

GENERAL CONDITIONS OF SALE

Prêt-à-Expédier® on September 1, 2026

Domestic and international shipments (excluding Chronopoi®)

CHRONOPOST SAS, RCS Paris 383960135, with registered office at 3 boulevard Romain Rolland, 75014 Paris.

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1. PURPOSE

These General Conditions of Sale (hereinafter the "**GCS**") aim to define the terms of execution for national and international document and goods transport services carried out under the CHRONOPOST® brand.

These terms apply to the « Prêt-à-Expédier » services, provided that the standards, restrictions, destinations, and notices indicated on the parcels are complied with.

The list of countries served as well as the specific features of the services offered are available on www.chronopost.fr.

In whatever capacity it may act, and in particular as a freight forwarder or carrier, CHRONOPOST undertakes to route the parcels from the time of their acceptance up to the agreed destination, according to the route, procedure, and carriers of its choice.

No special or general condition emanating from the sender may, unless expressly accepted by CHRONOPOST, prevail over these GCS.

The following specifics are detailed:

- "**Chrono 13 padded pouch 1 kg**" is a transport service for **documents and/or goods** executed by CHRONOPOST, using inflatable pouches, within the territory of metropolitan France and Monaco.
- "**Chrono 13 envelope 1 kg**" is a **document** delivery service provided exclusively by CHRONOPOST using special envelopes, within mainland France and Monaco.

2. DIMENSIONS

The « Prêt-à-Expédier » items are subject to specific standards for maximum weight, dimensions, and resistance as indicated on the packaging. In the event these are exceeded, the shipment travels at the sender's own risk and peril, without any liability for CHRONOPOST.

3. RESTRICTIONS CONCERNING ACCEPTANCE

In general the following cannot be accepted:

- **any goods which come within the scope of national or international regulations concerning dangerous products such as, (the following list is not exhaustive), munitions, gases and inflammable, radioactive, toxic, infectious or corrosive materials**, and any objects which, by their nature or given their packaging, may represent a danger for drivers or staff responsible for handling the goods in question, or a danger for the environment, or put the safety of the transport means at risk, or possibly damage other parcels being transported, or vehicles or third parties;
- **jewellery, clocks or watches, precious stones and precious metals, money, currency, banknotes, financial or securities, securities or payment, debt securities or commercial paper, gift vouchers, phone cards or similar and generally any paper or other medium to make a payment and fungible / or subject to the laws governing the transportation of cash;**
- **animals or other living beings, whether alive or dead, plants in all forms, controlled-temperature goods, perishables products or goods, biological or blood sample, organs, and any products under suspension arrangements with respect to excise duty;**

- all types of weapons including imitation weapons, narcotics, psychotropic drugs, pieces of art, works of art, antiques, collector's goods including collectible trading cards, publications or audiovisual media prohibited by any applicable legislation or regulations;
- tenders, pre-qualification dossiers in the context of the allocation of contracts, application files and copies of examination papers, and all prototype.

For Overseas Territories and international shipments, items subject to the above restrictions cannot be accepted, nor can furs and items not permitted for import into the destination country.

For the "Prêt-à-Expédier 1kg envelope service", only documents are authorized, excluding all other objects or goods.

The sender undertakes to inform CHRONOPOST of any special characteristics which are not immediately apparent but which could have repercussions on the transport of the goods to be shipped.

If the sender entrusts CHRONOPOST with the transport of objects or documents to which the above-mentioned restrictions are applicable, any such object will travel at the sender's sole risk and peril, without CHRONOPOST's liability.

Therefore, the sender shall bear all and any consequences caused by the failure to comply with these restrictions and shall be held responsible for damage to third parties and / or CHRONOPOST;

In the event of non-compliance with the above provisions, CHRONOPOST may dispose of the parcels in a reasonably expedient manner, in particular to abandon their forwarding, and sender agrees to indemnify CHRONOPOST for all the consequences resulting for the latter, regardless of their nature.

If the sender entrusts CHRONOPOST with goods subject to excise duties that have been paid, without prejudice to the restrictions set forth above, the sender undertakes to comply with all the regulations in force, including those concerning traceability, in order to be in a position to certify, if necessary, correct handling of such duties, in such a way that CHRONOPOST may never be involved or held liable on that score.

