-à-Expédier National" product via the e-mail address given by the sender when signing up to the service at the website www.chronopost.fr/satisfait. This code will be valid for six (6) months from the date of issue and can be used once only for a purchase at the website www.chronopost.fr.

The reduction code may not be combined with other reduction codes, offset against other payments, divided up or exchanged for cash; however, if the sender decides not to use the reduction code the sender may file a claim as per the conditions laid down in the above "Delay" and "Claims" articles.

11. PRICE

The service is billed according to the Prêt-à-Expédier chosen and according to the fee schedule in force on the drop-off day.

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® ICC 2020.

12. MEDIATION

Consumers who have lodged claims and are not satisfied with Chronopost's response or have not received a response two (2) months after the claim was made, may apply to the Mediator of the La Poste group, Case Postale Y812, 5 rue du Colonel Pierre Avia, 75757 Paris CEDEX 15, <https://mediateur.groupelaposte.com> which has the power to mediate in any dispute concerning all the services covered by these GTC. 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.

13. ETHICS AND COMPLIANCE WITH APPLICABLE ANTI-BRIBERY LAWS

13.1 The sender guarantees that it complies with all national and international regulations relating to the fight against corruption, terrorism and money laundering, or any similar activity.

13.2 Chronopost undertakes to respect the ten principles of the United Nations Global Compact concerning Human Rights, Labour Rights, the environment, the fight against corruption, as well as all regulations relating to the fight against terrorism and money laundering. 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 Conduct and a Sustainable procurement charter, available on www.chronopost.fr that it undertake to respect.

14. CANCELLATION - INVALIDITY

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

15. STATUTE OF LIMITATIONS

All actions are time-limited to one (1) year from the date of delivery or the day the delivery should have taken place

16. PERSONAL DATA PROTECTION

As part of its services, Chronopost hereby informs you that it may process personal data (hereinafter the "Data") belonging to you. The conditions of processing are detailed in the Data Protection Policy of Chronopost available on www.chronopost.fr.

It is specified that the Data contained in the parcels does not constitute Processing for CHRONOPOST.

- **Use of Data by CHRONOPOST** : CHRONOPOST collects and uses the Data transmitted for:
 - the performance of transport and related services (tracking parcels, sending delivery notifications, managing delivery preferences, correcting addresses, embargo control, customs formalities, exchanges with customer service, customer account management, etc.);
 - to measure the level of satisfaction of customers and recipients of CHRONOPOST services via satisfaction surveys (by e-mail or telephone) and the production of statistics;
 - to send offers of similar products and services to CHRONOPOST's sending customers, unless explicitly refused;
 - to improve its services and offers.
- **Legal basis**: The processing carried out by CHRONOPOST is based on the following legal bases: performance of the contract, legal obligation and legitimate interest.
- **Recipients of the Data**: The recipients of the Data are CHRONOPOST, La Poste and its subsidiaries, as well as its partners, service providers and subcontractors. These recipients are located in the European Union or outside the EU. For more information, please consult the Data Protection Policy available on www.chronopost.fr
- **Security and Confidentiality**: CHRONOPOST implements technical and organisational measures to ensure, taking into account the state of the art, a level of security and confidentiality appropriate to the risks presented by the processing and the nature of the Data processed.
- **Rights**: The Contractor may at any time exercise his right of access to the Data concerning them, of rectification, opposition, portability, or deletion, 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>. You may also contact the Data Protection Officer at the following address : the Data Protection Officer - CP C703 9 rue du Colonel Pierre Avia, 75015 Paris (France).

17. 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.