4. THE SENDER'S OBLIGATIONS

- **Content:** the sender will be held liable for any damage caused to third parties and/or CHRONOPOST by a parcel to which the restrictions set forth above are applicable and any consequences resulting from failure to observe these restrictions.

- **Mandatory informations:** the sender will be liable for the information given on the waybill, especially those concerning the surname and first name for a physical person, the business name for legal entity, and also the geographic address of the addressee allowing its geolocalisation (including the number, name of the street, postcode, country, and door code), the mobile telephone number and/or his email address. Those mandatory informations must be exact, accurate and complete, so that standard delivery conditions are possible.

The sender, at his own risk:

- places the documents or goods to be shipped into the «Prêt-à-Expédier» package and ensures it is sealed;
- fully completes the transport waybill;
- submits the completed and sealed «Prêt-à-Expédier» package at the counter of a post office or CHRONOPOST agency, at their discretion.

- **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 the importer will be responsible for presenting all the documents necessary for the completion of customs formalities in conformity with the regulations applicable, and to provide when appropriate its EORI number and its intracommunity VAT. The sender will be required to pay any expenses borne by CHRONOPOST in the event of an inaccurate declaration and any charges incurred by the addressee which have not been paid by the latter. Unless otherwise agreed,

only DAP shipments (Incoterm® ICC 2020: Delivery At Place) are accepted by CHRONOPOST. No parcel may be shipped under the temporary exports regime. CHRONOPOST cannot accept liability for any act or omission attributable to the exporter and/or the importer or the Customs department. The exporter and/or the importer will be solely liable for any financial consequences stemming from declarations or documents that are inaccurate, incomplete, inapplicable or provided late, and for any failure of regulations, including customs, that might result in CHRONOPOST's having to pay duties, additional taxes or a fine to the authority in question. 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 – EXPORT CONTROL

In the context of Customs or security inspections, the sender agrees that CHRONOPOST, in its capacity as an authorized agent, or any government authority, including the Customs, may at any time open and inspect parcels entrusted to CHRONOPOST, without its being possible for exercising of this right to in any way affect the fact that the sender will remain solely responsible for the veracity of their declarations. Furthermore, the sender is hereby informed that all parcels loaded onto aircraft are likely to be subject to safety inspections which may involve the use of X-rays.

If after having suspended the shipment for safety reasons or controls, CHRONOPOST fails within a reasonable period of time to obtain the instructions of the sender or the addressee, and/or the documents necessary for the resumption of the shipment, CHRONOPOST will be entitled to destroy the parcel or dispose of it, without its liability being held for account.

For international shipments, the sender represents and warrants that it complies with all applicable national and international laws and regulations governing sanctions and export controls. In this regard, the sender warrants that its shipment complies with (i) all applicable national and international regulations concerning dual-use goods, and (ii) any restrictive measures or embargoes imposed under United Nations sanction programs or any other national or international program. As such, the sender acknowledges (i) that it does not appear among the persons or entities identified on any lists drawn up by an international organisation, including but not limited to the "Specially Designated Nationals List" (SDN) issued by the OFAC (US Treasury Office of Foreign Assets Control), (ii) that it is not owned or controlled, directly or indirectly, by, nor acting on behalf of, any natural or legal person listed on such lists, and (iii) that it will not entrust CHRONOPOST with parcels to an addressee who appears on these lists. Furthermore, the sender agrees and warrants that it shall comply with all applicable prohibitions on the export or re-export of goods, services or technologies, directly or indirectly, to or from countries and territories subject to territorial sanctions. The sender undertakes to inform the consignee thereof.

In the event of a breach of this Article, CHRONOPOST reserves the right to (i) suspend or interrupt the routing, (ii) give to the competent authorities all required information and apply the procedure required by them, including the destruction of the parcel at the expense of the sender, and this without CHRONOPOST's liability being held for account.

6. ACCEPTANCE / DELIVERY

CHRONOPOST does not provide deliveries with TSA, Cedex, PO Box, "CS", "Libre Réponse" or "poste restante".

6.1 HAND DELIVERY

In the event of any damage or loss of content, the addressee must express full, precise, written reserves, dated and signed, on the delivery slip, at the time of delivery.

The addressee's digitized signature, as well as its reproduction, or any other incontestable means of secure handover, constitute proof of delivery of the parcels, and the Parties acknowledge that these various means of identification, regardless of their form and communication channels, possess a legal value identical to that of a traditional signature on paper.

Any object which it has not been possible to deliver and is accordingly being held at the Post Office will be handed to the addressee or their agent or representative on presentation of proof of their identity 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 within Metropolitan France and Monaco, and unless otherwise specified by the sender, an interactive delivery service (Predict) is offered to the consignee, who will then receive a notification at the time the parcel is taken over by CHRONOPOST or in case of delivery failure. The consignee could then directly change:

- the date of initial delivery (within a maximum of six (6) business days from the initial date), and/or
- the place of delivery chosen by the sender, such as a nearby point (Pickup point or CHRONOPOST's depot), suggested by CHRONOPOST within the initial perimeter of delivery, or the address of an identified neighbor or a safe place of delivery agreed with CHRONOPOST.

This service is activated only if the mobile phone number and/or email address of the consignee are transmitted to CHRONOPOST.

In case the consignee changes its initial day of delivery by communicating an instruction to CHRONOPOST, then the sender will not be allowed to ask for an indemnification based on late delivery.

6.2 "LETTERBOX DELIVERY" OPTION IN CASE OF RECIPIENT'S ABSENCE

This option strictly applies to domestic shipments of Prêt-à-Expédier Chrono 13 envelopes (1kg) and padded pouches (1kg) within metropolitan France and Monaco.

The sender may opt, at the time of handing over these two types of shipments, for a letterbox delivery in the event of the recipient's absence and track their shipment to its destination on the CHRONOPOST website at www.chronopost.fr or by phone with Customer Service, whose number appears on the transport waybill.

Opting for letterbox delivery implies that the sender is aware of the letterbox's characteristics. In all cases, the sender remains liable for the consequences of non-delivery if the letterbox is non-existent, unusable, inaccessible, or incompatible with the dimensions and/or shape of the Prêt-à-Expédier item.

In this context:

- **The parties (sender - CHRONOPOST - recipient) acknowledge that the delivery is deemed executed as of the entry of the information into the CHRONOPOST information system via the message specifying that the shipment has been delivered to the letterbox.** These messages can be consulted on the CHRONOPOST website at www.chronopost.fr or by phone with Customer Service, whose number appears on the transport waybill.
- **Similarly, the parties (sender - CHRONOPOST - recipient) acknowledge that the Prêt-à-Expédier item, subject of the aforementioned messages, is deemed to have been delivered in good condition.** The burden of proof that a loss of contents or damage occurred prior to the delivery as defined above lies with the recipient or the sender.

6.3. CHRONO 10® DELIVERY OPTION

Provided that the destination municipality is eligible for the Chrono 10 service, the sender may subscribe to an option for next-day delivery before 10 a.m. for all formats of the Prêt-à-Expédier packaging of the Chrono 13 range in Metropolitan France and Monaco at the time of drop-off, subject to the payment of a surcharge.

7. LIABILITY

7.1 LOSS/DAMAGE

CHRONOPOST shall be liable in the event of **proven loss or material damage** caused 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 shall, upon presentation of supporting documents, be engaged:

- **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 € 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 understood 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, or even air or road traffic disorders linked to a local event, 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.

On the day following public holidays, delivery may occur during the day without any time commitment. For certain coastal islands, the delivery time may be extended by one day. Parcels accepted on Saturday or the day before public holidays destined for Corsica will be delivered on Tuesday or the second day following the public holiday.

For Overseas and 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 carried out on working days, excluding public holidays, in the country of destination. Delivery times per service and per country are available on 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, set out in Appendix II of article D3222-1 of the Transport Code.

7.3 PREJUDICE FOR WHICH COMPENSATORY DAMAGES ARE PAYABLE

CHRONOPOST shall not be held liable to compensate for any damage which is not a foreseeable, immediate, and direct consequence of the non-performance of the contract.

8. INSURANCE FOR ITEMS TRANSPORTED

The sender may insure the contents of its parcel up to a limit of €5,000 and in consideration of the payment of a premium, including insurance claim management fees, in accordance with the fee schedules and conditions available on the pricing posters published at points of sale or on www.chronopost.fr. The sender must declare the value of the transported goods on the front of the transport waybill, from the very first euro, and pay the corresponding premium.

The insurance does not cover goods or documents subject to restrictions on acceptance, faults committed by the sender or the consignee, 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 taken out by CHRONOPOST on behalf of the sender, the latter has a direct right of action against the insurer for compensation for its loss.

9. CLAIMS

Under penalty of being time-barred and the request being deemed inadmissible, any claim must be specifically addressed to CHRONOPOST Customer Service in writing, whose contact details appear on the transport waybill, within the following time limits:

- **for domestic transport:** no later than fourteen (14) days following delivery for consumers.
- **for international transport:** no later than twenty-one (21) days following delivery.

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

In the absence of detailed reservations entered by the consignee on the delivery slip, it is incumbent upon the claimant to provide proof that the damage occurred during transport and to establish that the damage is attributable to the transport.

10. DELIVERED ON TIME OR FREE

For any purchase of a **"Domestic Prêt-à-Expédier"** product, the sender may benefit from the "Delivered on time or Free" service (hereinafter the "Service"), provided that the sender registers before midnight on the day of depositing the **"Domestic Prêt-à-Expédier"** on www.chronopost.fr/satisfait.

In the event of multiple shipments, a request must be made for each of the shipments. No requests by mail will be accepted.

The sender may not claim this Service in the event of non-compliance with these GCS. This service is not valid in the event of fault of the sender or the recipient, Force Majeure, inherent defect of the object, insufficiency or inadequacy of the packaging, customs actions, or non-compliance with the acceptance restrictions. Likewise, the sender may not claim this Service in the event of non-compliance with the standards, destinations, and notices appearing on the packaging.

In the event of a delay in delivery attributable to CHRONOPOST, the sender having subscribed to this service will automatically be assigned a discount code equivalent to the purchase value of the **"Domestic Prêt-à-Expédier"** product to the email address mentioned by the sender when subscribing to the service on the www.chronopost.fr/satisfait website. This code will be valid for six (6) months from its issuance and can be used in a single transaction on a future purchase on the website www.chronopost.fr. The benefit linked to the discount code cannot be combined with other discount codes, nor is it subject to set-off, fractional use, or convertible into cash; however, if they waive the use of the discount code, the sender will have the possibility to file a claim according to the conditions set out in the aforementioned "Delay" and "Claims" articles.

11. PRICE

The service is invoiced based on the destination zone, the type of service ordered, and the weight of the parcel in accordance with the pricing schedule in force on the day of deposit. 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 applicable duties and taxes, will be invoiced according to the pricing in force depending on to the country of destination and the chosen Incoterm® ICC 2020.

12. MEDIATION

Claimant that is considered as consumer shall have the opportunity, in case CHRONOPOST's response does not satisfy him or in case he has not received a response two (2) months after filing his complaint to the Mediator of Group La Poste, PO Box Y812 – 5 rue du Colonel Pierre Avia - 75757 PARIS CEDEX 15, <https://mediateur.grounelaposte.com>, which has jurisdiction in any dispute relating all the services covered by these GCS. The mediation procedure is free. Claimant as consumer may submit his request to the Mediator of La Poste, either directly or through an intermediary (consumer association, lawyer, elected another 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 anti-corruption/anti-bribery laws and regulations.

CHRONOPOST therefore declares and warrants that it has not and will not give, or will not propose to give, directly or indirectly, a sum of money or any other pecuniary benefit or not, to any person, and in particular any representative of a public authority, for the purpose of influencing any act or decision, in particular in order to obtain 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.

14. CANCELLATION – NON-VALIDITY

If one of the provisions of these GCS is declared to be invalid or null and void, all the other provisions will continue to be applicable.

15. STATUTE OF LIMITATIONS

A legal action will be time-barred on the expiry of one (1) year as from the delivery date or the day on which delivery should have been performed.

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 is not subject to Processing by CHRONOPOST.

- **Use of Data by CHRONOPOST** : CHRONOPOST collects and uses the Data transmitted for:
 - o 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.);
 - o 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;
 - o to send offers of similar products and services to CHRONOPOST's sending customers, unless explicitly refused;
 - o 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. LAW APPLICABLE - ATTRIBUTION OF JURISDICTION

The GCS are governed by French Law.

Any dispute relating to these with a professional will come within the exclusive competence of the Paris Economic Activities Court.